

# RSL Training Workshop

Dealing with requests for housing information  
under FOI(S)A and the EIRs

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# Requests received on Housing

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- May 2017 – April 2018
- 2528 requests for information FOI/EIR
- 136 requests on housing issues
- May 2018 – April 2019
- 2646 Requests for information (2.5%+)
- 155 requests on housing issues (14%+)

# Internal processes for dealing with requests for information

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- Co-ordinate requests received centrally
- Establish a network of contacts
- Set milestones to help manage requests, e.g. first 5 days
- Retrieve information before making decisions
- Consider actual harm caused by release of information
- Operate independent system for reviews

# Breakdown of requests received about Housing Issues

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- Prevention/ Alleviation of Homelessness
- Social Housing Accessibility/Availability
- Vacant properties/ Waiting lists
- Safety Inspections
- Travellers' sites

## Example request – Homelessness

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Which streets in Edinburgh homeless people have been housed in, please include numbers of homeless people housed?

*Partial response*

*Information provided, though information was redacted where numbers of individuals were between 1 and 5.*

*FOI - 38 (1)(b) Third party personal data*

## Example request – Social Housing

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The number of completions in 2016/17 and predicted completions 2018-2021, split by numbers for social rent / sale.

*Partial response under EIRs*

*Actual completions provided, link to Committee report on Council web site provided for predicted completions*

*Exception under Regulation 6 otherwise accessible*

## Example request – Waiting lists

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The number of disabled people currently on the housing waiting list, the average wait time and the longest case of a disabled person being on the housing waiting list.

*Full response*

*Numbers of people with disabilities on the waiting list was provided. Reasons for the "longest case" were included for clarity*

## Example request – Safety Inspections

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Has your council commissioned independent fire testing of the fire doors fitted in tower blocks within your council? How many fire doors were purchased from a specific manufacturer?

*Partial response under EIRs*

*Details of fire testing was provided but total number of fire doors in scope was 3500 at sites tower blocks across Edinburgh.*

*Manifestly unreasonable - Regulation 10(4)(b)*



## Example request – Travellers

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How many traveller sites there are within the City of Edinburgh Council area, and costs of site clean ups.

*Partial response under EIRs*

The only licensed site that The City of Edinburgh Council owns is at North Cairntow. This has 20 bays which are rented out to travellers when required. Details of clean up costs are not recorded separately

## 3 points to take away

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- Have processes in place to deal with requests (log, acknowledge, assign, remind, retrieve, consider, respond, review)
- Proactively publish what you can
- Utilise external resources - OSIC website

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