

# GREATER LONDON AUTHORITY

[REDACTED]  
(By email)

Our Ref: MGLA121020-6844

5 November 2020

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 11 October 2020. Your request has been considered under the Freedom of Information Act 2000.

Our responses to your requests are below:

## **Freedom of Information/Environmental Information Regulations**

- 1. In which department/directorate and service are your advisers on FOI/EIR located?*

The Information Governance Team is in the Strategy & Communications Directorate.

- 2. Which director has overall responsibility for the Council's FOI/EIR service?*

Niran Mothada, Executive Director of Strategy and Communications.

- 3. If different, in which department/directorate and service are your administrators for FOI/EIR located (e.g. customer services)?*

N/A

- 4. What IT system do you use for recording and reporting on FOIs/EIRs?*

WriteOn, a bespoke correspondence system to the GLA, in addition to Microsoft Excel

- 5. Do you publish responses to FOI/EIR on your website?*

Yes - we publish responses where we release information on the GLA's [FoIA disclosure log](#)

- 6. What other governance or information management subjects do your FOI/EIR advisers advise upon (e.g. subject access requests, GDPR, police disclosure)?*

The Information Governance Team advise on all areas of Information Governance in the GLA, including FoIA/EIR Internal Reviews, ICO complaints and casework, Records & Information Management, GDPR and Data Protection and the handling Subject Access Requests and other

data protection related requests received by the authority.

7. *Which team or officers handle Information Commissioner cases on FOI/EIR?*

Information Governance Manager, Information Governance Team

8. *If your FOI/EIR advisers offer advice to other bodies (e.g. parish councils, schools), please state which kinds of bodies are advised:*

The GLA's Information Governance Team offers advice to the Old Oak and Park Royal Development Corporation (OPDC) as part of a shared service agreement

## **Complaints**

9. *In which department/directorate and service does your Complaints Service sit?*

External Relations, Strategy and Communications Directorate

10. *Which director has overall responsibility for the Council's Complaints Service?*

Emma Strain, Assistant Director, External Relations, reporting to Niran Mothada, Executive Director of Strategy and Communications.

11. *If different, in which department/directorate and service are your administrators on Complaints located?*

N/A – not different

12. *What IT system do you use for recording and reporting on complaints?*

WriteON bespoke correspondence system and Business Objects

13. *Which team or officers handle Ombudsman cases?*

Governance and Performance

14. *If your Complaints Officers offer advice to other bodies (e.g. parish councils, other authorities), please state which kinds of bodies are advised.*

N/A

## **Reporting**

15. *To which bodies within the council is FOI/EIR performance reported (e.g. directorate leadership teams, senior leadership team, scrutiny committee)?*

Directorate Leadership Team, Executive Directors and the [Corporate Management Team](#) (CMT).

London Assembly's [Budget and Performance Committee](#) (quarterly Corporate Health Performance Indicators)

16. *To which bodies within the Council is Complaints performance reported (e.g. directorate leadership teams, senior leadership team, scrutiny committee).*

Directorate Leadership Team, Executive Directors and the [Corporate Management Team](#) (CMT).

Complaints performance is reported in the [Annual Governance Statement](#).

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA121020-6844.

Yours sincerely

  
**Information Governance Officer**

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>