

# Adult Social Care and Health (ASCH) Directorate

## Business Delivery Unit: Information Governance

### Freedom of Information (FOI) Request Internal Approval Procedure

#### Document details

<b>Issue Date:</b>	November 2021
<b>Review Date:</b>	November (each year)
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#### Version control (record of summary changes to document)

Date	Changed by	Page/ paragrap	Summary of change
September 2021	Lauren Liddell-Young	Whole document	First published Freedom of Information (FOI) Request internal approval process
October 2022	Lauren Liddell-Young	Process	Updated process flow chart to reflect current working

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## Introduction

A freedom of information (FOI) request is a request made to a public body asking for information. They can be on a variety of different topics. For example: potholes, care homes, policies etc. They can be made by an individual or an organisation.

FOI requests are governed by the Freedom of Information Act 2000 which places obligations on public bodies regarding what information can be disclosed and any exceptions that apply.

To assess whether a FOI request needs to be formally logged or can be dealt with as “business as usual” please read the [Recognising Formal Requests for Information](#) on Knet.

This document is the procedure for ASCH staff to follow for FOI internal approval before information is sent back to the requestor.

## Scope

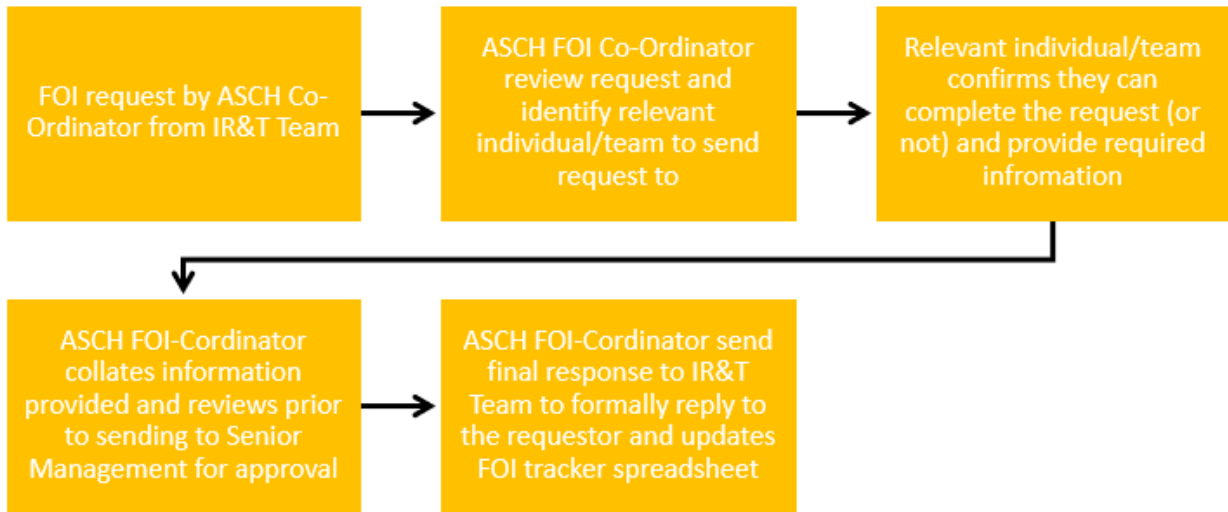
This document is only applicable to ASCH staff who are completing part or in full, a FOI request.

## Process

The FOI process is listed below and shown in Diagram 1.

- FOI requests are made via an online form available on KCC’s website. These requests are logged by the Information Resilience & Transparency Team on icaseworks.
- The FOI requests are reviewed and sent to the appropriate individuals and teams to answer.
  - For ASCH all FOI requests are received by the ASCH FOI Co-ordinator (Lesley Standing) via the [aschfoi@kent.gov.uk](mailto:aschfoi@kent.gov.uk) mailbox.
- The ASCH FOI Co-ordinator will ask you to confirm if you hold this information and to provide this information (and or exemptions) to form the response (or part of the response) to the FOI request.
  - You must always respond using the [aschfoi@kent.gov.uk](mailto:aschfoi@kent.gov.uk) mailbox. There is a risk of information being missed or not included in the final response to the requestor if this mailbox is not used.
  - FOI request exemption information can be found on [Knet](#).
- The ASCH FOI Co-ordinator will send the provided information (and any exemptions) to a relevant Senior Manager (including Information Governance Lead - Lauren Liddell-Young, where appropriate) to approve and then send to the Information Resilience & Transparency Team for a formal response to be sent to the requestor.

Diagram 1 – FOI Process for ASCH Staff.



## Review Period

This document will be reviewed on a yearly basis (November). Any changes or updates will be reflected within the version control and circulated thereafter as soon as possible. Please email [lauren.liddell-young@kent.gov.uk](mailto:lauren.liddell-young@kent.gov.uk) regarding any updates or changes for this document.

## Useful links

Guidance on FOIs can be found at:

- <https://kentcountycouncil.sharepoint.com/sites/KNet/Pages/freedom-of-information.aspx> - KCC's information on FOI requests.
- <https://www.delta-learning.com/course/view.php?id=66> – KCC's Delta course on FOIs.
- <https://ico.org.uk/for-organisations/guide-to-freedom-of-information/> - Information Commissioner's Office guide to FOI requests.
- <https://ico.org.uk/for-organisations/guide-to-freedom-of-information/refusing-a-request/> - ICO's information on FOI requests exemptions.