

**BRIDGEND COUNTY BOROUGH COUNCIL**

**REPORT TO STANDARDS COMMITTEE**

**8 MARCH 2018**

**REPORT OF THE MONITORING OFFICER**

**MONITORING REPORT – COMPLAINTS, FREEDOM OF INFORMATION AND DATA PROTECTION**

**1. Purpose of Report.**

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

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

- 2.1 The report links to the following improvement priorities in the Corporate Plan: Smarter use of resources.

**3. Background.**

- 3.1 There is a legislative requirement to respond to Freedom of Information requests within a 20 working day period and to data subject access requests made under the Data Protection Act 1998 in 40 calendar days. Information requests from public bodies do not have a statutory response deadline; however the Information Team endeavours 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 2017.

**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 Members are recommended to note the report.

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**Background documents**

None.