

Information Request Management

London Borough of Tower Hamlets

Cost of administration reduced. Management reporting and public disclosure is automatic, requiring no extra work or costs.

Business Case:

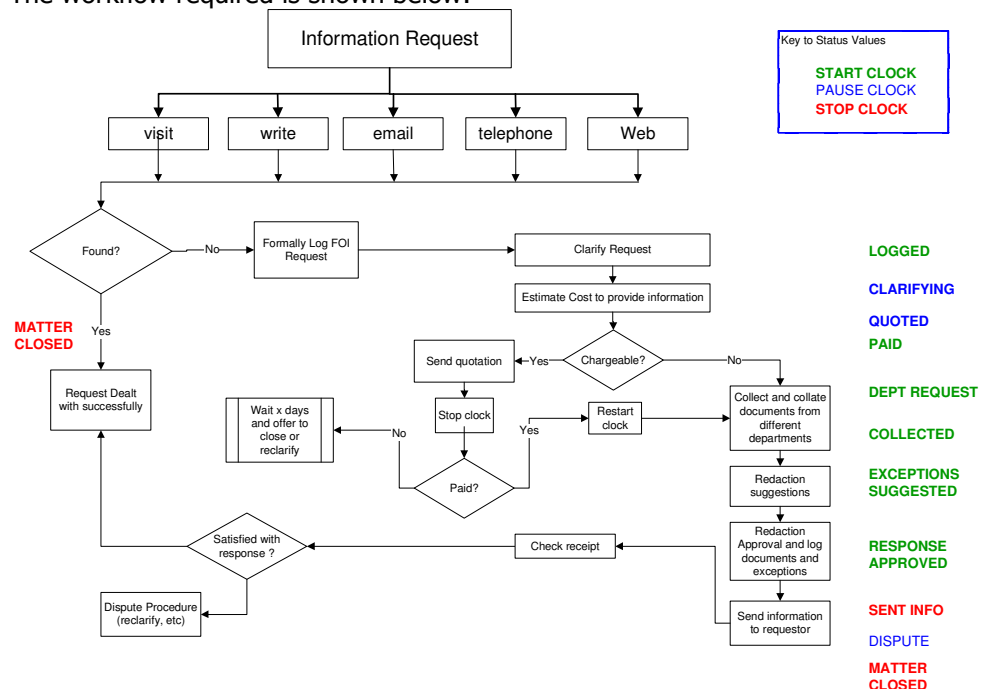
Responding to an FOI request takes on average 3.5 to 50 hours¹. Most local authorities receive between 20 and 120 per month and agree on an average of 15 hours per request. In spite of the growing use of the web for routine enquiries to councils ("When does the rubbish tip close tonight?"), the number of statutory requests with which councils must deal, is growing, as is the complexity. Taking a nationally agreed cost of local authority admin time at £25 per hour², an average council with 360 requests per year spends £135,000 to answer them. Tower Hamlets received 156 requests in the last three months of 2009. 50 requests per month costs £225,000 to answer per year.

**£225,000/year
cost to respond
to FOI requests**

The requests include FoI, EIR or additional types excluded from the above cost analysis but which are also handled by the

AXLR8 FastTrack FOI system: CAFCAS, DPA, etc. They usually need time consuming collection and collation, careful vetting, potentially with redactions and approval before finally being sent out.

The workflow required is shown below:



Information Governance Manager at the Council, Tim Rodgers and his team have employed Trigaware™ to automate alerts inform responsible officers when they are responsible for a request and remind them as deadlines approach with plenty of time to deal with matters before they become urgent.

¹ Report by the Department of Political Science (The Constitution Unit), UCL for The Audit Commission – May 2007

² Report by Frontier Economics for The Department of Constitutional Affairs – October 2006 and quoted in councils' "Publication Schemes"

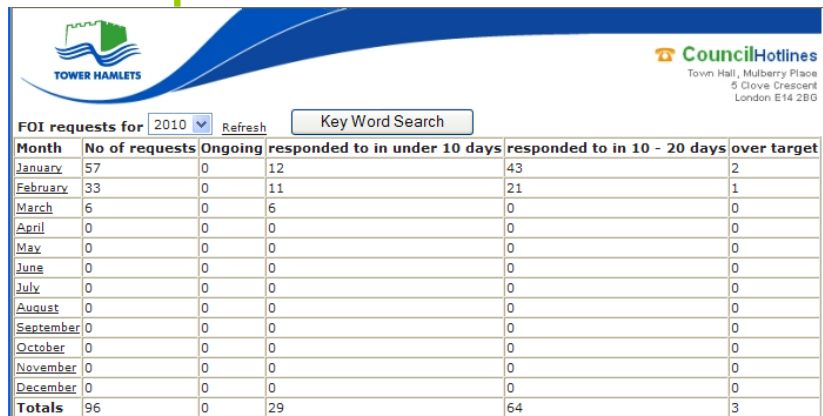


Request Metrics

In addition to the effort involved in responding, there is a requirement for any public body to check that the process complies within the statutory time allowed and that the number, type, and contents of the requests and responses are transparently published. Managers can see reports at a click: how many answered in time, how many running late, performance to date for different departments and people. The reports "know" where each request is in its cycle, takes account of the type of request (DPA 40 Calendar days, FOI 20 working days, etc.) and presents the reports taking full account of every factor including bank holidays and weekends and pauses during clarification.

Public Disclosure Report

The public disclosure log is automatically produced from those documents that are checked as "public"



Month	No of requests	Ongoing	responded to in under 10 days	responded to in 10 - 20 days	over target
January	57	0	12	43	2
February	33	0	11	21	1
March	6	0	6	0	0
April	0	0	0	0	0
May	0	0	0	0	0
June	0	0	0	0	0
July	0	0	0	0	0
August	0	0	0	0	0
September	0	0	0	0	0
October	0	0	0	0	0
November	0	0	0	0	0
December	0	0	0	0	0
Totals	96	0	29	64	3



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The public may see details of requests and search on keywords.

Month: Any Year: Any

Subject: child

Back to Disclosure log by Year

Search Results

- Foi Request 1484 on 06/01/2009**
Description: IGT_FOI_01_1484 - Councils childrens services 03/02
Files: Response_1484_Councils_Children's_Services
- Foi Request 1942 on 02/07/2009**
Description: IGT_FOI_07_1965 - Home Educated children 30/07
Files: IGT_FOI_07_1965 - Home Educated Children
- Foi Request 2136 on 02/09/2009**
Description: IGT_FOI_09_2159 - Missing children undercare of Local Authority 30/09
Files: IGT_FOI_2159_Missing_Children_under_care_of_LA.pdf
- Foi Request 2302 on 13/10/2009**
Description: IGT_FOI_10_2302/01 - Child Incidents and Downgrading of SCRs 10/11
Details: Child Incidents and Downgrading of Serious Case Reviews
Files: Response_Child_Incidents_and_Downgrading_of_Serious_Case_Reviews
- foi@towerhamlets 2318 on 21/10/2009**
Description: IGT_FOI_10_2318 - Obese children taken into care 15/11
Files: IGT_FOI_2328 Obese Children taken into Care.pdf
- foi@towerhamlets 2326 on 21/10/2009**
Description: IGT_FOI_10_2326 - Early Years Devel & childcare Partnership Info 15/11
Files: Response_Request_Early_Years_Development_&_Childcare_Partnership_Information_(1)
- Foi Request 2343 on 23/10/2009**
Description: IGT_FOI_10_2343 - Fair Play for children 20/11
Files:

Files:
[Response IGT_FOI_01_2577 - Department of Health AIDS Grant given to the Council](#)

Request Number 2578 received 07/01/2010, resolved 02/02/2010 12:16:00
Description: IGT_FOI_01_2578 - Childcare Sufficiency Assessment 04/02
Details:

Resolution:

Notes:

Files:
[IGT_FOI_01_2578 - Childcare Sufficiency Assessment](#)

Request Number 2580 received 07/01/2010, resolved 02/02/2010 11:12:00
Description: IGT_EIR_01_2580 - London Olympic Park Construction Site 04/02
Details:

Resolution:

Notes:

Files:
[2004 - IGT_EIR_01_2580 - London Olympic Park Construction Site](#)

Request Number 2583 received 08/01/2010, resolved 21/01/2010
Description: IGT_FOI_01_2583-Home educated children subject to a Child Protection Plan
Details:

Resolution:

Notes:

Files:
[Home educated children subject to a Child Protection Plan](#)

Request Number 2585 received 08/01/2010, resolved 21/01/2010
Description: IGT_FOI_01_2585 - Licenses provided to premises for live music 05/02
Details:

Resolution:

Notes:

Files:
[IGT_FOI_01_2585 - Licenses provided to premises for live music](#)

Request Number 2586 received 08/01/2010, resolved 03/03/2010 16:14:00
Description: IGT_FOI_01_2586 - Residential and Commercial Properties 05/02

Benefits: saving time and money

- Date stamped Information Requests
- Automatic request acknowledgement
- Timely reminders for staff responsible
- Public disclosure automatically managed
- Client portal for "frequent fliers"
- Performance and statistical management reports