

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET

20 JULY 2021

REPORT OF THE CHIEF OFFICER – LEGAL, HR 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 well-being objectives/other corporate priorities

2.1 This report assists in the achievement of the following corporate well-being objective/objectives under the **Well-being of Future Generations (Wales) Act 2015**:

- **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

3. Background

3.1 The Information Team which is comprised of the Information and Data Protection 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 2020. This includes data on the numbers of complaints, Freedom of Information requests, Data Subject Access requests and Information requests processed by the team during this period.

5. Effect upon policy framework and procedure rules

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

6. Equality Act 2010 implications

- 6.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh language have been considered in the preparation of this report. As a public body in Wales, the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. This is an information report, therefore it is not necessary to carry out an EIA in the production of this report. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

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 arising out of this report.

9. Recommendation

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

Kelly Watson
Chief Officer – Legal, HR and Regulatory Services
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Contact officer: Charlotte Branford
Information and Data Protection Officer

Telephone: (01656) 643565

Email: Charlotte.Branford@bridgend.gov.uk>

Postal address: Civic Offices, Angel Street, Bridgend, CF31 4WB

Background documents: None.