

NORTHERN IRELAND POLICING BOARD

Freedom of Information Policy

1. INTRODUCTION

- 1.1 The Freedom of Information Act 2000 (the Act) applies to all public authorities in Northern Ireland (and England and Wales). It is intended to promote a culture of openness and accountability amongst public authorities by providing the public with rights to access information. Under the Act, public authorities are required to adopt and maintain publication schemes. The publication scheme must set out how the public authority intends to publish the different classes of information it holds and whether there is a charge for the information. The Northern Ireland Policing Board's (the Board) Publication Scheme can be found on its website at www.nipolicingboard.org.uk.

The Lord Chancellor, after consulting with the Information Commissioner issued a 'Code of Practice' pursuant to section 45 of the Act. The 'Code' reiterates the duties placed on public authorities and is seen as the standard to be followed in achieving best practice.

- 1.2 Under Part 1 of the Act, there are several functions to be discharged. These are to:
- Facilitate the disclosure of information under the Act by setting out good administrative practice that is desirable for the public authority to follow when handling requests for information, including where appropriate, the transfer of a request to a different authority.
 - Protect the interests of applicants by setting out standards for the provision of advice, which it would be best practice to make available to them, and to encourage the development of effective means of complaining about decisions taken under the Act.
 - Ensure that the interests of third parties who may be effected by any decision to disclose information are considered by the public authority by setting standards for consultation, and
 - Ensure that the public authority considers the implications for Freedom of Information before agreeing to confidentiality provisions in contracts and accepting information in confidence from a third party more generally.

- 1.3 Part 1 of the Act also states that public authorities are expected to abide by any policies put in place unless there are good reasons, capable of being justified to the Information Commissioner why it would be inappropriate to do so.

The statutory requirements for dealing with requests for information are contained in the Act and regulations made under it and the public authority must comply with these statutory provisions at all times.

2. PURPOSE OF THE POLICY STATEMENT

- 2.1 This policy provides guidance on effective procedures relating to freedom of information that will be used throughout the Board.
- 2.2 It sets out the standards for procedures to support its business needs, accountability and statutory requirements in relation to the Act.
- 2.3 This policy also outlines:
- The roles and responsibilities of all staff, including the responsibility of senior management;
 - The procedures put in place to address freedom of information requirements within the organisation, including monitoring; and
 - When information is refused, details of the complaints procedure.

3. SCOPE

- 3.1 This policy applies to all staff of the Board. The Policy was introduced in December 2004, reviewed in July 2016 and May 2018.

4. LEGISLATION AND STANDARDS

- 4.1 The Board recognises its legislative requirements as a public authority and is committed to the principles set out in the following legislation and standards:
- Freedom of Information Act 2000
 - Data Protection Act 1998
 - Environmental Information Regulations 2004
 - Human Rights Act 1998
 - Northern Ireland Act 1998 (Section 75 Duties and Responsibilities)

- Lord Chancellor's Code of Practice on the Discharge of Public Authorities' Functions to under Part 1 of the Freedom of information Act 2000;
- Lord Chancellor's Code of Practice on the Management of Records Under Section 46 of the Freedom of information Act 2000; and
- Information Commissioner's 'Awareness Guidance' documents.

5. AIM OF THE FREEDOM OF INFORMATION POLICY

5.1 This policy sets out a framework of procedures and practices, which will:

- Foster a culture of openness and transparency in the Board;
- Enable the Board meet its legislative requirements and comply with best practice in doing so.

6. THE BOARD'S COMMITMENT TO FREEDOM OF INFORMATION

6.1 The Board is fully committed to the Act and will seek to comply with the legislation at all times. It will be as open as possible with the information it holds and will adhere to the guidance of the Lord Chancellor and the Information Commissioner.

6.2 The Board is committed to providing the necessary education and training that will allow staff to perform their Freedom of Information responsibilities. Training is ongoing and to date has included workshops, an interactive Freedom of Information e-learning product and internal regular briefings. Staff dealing with FOI Reviews will be provided with professional training to ensure they can carry out the role effectively. Staff will also have FOI training included in their personal training plans.

7. RESPONSIBILITY FOR FREEDOM OF INFORMATION

7.1 The Chief Executive has responsibility for Freedom of Information although day to day management lies with the Communications Manager.

7.2 The Communications Manager endorses this policy and will work with staff, providing advice and guidance as required, to ensure that the Board complies with freedom of information and related legislation.

7.3 The Communications Manager shall:

- Have responsibility for overseeing the implementation and maintenance of the policy;

- Create and maintain the Board's freedom of information procedures and practices and ensure these comply with its obligations, and responsibilities as a public authority;
- Promote the Board's freedom of information policy and procedures;
- Oversee actions to make all staff aware of the Board's requirements in this area;
- and
- Provide support and advice.

7.4 Communications Branch staff shall:

- Maintain procedures documenting the related requirements, roles and practices that all staff are obliged to follow;
- Have responsibility for monitoring the progress of freedom of information requests to the Board to ensure timescales are adhered to;
- Promote the Board's freedom of information policy and procedures;
- Monitor compliance with the policy and procedures; and
- Provide support and advice on all freedom of information issues.

7.5 All managers shall:

- Ensure that their staff understand and comply with the Board's freedom of information policy and procedures; and
- Support and foster a culture within their business area that promotes good freedom of information practices.

7.6 All staff shall:

- Understand the freedom of information responsibilities that relate to their position;
- Adhere to the freedom of information policy and procedures, and
- Complete the necessary education and awareness training (see paragraph 6.2 for detail).

8. THE PROVISION OF ADVICE AND ASSISTANCE TO PERSONS MAKING REQUESTS FOR INFORMATION

- 8.1 Board staff will provide advice and assistance to those who have made or would like to make a request for information and every effort will be made to assist them in doing so.

Requests may be made in writing, via email to our [FOI mailbox](#), or through Twitter or Facebook. A valid name and return address must be provided. This address can be a postal address, an email address, Twitter or Facebook account. Where

requests are submitted by Facebook or Twitter, given the limits on space, the requestor will be given the option of having the response sent to an email or home address. Please see a copy of our Privacy Notice attached at Annex 1 which sets out how we will handle your personal information.

It must be noted that, although the Policing Board will accept an FOI request via Facebook or Twitter under a pseudonym, the Information Commissioner is not able to deal with any subsequent complaint the requestor may have about the content of response or how their case was handled.

It should also be noted that responses to FOI requests may be published on the Board's website (See the FOI Disclosure Log) within 4 days of it being issued to the requestor.

- 8.2 The procedures for dealing with requests for information are published on the Board's website and revised and updated when appropriate to ensure continuous improvement in the Board's work. This includes what the Board's usual procedure will be where it does not hold the information requested. It will also alert potential applicants to the fact that the Board may need to consult other public authorities and/or third parties before the requested information can be considered for release. The procedures include publishing addresses (including e-mail) and a telephone number to which applicants may direct requests for information or for assistance. These procedures are also detailed in the Board's Publication Scheme.
- 8.3 Where a person is unable to frame their request for information in writing, staff will ensure the appropriate assistance is given to enable that person to make a request for information.

9. HANDLING REQUESTS FOR INFORMATION WHICH APPEAR TO BE PART OF AN ORGANISED CAMPAIGN

- 9.1 The Board will not comply with related requests where the cumulative cost of complying with the requests would exceed the "appropriate limit" (i.e. cost threshold) prescribed in Fees Regulations. It has been decided that: ***"If it would cost more than £ 450¹ for a public authority to respond to an FOI request, then an authority need not comply with it. The £ 450 limit covers the time taken to find, sort, edit or redact material. It does not cover the time taken to consider whether an exemption applies."***

¹ This appropriate limit applies to Public Authorities (including the NI Policing Board) not listed in part 1 of Schedule 1 of the FOIA 2000.

10. TIMELINESS IN DEALING WITH REQUESTS FOR INFORMATION

- 10.1 The Board will comply with all requests for information promptly and not delay responding until the end of the 20 working day period if the information could reasonably have been provided earlier.
- 10.2 The Board will aim to make all decisions within 20 working days, including in cases where it needs to consider where the public interest lies in respect of an application for exempt information. However, it is recognised there will be some instances where it will not be possible to deal with such an application within 20 working days.
- 10.3 The Board will give the requestor an estimate of the date by which it expects to reach such a decision where the public interest must be considered. In these instances, staff will give estimates which are realistic and reasonable in the circumstances of the particular case, taking account, for example, of the need to consult third parties where this is necessary. The applicant will be informed as early as possible of changes to given estimates. Where these estimates are exceeded, the Board will take steps to identify the problem and rectify it.

11. CHARGING FEES

- 11.1 The Board will charge applicants a fee in accordance with Fees Regulations made under sections 9, 12 and 13 of the Act in respect of requests made under the general right of access.
- 11.2 The Fees Regulations do not apply:
- To material made available under a publication scheme;
 - To information which is reasonably accessible to the applicant by other means; or
 - Where another Act makes provision for charges for information.
- 11.3 The Board will ensure that any charges made in cases falling outside those covered by the Fees Regulations are in accordance with any relevant legislation and are within the terms of any relevant guidance which has been issued or approved by HM Treasury and which is applicable to the Board.

12. TRANSFERRING REQUESTS FOR INFORMATION

- 12.1 A request can only be transferred when the Board receives a request for information which it does not hold but is aware that another public authority holds it. If the

Board holds some of the information requested, a transfer can only be made in respect of the information it does not hold (but is held by another public authority).

- 12.2 Staff must advise the applicant that it does not hold part of the requested information, or all of it, whichever applies.
- 12.3 Where a request or part of a request is transferred from another public authority to the Board, staff must comply with its obligations under Part 1 of the Act in the same way as it would for a request that is received direct from an applicant. The time for complying with such a request will be measured from the day that the Board receives the request.
- 12.4 All transfers of requests should take place as soon as is practicable and the applicant should be informed as soon as possible.

13. CONSULTATION WITH THIRD PARTIES

- 13.1 In responding to requests for information it may be at times necessary to consult with third parties. This may arise where information has been obtained from a third party and disclosure of the information, without their consent, could constitute an actionable breach of confidence. Such consultation should be carried out as soon as possible, unless this is not practicable, for example because the third party cannot be located or because the costs of consulting them would be disproportionate.

14. FREEDOM OF INFORMATION AND PUBLIC SECTOR CONTRACTS

- 14.1 When entering into contracts the Board will refuse to include contracted terms, which purport to restrict the disclosure of information held by the Board and relating to the contract beyond the restrictions permitted by the Act. Unless an exemption provided for under the Act is applicable in relation to any particular information, the Board will disclose that information in response to a request, regardless of the terms of any contract.
- 14.2 In relation to contracts with non-public authority contractors, the Board may be asked to accept confidentiality clauses. The Board will reject such clauses wherever possible. Where, exceptionally, it is necessary to include non-disclosure provisions in a contract, a schedule of the contract, which clearly identifies information which should not be disclosed, will be drawn up.

15. CONSULTATION WITH DEVOLVED ADMINISTRATIONS

15.1 The Board will consult with the relevant government department before disclosing information provided by or directly concerning that department, except where:

- The views of the department can have no effect on the decision of the Board (for example where there is other legislation requiring the disclosure of the information), or there is no applicable exemption so the information must be disclosed under the Act; or
- In the circumstances, consultation would be disproportionate.

16. REFUSAL OF REQUEST

16.1 Where a request for information is refused by reliance on an exemption, staff will notify the applicant which exemption has been claimed and why it applies. When information is not released (other than under an “absolute” exemption), staff will state the reasons for claiming that the public interest in maintaining the exemption outweighs the public interest in disclosure.

Staff will also specify the public interest factors (for and against disclosure), which they have taken into account before reaching the decision and provide a copy of the Public Interest

16.2 For monitoring purposes the Board will keep a record of all applications where either all or part of the requested information is withheld. In addition the Communications Manager will hold information on all requests to determine whether they are being properly considered and/or processed.

17. COMPLAINTS

17.1 The Lord Chancellor’s Code of Practice, issued under section 45 of the Act, instructs that all public bodies must have a complaints procedure in place. The Board has complied with this instruction. All Freedom of Information complaints will therefore be dealt with using the Complaints Procedure detailed at Annex 2.

18. MAINTENANCE OF THE POLICY

18.1 The Communications Branch is responsible for the maintenance of this policy and will review it in line with agreed timescales/or to reflect policy/procedural changes.

19. SECTION 75 DUTIES

- 19.1 This policy will be screened in relation to Section 75 of the Northern Ireland Act 1998.

Annex 1

NIPB Privacy Notice – Freedom of Information Requests

Data Controller Name: Northern Ireland Policing Board

Address: Waterside Tower
31 Clarendon Road
Clarendon Dock
Belfast
BT1 3BG

Telephone: 028 90408500

Email: information@nipolicingboard.org.uk

Data Protection Officer Name: William Magee

Telephone: 028 90408500

Email: Data.protection@nipolicingboard.org.uk

Why are you processing my personal information?

We need your personal information to allow us (the Board) to process your request for information.

We have identified our legal obligation set out in the Freedom of Information Act 2000 as the lawful basis for processing your personal information.

If you decline to provide the personal information we have asked for we will not be able to process your request for information.

Do you share my personal data with anyone else?

We will not routinely share your personal information with any other organisations however:

- If we do not hold the information you have requested we may seek your consent to pass your request (including your personal information) to another public authority who we believe does hold the information.

- We may have to share your personal information with the Information Commissioner's Office (ICO) if you complain to them about how we have handled your request for information or how we are handling your personal information.

Do you transfer my personal data to other countries?

We do not transfer personal information overseas.

How long do you keep my personal data?

We will retain your personal information in line with our Retention and Disposal Schedule which states:

- We will close our FOI request folder at end of each calendar year and retain the information for a period of 5 years before destroying it.
- We will close the spreadsheet we use to track the progress of FOI requests at the end of each calendar year and retain the information for a period of 10 years before destroying it.

What rights do I have?

- You have the right to object to the processing in specific circumstances.

In addition:

- You have the right to obtain confirmation that your data is being processed and access to your personal data.
- You are entitled to have personal data rectified if it is inaccurate or incomplete.
- You have a right to have personal data erased and to prevent processing in specific circumstances.
- You have the right to 'block' or suppress processing of personal data in specific circumstances.
- You have the right to data portability in specific circumstances.
- You have rights in relation to automated decision making and profiling.

How do I exercise my rights or complain if I am not happy?

You can find out more information about your rights on the [Information Commissioner's Office website](#) or you can contact them at the address provided below.

If you wish to exercise any of your rights or if you are unhappy with any aspect of this privacy notice please contact the Board's Data Protection Officer at:

Northern Ireland Policing Board
Waterside Tower
31 Clarendon Road
Clarendon Dock
Belfast
BT1 3BG

Email: Data.protection@nipolicingboard.org.uk

Telephone: 028 90408500

If you are still not happy, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

Email: casework@ico.org.uk

<https://ico.org.uk/global/contact-us/>

ANNEX 2

FREEDOM OF INFORMATION COMPLAINTS PROCEDURE

1. INTRODUCTION

- 1.1 This document outlines the Northern Ireland Policing Board's formal Freedom of Information (FOI) complaints procedure to be used where an issue is such that it cannot be resolved informally in discussion with the official dealing with the request.
- 1.2 Complaints will fall into three categories:
 - The Board not complying with its Publication Scheme
 - Dissatisfaction with the outcome of the consideration of a request for information; and
 - Improper handling of a request for information.

2. PROCEDURE

- 2.1 Where the issue relates to non-compliance with its Publication Scheme, the Board will direct complainants to its complaints procedure and how to contact the Information Commissioner should the complainant wish to write to him about the matter. This information will be available on the Board's website. The Board will also explain that, although the complainant cannot apply to the Commissioner for a decision under section 50 of the Act, the Commissioner may investigate the matter at his discretion. The complainant should note that if a request is submitted under a pseudonym where the real name is not clear (eg, if it is a Twitter account with no detail of the real name in the linked profile), the request will be deemed technically invalid. Whilst the Policing Board will accept and progress requests from those using pseudonyms, any related complaint cannot be dealt with by the Information Commissioner.
- 2.2 When communicating any decision made in relation to a request under the Act's general right of access (dissatisfaction with the outcome, or improper handling of a request), the Board must, under section 17(7) of the Act notify the applicant of their rights to complain. Details of the complaints procedure including how to make a complaint can be found on the website. The Board will also inform the applicant of the right to complain to the Information Commissioner under section 50 if still dissatisfied following the Board's review.

- 2.3 All formal FOI complaints will be made in writing to the Chief Executive and forwarded to the Communications Manager² to review. In the event that the Communications Manager has been party to the original decision, another person will be nominated to conduct the review.
- 2.4 Where the complaint relates to non-compliance with the Publication Scheme or to the outcome of the consideration of a request for information, a review will be completed and a report will be presented to a Review Panel. The Panel will consist of at least two members of the Senior Management Team and in most cases will be chaired by the Chief Executive. The Review Panel will consider all the information and make a determination.
- 2.5 If a response is changed as a result of an internal review, the FOI Disclosure Log on our website will be updated accordingly if the response has been published.
- 2.6 Where the complaint relates to the improper handling of a request for information, a review of the procedure will be carried out. When the review is completed a report will be presented to the Chief Executive who will make a determination.
- 2.7 In all cases complainants will be informed of the Board's target date for determining the complaint. Where it is apparent that the determination of the complaint will take longer than the target time (for example because of the complexity of the particular case) the Board will inform the complainant and explain the reason for the delay. The complainant will be informed of the outcome of the complaint.

3. PROCESS

- 3.1 The Reviewer will acknowledge the complaint within 5 working days of receipt. The acknowledgement letter will include:
- Confirmation of the issue(s) raised;
 - An explanation of the complaint procedure that will be followed;
 - An explanation of the role of Reviewer, the Decision Maker and of the Review Panel within the complaint process;
 - The Board's target date for determining the complaint and response to the complainant; and
 - Contact details, should the complainant require further information.
- 3.2 The Decision Maker will, within 10 working days of the receipt of the complaint, provide the Reviewer with the necessary information to assist in the processing of the complaint.

² The Communications Manager is the Complaints Reviewer.
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- 3.3 In processing the complaint the Reviewer will as soon as possible, but within 20 working days of the receipt of the complaint, submit a paper to the Review Panel detailing the following:
- The procedure followed;
 - The information identified for response;
 - The original decision; and
 - Any information the Reviewer believes the panel might wish to consider.
- 3.4 Members of the Review Panel will meet within 10 working days of the receipt of the Reviewer's paper to consider the facts of the case and the Reviewer's findings and make a determination.
- 3.5 The Reviewer will advise the Complainant of the Review Panel's decision within 5 working days of the Panel meeting:
- Clearly setting out decisions and rationale;
 - Where additional information is to be disclosed, providing that information;
 - Where procedures were not followed correctly, apologising and explaining the changes that will be put in place to ensure that procedures will be followed in future; and
 - Provide details of the Information Commissioner's contact details should the requestor wish to instigate an appeal process.
 - If appropriate arrange for the FOI Disclosure log on the Board's website to be updated.
- 3.6 The Reviewer will also advise the Decision Maker of the Review Panel's decision within 5 working days:
- Highlighting where procedures were not followed correctly and advising of the proposed changes; (if applicable)
 - Advising of any amendments to the initial decision (if applicable); and
 - Communicating any amendments to the initial decision to information owners who may be affected by any additional disclosure.
- 3.7 The Reviewer will where appropriate amend procedures within 20 working days of the Review Panel's decision:
- Where the review has highlighted issues and possible weaknesses in the procedural process, amending accordingly and disseminating to appropriate staff;
 - Additionally review any guidance or training that may be impacted upon by amendments; and

- Provide the Chief Executive with a report on the actions taken to amend procedures.

4. PERSONS INVOLVED IN THE COMPLAINTS PROCEDURE

- 4.1 **The Reviewer** will be expected to receive the initial complaint; liaise with the Complainant, make recommendations to the Review Panel and ensure follow-up action is taken.

The Reviewer will contact the Decision Maker and ask for any relevant information which should be considered as part of the review. The Decision Maker is required to provide all documentation and advise on whether the documents are exempt or free to be released. The appropriate Director will confirm in writing that that all relevant information has been sought and considered.

The following areas of knowledge are considered essential for the role of Reviewer:

- The Freedom of Information Act, 2000, and associated Codes of Practice;
 - Data Protection legislation;
 - Environmental Information Regulations;
 - Section 75, Northern Ireland Act 1998 (Equality);
 - Human Rights legislation;
 - Anti-discrimination/diversity legislation and practice;
 - Corporate structure and data sources; and
 - Government Protective Marking Scheme.
- 4.2 **The Decision Maker** is the member of staff who gives the final approval for either the release, part-release or refusal in response to an access request. This will normally be one of the Board's Directors but in some cases, can be a member of staff working on behalf of the Director. If so, the decision given should be signed off by the appropriate director. Staff are required to make contingency arrangements for periods of annual leave.
- 4.3 **The Review Panel** will be made up of at least two and up to three members of the Senior Management Team/Corporate Management Group.

The Chief Executive will be the Chair of the Review Panel, unless he / she was the Decision Maker. If so, the role will be performed by another member of the Panel.

When constructing a Review Panel, care must be taken to ensure that a conflict of interest does not occur. The Director who signs off the original request for information should not sit on the panel.

