

**EXECUTIVE & RESOURCES PDS COMMITTEE**

**12<sup>th</sup> March 2015**

**PUBLIC QUESTIONS TO THE RESOURCES PORTFOLIO HOLDER**

**1. From Susan Sulis, Secretary, Community Care Protection Group**

**FREEDOM OF INFORMATION ACT REQUESTS: PERFORMANCE MONITORING & REPORTING.**

- (a) By department, how many FOI requests have been:-
  - (i) received since 01.04.14?
  - (ii) refused?
  - (iii) responded to with information within the statutory 20 working days?
  - (iv) ignored?
- (b) Which Chief Officer is responsible for monitoring performance in responding to requests?
- (c) Are planning documents, plans etc, prior to 1948 excluded from the FOI Act?

**Reply:**

(a) Figures based on 1<sup>st</sup> April 2014 to 28<sup>th</sup> February 2015, and including Data Protection Act and Environmental Information Regulations requests -

	Chief Executive's Department	Education, Care & Health Services Department	Environment & Community Services Department
(i)	518	317	718
(ii)	15	0	0
(iii)	269*	308*	559*
(iv)	0	0	0

\* where exemptions to disclosure are potentially engaged, it is permissible for the response period to exceed 20 working days.

- (b) All Directors under the oversight of the Director of Corporate Services
- (c) No

**2. From Susan Sulis, Secretary, Community Care Protection Group**

BROMLEY'S 'CUSTOMER SERVICES CHARTER' AND 'CUSTOMER PROMISE'.

The Chief Executive, Doug Patterson, published the Council's 'Customer Service Charter'. This gave 'Customer Promises' that, letters would be acknowledged; ideally, full answers given within 5 working days etc; and responses would be written in a 'clear, concise and easy to understand way'.

(a) Has this Charter been abandoned?

**Reply:**

No