

**Reference Number:** FOI202223/629  
**From:** Other  
**Date:** 10 March 2023  
**Subject:** Details of processing of FOI requests

Details of why some FOI requests were rejected, and why the data processing of some requests would exceed the 'cost limit'(under s.12 of the Freedom of Information Act (2000)).

Q1 What is the electronic systems do you use to store operational data such as excel, email and SQL?

A1 [Microsoft Excel, Microsoft Outlook, and Microsoft Office 365 applications](#)

Q2 Whether the query can be completed by searching keywords in the interactive interface, or need to use the database for the query. If there are restrictions on this, please provide them.

A2 [A manual review is required, however certain search criteria can be applied to query e.g. Keywords](#)

Q3 What is the educational background (qualifications) of the staff members handling FOI requests – including those who make estimates under s.12 - and can they search the database using a programming language(eg. SQL)? We are not interested in the names of the staff members, merely their qualifications.

A3 [Qualifications include: MBA, ISEB Freedom of Information, BA / BSc Degree, A-Levels, GCSE's.](#)

[We do not search databases using programming languages.](#)

Q4 In the past 5 years, how many requests have been denied under s.12.

A4 [One](#)

Q5 For those requests in (4), can you provide a list of any recorded reasons that you rejected the request? (i.e. the detail of the 'estimate' you relied upon under s.12).

A5 [The estimated timeframe to locate and provide a response was based on having to review data involving 47 other organisations which was estimated to take a total of 41 hours in total. This request was made in 2019.](#)

Q6 For those requests in (4), could you please provide us with your search process (or proposed search process) for documents required for these rejected request cases?

A6 [The estimated timeframe to locate and provide a response was based on having to review data involving 47 other organisations which was estimated to take a total of 41 hours in total. This request was made in 2019.](#)

