



**Information Governance Team**

Postal Address:  
Coventry City Council  
PO Box 15  
Council House  
Coventry  
CV1 5RR

[www.coventry.gov.uk](http://www.coventry.gov.uk)

E-mail: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

Phone: 024 7697 5408

27 June 2023

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI525750296**

Thank you for your request for information relating to Freedom of Information and Subject Access Requests.

You have requested the following information:

**1. Who (job title/team) is responsible for replying to Freedom of Information (FOI) and Subject Access Requests (SAR) made to your organisation?**

The Information Governance Team/DPO Team are responsible for the processing and issuing of responses to Freedom of Information (FOI) and Subject Access Requests (SARs) submitted to the Council.

**2. Approximately how many FOI's and SAR's did your organisation receive in April 2023 and May 2023? Please show figures separately by month for FOI's and SAR's.**

April 2023

SARs 17 (valid)

FOIs 100

May 2023

SARs: 30 (valid)

FOI: 130

### **3. How are SAR and FOI requests received by your organisation? Eg. Physical mail, Emails, Online Forms, Telephone**

SARs and FOI requests are submitted to the Council in various formats including physical mail, emails and online forms. Where any requests are received via telephone, a confirmation letter is sent to confirm the details being requested.

### **4. What software applications are used by your organisation to process SAR and FOI requests?**

We do not have a software application for the processing of SARs. We use an in-house built system (on govService) for the processing of FOI requests.

### **5. What is the document format used by your organisation for responding to SAR and FOI requests? Eg. MS Word, PDF or specify another format used.**

Responses to SARs and FOIs are responded to in PDF format.

### **6. How are documents redacted within your organisation for SAR and FOI requests? Eg. Redacted manually then documents are scanned or if redacted electronically, please specify software used.**

Documents are redacted electronically. Software used is Adobe Pro and Foxit.

### **7. How are SAR and FOI requests stored or filed for future reference?**

Responses to SARs and FOI are retained for a period of 3 (three) years as per our Retention and Disclosure Schedule.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

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 [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

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

Yours faithfully

**Information Governance**