

Freedom of Information Request Guidance Notes

1. What is the Freedom of Information?

The Freedom of Information (FOIA) Act 2000 came into force January 2005 and provides individuals and organisations with the right to request access to recorded information, held by public authorities such as the council.

The FOIA is retrospective meaning that it covers any recorded information held at the time of your request regardless of how old it is.

2. What information can I ask for?

You can request access to any general information held by the council.

3. Publication Scheme

We publish a range of information in our Publication Scheme. Please check this scheme before making your request as the information may already be available to you.

4. How do I request information?

The FOIA requires you to make your request in writing. Please use one of the following methods of contact:

Online

We have provided an online form for your use, which can be accessed on the council's website www.northlincs.gov.uk.

By email

Please use the following email address:
inforequest@northlincs.gov.uk

By post

Please write to:
North Lincolnshire Council
Customer Contact Centre
30 – 40 High Street
Scunthorpe
North Lincolnshire
DN15 6NL

By Social Media

Please use the council's Facebook or Twitter accounts, on the North Lincolnshire Council website.

5. What information do we require?

You must provide:

- Your name.
- A correspondence postal or email address.
- Clear details about the information you would like to receive, including a date period if applicable.
- The format you would like to receive your information in – such as by email or paper copy. (We will always try and accommodate your preference).

6. Will I receive all the information I ask for?

Sometimes we will not be able to release some or all of the information you have asked for, although we do try to make as much information as possible available.

Reasons for withholding information include:

- An exemption applies.
- The cost of supplying the information would go over the £450 fee limit.
- We do not hold the information.
- The request is considered to be vexatious or repeated.

Please see the Information Commissioner's website, the council's Freedom of Information Policy or Information Request Charging Policy for more information.

If we are unable to release any information we will always explain why.

7. Will there be a charge?

Generally we supply requested information free of charge. If we do need to make a charge we will only do so as permitted by the FOIA and will explain this to you in writing.

Please see our Information Request Charging Policy for more information.

8. How long will it take to receive my information?

Provided we are able to release the information you require we aim to respond within 20 working days.

9. Can I reuse the information?

Unless we advise otherwise, if you wish to reuse the information you have received other than for personal use, you should always contact the owner of the information to ask for permission. This will usually be the council but could be another organisation.