

1 October 2024

IC-330413-D5F3

Request

In summary, you asked us:

"FOI request:

1. *Please state the number of Reading Brough Council complaints that you have had from its service users regarding Education Data For children (SEND DATA) and Childrens Social Care Handling Data for the following years:*

2018
2020
2021
2022
2023
2023

2. *Please can you state the number of complaints for Education data handling and Childrens Social Care Handling Data which were regarding Missing data for the following years:*

2018
2020
2021
2022
2023
2023

3. *Please can you explain how many of the Education Data and Childrens Social Care Handling Data complaints were for Delayed SARs responses for the following years:*

2018
2020
2021
2022
2023
2023

4. *Please can you provide me with a list all the organisational guidance and recommendations that ICO have made to RBC for the Education Data Handling and Childrens Social Care Handling Data complaints in a*

document with the date that recommendation was made to improve its practice for the education and childrens social care data following complaints in the following years ONLY:

2021

2022

2023

2024"

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

We have searched our records based on the information you provided and can confirm that we hold some information within the scope of your request.

It may be helpful to explain that records held by the ICO are regularly disposed of in line with our [Retention and Disposal Policy](#). Complaint records are held for 2 years after case closure. This means that complaints more than two years old has been erased in line with this policy. We have therefore provided the information you requested for the time period we do hold.

The information is held by Financial Year (FY), so we have provided it in that format. The information is correct to the date of your request (6 September 2024).

We have interpreted all of your questions as relating to Reading Borough Council.

For clarity, we will answer each of your questions in turn.

1. Please state the number of Reading Brough Council complaints that you have had from its service users regarding Education Data For children (SEND DATA) and Childrens Social Care Handling Data for the following years:

Please find below the number of complaints about Reading Borough Council regarding educational data for children and/or children's social care handling data by financial year.

| Financial Year | Number of complaints |
|----------------|----------------------|
| 2022/23 | 3 |
| 2023/24 | 1 |
| 2024/25 | 3 |

2. Please can you state the number of complaints for Education data handling and Childrens Social Care Handling Data which were regarding Missing data for the following years:

Please find below the number of complaints about Reading Borough Council providing incomplete data relating to education data and childrens social care data by financial year:

| Financial Year | Number of complaints |
|----------------|----------------------|
| 2022/23 | 1 |
| 2023/24 | 0 |
| 2024/25 | 1 |

3. Please can you explain how many of the Education Data and Childrens Social Care Handling Data complaints were for Delayed SARs responses for the following years:

Please find below the number of complaints about Reading Borough Council not responding to SARs by the statutory deadline for requests relating to education data and childrens social care handling data, by financial year:

| Financial Year | Number of complaints |
|----------------|----------------------|
| 2022/23 | 2 |
| 2023/24 | 1 |
| 2024/5 | 0 |

4. Please can you provide me with a list all the organisational guidance and recommendations that ICO have made to RBC for the Education Data Handling and Childrens Social Care Handling Data complaints in a document with the date that recommendation was made to improve its practice for the education and childrens social care data following complaints in the following years ONLY:

The organisational guidance made by the ICO to Reading Borough Council based on the above complaints is withheld from disclosure under section 40(2) of the FOIA.

The practice recommendations made to Reading Borough Council in-scope of your request were made in response to complaints by individuals regarding their personal data. This means that the recommendations are based on the personal data of third parties, and there is no way to disclose the recommendations without disclosing information about the personal data of those individuals.

Therefore, disclosing the recommendations would break the first principle of data protection - that personal data is processed lawfully, fairly and in a transparent manner.

There is no strong legitimate interest that would override the prejudice that disclosure would cause to the rights and freedoms of the individuals concerned. So we are withholding the information under section 40(2) of the FOIA.

No other information has been redacted or withheld from disclosure.

This concludes our response to your request.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint through our website](#).

Your information

Our [Privacy notice](#) explains what we do with the personal data you provide to us, and set out your rights. Our retention schedule can be found [here](#).

Yours sincerely



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data see our [privacy notice](#)**