

GREATER LONDON AUTHORITY

Campaign for Freedom of Information
Free Word Centre
60 Farringdon Road,
London
EC1R 3GA

admin@cfoi.demon.co.uk

Our Ref: MGLA180516-1892

19 May 2016

Dear [REDACTED],

Request for information pursuant to the Freedom of Information Act 2000

Thank you for your email of the 17th May 2016 in which you ask for the release of the following information:

- i. *Any current policies or guidance for staff or the public on the FOIA/EIR produced by the authority;*
- ii. *Any annual or quarterly reports on the authority's FOIA/EIR performance which it has produced during the last two years. If reports are produced more frequently (e.g. monthly/weekly) please also supply the last two such reports;*
- iii. *Annual FOIA/EIR statistics for the last two years showing the numbers of requests received and the numbers complied with within 20 working days (unless these are already included in your response to part b).*

We are aware of some materials on your web site which we do not need to be sent, namely:

[2014-15 Annual FOI Performance Report](#)

[2013-14 Annual FOI Performance Report](#)

[Information Access & Re-use Complaints & Internal Review Procedure v1.0](#)

Your request has been handled under the Freedom of Information Act (FoIA) and we can today provide you with our formal response to your request.

Further to our brief telephone conversation earlier today, I can confirm that the internal guidance produced by the Greater London Authority (GLA) relating to handling FoIA / EIR requests is published on our internal intranet over a number of different pages.

I have copied the text from these pages on to the attached document which we are disclosing to you in full. I have tried to group all of the relevant pages together so that the released bundle is reasonably easy to navigate, but please let me know if anything remains unclear or if you have any questions about how the processes within the GLA, and I will be happy to help where I can.

In addition to the guidance on our intranet pages, I facilitate regular *Information Governance Induction* courses as part of the GLA's "New Joiners" induction programme, in addition to ad-hoc training sessions for other groups and teams across the organisation based on their needs and requirements.

Moving on to the second and third parts of your request, I can confirm that the Annual Performance Reports for 2013-14 and 2014-15 that you have located on our website are the two most reports on FoIA/EIR performance produced by the GLA.

As I explained in our conversation earlier, we have not yet compiled our performance figures in preparation for our 2015-16 report. We hope to start work on the 2015-16 report over the coming weeks and, as with previous years, we will hopefully be looking to publish the report in or around August this year.

However, I can confirm that the GLA received approximately 530 requests during the 2015-16 reporting period and our performance – i.e. compliance with the twenty working day response period – looks to be around the 90% mark. These are only rough figures at this time and our formal report will provide the usual level of detail.

We have not produced any internal performance reports over the past two years, although this is something we are looking at re-introducing. Six-monthly updates are provided to the GLA's Governance Steering Group on FoI compliance and performance, and members of the Senior Management Team are notified directly in the event that the Information Governance team identifies trends that indicate any handling issues within a particular business area within the authority.

I hope this information helps with your research and, if you have any questions relating to this information or your request, please contact me, quoting the reference at the top of this letter and I will be happy to help.

Yours sincerely



Ian Lister
Information Governance Manager

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:

<http://www.london.gov.uk/about-us/greater-london-authority-gla/sharing-our-information/freedom-information>