

NORTHAMPTON BOROUGH COUNCIL
Records Management

Handling Requests for Information

Introduction

This procedure, in association with the Document and Information Requests Policy RMP-11, fulfills the obligations of Northampton Borough Council to publish guidance on requests for information under paragraph 6 of the Code of Practice issued under section 45 of the Freedom of Information Act 2000 (the Act).

Identifying and handling requests for information is the key to providing an accountable service to both stakeholders and the public in general according to the Act. It is the principle behind which open government provides the public with the knowledge to know what is going on, how a decision is reached and how it is going to be implemented.

Principle 3 of Northampton Borough Council's Information Strategy states "A presumption is made that information will be made generally available either through the Council's Publication Scheme or via requests for it," further Principle 5 states "It is a guiding principle of this Council that no one should be excluded from access to public information held by the Council" and goes on to state "A general principle of 'location independence' will be established so that users can access information irrespective of the their gender, location, language or disability."

This is part 11 of the Procedural Documents that support the Records Management Policy Statements. The Council believes that employees should have access to expert knowledge to assist and support them in understanding the implications of the Act. This Procedural Document establishes the procedures for identifying the types of requests the Council receives, who is responsible for responding to those requests, how and in what timescale the response should be made, how to provide assistance to applicants and guidelines for using a disclosure log.

In providing these procedures it must be noted that there are separate policies and procedures relating to the Data Protection Act, Environmental Information Regulations, general enquiries and complaints. These must also be followed when responding to Information Requests.



1 What sort of request is it?

When first faced with an 'Information Request' you must decide if it is a Freedom of Information Request, Environmental Information Request, Data Protection Request, General Business Enquiry or a Complaint. It will not always be obvious.

It may be a Freedom of Information Request if;

- It says so
- The information being requested is published
- The category of information is in the Publication Scheme
- You no longer use the information day-to-day
- The information is retained under a retention schedule
- The requested information is either being stored or archived

Freedom of Information Requests are forwarded to the Freedom of Information Officer or the Records Champions

It may be a Data protection Request if;

- It says so
- The information requested is in a personal or residential file
- The information is about a specific person (data subject)
- The information is connected to the requestor
- It is an employee asking to see their personnel file

Data Protection Requests, (also called Data Subject Access Requests) are forwarded to the Data Protection Controller. Northampton Borough Council currently has 2 controllers. CCTV Operations Manager for any request relating to CCTV and the Principle Policy Officer for all other requests.

It may be an Environmental Information Request if;

- It says so
- The information is about a plan or project that affects the environment
- The information requested relates to;
 - Air
 - Water
 - Land
 - Natural sites
 - Flora and Fauna
 - Built environment
 - Health
- The information relates to decisions or activities affecting or likely to affect any of these including environment protection and any cost benefit analyses

Environmental Information Regulation Requests are forwarded to the Records Officer and the Environmental Health Manager.

It may be a general enquiry if;

- It says so
- The requested information is still current
- The information is readily to hand
- It relates to an ongoing or continuous process
- It is a follow up letter, e-mail or call to a previous enquiry
- It is general correspondence

General enquiries should be forwarded to the correct department if they do not relate to your own service area.

It may be a complaint if;

- It says so. E.g. 'I wish to complain' or 'I have a complaint about'
- It relates to a poor service level or standard laid down by Council policy
- It relate to an unreasonable delay in answering a query or responding to a request for service
- It states we have failed to follow Council policies or procedures
- It relates to a failure on our part to do something right
- It relates to grievance the customer may have
- It relates to unhelpful or insensitive service to a customer
- If it says we have shown malice, offensiveness, bias or unfair discrimination towards a customer

All customer complaints should be dealt with either by the Head of Customer Relations or by your own department in consultation with the Head Of Customer Relations.

Once you have ascertained what type of request you have you can proceed in the correct way. This Procedural Document relates almost entirely to Freedom of Information, Data Protection and Environmental Information Requests as the request procedure is identical for all three. There is a separate procedural document for dealing with complaints 'Handling of customer complaints : policy, principles, procedures and performance management'.

Freedom of Information (FOI), Data Protection Act (DPA) and Environmental Information Regulations (EIR) requests are timed by law. Although the respective legislative requirements are slightly different Northampton Borough Council has adopted a single approach to all three Acts in line with current guidance from the Information Commissioner. The Council has 20 working days to respond to requests, therefore it is imperative you get the request to the relevant officer on day one to give the Council the maximum amount of time to respond. Under no circumstances should you attempt to answer the request yourself. Every directorate has a Records Champions who you should get to know. You can pass the information request to them and they will forward it to the relevant officer if you do not know who it is.

You should include your name, division and Directorate as well as the date and time you received the request. If you have had any other contact with the applicant on this issue please also include this information.

If it is subsequently decided this is a general enquiry it may be returned to you to deal with however if you are in any way unsure about the nature of the request please forward it on. The Records Officer would rather receive 100 general enquiries and return them than miss 1 genuine request.

2 Requests

In accordance with section 8 of the FOI Act, a request for information under the general rights of access must be received in writing, stating the name of the applicant and an address for correspondence, and describing the information requested. The applicant does not need to give any reason why they require the information and they should never be asked to do so. A request is to be treated as made in writing if it is transmitted by electronic means, is received in legible form and is capable of being used for subsequent reference. The Council also has an FOI request form to assist the public making requests for information, appendix A.

Data Protection requests must also be in writing. Again they must state the name of the applicant and an address for correspondence and give a brief description of the Information required. A fee may be payable before a Data Protection request can be processed. The Data Controller will advise the Data Subject if this is the case. The Council also has a Data Subject Access form to assist the Data Subject in the process of making requests and providing the right information first time, appendix B.

Environmental Information Requests can be in any format. A verbal request over the telephone must be recorded and responded to in the same way as a written, video, audio, Braille or foreign language request.

3 Duty to provide advice and Assistance

Section 16 of the FOI Act states “The Council is obliged to provide advice and assistance, so far as it would be reasonable to expect the Council to do so, to persons who propose to make, or have made, requests for information.”

Paragraph 7 of the code of practice issued under section 45 of the Act states “Staff working in Public Authorities in contact with the public should bear in mind that not everyone will be aware of the Act, or Regulations made under it, and they will need to draw these to the attention of potential applicants who appear unaware of them.”

Handling Requests for Information

Where a person is unable to frame their request in writing for whatever reason the Council will endeavour to ensure that appropriate assistance is given to enable that person to make a request for information. Depending on the circumstances, appropriate assistance might include

- Advising the person that another person or agency (such as a Citizens Advice Bureau) may be able to assist them with the application, or make the application on their behalf
- The provision of a translator or transcriber to assist the applicant with their application
- In exceptional circumstances, offering to take a note of the application over the telephone and then send the note to the applicant for confirmation (in which case the written note of the telephone request, once verified by the applicant and returned, would constitute a written request for information and the statutory time limit for reply would begin when the written confirmation was received)

Employees should be flexible in offering advice and assistance most appropriate to the circumstances of the applicant.

Where the applicant does not describe the information sought in a way which would enable the public authority to identify or locate it, or the request is ambiguous, the Council will, as far as practicable, provide assistance to the applicant to enable him or her to describe more clearly the information requested. Employees should be aware that the aim of providing assistance is to clarify the nature of the information sought, not to determine the aims or motivation of the applicant. Care should be taken not to give the applicant the impression that he or she is obliged to disclose the nature of his or her interest or that he or she will be treated differently if he or she does. It is important that the applicant is contacted as soon as possible, preferably by telephone, fax or e-mail, where more information is needed to clarify what is sought.

Appropriate assistance in this instance might include:

- The provision of a request form to assist inclusion of more detailed information
- Providing an outline of the different kinds of information which might meet the terms of the request
- Providing access to detailed catalogues and indexes, where these are available, to help the applicant ascertain the nature and extent of the information held by the Council
- Providing a general response to the request setting out options for further information which could be provided on request

Employees should be flexible in offering advice and assistance most appropriate to the circumstances of the applicant.

In seeking to clarify what is sought the Council should bear in mind that applicants cannot reasonably be expected to possess identifiers such as a file

reference number, or a description of a particular record, unless this information is made available by the authority for the use of applicants.

If, following the provision of such assistance, the applicant still fails to describe the information requested in a way which would enable the Council to identify and locate it, the authority is not expected to seek further clarification. The Council should disclose any information relating to the application which has been successfully identified and found for which it does not wish to claim an exemption. It should also explain to the applicant why it cannot take the request any further and provide details of the Council's complaints procedure and the applicant's rights under section 50 of the Act.

Where the Council is not obliged to comply with a request for information because, under section 12(1) and regulations made under section 12(4), the cost of complying would exceed the cost threshold, and where the Council is not prepared to comply on a discretionary basis because of the cost of doing so, the Council will consider providing an indication of what information could be provided within the cost ceiling.

The Council is not expected to provide assistance to applicants whose requests are vexatious within the meaning of section 14 of the FOI Act.

4 Handling requests for information which appear to be part of an organised campaign

Where the Council is not required to comply with a number of related requests because, under section 12(1) and regulations made under section 12(4), the cumulative cost of complying with the requests would exceed the "appropriate limit" (i.e. cost threshold) prescribed in the 'National Fees Regulations', the Council should consider whether the information could be disclosed in another, more cost-effective, manner. For example, the Publication Scheme Controller could consider if the information is such that publication on the Council's website through the Publication Scheme, and a brief notification of the website reference to each applicant, would bring the cost within the appropriate limit.

Mosaic and Jigsaw requests

The Disclosure Log will be used to identify when the same or similar requests are made within the Council for information with the aim of collating the responses to get more than the sum of the individual parts. The Records Officer will also network with local and national colleges to identify and co-ordinate responses when several Public Bodies are targeted simultaneously with Mosaic or Jigsaw requests.

5 Time limits for compliance with requests

The Council will provide an initial acknowledgement of the request within 2 working days in an appropriate language and medium stating;

- When the request was received
- Details of the Councils procedures for handling the request (this is a legal requirement of the DPA)
- Whether there is a fee payable
- When the applicant can expect a response
- Who to contact in relation to the request

These guidelines follow similar existing procedures and will help to provide a uniform approach to all correspondence.

In addition to these guidelines, section 1(6) of the FOI Act sets an obligation on the Council to Confirm or deny we have the information requested. Whenever possible this should be done within the initial response if possible or within 5 working days.

The council has a duty to respond to all information requests within 20 working days in accordance with sections 10 and 46 of the FOI Act. Northampton Borough Council calculates each working day to be office-opening days (Monday to Friday) and ignores Bank Holidays.

All employees, Councillors and partners who are asked to supply information by their manager, Director, the Records Officer, the Monitoring Officer, Environmental Health Officer or Data Controller in connection with an information request are required to respond within 5 working days to enable the Council to comply with the requirements of these procedures; failure to do so may result in disciplinary action.

6 Fees

Under section 9 of the Act a 'Fees Notice' must be issued as soon as is practicable (and in any event within 10 working days) if the information requested by the applicant incurs a charge or a fee before it can be released, printed, viewed or collated. It has been agreed Northampton Borough Council will adopt this regulation for all three Acts.

A 'Fees Notice' is valid for 3 months. The Council is not obliged to comply with the request if the fee is not paid in this time and the applicant would have to re-apply. The 20 working days will resume from the day of the 'Fees Notice' being issued once the fee is paid. I.e. The working days in the period from when the applicant received the fees notice to when they paid will be disregarded for the purposes of calculating the twentieth working day following receipt.

Where the applicant indicates that he or she is not prepared to pay the fee notified in any 'Fees Notice' given to the applicant, the Council will consider

whether there is any information that may be of interest to the applicant that is available free of charge.

Fees will not be charged for;

- Material made available under the Publication Scheme except where specified in the scheme
- Information reasonably accessible by other means (published, pre-printed or on the web)

If the information requested by the applicant incurs a charge or a fee and the applicant has paid this in accordance with section 9(2), the working days in the period from when the applicant received the fees notice to when they paid will be disregarded for the purposes of calculating the twentieth working day following receipt.

7 Exclusions and Exemptions

The FOI Act does not specify a time limit on responding to requests for information that are covered by an Exemption clause and where a decision on the Public Interest Test has not yet been reached. Where the Council is relying on a claim:

- (a) that any provision of Part II which relates to the Duty to Confirm or Deny and is not specified in section 2(3) of the FOI Act as an Absolute Exemption is relevant to the request, or
- (b) that the information is Exempt only by virtue of a qualified Exemption, a provision not specified in section 2(3),

and at the time when the notice under section 17 is given to the applicant the application of subsection (1)(b) or (2)(b) of section 2 of the FOI Act (the application of an Exemption) apply, the notice will indicate that no decision as to the application of an exemption has been reached and contain an estimate of the date by which the Council expects that a decision will have been reached. This date must be reasonable and achievable. Where it becomes apparent the date for a decision is not going to met another notice must be issued stating why a decision has not be made, why it has been delayed and when a decision can be expected.

If the Council chooses to apply an Exclusion or Exemption to any information or to refuse a request as it appears to be vexatious or repeated, or exceeds the appropriate limit for costs of compliance, a notice shall be issued with 20 working days of the initial request informing the applicant of this decision.

8 Public sector contracts

Public Sector tendering, Contracts and Agreements are also governed by the Act, but the general duties of disclosure are tempered by several significant

Exemptions, provided that the use of such Exemptions can be properly validated as being in the public interest.

Information in this respect is thus rendered exempt if “***its disclosure, would, or would be likely to, prejudice the commercial interest of any person including the public authority holding it.***” The Exemption is not however absolute. Consequently refusal to disclose requests for information requires a balancing of the public interest in maintaining the Exemption against the public interest in disclosure.

Pre-tender preparation, negotiations and subsequent content of the Contract which would prejudice the Council commercially would ordinary be protected, as would cost estimates and rates in contracts which could have similar effects. The phrase “***commercial interest***” is not defined in the Act but may well cover:-

- the existing business of an organisation
- a proposed venture
- assets of a commercial organisation

Apart from this, a desire for secrecy or mere confidentiality is not in itself a ground for exemption as the related Exemption in respect of “***information provided in confidence***” is limited in scope.

With this in mind the Council should not seek to impose conditions in Contracts (or have them imposed by prospective contractors) in the interests of mere secrecy, though it is recognised that this may not always be possible, given the strength of the negotiating position of the respective parties.

9 Public Interest Test

When exempt or excluded information is requested and the departmental manager highlights the possible need to apply an Exemption (other than an absolute Exemption) to the requested information, the officer should consult the most senior manager available up to Director level for guidance on whether or not it would be ‘in the public interest’ to release the information. Legal advice can be sought at this stage from the Borough Solicitor or clarification on the Exemption and the most recent national guidance from the Records Officer.

When it is estimated the consultation on the application, or otherwise, of the Exemption in the ‘public interest’ will conclude after the 20 working day response deadline of an Information Request, an ‘Exemption Notice’ must be sent informing the applicant of this and giving a date when a decision is likely to be made. Under the Act there is no time limit on how long the Council can delay release because of an Exemption claim however the Code of Practice issued under section 45 of the Act states;

“In these instances, authorities are expected to give estimates which are realistic and reasonable in the circumstances of the particular case, taking account, for example, of the need to consult third parties where this is necessary. Public authorities are expected to comply with their estimates unless there are good reasons not to. If the public authority exceeds its estimate, it should apologise to the applicant and explain the reason(s) for the delay. If a public authority finds, while considering the public interest, that the estimate given is proving unrealistic, it should keep the applicant informed. Public authorities should keep a record of instances where estimates are exceeded, and where this happens more than occasionally, take steps to identify the problem and rectify it.”

Northampton Borough Council will abide by this guidance.

10 Transferring Requests for Information

A request can only be transferred where the Council receives a request for information which it does not hold, within the meaning of section 3(2) of the Act, but which is held by another Public Body. If the Council is in receipt of a request and holds some of the information requested, a transfer can only be made in respect of the information it does not hold (but is held by another Public Body or partner to it). The Council recognises that "holding" information includes holding a copy of a record produced or supplied by another person or body (but does not extend to holding a record on behalf of another person or body as provided for in section 3(2)(a) of the Act). This includes contracts for Council work undertaken by partners on behalf of the Council.

Upon receiving the initial request for information, the Council will always process it in accordance with these procedures in respect of such information relating to the request as it holds. The Council will also advise the applicant that it does not hold part of the requested information, or all of it, whichever applies as soon as it becomes apparent. Prior to doing this, the Council must be certain as to the extent of the information relating to the request which it holds itself.

If the Council believes that some or all of the information requested is held by another Public Body or partner to it, the Council will consider what would be the most helpful way of assisting the applicant with his or her request. In most cases this is likely to involve:

- (a) Contacting the applicant and informing them that the information requested may be held by another public authority
- (b) Suggesting that the applicant re-applies to the Public Body which the Council believes to hold the information
- (c) Providing him or her with contact details for that Public Body or partner.

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If the Council considers it to be more appropriate to transfer the request to another Public Body in respect of the information which it does not hold, consultation will take place with the other Public Body with a view to ascertaining whether it does hold the information and, if so, consider whether it should transfer the request to it. A request (or part of a request) will not be transferred without confirmation by the second Public Body that it holds the information. Prior to transferring the request for information the Council will consider:

- (a) whether a transfer is appropriate; and if so
- (b) whether the applicant is likely to have any grounds to object to the transfer;

If the Council reasonably concludes that the applicant is not likely to object, it may transfer the request without going back to the applicant, but will inform the applicant that it has done so.

Where there are reasonable grounds to believe an applicant is likely to object, the Council will only transfer the request to another authority with the applicant's consent. If there is any doubt, the applicant will be contacted with a view to suggesting that he or she makes a new request to the other Public Body or partner organization.

All transfers of requests will take place as soon as is practicable, and the applicant will be informed as soon as possible once this has been done and will consider what advice, if any, it can provide to the applicant to enable him or her to pursue his or her request.

When Northampton Borough Council receives a transferred request from another Public Body it will treat the request as though it was from a member of the public, applying Exemptions, fees or refusals in the same manner and completing the request procedure within the 20 working days.

11 Consultation with Third Parties

The Council recognises that in some cases the disclosure of information pursuant to a request may affect the legal rights of a third party, for example where information is subject to the common law duty of confidence or where it constitutes "personal data" within the meaning of the Data Protection Act 1998 ("the DPA"). Unless an Exemption provided for in the relevant Act applies in relation to any particular information, the Council will be obliged to disclose that information in response to a request.

Where a disclosure of information cannot be made without the consent of a third party (for example, where information has been obtained from a third party and in the circumstances the disclosure of the information without their consent would constitute an actionable breach of confidence such that the exemption at section

41 of the Act would apply), the Council will consult that third party with a view to seeking their consent to the disclosure, unless such a consultation is not practicable, for example because the third party cannot be located or because the costs of consulting them would be disproportionate. Where the interests of the third party which may be affected by a disclosure do not give rise to legal rights, consultation may still be appropriate.

Where information constitutes "Personal Data" within the meaning of the DPA, the Council will have regard to section 40 of the FOI Act, which makes detailed provision for cases in which a request relates to such information and the interplay between the Act and the DPA in such cases (see also the Councils DPA/EIR/FOI Interaction Policy RMP-4.7.9).

The Council will undertake consultation where:

- (a) the views of the third party may assist the authority to determine whether an Exemption under the Act(s) applies to the information requested; or
- (b) the views of the third party may assist the authority to determine where the Public Interest lies under section 2 of the FOI Act.

The Council may consider that consultation is not appropriate where the cost of consulting with third parties would be disproportionate. In such cases, the Council will consider what is the most reasonable course of action for it to take in light of the requirements of the Act(s) and the individual circumstances of the request.

Consultation will be unnecessary where:

- (a) The public authority does not intend to disclose the information due to another Exemption or Refusal Notice
- (b) The views of the third party can have no effect on the decision of the Council, for example, where there is other legislation preventing or requiring the disclosure of this information;
- (c) No Exemption applies and consequently, the information must be provided.

Where the interests of a number of third parties may be affected by a disclosure, and those parties have a representative organization which can express views on behalf of those parties, the Council will, if it considers consultation appropriate, consider that it would be sufficient to consult that representative organization. If there is no representative organization, the Council may consider that it would be sufficient to consult a representative sample of the third parties in question.

The fact that the third party has not responded to consultation does not relieve the Council of its duty to disclose information under the Act(s), or its duty to reply within the time specified in the Act(s). In all cases, it is for the Council, not the third party (or representative of the third party) to determine whether or not

information should be disclosed under the Act(s). A refusal to consent to disclosure by a third party does not, in itself, mean information should be withheld.

12 Refusal of requests

As indicated above, the Duty to Confirm or Deny does not arise if the Council:

- (a) Applies an Exemption under Part II of the Act
- (b) Has issued a fees notice under section 9 of the Act and the fee has not been paid within a period of three months beginning with the day on which the fees notice was given to the applicant
- (c) The cost of compliance with the information request exceeds the appropriate limit set out in the 'National Fees Register'
- (d) Can demonstrate that the request for information is vexatious or repeated, as indicated by section 14 of the FOI Act

If the Council chooses to refuse an information request under any of the foregoing, the applicant will be informed of the reasons for this decision within 20 working days.

If the Council is to any extent relying on a claim that any provision of Part II of the FOI Act relating to the Duty to Confirm or Deny is relevant to the request or that a claim that information is Exempt Information, a 'Refusal Notice' will be issued within 20 working days under s17 of the Act. The notice will:

- (a) Specify the Exclusion or Exemption in question
- (b) State (if it would not otherwise be apparent) why the Exclusion or Exemption applies.

As indicated by the Lord Chancellor's Code of Practice issued under section 45 of the Act, such estimates should be realistic and reasonable and compliance is expected unless there are extenuating circumstances. If an estimate is exceeded, the applicant will be given a reason(s) for the delay and offered an apology by the Council. If the Council finds, while considering the public interest, that the estimate is proving unrealistic, the applicant will be kept informed. The Council will keep a record of instances where estimates are exceeded, and where this happens more than occasionally, take steps to identify the problem and rectify it.

If applying a qualified Exemption under subsection (1)(b) or (2)(b) of section 2 of the FOI Act the Council will, either in the notice issued under above or a separate notice given within such a time as is reasonable in the circumstances, state the reasons for claiming:

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- (a) That, in all the circumstances of the case, the public interest in maintaining the exclusion of the Duty to Confirm or Deny outweighs the public interest in disclosing whether the Council holds the information, or
- (b) That, in all circumstances of the case, the public interest in maintaining the Exemption outweighs the public interest in disclosing the information.

The statement should not involve the disclosure of information which would itself be Exempt Information.

If the Council is relying on a claim that section 12 or 14 of the FOI Act apply, the notice will state that fact. If the Council is relying on a claim that the request is vexatious or repeated under section 14 of the Act, and a notice under section 17 has already been issued to the applicant stating this fact, a further notice is not required.

The Council will keep a record of all notices issued to refuse requests for information as part of the disclosure log.

13 Disclosure log

The Records Officer will be responsible for maintaining a central 'Disclosure Log' on all requests for information for monitoring purposes.

The aims behind the Disclosure Log

- To record all Information Requests
- Track requests to ensure we respond promptly
- Enable the Council to identify vexatious requests
- To identify repeated or substantially similar requests
- To highlight second requests for information which may trigger the Publication Scheme controller to consider adding this information to the Scheme
- Identify where Exclusion and Exemption classes are being claimed
- Co-ordinate a corporate response to similar requests
- Identify and co-ordinate responses to mosaic or jigsaw requests
- Track notices issued
- Record decisions centrally
- Provide an audit trail for use if the request response is appealed
- Performance and statistical analysis

Departments are expected to keep an auditable trail of their handling of information requests in case of complaint or appeal.

14 Complaints

As set out in section 17(7) the applicant will also be informed of the procedures for making a complaint about the discharge of the duties of the Council under the Act and of the right conferred by section 50 of the Act. The FOI Complaints Procedure is signposted in the Corporate Complaints Policy. Further information on making a complaint after an information request can be found in the policy 'Complaints and Appeals' RMP 4.7.12 and the procedural document 'Handling Complaints and Appeals after Information Requests' RMP-PD12.

15 Clarification

If clarification is needed on any aspect of these procedures the Records Officer can provide guidance. Legal advice can be sought from the Borough Solicitor who is designated as the FOI Monitoring Officer for the Council. However the Lord Chancellors Code of Practice issued under section 45 of the Act and further guidance papers issued by the Information Commissioner provide national guidance and in instances of dispute will override these local procedures to provide a definite answer.

Handling Requests for Information

Appendix A

Under the Freedom of Information Act 2000 I, the undersigned, hereby request the following information.	
Name	Official use only
Address	Received on
	Received by
Zip/postcode	
Telephone	Received at
E-mail	
Detail the information you would like to request here.	Passed to FOI officer on
	Acknowledged on
	Target response date
	Actual response date
	Was the request appealed?
	Appeal received on
	Target appeal deadline
	Date.
What is the reason for wanting this information? You do not legally have to complete this section but it may help in providing you with the correct information requested if you do.	By.
	Was the original decision upheld?
What format would you like the information in?	Yes.
	No.
<input type="checkbox"/> Electronic; either <input type="checkbox"/> by e-mail <input type="checkbox"/> on disc	Has this request been referred to the IC
<input type="checkbox"/> Paper	Yes.
<input type="checkbox"/> Translation	No.
<input type="checkbox"/> Transcribing	Date referred
	IC's appeal decision
<input type="checkbox"/> Other	
Signed	Dated day of 20

Appendix B

Under the Data Protection Act 1998 I, the undersigned, hereby request the following personal information.	
Name	Official use only
Address	Received on
	Received by
Zip/postcode	Received at
Telephone	
E-mail	
Detail the personal information you would like to request here.	Passed to Data controller on
	Acknowledged on
	Payment received on
	Target response date
	Actual response date
	Were any parts of the documents redacted?
	Yes No
There is a standard charge of £10.00 payable before this request can be processed. <input type="checkbox"/> I have enclosed payment <input type="checkbox"/> Please invoice me for payment <input type="checkbox"/> I would like to pay by credit card	Were there any outstanding issues?
	No
What format would you like the information in?	
<input type="checkbox"/> Electronic; either <input type="checkbox"/> by e-mail <input type="checkbox"/> on disc	
<input type="checkbox"/> Paper	This Council has a policy of assisting those with disabilities or those who do not understand written or spoken English. There may, however, be a cost involved in translating or transcribing this information.
<input type="checkbox"/> Translation	
<input type="checkbox"/> Transcribing	
<input type="checkbox"/> Other	
Was there additional cost?	
Yes No	
Was this passes on to the applicant?	
Yes No	
Signed	Dated day of 20