

BRIDGEND COUNTY BOROUGH COUNCIL

INFORMATION REPORT TO CABINET

28 FEBRUARY 2017

REPORT OF THE CORPORATE DIRECTOR – OPERATIONAL AND PARTNERSHIP SERVICES

MONITORING REPORT – COMPLAINTS, FREEDOM OF INFORMATION AND DATA PROTECTION

1. Purpose of Report.

- 1.1 To report upon the performance of the Information Team in processing Corporate Complaints, Freedom of Information requests and other information requests.

2. Connection to Corporate Improvement Objectives / Other Corporate Priorities.

- 2.1 Performance monitoring of the areas outlined above provides an opportunity for improvement in service delivery although there is not a connection specifically to the corporate improvement objectives.

3. Background.

- 3.1 The Information Team is responsible for the following areas: Corporate Complaints, Freedom of Information requests, Data Subject Access Requests, and other requests for information from public bodies including requests made under section 29 of the Data Protection Act.
- 3.2 The Corporate Complaints Policy requires that the Information Team report to Cabinet at least annually on performance. **Appendix A** includes performance data in relation to the additional areas outlined above as these form a significant part of the work of the team.
- 3.3 There is a legislative requirement to respond to Freedom of Information requests within a 20 working day period and to Data Subject Access requests in 40 calendar days. Information requests from public bodies do not have a statutory response deadline; however the team endeavour to respond to these requests as quickly as reasonably practicable. In line with the Corporate Complaints Policy the Authority should respond to a formal complaint in 20 working days.

4. Current situation / proposal.

- 4.1 Appendix A provides a monitoring report for the period 1 January – 31 December 2016.

5. Effect upon Policy Framework& Procedure Rules.

5.1 There is no effect upon the Policy Framework or the Procedure Rules.

6. Equality Impact Assessment

6.1 There are no equality implications.

7. Financial Implications.

7.1 There are no financial implications.

8. Recommendation.

8.1 Cabinet is requested to note the Monitoring Report attached as **Appendix A.**

Mr. P A Jolley

Corporate Director – Operational and Partnership Services

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Background documents

None used in the preparation of this report which were not identified in the report.