



# **Freedom of Information Policy**

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# Freedom of Information Policy

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## **1 Introduction**

Brookside Primary School is committed to complying with the legal requirements of the Freedom of Information Act 2000 and to the principles of accountability and the general right of access to information, subject to legal exemptions. This policy outlines the Governing Body's responsibilities within the Act and the framework for managing information requests. All requests for information under the remit of the Act must be made to the Headteacher of the school who will manage the response.

## **2 Background**

The Freedom of Information Act 2000 came fully into force on 1<sup>st</sup> January 2005. Under the Act, any person has a legal right to ask for access to information held by the school. They are entitled to be told whether the school holds the information, and to receive a copy, subject to certain exemptions.

The information that the school routinely makes available to the public is included in Brookside's Privacy Notice. Requests for other information should be dealt with in accordance with the statutory guidance. While the Act assumes openness, it recognises that certain information is sensitive and there are exemptions to protect this information.

The Act is fully retrospective, so that any past records which the school holds are covered by the Act. The Department for Education (DfE) has issued schools with a Retention Schedule produced by the Records Management Society of Great Britain, to guide schools on how long they should keep school records. It is an offence to wilfully conceal, damage or destroy information in order to avoid responding to an enquiry, so it is important that no records that are the subject of an enquiry are amended or destroyed.

Requests under Freedom of Information can be addressed to anyone in the school; so all staff will be made aware of the process for dealing with requests. Requests must be made in writing, (including email), and should include the enquirer's name and correspondence address, and state what information they require. They do not have to mention the Act, nor do they have to say why they want the information. There is a duty to respond to all requests, telling the enquirer whether or not the information is held, and supplying any information that is held, except where exemptions apply. There is a legal time limit of 20 working days excluding school holidays for responding to the request.

### **3 Scope**

The Governing Body of the school understands that this area of school activity is covered by legislation and the school must comply. The Freedom of Information Act joins the Data Protection Act and the Environmental Information Regulations as legislation under which certain people are entitled to request information from the school.

Requests for any personal data are still covered by the Data Protection Act (DPA) and reference in these circumstances should be made to Brookside's Privacy Notice. Individuals can request to see what information the school holds about them. This is known as a Subject Access Request, and will be dealt with accordingly.

Requests for information about anything relating to the environment – such as air, water, land, the natural world or the built environment and any factor or measure affecting these – are covered by the Environmental Information Regulations (EIR). They also cover issues relating to Health and Safety. For example, queries about chemicals used in the school or on school land, phone masts, car parks etc, would all be covered by the EIR. Requests under EIR are dealt with in the same way as those under Freedom of Information legislation, but unlike Freedom of Information requests, they do not need to be written and can be verbal. If any element of a request to the school includes personal or environmental information, these elements will be dealt with under DPA or EIR respectively.

### **4 Obligations and Duties**

The Governing Body recognises its duty to provide advice and assistance to those requesting information. Where appropriate, the school will respond to straightforward verbal requests for information, and where necessary will help enquirers to put more complex verbal requests into writing so that they can be handled under the relevant Act. The School will inform enquirers whether or not the school holds the information they are requesting (the duty to confirm or deny), and provide access to the information held in accordance with the procedures laid down in Appendix 1.

## **5 Publication Scheme**

Brookside Primary School has adopted the Model Publication Scheme for Schools approved by the Information Commissioner. The Publication Scheme and the materials it covers will be readily available from the school office. It will also be published on our school website.

## **6 Dealing with Requests**

The Governing Body will respond to all requests in accordance with the procedures laid down in Appendix 1 and we will ensure that all staff are aware of the procedures.

## **7 Exemptions**

Certain information is subject to either absolute or qualified exemptions as detailed in Appendix 2.

Where the Governing Body considers it appropriate to apply a qualified exemption to a request, it will invoke the public interest test procedures to determine if public interest in applying the exemption outweighs the public interest in disclosing the information.

The school will maintain a register of requests where we have refused to supply information, and the reasons for the refusal. The register will be retained for 5 years.

## **8 Public Interest Test**

Unless it is in the public interest to withhold information, the Governing Body understand the legal obligation to provide it. The school will apply the Public Interest Test before any qualified exemptions are applied. For information on applying the Public Interest Test, see Appendix 3.

## **9 Charging**

The Governing Body reserve the right to refuse to supply information where the cost of doing so exceeds the statutory maximum, currently £450, based on a cost of £25.00 per hour. The Governing Body understands that the school may choose to charge a fee for complying with requests for information under Freedom of Information legislation. The fees will be calculated according to Freedom of Information regulations, as set out in Appendix 4 and the person notified of the

charge before information is supplied. The school will aim to respond to most requests free of charge, and only charge where significant costs are incurred. The cost calculation will take into account staff time, as well as direct costs, but if the total is less than the statutory maximum, the school may only charge the direct costs (e.g. printing, postage etc.). The Governing Body recognises that it is good practice to contact the enquirer, to determine whether they wish to reduce the request, thus reducing the time and costs to below the maximum.

## **10 Responsibilities**

The Governing Body delegates the day-to-day responsibility for compliance with the Freedom of Information Act to the Headteacher. All enquiries should be submitted in the first instance to the Headteacher who will manage the request.

## **11 Complaints**

Any comments or complaints will be dealt with through the school's normal complaints procedure. The school maintains records of all complaints and their outcome. If on investigation the school's original decision is upheld, then the school has a duty to inform the complainant of their right to appeal to the Information Commissioner's office. Appeals should be made in writing to the Information Commissioner's office. They can be contacted at:

### **Freedom of Information / EIR Complaints Resolution**

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

## 12 Appendix 1 – Procedure for Dealing with Requests

To handle a request for information the Governing Body or delegated person will need to ask themselves a series of questions. These are set out below.

### 1 Is it a Freedom of Information Request for information?

A request for information may be covered by one, or all, of three information rights:

*Data Protection enquiries* (or subject access requests) are ones where the enquirer asks to see what personal information the school holds about the enquirer. If the enquiry is a Data Protection request, the school will follow the school DPA policy.

*Environmental Information Regulations enquiries* are ones which relate to air, water, land, natural sites, built environment, flora and fauna, and health, and any decisions and activities affecting any of these. These could therefore include enquiries about recycling, phone masts, school playing fields, car parking etc. If the enquiry is about environmental information, the school will follow the guidance on the IC's website or the DEFRA website

*Freedom of Information enquiries* are concerned with all other information and the reasoning behind decisions and policies. All requests for information that are not data protection or environmental information requests are covered by the Freedom of Information Act.

### 2 Is this a valid Freedom of Information Request for information?

A Freedom of Information request should:

- **Be in writing**, including email or FAX;
- **State the enquirer's name and correspondence address** (email addresses are allowed);
- **Describe the information requested** - there must be enough information to be able to identify and locate the information; and
- Not be covered by one of the other pieces of legislation.

In cases where the enquiry is ambiguous the school will assist the enquirer to describe more clearly the information requested. Where possible, the school will establish direct contact with the enquirer with the aim to clarify the nature of the information requested and not to determine the aims or motivation of the enquirer. If the school notifies the enquirer that it needs further information to enable the school to answer, the school does not have to deal with the request until the further information is received. The response time limit starts from the date this is received.

Verbal enquiries are not covered by the Freedom of Information Act. Such enquiries will be dealt with where the enquiry is relatively straightforward and can be dealt with satisfactorily. However, for more complex enquiries, and to avoid disputes over what was asked for, the school will ask the enquirer to put the request in writing or email, when the request will become subject to the Freedom of Information Act.

### **3 Does the school hold the information?**

“Holding” information means information relating to the business of the school:

- The school has created, or
- The school has received from another body or person, or
- Held by another body on the school’s behalf.

Information means both hard copy and digital information, including email.

If the school does not hold the information, it will not create or acquire it just to answer the enquiry, although a reasonable search will be made before denying that the school has got information the school might be expected to hold.

### **4 Has the information requested already been made public?**

If the information requested is already in the public domain, for instance through the school’s Publication Scheme or on the school’s website, the enquirer will be directed to the information and explain how to access it.

## **5 Is the request vexatious or manifestly unreasonable or repeated?**

The Freedom of Information Act states that there is no obligation to comply with vexatious requests. This is taken to mean a request which is designed to cause inconvenience, harassment or expense rather than to obtain information, and would require a substantial diversion of resources or would otherwise undermine the work of the school.

## **6 Can the school transfer a request to another body?**

If the information is held by another public authority, such as the local authority, the school will first check with them whether they hold it and then transfer the request. The enquirer will be notified that the school does not hold the information and to whom the request has been transferred to. The school will answer any parts of the enquiry in respect of information the school does hold.

The Governing Body understands that the school does not have to comply with repeated identical or substantially similar requests from the same applicant unless a “reasonable” interval has elapsed between requests.

## **7 Could a third party’s interests be affected by disclosure?**

Consultation of third parties may be required if their interests could be affected by release of the information requested, and any such consultation may influence the decision. The school will not consult where it is not going to disclose the information because it will be applying an exemption.

Consultation will only be necessary where:

- Disclosure of information may affect the legal rights of a third party, such as the right to have certain information treated in confidence or rights under Article 8 of the European Convention on Human Rights;
- The views of the third party may assist the school to determine if information is exempt from disclosure, or
- The views of the third party may assist the school to determine the public interest.

## **8 Does an exemption apply?**

The presumption of the legislation is that the school will disclose information unless the Freedom of Information Act provides a specific reason to withhold it. There are more than 20 exemptions. They are set out in Appendix 2 and are mainly intended to protect sensitive or confidential information.

Only where the school has real concerns about disclosing the information will it consider whether an exemption might apply. Even then, where the potential exemption is a qualified exemption, the school will consider the public interest test to identify if the public interest in applying the exemption outweighs the public interest in disclosing it. Therefore, unless it is in the public interest to withhold the information, it has to be released. Appendix 3 contains guidance on conducting a public interest test.

## **9 What if the request is for personal information?**

Personal information requested by the subject of that information is exempt under the Freedom of Information Act, as such information is covered by the Data Protection Act. Individuals must, therefore, continue to make a 'subject access request' under the Data Protection Act if they wish to access such information.

## **10 What if the details contain personal information?**

Personal information requested by third parties is also exempt under the Freedom of Information Act where release of that information would breach the Data Protection Act. If a request is made for a document (e.g. Governing Body minutes) which contains personal information whose release to a third party would breach the Data Protection Act, the document may be issued by blanking out the relevant personal information as set out in the redaction procedure. The procedure adopted by the school for redaction is to:

- i. Mask the passages which are not to be disclosed and photocopy;
- ii. Annotate in the margin against each blank passage, the exemption and section of the Freedom of Information Act under which this passage is exempt;

- iii. Explain in the covering letter that the relevant exemptions are marked in the attachments and in the case of non-absolute exemptions, how the public interest test has been considered.

On no account will the school use the computer to rewrite the document or email and simply delete the exempted passages so that the resulting document appears as though they did not exist. The one circumstance where this would be permissible would be where the only redacted parts are personal information such as people's names and the covering letter explains this.

## **11 How much can we charge?**

The Freedom of Information Act allows the Governing Body to charge for providing information. For further information, see Appendix 4

When a request is made the first step will be to determine if the threshold (currently £450) would be exceeded. Staff costs will be calculated at £25 per hour. The school will take account of the costs of determining if the information is held, locating and retrieving the information, and extracting the information from other documents. The school will not take into account the costs involved in determining whether information is exempt.

If a request would cost less than the appropriate limit, (currently £450) the school can only charge for the cost of informing the applicant whether the information is held, and communicating the information to the applicant (e.g. photocopying, printing and postage costs). If a request would cost more than the appropriate limit, (£450) the school can turn the request down, answer and charge a fee, or answer and waive the fee. If it decides to charge a fee, and does not have other powers to do so, it can make a charge on the basis of the costs outlined in Appendix 4.

The school will however wish to consider whether calculating the cost of the fee outweighs the cost of providing the information. In practice the school will respond to straightforward enquiries free of charge and only charge where the costs are significant.

Where the school is going to charge, we will send the enquirer a fees notice and we will not comply with the request until the fee has been paid. Appendix 4 gives more information on charging.

## **12 Is there a time limit for replying to the enquirer?**

Compliance with a request must be prompt and certainly within the legally prescribed limit of 20 working days, excluding school holidays. The response time starts from the time the request is received. Where the school has asked the enquirer for more information to enable the school to answer, the 20 working days start time begins when this further information has been received.

If a qualified exemption applies and the school needs more time to consider the public interest test, the school will reply within the 20 working days stating that an exemption applies but will include an estimate of the date by which a decision on the public interest test will be made. This will be within a “reasonable” time, which should be within 10 working days.

Where the school has notified the enquirer that a charge is to be made, the time period stops until payment is received and then continues again once payment has been received.

### **13 What action is required to refuse a request?**

If the information is not to be provided, the person dealing with the request will immediately contact the person in the school with delegated responsibility for Freedom of Information to ensure that the case has been properly considered and the reasons for refusal are sound. If it is decided to refuse a request, the school will send a refusals notice, which must contain the following:

- i. The fact that the responsible person cannot provide the information asked for;
- ii. Which exemption(s) the school are claiming apply;
- iii. Why the exemption(s) apply to this enquiry (if it is not self-evident);
- iv. Reasons for refusal if based on cost of compliance (see Appendix 4)
- v. In the case of non-absolute exemptions, how the school has applied the public interest test, specifying the public interest factors taken into account before reaching the decision (see Appendix 3)
- vi. Reasons for refusal on vexatious or repeated grounds
- vii. The internal complaints procedure.

For monitoring purposes and in case of an appeal against a decision not to release the information or an investigation by the Information

Commissioner, the responsible person will keep a record of all enquiries where all or part of the requested information is withheld and exemptions are claimed. The record will include the reasons for the decision to withhold the information. Records will be retained for 5 years.

#### **14 What the school will do if someone complains**

Any written (including email) expression of dissatisfaction – even if it does not specifically seek a review – will be handled through the school's existing complaints procedure.

When the original request has been reviewed and the outcome is that the information should be disclosed this will be done as soon as practicable. Where the outcome concludes that procedures within the school have not been properly followed, the school will review procedures to prevent any recurrence. Where the outcome upholds the school's original decision or action, the applicant will be informed of their right to appeal to the Information Commissioner. The appeal should be made in writing to:

Freedom of Information Compliance Team (complaints)  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire.  
SK9 5AF

## **13 Appendix 2 – Exemptions**

This information has been provided to assist the school to determine the applicability of possible exemptions under the Freedom of Information Act. It is not a fully exhaustive document and the school is advised to seek specialised legal support in complex cases.

Although decisions on disclosure should be made on a presumption of openness, the Freedom of Information Act recognises the need to preserve confidentiality and protect sensitive material in some circumstances.

The Governing Body recognises that it may not withhold information in response to a valid request UNLESS one of the following applies:-

- An exemption to disclosure, or
- The information sought is not held, or
- The request is considered vexatious or repeated or
- The cost of compliance exceeds the threshold (see Appendix 4)

### **1 The duty to confirm or deny**

A person applying for information has the right to be told if the information requested is held by the school, and if that is the case to have the information sent (subject to any of the exemptions). This obligation is known as the school's "duty to confirm or deny" that it holds the information. However, the school does not have to confirm or deny if:

- The exemption is an absolute exemption (see Section 2.1 below), or
- In the case of qualified exemptions (see Section 2.2 below), confirming or denying would itself disclose exempted information

### **2 Exemptions**

A series of exemptions are set out in the Act which allow the withholding of information in relation to an enquiry. Some are very specialised in their application (such as national security) and would not usually be

relevant to schools. There are more than 20 exemptions but schools are likely to use only a few of them.

There are two general categories of exemptions:

- **Absolute:** where there is no requirement to confirm or deny that the information is held, disclose the information or consider the public interest; and
- **Qualified:** where, even if an exemption applies, there is a duty to consider the public interest in disclosing information

### **2.1 What are the Absolute Exemptions?**

There are 8 absolute exemptions listed in the Act. Even where an absolute exemption applies:

- It does not mean that the school can't disclose in all cases; it means that disclosure is not required by the Act. A decision could be taken to ignore the exemption and release the information taking into account all the facts of the case
- There is still a legal obligation to provide reasonable advice and assistance to the enquirer.

The absolute exemptions in the Act are set out below.

- Information accessible to the enquirer by other means** (Section 21) – If information is reasonably accessible to the applicant by another route than the Act, it is exempt information. This is the case even if the enquirer would have to pay for the information under that alternative route. This exemption includes cases where the school is required to give information under other legislation, or where the information is available via the Publication Scheme.
- Personal information** (Section 40) see also the qualified exemption part of Section 40 – Where enquirers ask to see information about themselves, this is exempt under the Act because it is covered by the Data Protection Act.
- Information provided in confidence** (Section 41) – This relates to information obtained from a person if its disclosure would constitute a breach of confidence actionable by that, or another, person.

- iv. **Prohibitions on disclosure** (Section 44) – Information is exempt where its disclosure is prohibited under any other legislation by order of a court or where it would constitute a contempt of court or where it is incompatible with any EC obligation.

## **2.2 What are the Qualified Exemptions?**

With qualified exemptions, even if it is decided that an exemption applies, there is a duty to consider the public interest in confirming or denying that the information exists and in disclosing information. Guidance on carrying out the public interest test is at Annex C. The qualified exemptions in the Act are set out below.

- i. **Information intended for future publication** (Section 22) – If at the time the request was made, information is held with a view to publication, then it is exempt from disclosure if it is reasonable that it should not be disclosed until the intended date of publication. This could apply for instance to statistics published at set intervals, for example annually or where information is incomplete and it would be inappropriate to publish prematurely.
- ii. **Investigations and proceedings conducted by public authorities** (Section 30) – Information is exempt if it has at any time been held by the school for the purposes of criminal investigations or proceedings, such as determining whether a person should be charged with an offence or whether a charged person is guilty, or investigations which may lead to a decision to institute criminal proceedings. The duty to confirm or deny does not apply to such information.
- iii. **Law enforcement** (Section 31) – Information which is not exempt under Section 30 Investigations and Proceedings, may be exempt under this exemption in the event that disclosure would, or would be likely to, prejudice the following among others:
  - The prevention or detection of crime
  - The apprehension or prosecution of offenders
  - The administration of justice
  - The exercise of functions such as ascertaining if a person has broken the law, is responsible for improper conduct, whether circumstances justify regulatory action, ascertaining a person's fitness or competence in relation to their

profession, ascertaining the cause of an accident or protecting or recovering charities or its properties

- Any civil proceedings brought by or on behalf of the school which arise out of an investigation carried out for any of the purposes mentioned above. The duty to confirm or deny does not arise where prejudice would result to any of these matters.

- iv. **Communications with the Queen** (Section 37) – Information is exempt if it relates to communications with the Queen, the Royal Family or Royal Household or if it relates to the award of honours. The duty to confirm or deny does not arise where this exemption applies.
- v. **Health and Safety** (Section 38) – Information is exempt if its disclosure would or would be likely to endanger the safety or physical or mental health of any individual. The duty to confirm or deny does not arise where prejudice would result.
- vi. **Environmental information** (Section 39) – Information is exempt under Freedom of Information where it is covered by the Environmental Information Regulations. Environmental information can cover information relating to: air, water, land, natural sites, built environment, flora and fauna, and health. It also covers all information relating to decisions or activities affecting any of these.
- vii. **Personal information** (Section 40) see also the absolute exemption part of Section 40 – Where an individual seeks information about themselves Data Protection Act powers apply. Where the information concerns a third party, it is exempt if its disclosure would contravene the Data Protection Act, or the data protection principles; or if the person to whom the information relates would not have a right of access to it because it falls under one of the exemptions to the Data Protection Act. The duty to confirm or deny does not arise in relation to this information if doing so would be incompatible with any of the above.
- viii. **Legal professional privilege** (Section 42) – Legal professional privilege covers any advice given by legal advisers, solicitors and barristers. Generally such information will be privileged. If the school wishes to disclose the information it will need to seek consent from the provider of the advice. This exemption covers all such information where a claim to legal professional privilege can be maintained in legal proceedings. The duty to confirm or deny

does not arise where to do so would involve the disclosure of such information.

- ix. **Commercial interests** (Section 43) – Information is exempt if it constitutes a trade secret or would be likely to prejudice the commercial interests of any person or body (including the school). The duty to confirm or deny does not arise where prejudice would result to commercial interests but not where the information constitutes a trade secret.

### **3 Protective Markings and Applying Exemptions**

When considering if an exemption to disclosure should apply, bear in mind that the presence of a protective marking (Restricted, Confidential or Secret, with or without descriptors such as Staff, Management, Commercial etc) does not constitute an exemption and is not in itself sufficient grounds on which to prevent disclosure. Each case must be considered on its merits.

### **4 Timing**

Where information has previously been withheld, it must not be assumed that any subsequent requests for the same information will also be refused. Sensitivity of information decreases with age and the impact of any disclosure will be different depending on when the request is received. Therefore, for each request, it will be necessary to consider the harm that could result at the time of the request and, while taking into account any previous exemption applications, each case should be considered separately.

### **5 Next steps**

In all cases, before writing to the enquirer, the person given responsibility for Freedom of Information by the school Governing Body will need to ensure that the case has been properly considered, and that the reasons for refusal, or public interest test refusal, are sound.

## 14 Appendix 3 – Applying the Public Interest Test

### 1 Background

Having established that a qualified exemption(s) definitely applies to a particular case, the school will then carry out a public interest test to identify if the public interest in applying the exemption outweighs the public interest in disclosing it. Therefore, unless it is in the public interest to withhold the information, it has to be released.

### 2 Carrying out the test

It is worth noting that what is in the public interest is not necessarily the same as that which may be of interest to the public. It may be irrelevant that a matter may be the subject of public curiosity. In most cases it will be relatively straightforward to decide where the balance of the public interest in disclosure lies. However, there will inevitably be cases where the decision is a difficult one. Applying such a test depends to a high degree on objective judgement and a basic knowledge of the subject matter and its wider impact in the school and possibly wider. Factors that might be taken into account when weighing the public interest include:

<b>For Disclosure</b>	<b>Against Disclosure</b>
Is disclosure likely to increase access to information held by the school?	Is disclosure likely to distort public reporting or be misleading because it is incomplete?
Is disclosure likely to give the reasons for a decision or allow individuals to understand decisions affecting their lives or assist them in challenging those decisions?	Is premature disclosure likely to prejudice fair scrutiny, or release sensitive issues still on the internal agenda or evolving?
Is disclosure likely to improve the accountability and transparency of the school in the use of public funds and help to show that it obtains value for money?	Is disclosure likely to cause unnecessary public alarm or confusion?
Is disclosure likely to contribute to public debate and assist the	Is disclosure likely to seriously jeopardise the school's legal or

understanding of existing or proposed policy?	contractual position?
Is disclosure likely to increase public participation in decision-making?	Is disclosure likely to infringe other legislation e.g. Data Protection Act?
Is disclosure likely to increase public participation in political processes in general?	Is disclosure likely to create a controversial precedent on the release of information or impair your ability to obtain information in the future?
Is disclosure likely to bring to light information affecting public safety?	Is disclosure likely to adversely affect the school's proper functioning and discourage openness in expressing opinions?
Is disclosure likely to reduce further enquiries on the topic?	If a large amount of information on the topic has already been made available, would further disclosure shed any more light or serve any useful purpose?

Note also that:

- Potential or actual embarrassment to, or loss of confidence in, the school, staff or governors is NOT a valid factor
- The fact that the information is technical, complex to understand and may be misunderstood may not of itself be a reason to withhold information
- The potential harm of releasing information will reduce over time and should be considered at the time the request is made rather than by reference to when the relevant decision was originally taken
- The balance of the public interest in disclosure cannot always be decided on the basis of whether the disclosure of particular information would cause harm, but on certain higher order considerations such as the need to preserve confidentiality of internal discussions

- A decision not to release information may be perverse (e.g. would a decision to withhold information because it is not in the public interest to release it, itself result in harm to public safety, the environment or a third party)?

You will need to record the answers to these questions and the reasons for those answers. Deciding on the public interest is not simply a matter of adding up the number of relevant factors on each side. You need to decide how important each factor is in the circumstances and go on to make an overall assessment.

### **3 Deciding For Disclosure**

Where the balance of the public interest lies in disclosure, the enquiry should be dealt with and the information required should be made available. Where the factors are equally-balanced, the decision should usually favour disclosure (but see 3rd bullet point above).

### **4 Deciding Against Disclosure**

After carrying out the public interest test if it is decided that the exemption should still apply, the school will proceed to reply to the request.

There will be occasions when it has been decided that a qualified exemption applies but consideration of the public interest test may take longer. In such a case, the school will make contact with the enquirer within 20 working days stating that a particular exemption applies, but including an estimate of the date by which a decision on the public interest test will be made. This will be within a “reasonable” time – in practice, it is recommended this decision is made and communicated within the 20 days but where not possible it is suggested that no more than 10 working days beyond the 20 working days should be allowed.

## **15 Appendix 4 – Charging**

### **1 May the Governing Body charge a fee?**

The Freedom of Information Act does not require charges to be made but schools have discretion to charge applicants a fee in accordance with the Fees Regulations

### **2 What steps will we take in considering whether to charge?**

**Step 1** – Is the information exempt for the purposes of the Freedom of Information Act? If information is exempt, then fees do not apply. The school may not know if information is exempt until it has been located and checked. However, there are many instances, for example information in the school's publication scheme, when it is automatically exempt. The school will contact the enquirer to inform them that the information is exempt, and how to obtain it.

**Step 2** – Calculating whether the cost of the request would exceed the appropriate limit (currently £450). In many cases, it will be obvious that the request would cost less than the appropriate limit, so there would be little point in making the calculation.

**Step 3** – Calculate the appropriate limit. Staff costs are calculated at £25 per hour. When calculating whether the limit is exceeded, schools will take account of the costs of determining whether the information is held, locating and retrieving the information, and extracting the information from other documents. The school cannot take account of the costs involved with considering whether information is exempt under the Act.

**Step 4** – Requests costing less than the limit. If a request would cost less than the limit, the school will only charge for the cost of informing the applicant whether the information is held, and communicating the information to the applicant (e.g. photocopying, printing and postage costs).

**Step 5** – Requests exceeding the limit. If a request would cost more than the limit, the school can turn the request down, answer and charge a fee, or answer and waive the fee. If the school chooses to comply with a request where the estimated cost exceeds the threshold the school will calculate the charge as outlined in Step 3, plus the costs of informing the

applicant whether the information is held, and communicating the information to them (e. printing and postage costs).

**Step 6** – For all requests, the school will have regard to the following two points:

- The duty to provide advice and assistance to applicants. If planning to turn down a request for cost reasons, or charge a high fee, the school will contact the applicant in advance to discuss whether they would prefer the scope of the request to be modified so that, for example, it would cost less than the appropriate limit.
- Maximum amount that can be charged. The Regulations set out the maximum amount that can be charged. However there is nothing to stop the school charging a lesser or no fee.

### **3 May the school aggregate the costs where there are multiple requests?**

Where two or more requests are made to the school by different people who appear to be acting together or as part of a campaign the estimated cost of complying with any of the requests is to be taken to be the estimated total cost of complying with them all, provided that:

- a) The two or more requests referred to in that section are for information which is on the same subject matter or is otherwise related;
- b) The last of the requests is received by the school before the twentieth working day following the date of receipt of the first of the requests; and
- c) It appears to the school that the requests have been made in an attempt to ensure that the prescribed costs of complying separately with each request would not exceed the appropriate limit.

### **4 How the school will inform the applicant of the fee**

- 1) Where the school intends to charge a fee for complying with a request for information then the school will give the person requesting the information notice in writing (the “fees notice”) stating that a fee of the amount specified in the notice is to be charged for complying.

- 2) Where a fees notice has been given to the person making the request, the school does not need to comply with the request unless the fee is paid within three months of the notice being received.

## **16 Appendix 5 – Standard Letters**

### **5.1 To inform the enquirer the school does not hold the requested information.**

**{School Address}**

**{Applicant Address}**

**{Date}**

Dear **{Name}**,

Thank you for your request for information received on **{Date}**.

We have conducted a thorough search of our records and unfortunately we are unable to locate the information you requested. This may be because the school has never held this information or that the information is older than the statutory requirements for retention and has been legally destroyed in accordance with our retention schedules.

I am sorry that I cannot be of help in this case and if you have any comments relating to how your request has been handled by the school, please contact **{Name and address of contact for Complaints Procedure}**.

Yours sincerely,

**{Name}**

**{Title}**

## 5.2 To inform the enquirer you are transferring the request to another public body

**{School Address}**

**{Applicant Address}**

**{Date}**

Dear **{Name}**,

Thank you for your request for information, received on **{Date}**. To the best of our knowledge the requested information is not held within the school. However, we believe that **{Name and address of organisation}** may hold the information you require. We will therefore need to transfer the request to them.

If you have an objection to this transfer you should let us know as soon as possible by writing to **{Address}** or telephoning **{Insert number}** and asking for **{Name of Officer dealing with the request}**.

If you have any comments relating to how your request has been handled by our school, please contact **{Name and address of contact for Complaints Procedure}**.

Yours sincerely,

**{Name}**

**{Title}**

### 5.3 To seek clarification of a request

**{School Address}**

**{Applicant Address}**

**{Date}**

Dear **{Name}**,

Thank you for your request for information received on **{Date}**. From the information described, we have been unable to identify the information you require.

Could you please provide the school with more information relating to: **{Include specific information you require, try to ensure that terms that may be unfamiliar to the requestor are explained}**.

The Freedom of Information Act 2000 requires that the school deals with your request within 20 working days. We are not required to include any time whilst waiting for clarification of a request. We will endeavour to proceed with your request as soon as you supply the information required. If we have not received a reply within **{Insert date – three months' time}** we will treat this request as cancelled.

If you have any comments relating to how your request has been handled by our school, please contact **{Name and address of contact for Complaints Procedure}**.

Yours sincerely,

**{Name}**

**{Title}**

#### **5.4 To inform the enquirer that the information they want is already publicly available**

**{School Address}**

**{Applicant Address}**

**{Date}**

Dear **{Name}**,

Thank you for your request for information, received on **{Date}**.

The information which you requested is already available to the public via our school publication scheme, which is available from the school office or on our website **{website address}**.

If you have any comments relating to how your request has been handled by our school, please contact **{Name and address of contact for Complaints Procedure}**.

Yours sincerely,

**{Name}**

**{Title}**

## 5.5 To inform an enquirer of any charges to be made for complying with their request

**{School Address}**

**{Applicant Address}**

**{Date}**

Dear **{Name}**,

Thank you for your request for information received on **{Date}**. It is estimated that the time to find this information will be **{Insert number of hours}**. The cost of this search will exceed the statutory ceiling of £450.00 for free searching time allowed under the Freedom of Information Act 2000 (The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004).

To proceed with your request we will require a fee of £**{Insert amount}** **{supply details of local address and payment details}**. We will continue with the search on receipt of payment, however if we have not received a reply within **{Insert date – three months ahead}**, the school will cancel the request. If you have any comments relating to how your request has been handled by our school, please contact **{Name and address of contact for Complaints Procedure}**.

Yours sincerely,

**{Name}**

**{Title}**

