Alex Parsons

Our reference: 1295068

Dear Alex Parsons

Thank you for your request for information which was received on 26 June 2018.

Your request

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?

Our response

This request is being handled under the Freedom of Information Act 2000.

I can confirm that the information requested is held by LB Hammersmith and Fulham. Please find below the information that is being released to you.

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

We have one officer within the complaints and information team (H&F In Touch), who is responsible for co-ordinating the process and providing technical advice, guidance and support. However, other officers within the same team provide resilience and cover, including the Manager and Head of Service. We also work in collaboration with officers within the Information Management Team, who undertake Internal Reviews and liaise with the Information Commissioner, where necessary. In practice, officers across the council, at all levels, ‘deal’ with FOI requests.

2. What is the budget for administering FOI?
As per the answer above, there is no dedicated resource or budget for FOI. FOI is a statutory function that is managed by the H&F In Touch team, but could involve any number of officers to ensure compliance.

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

Yes, iCasework.

4. Do you publish a disclosure log?

Yes, and it is accessible via this link:


If you are dissatisfied with the handling of your request for information, please contact the H&F In Touch team within 40 working days of receiving this response. They will consider the matters raised and decide whether they are referred to the Council's Information Manager for an internal review.

You can write to the H&F In Touch team at Room 229, Hammersmith Town Hall, King Street, London W6 9JU, or email: handfintouch@lbhf.gov.uk. If you are registered for self-service, via the Council's My Account portal, you can also do this online: Click here to complete the form

You also have the right to appeal to the Information Commissioner at: The Information Commissioner’s Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Tel: 0303 123 1113. Website: www.ico.org.uk/concerns/. There is no charge for making an appeal. The ICO may ask you to contact Hammersmith and Fulham, so we can complete an internal review, before the ICO investigates the matter.

Yours sincerely

Andrea Comer
Senior Investigations & Information Officer