

**Corporate & Community Services**  
Council HQ, Eastwood Park  
Rouken Glen Road  
Giffnock  
G46 6UG



Date: 16/2/2018

Dear [REDACTED]

SERVICE REQUEST NUMBER – 1712725

REQUEST FOR INFORMATION

Thank you for your FOI request received on 16<sup>th</sup> February 2018.

Your request has been passed to the Social Work Department who will action it and respond to you direct.

Although the Freedom of Information (Scotland) Act allows us 20 working days to deal with enquiries, we aim to process them as soon as possible. Please be aware that there are a number of important exemptions under the Act, and that in some cases we have the right to make a charge for dealing with enquiries.

Please find attached further details on FoI with a summary of our policy and procedures for your information. A full copy is available on [www.eastrenfrewshire.gov.uk](http://www.eastrenfrewshire.gov.uk) or phone [REDACTED].

Until you hear from the officer dealing with your enquiry or if you have any further enquiries please do not hesitate to contact Customer First quoting the reference number noted above.

Yours faithfully

[REDACTED]  
Records Manager

## **Freedom of Information: an introduction**

The Freedom of Information (Scotland) Act 2002 gives a general right of access to the information held by a broad range of Scottish public authorities. The Act covers the Scottish Executive, local authorities, health boards, universities, police forces, and a large number of other public bodies.

### **Fol Policy**

East Renfrewshire Council adopted a Freedom of Information Policy in December 2004. This commits the Council to properly dealing with all information requests. The Policy established a cross-departmental Freedom of Information Working Group, and emphasises the departmental nature of the responsibility for dealing with Freedom of Information Request. Legal Services provide the lead in terms of establishing procedures, etc., and will also deal with any cross-departmental requests.

### **Publication Scheme**

The Council has produced a publication scheme, available from our website or from our libraries. This document lists all the classes of information that we make available, as well as information about the format of the information and how you can access it.

### **Making a request for information**

There may be a charge for more extensive enquiries, and those which cost us over £600 to process may be refused. We will endeavour to deal with your request as quickly as possible, but it may take up to 20 working days from receipt.

Please note that there are a number of exemptions under Freedom of Information, such as those relating to personal information, material otherwise available, confidentiality, commercial interest, crime and national security. If any of these exemptions are applied, we will issue a refusal notice stating the reason why you have not been given the information that you had asked for and how you can appeal that decision.

### **Scottish Information Commissioner**

Freedom of Information is promoted by the Scottish Information Commissioner. His website has a wealth of further information on all aspects of Freedom of Information: see [www.itspublicknowledge.info/](http://www.itspublicknowledge.info/). You can also find out more about Fol on the website of the Scottish Executive: [www.scotland.gov.uk/Topics/Government/FOI](http://www.scotland.gov.uk/Topics/Government/FOI)