



**FREEDOM  
OF  
INFORMATION**

**PROCESS  
FOR REQUESTS**

## Stage 1 – Receive, Identify & Log

**Request Received (days 1-2)** Pass to Head of Corporate Services who will Log details, validate request, ID Legislation & send acknowledgement

Pass the Request to Mandy White, Head of Corporate Services. She will:

- Evaluate the request and identify which legislation it will be processed under, including:
  - Freedom of Information (Scotland) Act (FOISA)
  - Environmental Information Regulations (EIRs)
  - UK General Data Protection Regulation
  - Complaint
- Log the request
- If the request is a complex/controversial case, inform the head of the relevant section.
- Send an acknowledgement letter confirming receipt of the request, and the legislation under which it will be processed or proceed to Stage 2.

## Stage 2 – Clarify

**Clarify Request (days 1-2)**  
Head of Corporate Services to contact requester if necessary to seek further clarification  
**SFHA/GWSF Templates:**

The Head of Corporate Services will ensure that the request is clear regarding what information is being asked for. If the request is unclear clarification will be sought.

## Stage 3 - Assess

**Assess Request (days 3-5)**  
Head of Corporate Services to decide if we hold the information & if it is already accessible

The Head of Corporate Services will assess if we hold the information and if it is already accessible:

- If we do not hold the information a letter will be sent to the requestor informing them the information is not held.
- If the information is held but is already published then a Section 25 exemption letter will be sent to the requestor informing them of where to find this information.
- If the information is held and has not been published then the request process will proceed to stage 4.

#### **Stage 4 - Assign Request to Site/Section - Inform & Consult**

**Assign/Inform/Consult (days 3-5)** HCS contact site/section

Head of Corporate Services will send request to appropriate department to request information held.

Relevant department will respond to Head of Corporate Services when information has been collected or to inform her that department does not hold information.

Consult with Head of Corporate Services to determine if fees are applicable. She will advise on applying fees.

#### **Stage 5 - Locate & Consider Information to be Disclosed**

**Locate Information (days 3-5)** Appropriate department collate information. Head of Corporate Services will assist, support & advise

Appropriate department and the Head of Corporate Services will consider if the information can be supplied or whether any exemptions apply.

The Head of Corporate Services will advise and assist in applying exemptions.

Appropriate department obtains information from all sources and collates.

Appropriate department completes information request documents as appropriate.

#### **Stage 6 - Consider Response**

**Consider Response (days 6-10)** Head of Corporate Services review & draft response

The Head of Corporate Services will review documents and prepare response letter

#### **Stage 7 - Clearing Response**

**Clearing Response (days 11-15)** SLT / Marketing review response prior to issue

In cases of complex/controversial requests the Head of Corporate Services will seek clearance and consult with the Director /Data Protection Officer / BTO Solicitors as necessary.

#### **Stage 8 - Issue Response**

**Issue Response (days 16-20)** Head of Corporate Services issue response

The Head of Corporate Services quality checks and issues information requested, stating any exemptions as appropriate.

