



Langstone Community Council: Request for Information Policy

Adopted: 09/09/2025

Review Date: 12/05/2026

Signed:

Introduction

The Freedom of Information Act 2000 (FOIA) encourages public organisations to publish information proactively and foster a culture of openness. It provides a general right of access to information held by the Community Council, subject to exemptions. This policy also reflects obligations under the Environmental Information Regulations 2004 (EIR), the UK General Data Protection Regulation (UK GDPR), and the Data Protection Act 2018.

Policy Statement

Members of the public have a general right of access to information held by the Council. This includes:

- Being informed whether the Council holds the requested information
- Receiving the information, unless an exemption applies

The Council is committed to transparency and accessibility in its information practices.

Procedure for Dealing with Requests for Information

Requests must:

- Be in writing (including email)
- Include the applicant's name and contact address
- Clearly describe the information sought

All requests will be logged and acknowledged within 5 working days. The Council will respond within 20 working days, unless clarification is needed. If clarification is required, the 20-day period begins once it is received.

Requests involving environmental information will be handled under the EIR framework. Requests for personal data will be treated as Subject Access Requests under UK GDPR.

Charges

Charges for information covered by the Model Publication Scheme:

- 10p per A4 page
- 25p per A3 page
- Postage at cost

Other requests may incur a flat rate administration fee of £10, plus copying and postage charges. If the cost of locating and preparing the information exceeds £450, the Council may refuse the request under FOIA cost limits.

Electronic responses will be provided free of charge where feasible.

Re-use of Information and Datasets

Where applicable, datasets will be released in a reusable format under the Re-use of Public Sector Information Regulations 2015 and FOIA Section 11A/B. Licensing terms will be specified.

Accessibility

The Council will ensure that published and requested information is accessible in accordance with the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018.

Appeal Process

If a request is refused, the applicant will be informed of the reasons and may appeal via the Council's Complaints Procedure. If unsatisfied, they may escalate to:

- The Information Commissioner's Office (ICO)
- The Public Services Ombudsman for Wales, where applicable

Review and Guidance

This policy will be reviewed annually or in response to legislative changes. The Clerk will seek guidance from One Voice Wales or the ICO as needed.