

## Freedom of Information

### Requests for Information

Please fill out this slip and return it to the address on the back of this leaflet.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Please provide details of your request e.g. dates, appropriate names, and description of the information:

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\_\_\_\_\_

\_\_\_\_\_

Directorate (if known): \_\_\_\_\_

Council officer (if known): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



### Appeals/Complaints

If you are unhappy with the information the Council has released to you, please let us know by writing to the Freedom of Information Office at the address below stating clearly what the issue is. We will endeavour to resolve any problems. If it is agreed that the information is incomplete, we will correct it.

If you are still unhappy with the way your request was handled by the Council, please contact the Information Commissioner's Office at:

Telephone: **01625 545700**

Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

### Information

For more information or to make a request for information, please contact us at:

Freedom of Information Office

Devon County Council

County Hall

Topsham Road

Exeter EX2 4QJ

Telephone: 01392 384678/384679/384682

Email: [foioffice@devon.gov.uk](mailto:foioffice@devon.gov.uk)

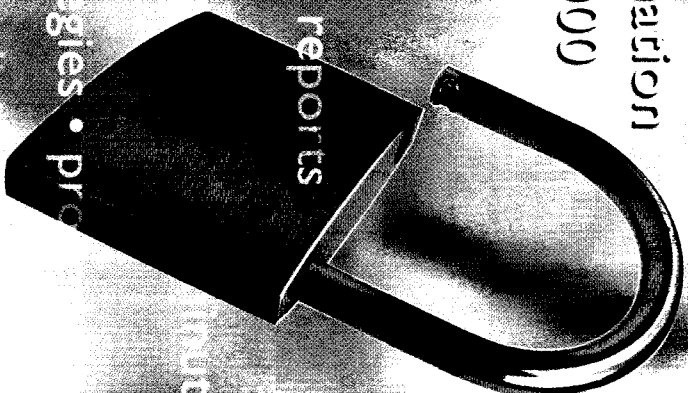
Website:

[www.devon.gov.uk/freedom\\_of\\_information.htm](http://www.devon.gov.uk/freedom_of_information.htm)

This leaflet is available on request in large print, Braille or tape.

Access to Information  
has changed under...

The Freedom of  
Information  
Act 2000



agendas • reports  
records • minutes • p  
strategies • pro  
police

What this means to you



## What is Freedom of Information?

It is legislation which gives you, the public, a general right of access to see information held by local authorities such as Devon County Council. Freedom of Information allows people to see how public bodies work and encourages active participation in the process. You are now able to find out much more about what the Council does and why. The Act is designed to:

- encourage greater openness and accountability in public authorities
- help increase levels of public trust
- encourage improvements in our interaction with the public.

## What sort of information can you have?

As a general rule, you are entitled to request any information created within the Council or received from elsewhere and held by us for any reason. It can include:

- Agendas
- Policies
- Expenditure
- Records
- Minutes
- Reports
- Strategies
- Procedures

The 'spirit' of the Act is of full disclosure although there are some exemptions applicable where certain information should not be released.

## How can you access information held by the Council?

The Council already has a policy of making general information available on request. This policy will continue. The Freedom of Information Act provides additional methods by which you can obtain information from the Council. These are:

### 1. The Publication Scheme

The Council is required to produce and maintain a Publication Scheme. This scheme is a database which lists the publications, documents and information that the Council makes publicly available. It sets out:

- what information the Council publishes
- how and when it publishes information.

Every entry lists how the information is available. You can access this scheme through the Council's website. If you are unable to access the Publication Scheme electronically, there is a paper version available. For a copy of this, please contact the Freedom of Information Office (see overleaf for details).

### 2. Requesting Information

If the information you want is not available through the Publication Scheme, you may submit a request for information to the Council to obtain it subject to some exemptions. The FOI Act requires these requests to be made in writing and the Council will ensure that help is available to do this if needed. Translation and interpretation services can also be arranged.

## How do I submit a request for information?

You can write or email us using the contact details at the back of this leaflet, or you can use our online enquiry form which can be found at:- [www.devon.gov.uk/freedom\\_of\\_information.htm](http://www.devon.gov.uk/freedom_of_information.htm). Alternatively, please complete the request form overleaf and return it to the address on the back of this leaflet.

## What happens if you submit a Request for information

If you submit a request, under the Act, the Council is legally required to provide the information requested within 20 working days. However, every attempt will be made to provide it as quickly as possible. If the information you requested cannot be released due to exemptions or if we do not hold the information, we will also inform you of this.

The Council will use the information contained in your request to respond appropriately. Your request will be acknowledged in writing. We may also contact you if any further clarification of your request is necessary.

Staff will find the information and check whether any exemptions apply. The Council will then contact you to make suitable arrangements for you to view it or receive a copy.

## Can you request information held by the Council about you?

If you wish to obtain personal information held by the Council about you, you are entitled to do so under the Data Protection Act, 1998. For further information about accessing personal information held about you, please visit the Council's website at [www.devon.gov.uk/data\\_protection.htm](http://www.devon.gov.uk/data_protection.htm).