**Request Reference: 17180965**

**Date received: 17 September 2017**

**Date response sent: 18 September 2017**

**Part 1: The following questions aim to establish how requests are logged and monitored.**

**1. What system(s) do you use to log and monitor FOI requests? e.g. spreadsheet, Access database, specialist software (please identify the brand/supplier if so)**

Torbay Council has an in-house web-based system

**2. What criteria do you use to decide whether correspondence should be logged as an FOI request or (for example) handled as "business as usual"?**

Any request for recorded information is treated as a request under the Freedom of Information Act 2000.

Parts of this request are not for recorded information but for clarification of a process or opinion and therefore would not fall under the Act but are still responded to.

**3. Are requesters' names routinely removed from requests before they are circulated more widely within the authority?**

Yes

**Part 2: The following questions aim to establish what resources your authority allocates to the support of FOI centrally, and whether requests are answered by a central team or devolved to departments across the authority.**

**4. Do you have an individual member of staff and/or team with lead responsibility for FOI (e.g. FOI Officer or Information Governance team)?**

Freedom of Information requests are processed centrally by the Information Compliance Team and allocated to departments for a response.

**5. If so, how many FTE staff are there in this team?**

3.6

**6. What other responsibilities do staff in this team have? (eg data protection, records management, etc)**

The Information Compliance Team is also responsible for Complaints including Children’s Services, Data Protection, Re-use of Public Sector Information, Information Management and Records Management.

**7. Are responses to FOI requests normally drafted by the central FOI Officer/team, or are they drafted by staff in the department with lead responsibility for the subject matter of the request?**

Information is provided to the Information Compliance Team by the departments and the information is reviewed and put into a final response document

**8. Who approves responses before they are sent out?**

There is no separate sign off.

**Part 3: The following questions are designed to establish the timeliness of responses and how this is monitored within the authority.**

**9. How many FOI requests did your authority receive in 2016? Please include requests under the Environmental Information Regulations (EIR) within this figure if you log these separately.**

In 2016/17 Torbay Council received 1653 requests.

**10. How many of those FOI & EIR requests received in 2016 did your authority answer within 20 working days?**

In 2016/17 Torbay Council responded to 1453 requests on time.

**11. Who is FOI performance (e.g. request volumes and timeliness) reported to internally?**

Performance is reported to Senior Leadership Team

**12. How often are such reports made?**

As and when requested