



FOI and registered social landlords

What you need to know

The right to information



“ A person who requests information from a Scottish public authority which holds it is entitled to be given it by the authority ”



Scotland
“must do better”
on housing

Scottish councils
spend £660m on
temporary housing
in 5 years

Shelter's FOI request



2015/16

How many days of temporary accommodation were provided in 2015-16?

What was the average time in temporary accommodation?

% spent more than six months in temporary accommodation?

% spent more than a year in temporary accommodation?

Shelter's FOI request



2015/16

How many days of temporary accommodation were provided in 2015-16? **3.8 million**

What was the average time in temporary accommodation? **24 weeks**

% spent more than six months in temporary accommodation? **32%**

% spent more than a year in temporary accommodation? **12%**



FOI - the three duties

1

Duty to
respond to
requests

(s.1)



Requests must be made in writing



Most requests must be responded to in
20-working days



Covers **recorded** information only



Requests can only be refused in certain
circumstances



Information not held



It costs too much



An exemption applies



FOI - the three duties

1

Duty to
respond to
requests

(s.1)






2

Duty to
publish
information

(s.23)



Publish information about:

-  Services you provide
-  Facts that inform your decision making
-  Reasons for the decisions you take

FOI - the three duties



1

Duty to
respond to
requests

(s.1)



2

Duty to
publish
information

(s.23)



3

Duty to
advise and
assist

(s.15)





Advice and assistance

Opportunities

- Let them know you're there to help
- Use clear language
- Context / explanation with responses
- Pick up the phone





How many requests?

2015 Culture & Leisure Trust Survey:

Have request volumes:

Increased significantly:	0%
Increased slightly:	31%
Stayed the same:	63%

Has the type of information requested:

Changed significantly:	6%
Changed slightly:	31%
Stayed the same:	63%

Leisure trust survey responses



**It's early days,
but so far it's not
as onerous as
anticipated**

**The low number
of requests is
almost disappointing
given our preparation!**

**We are finding it
quite manageable so far
and are able to respond
quickly to requests**

Who'll use FOI?



Who appeals?

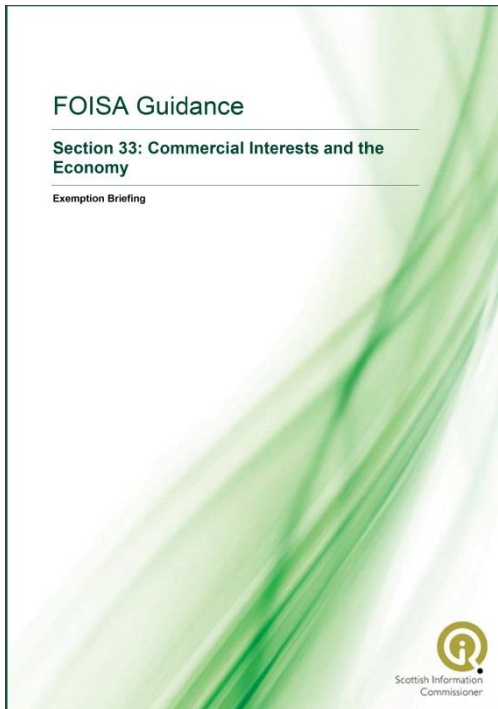
	2017/18
Public and other ²	75%
Media	11%
Prisoner	3%
Solicitor	1%
Elected representative (MP, MEP, MSP, councillor)	1%
Commercial / private enterprise	3%
Voluntary / campaign organisation	4%
Academic / student	1%

Further guidance

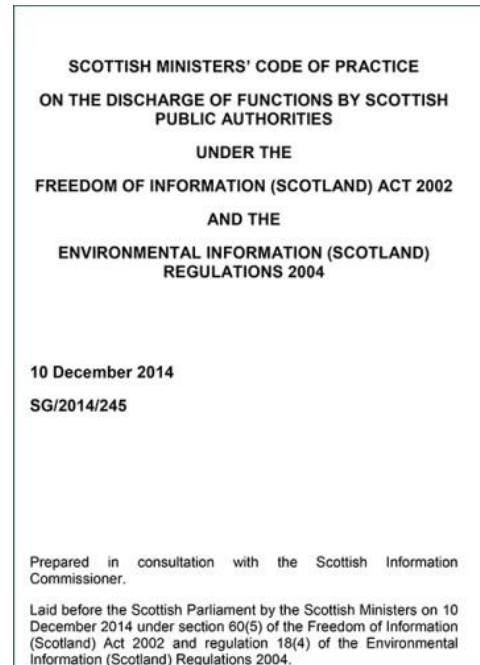


Our Briefings

www.itspublicknowledge.info/briefings



Section 60 Code of Practice



Our Enquiry Service





Next steps

Think about:

- Proactive publication
- Duty to advise and assist
- Records management
- Identifying where FOI sits
- Training and networking



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