

My Ref: IGO-705
Your Ref:
Contact: Andrew Goodfellow
Email: information.governance@nottinghamcity.gov.uk



Nottingham
City Council

Information Governance

Resources
1st Floor
Loxley House
Station Street
Nottingham
NG2 3NG

Tel: 0115 876 3855

Email:
information.governance@nottinghamcity.gov.uk

www.nottinghamcity.gov.uk

Requester

At contact address specified for request number above

8th March 2012

Dear Requester

Re: Your request for information

I write in response to your correspondence, dated 20th February 2012.

As the information you requested is not personal or environmental it has been processed in accordance with the Freedom of Information Act 2000 (FOIA).

I have investigated your request and the answers to your questions are as follows. For completeness we have also included figures for 2011/2012.

- 1) How many FOI and EIR requests did your council receive in 2010/2011 and 2009/2010? If you record requests by calendar year instead of financial year, please supply the last two complete years you hold.

2009/2010 751

2010/2011 818

2011/Feb 2012 875

- 2) Please provide any information you hold about the costs of processing FOI and EIR requests in these two years. I appreciate that your council may not record the time taken to respond to requests - I am not asking for any new calculations to be made. I am requesting any calculations or estimates that have already been made, either for the total cost of requests, the average cost of dealing with a request, or any other material you already hold about FOI and EIR costs to your council.

We recently undertook an exercise to establish the overhead costs associated with processing requests for information under FOIA and EIR.

We estimate that the average overhead cost of processing a request to be £94.00 per request. These costs include the following:

Case administration 0.5 hours
Case management 2 hours
Quality assurance 1 hour
Reputation impact assessment 0.5 hours

Please note that this does not include the time spent by the particular colleague within the Authority tasked with locating and retrieving the required information.

A new request handling system created and implemented by Nottingham City Council in September 2011 has enabled us to establish the total costs of processing requests for information.

Total costs are calculated as follows:

Overhead costs + (Information Holder time spent locating and retrieving the required information x Information Holder per hour cost)

September 2011 – February 2012 £32,161.10

- 3) Please provide any information you hold where you have benchmarked your council's FOI performance or costs against any other council or councils.

We have not carried out benchmarking against other authorities. In accordance with section 1 of this act this information cannot be provided as it is not held by this authority.

- 4) Please provide the number of staff you have working on FOI and EIR enquiries. This should not include staff who may, because of their role, get involved in answering FOI or EIR requests, but those who spend at least two days a week working on these matters. For each member of staff, please specify their job title and salary band.

Information Governance Office

1 x Information Governance Manager	£42706 - £47706
2 x Senior Information Governance Officer	£21715 - £26715
1 x Information Governance Officer	£18421 - £23421
1 x Case Administrator	£15478 - £20478

You are free to use any information supplied for your own use, including for non commercial research purposes. However, any other type of re-use, for example, by publishing the information or issuing copies to the public will require the permission of the copyright owner. Where the copyright is owned by Nottingham City Council details of the conditions on re-use can be obtained by contacting this office.

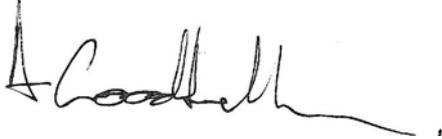
You may be interested to know that responding to the questions you have raised in the enquiry has cost the Authority approximately **£94.42**

If you should have any questions please contact me on the above number quoting your personal case reference which is **IGO-705**.

If you are not satisfied with the response provided or any exemptions applied you should write in the first instance to **Stephanie Pearson, Information Governance, 1st Floor, Loxley House, Station Street, Nottingham, NG2 3NG** stating the reasons for your dissatisfaction.

If you remain dissatisfied after receiving the response to your initial complaint you can request an independent review from the Information Commissioner's Office at **FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF**. You may also contact the Information Commissioner's Office by telephone on 01625 545745 or by email at mail@ico.gsi.gov.uk.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A Goodfellow', with a long horizontal flourish extending to the right.

Andrew Goodfellow
Senior Information Governance Officer
Information Governance
Resources