

Information Requests

B2S
County Hall
Taunton
Somerset
TA1 4DY

Please ask for: Rebecca Martin
FOI Reference: 3785267
Direct Dial: 01823356257
Email: xxxxxxxx@xxxxxxxx.xxx.xx
Date: 4 July 2018

Mr Alex Parsons

Dear Mr Parsons

Freedom of Information Act 2000

I can confirm that the information you have requested is held by Somerset County Council.

Your Request:

1. How many people are employed to deal with FOI?
2. What is the budget for administering FOI?
3. Do you use case management software for FOI? If so, which one?
4. Do you publish a disclosure log?

Our Response:

1. How many people are employed to deal with FOI?
Response: 4 people. 1 full time (37 hrs pw), 2 part time (21 & 32 hrs pw) plus one full time service manager with a wider remit (est. 12 hrs pw on FOI related activity).
2. What is the budget for administering FOI?
Response: £81,000 *est.
***This sum includes actual figures for the full salary costs of the 3 dedicated FOI staff plus a proportion of the actual full salary costs of the manager (based on an estimate of time spent on FOI activity) and a nominal proportion the ICT system maintenance charge (as the system is used for customer feedback and subject access requests in addition to FOI requests).**
3. Do you use case management software for FOI? If so, which one?
Response: Yes, iCasework (<https://www.icasework.com/>)
4. Do you publish a disclosure log?
Response: Yes. <http://www.somerset.gov.uk/information-and-statistics/freedom-of-information/freedom-of-information-responses/> (separate buttons for responses before and after 1 September 2015 due to the introduction of the iCasework system at that point)

Please quote the reference number 3785267 in any future communications.

If you feel your request has not been answered in sufficient detail, or if you wish to clarify the information given, please contact me, and I will be happy to address the issues you raise.

Alternatively, if you are not satisfied with our response you may request an internal review. This is an independent investigation into the handling of your request, which is carried out by the Information Governance Team. The conclusions of this investigation, and if applicable, a fresh decision about the information to be provided, should be sent to you within twenty working days of receipt of the internal review request.

To request an Internal Review please respond to the email that this response was attached to detailing why you are not satisfied, and your request will be dealt with by the information governance team.

If you are not content with the outcome of the internal review, you may then appeal directly to the Information Commissioner's Office with your complaint.

The Information commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Web address: www.ico.gov.uk

I will now close your request as of this date.

Yours sincerely

A handwritten signature in cursive script that reads "R. I. Martin".

Rebecca Martin
Service Manager - Customer Access & Experience