



**Information and Data protection Team**  
Chief Executive's Department  
Glasgow City Council  
City Chambers  
George Square  
Glasgow G2 1DU

Phone: 0141 287 1055  
Email : [FOI\\_CCT@glasgow.gov.uk](mailto:FOI_CCT@glasgow.gov.uk)

Our Ref: **FOI 6652440**

25 July 2018

Send by e-mail to: [request-493902-91f8943e@whatdotheyknow.com](mailto:request-493902-91f8943e@whatdotheyknow.com)

**For the attention of Mr Alex Parsons**

Dear Mr Parsons

### **Request under the Freedom of Information (Scotland) Act 2002**

We refer to your e-mail of 26 June 2018, in which you request that the following information be provided to you:

“Freedom of Information request - FOI Administration

I would like to make an FOI request for the following pieces of information:

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?

If not all information is available, please treat questions individually.”

We can confirm that Glasgow City Council (“the Council”) is treating your request for this information as a request under the Freedom of Information (Scotland) Act 2002.

The Council’s response is detailed below.

1. *How many people are employed to deal with FOI?*

**There are no staff whose sole responsibility is responding to FOI requests, but Glasgow City Council has a central team (the Information and Data Protection Team) with 12 staff (11.2 full time equivalent) who are responsible for managing information requests. This includes coordinating responses for Data Protection, Environmental Information and FOI requests (among others). In addition to this, staff across the organisation will contribute to responses as required.**

2. *What is the budget for administering FOI?*

**There is no specific budget for administering FOI. While we hold staffing costs for the Information and Data Protection Team, we would be unable to separate out the proportion of these costs that specifically relate to FOI requests. In addition, staff will make use of shared systems, office space and supplies etc. where it is not possible to split these costs from the total spend.**

3. *Do you use case management software for FOI? If so, which one?*

**We use the BMC Remedy Action Request System.**

4. *Do you publish a disclosure log?*

**We do not publish a disclosure log.**

### Right of Review

Under the Freedom of Information (Scotland) Act 2002, if you are dissatisfied with the way in which Glasgow City Council has dealt with your request for information, you are entitled to require the Council to review its response. Please note that for a review to take place you must:

- Lodge a written requirement for a review within 40 working days of the date of this letter
- Include a correspondence address and a description of the original request and the reason why you are dissatisfied
- Address your request to the Director of Governance and Solicitor to the Council:

Director of Governance and Solicitor to the Council  
Glasgow City Council  
City Chambers  
George Square  
Glasgow G2 1DU

Email: [FOIReviews@glasgow.gov.uk](mailto:FOIReviews@glasgow.gov.uk)

You will receive notice of the results of the review within 20 working days of receipt of your request. The notice will state the decision reached by the reviewing officer as well as details of how to appeal to the Scottish Information Commissioner if you are still dissatisfied with the Council's response. You must request an internal review by the Council before a complaint can be directed to the Scottish Information Commissioner.

For your information at this stage, if you do remain dissatisfied with the outcome of the Council's review decision, an appeal can be made to the Scottish Information Commissioner by contacting her office as follows -

Address: Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS.

Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

Telephone: 01334 464610

You can also use the Scottish Information Commissioner's online appeal service to make an application for a decision: [www.itspublicknowledge.info/appeal](http://www.itspublicknowledge.info/appeal)

Please note that you cannot make an appeal to the Scottish Information Commissioner until you have first requested an internal review by the Council.

If you wish to submit a complaint to the Council in relation to the manner in which it has handled your request for information, you can do so by requesting that the Council reviews its response. Details of how to request a review are set out in the 'Right of Review' information above.

In compliance with The General Data Protection Regulation and Data Protection Act 2018, we have provided a link below to the Council's Privacy Statement, which sets out how the Council handles the personal information entrusted to it. Further information is available on the Council's website, [www.glasgow.gov.uk](http://www.glasgow.gov.uk).

We trust the foregoing will be of some assistance.

Yours sincerely

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Glasgow City Council's Privacy Statements: <https://www.glasgow.gov.uk/privacy>