

Reference Number: FOIAH2324/603
From: Commercial
Date: 29 January 2024
Subject: Compliance for Freedom of Information Requests

In regards to the past 12 months or past calendar year:

Q1 How many FOI requests have you received in your organisation?

A1 718 requests received from 01/02/2023 to 31/01/2024

Q2 How many of these requests have not been completed within the 20 working day timescale?

A2 85

Q3 How many staff log/process FOI requests?

A3 FOI's are processed by the Information Governance (IG) Team which includes 6 WTE. Please note, FOI's are a proportion of the workflow for the IG Team. We do not have any staff members whose sole role is to process FOI requests.

Q4 What system is used to log and record Freedom of Information Requests? e.g. Ulysses, Excel

A4 Microsoft Office 365 (O365) applications and Adobe Pro

Q5 Please provide the reasons that these requests were not completed within 20 working day timescale? E.g. lack of engagement, delay from departments who have the information, availability of staff, delay in approval process.

A5 Delay from departments who have the information and delay in approval process.

Q6 Do all staff in your organisation have training on what a Freedom of Information Request is?

A6 All staff are required to complete Data Security and Protection training annually which references FOI. Ad hoc training and engagement sessions are also available for staff who are key information holders and may be asked for responses more regularly.

Q7 Have you implemented any changes to improve the Freedom of Information Request response rate within your organisation? E.g. staff awareness, invested in better systems, hired more employees.

A7 In 2023 staff awareness and engagement sessions were held over a period of 2 months to help improve compliance in this area and the IG team have increased their staffing levels, however this is to cover several areas of work, not just FOI.

Q8 If you have any other comments about responding to FOI requests or completing the requests within 20 working days, please write them here.

A8 None