

# BRIDGEND COUNTY BOROUGH COUNCIL

## INFORMATION REPORT TO CABINET

19 MARCH 2019

### REPORT OF THE HEAD OF LEGAL AND REGULATORY SERVICES

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

##### 1. Purpose of report

- 1.1 The purpose of this report is 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 This report assists in the achievement of the following corporate priority/priorities:

- Smarter use of resources – ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

##### 3. Background

- 3.1 The Information Team which is comprised of the Information Officer and Information Assistant 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 Schedule 2 Part 1 of the Data Protection Act 2018.
- 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 1 calendar month. 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 2018.

##### 5. Effect upon policy framework and 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. Well-being of Future Generations (Wales) Act 2015 implications**

7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of wellbeing goals/objectives as a result of this report.

## **8. Financial implications**

8.1 There are no financial implications.

## **9. Recommendation**

9.1 Cabinet is recommended to note the Monitoring Report attached as **Appendix A**.

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**Background documents:** None