

Buckinghamshire & Milton Keynes Fire Authority



MEETING	Overview and Audit Committee
DATE OF MEETING	7 March 2018
OFFICER	Graham Britten, Director Legal and Governance
LEAD MEMBER	Councillor David Watson
SUBJECT OF THE REPORT	2016/17 Compliments and Complaints
EXECUTIVE SUMMARY	<p>This purpose of this report is to advise of complaints made and, following investigation, any that were upheld. It includes details of the corrective action taken to reduce or remove the problem and improve public perception of the services we provide. It also serves to note public satisfaction and, where new good practice is identified, to improve standard operating procedures.</p> <p>As the numbers of compliments and complaints is relatively low, data from the annual satisfaction survey "After the Incident" is included to capture the perceptions of those experiencing an incident in the home or in non-domestic premises with 316 non-domestic 377 domestic incident surveys being completed.</p> <p>No complaints were investigated by the Ombudsman or the Information Commissioner during this reporting period.</p> <p>In light of the growing number of information security incidents, both in the UK and overseas, the report also reflects on complaints that may arise from a breach of information security and the potential impact.</p> <p>In the first quarter of 2016/17 the Information Commissioner's Office (ICO) issued fines to five organisation's for failing to take appropriate technical and organisational measures to prevent unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data:</p> <p>£55,000 to Construction Materials Online Ltd. £150,000 to Greater Manchester Police £150,000 to Basildon Borough Council £100,000 to Gloucester City Council £60,000 to Boomerang Video Ltd.</p> <p>Not all attacks are against personal information, some are:</p>

	<ul style="list-style-type: none"> • attempts to make an organisation pay to release information that has been encrypted and made unavailable. • to prevent an organisation from conducting its business. • to destroy and organisation's / individuals files and attack everyone in e-mail contact lists.
ACTION	Noting
RECOMMENDATIONS	That the report be noted.
RISK MANAGEMENT	<p>The public are encouraged to raise concerns/make complaints and, if required, are given assistance to do so.</p> <p>There are sufficient investigating officers trained in complaints handling to ensure that complaints are rigorously investigated, resolved as quickly as possible and, wherever possible, to the satisfaction of the complainant.</p> <p>To protect the privacy of the complainant, all personal data is removed when no longer needed to support investigations.</p> <p>If a complaint is upheld and actions to prevent a similar incident occurring cannot be put in place immediately, the need for a risk treatment will be recorded in in a project/department or the corporate risk register. These risk registers are frequently reviewed.</p> <p>There is a large number of information risks and although a number of treatments are in place to mitigate these, the potential severity of risks being realised means that information security has been evaluated as "red and included in the Corporate Risk Register. If a breach occurred it is likely to lead to a complaint that could have serious implications for the Authority both under the Data Protection Act and General Data Protection Regulation (GDPR).</p>
FINANCIAL IMPLICATIONS	Whilst there are costs associated with investigating complaints, the cost associated with corrective action has been small. For example, repairs to grass verges. However a contingency budget and/or reserves are held in the event of a serious incident occurring.
LEGAL IMPLICATIONS	Actual or potential legal implications are considered during the investigation of a complaint. To proactively avoid complaints projects, policies, processes and procedures are reviewed when changes in good practice are identified or when there is a pending change to legislation, such as the General Data Protection Regulation (GDPR) and Data Protection Act.

CONSISTENCY WITH THE PRINCIPLES OF THE DUTY TO COLLABORATE	Complaints could arise from any of a number of business projects, processes and procedures and many of these have been developed in collaboration with other Fire and Rescue Services and/or other partner agencies. During development and through to implementation, these are risk and impact assessed to reduce incidents that may lead to complaints arising.
HEALTH AND SAFETY	Any actual or potential health and safety issues are considered during the investigation of a complaint.
EQUALITY AND DIVERSITY	Any actual or potential equality and diversity issues are considered during the investigation of a complaint.
USE OF RESOURCES	Buckinghamshire & Milton Keynes Fire Authority is a public authority, complaints against which may be subject to investigation by the Local Government Ombudsman. The Ombudsman will usually decline investigation until the public authority's internal complaints procedure has been exhausted. It is therefore important that there is a complaints procedure in place; and that it is understood by users and the authority, so that complaints are not escalated to the Ombudsman.
PROVENANCE SECTION & BACKGROUND PAPERS	Background The last report was made on 14 September 2016 . (see item 11).
APPENDICES	Appendix A
TIME REQUIRED	5 minutes
REPORT ORIGINATOR AND CONTACT	Gerry Barry gbarry@bucksfire.gov.uk 01296 744442

Appendix A

Compliments and complaints received 2014/15 – 2016/17

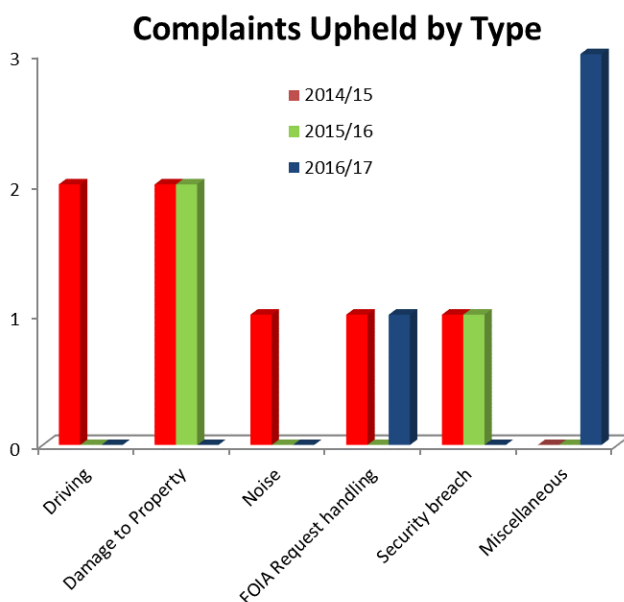
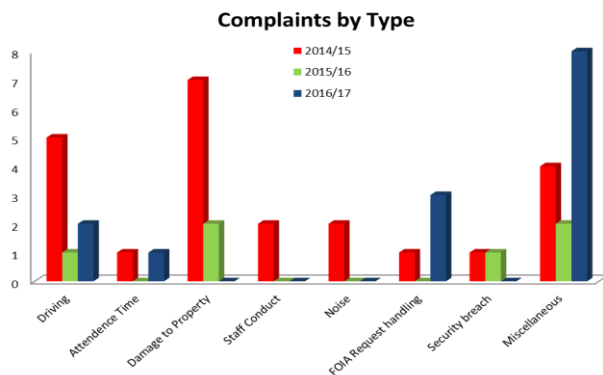
1. Purpose

This purpose of this report is to consider how data for 2016/17 compares to the two previous years 2015/16 and 2014/15, advise of any corrective action taken to reduce or remove the problem that led to a complaint being made and to identify opportunities to improve public perception of the services the Authority provides. It also serves to note public satisfaction and record compliments received and, if a compliment represent a new good practice, to identify measures taken to ensure that this becomes standard practice.

In light of the number of information security incidents, both in the UK and overseas, this year’s report also reflects on complaints that may arise from a breach of information security.

2. 2016/2017 Complaints

14 complaints were received in 2016/17 with four upheld.



Freedom of Information request

The Information Commissioner’s Office (ICO) has received a complaint about the way Buckinghamshire Fire & Rescue Service handled a series of requests about incidents. Rather than wait for a ruling from the ICO the requested information was released.

Miscellaneous - Key given to neighbour

Following a fire call where the owner was absent from the premises, forced entry was made. The premises were secured by our contractors and the key for the padlock left with a neighbour. The homeowner raised a number of issues which were found to be inaccurate and not upheld. However one of the issues was about our contractor leaving the key with a neighbour. This had been done for the homeowner’s convenience so that he/she would not have to go to the Fire Station to collect it – a visit that would prove fruitless if the Station crew were called to an incident. The procedure has been amended and where an owner’s consent cannot be obtained to leave the key with a neighbour, the key will be held at the Fire Station.

Miscellaneous - Overgrown foliage

Buckinghamshire and Milton Keynes Fire Authority had not cut back foliage at Bletchley. This has now been scheduled into Facilities team workload.

Miscellaneous - Parking in a disabled bay

An employee parked an Authority vehicle in a disabled bay and was not displaying a blue badge permit. The employee was referred to his/her line manager and appropriate disciplinary action was taken.

After the incident - Customer satisfaction report 2016/17

	Domestic		
	2014/15	2015/16	2016/17
Respondents	112	291	366
Very Satisfied	95%	93%	92%
Fairly Satisfied	5%	4%	5%
Total	100%	97%*	97%*
	Non-Domestic		
Respondents	25	227	309
Very Satisfied	96%	89%	88%
Fairly Satisfied	4%	7%	8%
Total	100%	96%*	96%*

The Authority continues to subscribe to the annual confidential survey which measures the satisfaction of members of the public who have experienced an incident in the home or in a non-domestic dwelling. These surveys are a good indication of how well the community is served when an incident occurs, and supplements the compliments and complaints received from other sources to provide a wide range of feedback. We received 377 completed surveys for incidents in the home (307 for 2015/16) and 231 for non-domestic incidents (4750 all non-domestic incidents). The questionnaires are returned to Opinion Research Services (ORS) who analyse the returns and publish the results annually. Participating FRA’s are measured against 24 indicators in three groups.

In terms of overall satisfaction with performance at incidents in the home, the Authority scored 97 out of a 100 and for non-domestic incidents, 96 out of a 100.
 * Where the figures do not add up to 100% the person completing the survey was ‘neither satisfied nor dissatisfied’ or ‘dissatisfied’.

3.1 Dissatisfaction – Incidents in the home

The bulleted list below is the negative comments from people who experienced an incident in the home. Neutral comments, for example "A pan on the cooker caught fire. My fault, I neglected it" have not been included.

- I did have to call again to check they were coming.
- I expected them to arrive quicker.
- It seemed a long time, but probably wasn't, we were very distressed and shocked at the time.
- It took fifteen minutes for the fire service to arrive.
- The assessor came first and that took 25 minutes before the main crew called and they came 30 minutes later.
- The timing was explained, after an investigation by the fire officer.
- We could hear the siren, but it took a while before they arrived. Possibly our anxiety.
- We live a few miles from the fire station so understand it can take a while.

3.2 Dissatisfaction – Non-domestic incidents

The two negative comments below were submitted with the survey of non-domestic incidents.

- 20 minutes. came from another station.
- A quicker response would have been reassuring.
- Fire crew went to wrong address.
- Fire service did not attend. informed of false alarm.
- Slow response time, considering the fire station is only five miles away.
- Ten minutes to arrive. Is this normal?
- Cat was stuck on roof for three days and nights.

3.3 Satisfaction – Incidents in the home

- Amazingly quick in getting here, thank you.
- Certainly did not expect two fire engines with blue lights flashing. thank you.
- Fantastic response.
- I found them very helpful.
- I thought they were all brilliant.
- I was very pleased with the efficient service and the helpful manner of the fireman.
- The firemen were over the road. i asked for help and they were really good.

Compliments and Complaints

- Two engines arrived from different stations, around the same time, very efficient.
- Very grateful for our fire services, we had no stopcock for main water pipe. FRS had to turn off in the road area.
- Very helpful and friendly.
- Very helpful, turned off electric.
- The firemen were very reassuring and checked everything thoroughly.
- They arrived very quickly.
- They were excellent.
- I thought they would come from Watlington, not High Wycombe. it was a fast response from High Wycombe though.

3.4 Satisfaction – Non-domestic incidents

- Less than four minutes.
- On site very quickly.
- Very prompt to respond to call.

4. 2016/ 2017 Compliments

There was an increase in the number of written compliments received in 2016/17 - 27 letters whilst these were predominantly about help at incidents (17) there was also two regarding sensitive behaviour around animals, two about help received on projects, three about Home Fire Safety visits, and three for attendance at events. The high level of satisfaction 98/100 for incidents in the home and 97/100 for non-domestic incidents is reassuring and there were a number of positive comments included.

5. Preparing for events that could lead to complaints

Whilst we are constantly reviewing our services to try to ensure that the public gets the best possible services from the resources available, the information we use to deliver these services has increasingly come under threat. We store personal information about our employees and members of the public and this information can be sensitive and, if accessed by unauthorised people, may cause damage and/ or distress and are likely to result in complaints.

Under the Data Protection Act we are required to take appropriate technical and organisational measures to prevent unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data. To comply with the General Data Protection Regulation (GDPR) we must demonstrate that we have implemented measures to ensure data protection by design (built in technical safeguards).

Investment in cryptographic controls such as intrusion detection technology (to prevent suspicious email getting into our systems), processes for managing information and employee education, will help to protect the Authority and the public. We continue to keep the risk of unauthorised access at "Red" as those wishing to attack our systems and trick people into releasing information are always working to find new methods to achieve this.

The consequences of non-compliance are immense, not only in terms of the harm that could be done to individuals, the reputation of the organisation and our ability to

share information with other organisations, but also in the financial damage that could result in a substantial fines from the Information Commissioners Officer (ICO) – currently up to £500,000 for a serious breach but up to €20,000,000 under the GDPR.

6. Extract of a report from the ICO for 2016/17

In the first quarter of 2016/17 the ICO issued five fines:

- £55,000 to Construction Materials Online Ltd. Who did not have appropriate technical measures in place to prevent an attack and was unaware its website contained a coding error, which led to an attacker using a common hacking technique called an SQL injection, to access 669 unencrypted cardholder details including names, addresses, account numbers and security codes.
- £150,000 to Greater Manchester Police who failed to keep highly sensitive personal information in its care secure and sent unencrypted DVDs to the National Crime Agency, which showed named victims talking openly - but these DVDs were never received and have never been found.
- £150,000 to Basildon Borough Council for publishing information (which formed part of a planning application) relating to a static traveller family who had been living on a site for many years. It referred to the family's disability requirements, including mental health issues, the names of all the family members, their ages and the location of their home.
- £100,000 to Gloucester City Council after a cyber attacker accessed personal sensitive information of 30 – 40 employees. The council had detected the virus in its systems but forgot to patch them.
- £60,000 to Boomerang Video Ltd. Who failed to take basic steps to stop its website being attacked and the attacker was able to query the customer database and download text files containing 26,331 cardholder details (including name, address, primary account number, expiry date and security code). The attacker was able to gain access to the decryption key with ease, using information in configuration files on the web server. Industry guidelines prohibit the storage of the security code after payment authorisation.

7. Not all attacks are against personal information ...

Social engineering/cyber fraud is being used to attack and an organisations money-transfer policies and procedures through its employees. This type of attack doesn't target data, it targets the money and once it's transferred it's unlikely that the money will be retrieved.

Distributed Denial of Service attacks (DDoS) whereby hackers overload an organisations system and shut down its network so that the organisation cannot conduct its business.

Malicious software, such as Ransomware, locks down systems and essentially say 'we have your data, if you want it back you've got to pay a ransom'" (A recent example is the 'WannaCry' virus that began spreading worldwide on Friday 12 May and by 15 May had infected 300,000 computers in more than 150 countries).

8. If we are attacked other people and organisations may become victims.

Compliments and Complaints

A "*worm*" is similar to a virus but it spreads differently. In order to affect your files, a worm eats into your system and runs on its own and can replicate by resending itself from your system to everyone in a person's contacts list.