



**Information Governance Team**

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Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)  
Request ID: REQ07172**

Thank you for your request for information relating to subject access requests.

You have requested the following information:

**1. How many DSARs you received in the following financial years?**

**a. 2017/18**

136

**b. 2018/19**

225.

**c. 2019/20 (an estimate will be fine)**

266.

These figures are for valid requests and also include those made for CCTV.

**2. Could you break down the figures received by the Directorate to which the DSARs were made or the Directorate that fulfilled the DSAR e.g. HR; Children's Services, Adult Social Care etc.**

It has been established that we do not hold this information and are advising you as per Section 1(1) of the FOIA. The information requested is not broken down to this level.

**3. For each year, the number of DSARs which were processed within statutory timescales? Again, it would be helpful if this could be broken down by Directorate?**

**a. 2017/18**

112 were answered within 40 calendar days.

**b. 2018/19**

164 (this also took into account the reduced timescale to one month following the introduction of GDPR in May 2018).

**c. 2019/20**

192

**4. For each year, the number of DSARs which were not processed within statutory timescales (if any), by Directorate?**

**a. 2017/18**

32.

**b. 2018/19**

56.

**c. 2019/20**

48

Due to the way we collate our statistics, the figures in response to questions 3 and 4 do not include requests that were either still active or had an extension applied but were still within the timeframe at the time of the collation of the statistics, which is why you will see a difference in the totals in our response to question 1.

**5. For each year, the number of complaints received in relation to any aspect of DSAR processing (if any), by Directorate?**

We have interpreted this to mean the number of complaints made to the Information Commissioner's Office relating to SARs/DSARs issues.

**a. 2017/18**

2

**b. 2018/19**

6

**c. 2019/20**

3

**6. The estimated number FTE employees involved in DSAR processing within your organisation?**

Whilst every member of staff of Coventry City Council have a responsibility to ensure DSARs are processed correctly, the Information Governance/Data Protection Team have overall responsibility for the logging, processing and disclosure of Data Subject

Access Requests. There are currently six members of the team who are involved in the processing of DSARs.

**7. The estimated number of man-hours spent by your organisation on DSAR processing, by Directorate?**

We can confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. We do not record the time spent on processing DSARs.

**8. The estimated number of employees who have received accredited training regarding DSAR processing?**

We have interpreted 'accredited' as being formal CPD Credit type training. Members of the Information Governance Team have completed various types of CPD Credited training which includes, along with other aspects of Data Protection, the handling of DSARs. No specific accredited training has been undertaken solely on DSAR processing.

The Council has developed its own internal SAR handling training course for staff within service areas who may possibly deal with DSARs, but would confirm that the vast majority of the requests are dealt with by the Information Governance Team.

**9. Is DSAR processing delivered by a centralised, corporate team or at a directorate level? Please describe.**

The processing of DSARs is delivered by the Council's Information Governance/Data Protection Team.

**10. For each year, the amount of money your organisation has specifically ring-fenced for DSAR processing?**

**11. For each year, the amount of money your organisation actually spent on DSAR processing? Estimates are acceptable.**

For Questions 10 and 11, we do not have a specific budget for DSAR processing. The processing of DSARs is only one element of the work which is carried out by the Information Governance/Data Protection Team as a whole.

**12. For each year, have you ever outsourced DSAR processing activity? If yes, what was the total spend for each year?**

No.

**13. For each year, have you ever employed agency staff for DSAR processing activity? If yes, what was the total spend for each year?**

No.

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**