

### Douglas City Council - Freedom of Information Process

#### Request received?

All received requests should be passed to the FOI Officer. Please phone the FOI officer **immediately** so they are aware a request has arrived. There is a very small window of delivery (20 days).

#### Request reviewed by Officer

Is the request on the correct form / government portal?  
Is the request from an IOM resident?  
Does the form contain all required data i.e. name address, description?

Requests must be made in writing on a form available to download from the intranet or collect from the City Hall and HBN Library. The government portal can also be used.



**Requester**



**FOI Officer**



**You**

#### Does the request ask for personal data?

If so this is a Data protection focused request and should follow the Subject access request process.  
We should never give out personal data in relation to a third party.

#### Will answering the request be burdensome on DCC

We do not have to:

- Create or derive information;
- Undertake research into, or analysis of, information;
- Undertake substantial compilation / collation of information.

#### Is the request clear?

If the request is not clear or too far fetching in terms of the information required, we can request further clarification and the requester then has 28 days to respond.

#### Query can now be delivered to the department(s) who hold the data

Request should be managed by one responsible officer who can co-ordinate the searches.

#### Is the data already available in the public domain?

Have we already published the data in physical or digital format, is it available on our website i.e. all public committee minutes are available on-line.

Liaise with the DCC FOI Officer on each case, making sure everything has been fully considered.

There is no requirement to give out data that existed before October 2011

#### We need to make sure we have searched thoroughly

Have you searched everywhere relevant? I.e. computer systems, emails, paper, hand written notes. Keep a record of what you have searched and how long you have spent doing it.

#### Can the information be disclosed

It is important to understand if the information can be disclosed, or do exemptions apply for all or part of the data.

#### Apply the exemptions carefully

We need to be very careful how we apply the exemptions, making sure there is clarity around the reasoning. If part of the data can be provided then we must do this.

#### Respond fully and accurately

Make sure the requester receives a full explanation in relation to any exemptions and the reasons why. Also make sure that the right of appeal is fully stated. There are templates on the Council intranet to assist with the format and wording of responses.

#### Respond on time

We need to respond within 20 working days, a search should be performed as soon as possible to give time to ask questions and consider exemptions.

