

## Appendix 2 – Examples of internal staff communications

# the buzz

MANCHESTER CITY COUNCIL

Monthly update from Joanne Roney OBE  
Chief Executive of Manchester City Council

### Staying safe online at work and at home

One of our seven key priorities, as outlined in our [Corporate Plan](#), is to be a well-managed Council. This takes into account our commitment to keeping data safe and protecting the information we are responsible for.



We are increasingly becoming more digitally focused as we make use of available technology to find new and improved ways of working. Sadly, as quickly as modern technology develops so do the practices of the cyber-criminals who look to exploit any weaknesses in the systems we operate.

In July, our Cyber Security Team saw off a staggering 46,074 incidents – that's an average of 1,486 a day, or 62 every hour, but they need your continuing help to keep the hackers at bay.

As a council we hold a variety of confidential, personal and often sensitive information. It is imperative that we all act carefully and responsibly to protect this data and maintain the integrity and security of our IT systems.

You can [find out online](#) if your email (work and home) has been subject to a past data breach.

In the coming months we will be rolling out a programme of cyber security awareness training for staff, but one easy step we can all take now is to improve the strength of our passwords. This is equally important for you to practise at home so you can enhance your personal security, and the security of your family.

[Test the strength of your passwords](#). If you add some upper and lower case letters, along with some numbers, you'll find an infinitely better password.



### getting to know you



Poornima Karkera  
Head of Governance

#### Tell us about your role

I work in the City Solicitor's Department.

My role includes advising on the constitution and governance, Member Services, Committee and Scrutiny Support as well as information governance work (FOI and data protection)

#### What do you love most about what you do?

There's a real sense of achievement from being able to deliver projects successfully, and working as part of a team. I love working with our fantastic colleagues. While working at the Council I've been incredibly lucky to have been involved in loads of exciting projects to deliver improvements for Manchester and our residents.

#### What has your team done that you're most proud of?

This is a difficult choice as all my teams have done amazing things. If I had to choose just one it would be working together to ensure GDPR compliance and spreading the message why data protection is important – that it's about respecting people's privacy as we'd like ours to be respected.

#### What do you enjoy doing outside of work?

I'm an avid reader and have just finished *Circe* by Madeline Miller, which was brilliant.

I also enjoy the theatre, cinema and (oh yes) holidays, especially in Italy, my second favourite place – after Manchester, of course!

#### What are your favourite memories of Manchester?

Watching films at the Cornerhouse, the brilliant summer of the Commonwealth Games, and university memories, from aeons ago!

# team talk

MANCHESTER CITY COUNCIL

By managers, for managers

### Data breaches are serious business – don't wait. Report them ASAP!

An [information security 'incident'](#), or 'data breach' as they are more widely known, involves a compromise of protected information we control, such as personal, sensitive or confidential information, being given to someone who should not have access to it verbally, in writing, or electronically.



Breaches can involve unauthorised access, misuse, corruption, and loss or theft of protected information assets, and may cause harm to individuals, third-party organisations and the Council.

#### What do I need to do?

It is crucial that data breaches are reported and investigated by a manager as soon as they come to light. They often require urgent action to recover the compromised information and minimise the potential for harm. In serious cases, the Council must notify the Information Commissioner's Office (ICO) of the breach within 72 hours.

As a manager please ensure that:

- you report the incident as soon as you are made aware of it, even if you do not have all the details
- you and your teams know [how to report a data breach](#)
- you and your teams understand our learning approach to breaches and how our [Fair Blame Statement](#) supports this
- you anonymise the reports and refrain from using jargon or acronyms.

Remember, if we don't know about incidents, we can't ensure that we take the right steps within teams and across the Council to prevent them happening again.