

# 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

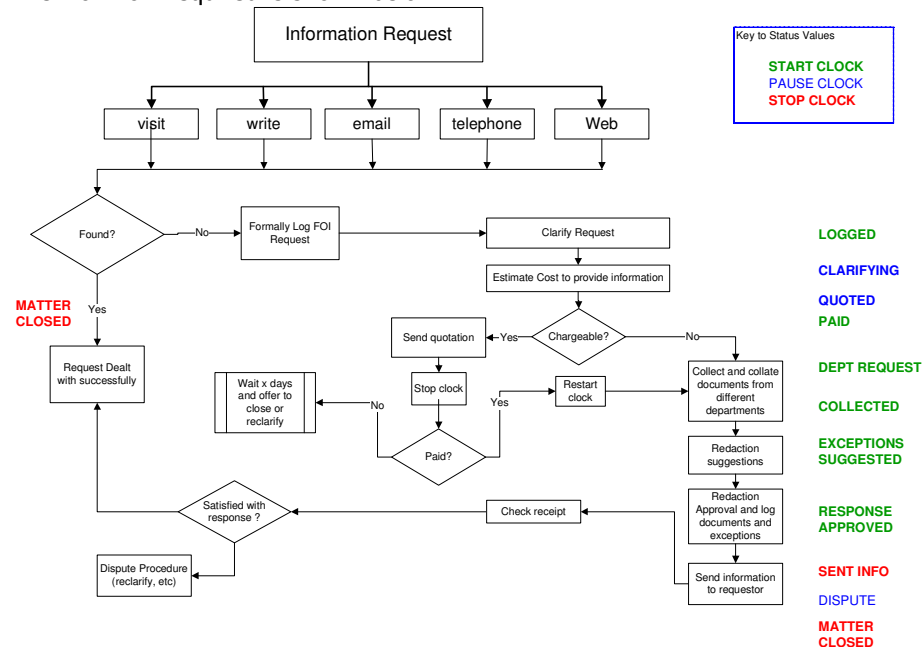
Responding to an FOI request takes on average 6.4 hours<sup>1</sup> per request. In spite of the growing use of the web for routine enquiries to councils ("When does the rubbish tip close tonight"), the number of statutory requests with which councils must deal, is growing, as is the complexity.

**£124,000/year  
cost to respond  
to FOI requests**

Taking the statutory £25 per hour rate that Councils can charge, and that London Boroughs, County, Metropolitan and Unitary councils (152) deal with, on average, 858 FOI requests each, per year, the spend per council is £137,000 to answer them. The actual cost is probably much higher. Tower Hamlets received 779 requests in 2011, without the AXLR8 Request Management System the cost to them would have been a minimum of £124,000. Savings of between 30 and 50% can be made meaning that return on investment is achieved in the first twelve months.

These requests are for FOI only, they do not include 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 also employed Trigaware™ to automate alerts to inform 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.

<sup>1</sup>Report by the Department of Political Science (The Constitution Unit), UCL November 2011





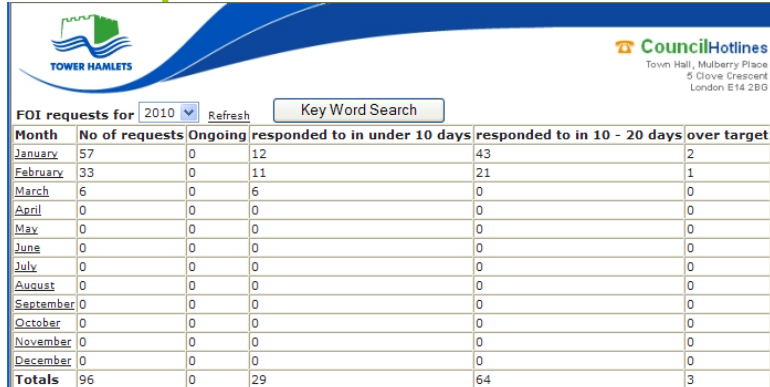
Award winning systems for fast moving businesses

## 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. A manager 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, take account of the type of request (DPA 40 Calendar days, FOI 20 working days, etc.) They present deadlines taking full account of every factor including bank holidays and weekends and pauses during clarification.

## Public Disclosure Report

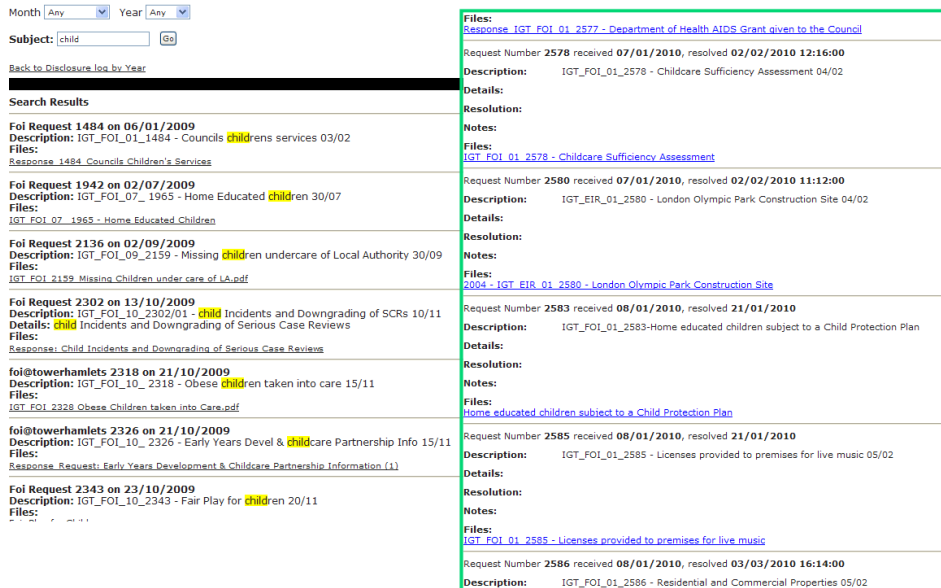
The public disclosure log is automatically produced and include those documents that are checked as "public"



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
<b>Totals</b>	<b>96</b>	<b>0</b>	<b>29</b>	<b>64</b>	<b>3</b>



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



Month: Any Year: Any  
 Subject: child [Go]  
 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\_Childrens\_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 & child:care 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:** 2504 - 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