

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

What are the annual number of SARs you process for the last three financial years (2009/10, 2010/11, 2011/12)?

ANSWER:

Leicester City Council does not currently log all Subject Access Requests centrally, therefore the following information only includes figures that are logged with the Information Governance Team. Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for local government is set at £450. This represents the estimated cost of one person spending more than 18 hours in determining whether the department holds the information, locating, retrieving and extracting the information. We would need to contact each team/department within Leicester City Council to find out if they had any records, and then manually go through those records together the information you require. Just contacting all teams/departments within the Council could take over the 18 hour limit.

The following figures are for records held in the Information Governance team only.

2009/10 = 75
2010/11 = 91
2011/12 = 188

What are the annual totals (number of SARs) processed that were responded to beyond the 40 calendar day deadline?

For information held within Information Governance Years 2009/10 and 2010/11 were logged on the previous logging system, which did not process a length of time for each request. We would have to go into all requests for those years and count the days from open to close to give you this information. It is estimated that this could take 26 hours for 10 minutes per request. Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for local government is set at £450. This represents the estimated cost of one person spending more than 18 hours in determining whether the department holds the information, locating, retrieving and extracting the information.

However, we obtained a new system last year, so we are able to give you figures for August 2011 to March 2012, please see below.

Information Governance figures only.
August 2011 – March 2012

Total number of requests for the above time period is 130
Total number responded to beyond the 40 calendar day deadline is 21

In the last financial year (2011/12), what is the average number of days you have taken to prepare your response to an SAR (within the 40 calendar day deadline)?

Leicester City Council does not record this process, therefore the Council does not hold this information. Therefore this letter acts as a refusal notice under section 17.1 of the Freedom of Information Act 2000 because, in accordance with section 1.1 of the Act, this information is not held by Leicester City Council.

In the last financial year (2011/12), what is the average number of days you have taken to complete the SAR response cycle e.g. from receipt of first SAR to conclusion of the enquiry?

Information Governance figures only
August 2011 – March 2012
Total number of requests for the above time period is 130
Average number of days taken to complete response from receipt of SAR to conclusion = 27.8 days.

**In the last financial year (2011/12), what was the duration of the longest response to a single SAR (within the 40 calendar day deadline)?
August 2011 – March 2012**

Information Governance figures only
August 2011 – March 2012
40 days

In the last financial year (2011/12), what was the duration of the longest completion time for a single SAR e.g. from receipt of first SAR to conclusion of the enquiry?

Information Governance figures only
August 2011 – March 2012
243 days

What is the total number of current SARs you are processing?

29 current Subject Access Requests are open.

Of the total number currently being processed, what is the number that is outside the 40 calendar day deadline?

2 requests are outside the 40 calendar deadline.

How many full-time equivalent staff are processing SAR requests?

The council's Information Governance Team process SAR requests alongside Freedom of Information Requests, RIPA, Information Sharing, environmental Information Regulation Requests and any other requests that fall under the Data Protection Act. There are 7 full time equivalent posts in the team to handle all these activities. We don't have single person in the team dedicated to handling Subject Access Requests.

What is the nature of the requests?

To look at each request for the last three years would take us over the 18 hours limit. What information we can provide is a quick summary below of the area's which these requests most regularly fall into.

Interview notes/personal files
Housing benefit files
Social Care files
CCTV Footage of car accidents

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

Information Governance Manager
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG
e-mail: FOIA@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane

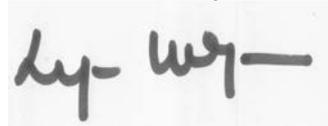
Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lynn Wyeth', is written on a light-colored rectangular background.

Lynn Wyeth

Information Governance Manager