

North Yorkshire Fire & Rescue Service
Freedom of Information, Data Protection and Environmental Information Regulations
Standard Operating Procedure

1.0 INTRODUCTION

- 1.1 This procedure details the steps to be taken when responding to a request for information from an external body or member of the public through Freedom of Information (FOI), the Data Protection Act (DPA) or Environmental Information Regulations (EIR). It also details the procedures to collate the information before disclosure and should be read in conjunction with the FOI, DPA & EIR Policy.

2.0 GENERAL BACKGROUND

- 2.1 The responsibility for FOI, DPA & EIR for the service is with the Corporate Service directorate and all requests for information under this legislation should be made through the Central Administration Office Manager.
- 2.2 When requests are received they are entered into the appropriate database, validated and given a unique reference number. Further clarification of the request may be needed to assist in sourcing the relevant information, e.g. a broad request asking for all incidents in the past six months may, when clarified, be limited to incidents in a specific area or incidents of a particular type.
- 2.3 Care must be taken not to over complicate requests for information that form part of the core business of the service and are readily available in documents available through the publication scheme. For example if a member of the public requests the Statement of Accounts for the Authority they should be advised the information is available on the internet site.
- 2.4 The Central Administration Office Manager and the Corporate Information Unit will offer guidance to the applicant both prior and post request to ensure access to the relevant information.
- 2.5 NYFRS implement a policy of non-charging for all FOI, DPA & EIR requests.
- 2.6 All requests will be dealt with in a confidential manner.
- 2.7 Due to the sensitivity of some information and preferred timescales the most cost effective process for collating information from each section has been assessed and section based processes established.
- 2.8 Any complaints arising from requests for information from FOI, DPA & EIR will be dealt with in the first instance by the NYFRS Complaints Officer (Central Administration Office Manager). If the issue is not resolved to the satisfaction of the requestor then the complaint can be referred to:

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

Tel: 08456 306060
Email: mail@ico.gsi.gov.uk

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3.0 REQUESTING INFORMATION THROUGH FOI, DPA, EIR

- 3.1 The requestor can seek guidance from the Central Administration Office Manager on how to develop a request for information. If a request lacks clarity the Central Administration Office Manager will seek additional information in order to process the request.
- 3.2 The procedure for dealing with an **FOI** request is detailed on the flow chart attached as [Appendix A](#).
- 3.3 The procedure for dealing with a **DPA** request is detailed on the flow chart attached as [Appendix B](#).
- 3.3 The procedure for dealing with an **EIR** request is detailed on the flow chart attached as [Appendix C](#).

4.0 COLLATION PROCEDURE BETWEEN CORPORATE INFORMATION UNIT AND SPECIFIC SECTIONS

5.0 Occupational Health

- 5.1 Types of information frequently requested:
- Personal Files
 - Sickness
 - Disciplinary
 - For the purpose of the detection of fraud
 - Statistics
 - Whole Records
 - Advocate (Union Representative)
 - Solicitors request for records
 - Forward Records to other Brigades
- 5.2 Examples of Core Business:
- Policy and procedures associated with Occupational Health
eg Release of information to management
Reports to management & copy to individual
- 5.3 A request under **DPA** should follow the flowchart on [Appendix D](#).
- 5.4 A request under **FOI** should follow the flowchart on [Appendix E](#).

6.0 Personnel

- 6.1 Types of Information frequently requested:
- General Statistics
 - Access to own personnel file
 - Disciplinary
 - Employment References (**5 working days turnaround**)
 - Mortgages (**5 working days turnaround**)
 - Adoption
- 6.2 Examples of Core Business:
- Transactions between individuals
 - Policy and procedures associated with employment
eg Request for holiday entitlement
- 6.3 A request under **DPA** should follow the flowchart on [Appendix D](#).
- 6.4 A request under **FOI** should follow the flowchart on [Appendix E](#).

7.0 Health & Safety

- 7.1 Types of Information frequently requested:
- Insurance companies
 - Solicitors

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- Courts
- Statistics
- General enquiries
- CLG
- NYCC

7.2 Examples of Core Business:

- Process of dealing with letters of claim for personal injury
- Policy and procedures associated with Health & Safety
eg Guidance/advice on workstations

7.3 A request under [DPA](#) should follow the flowchart on [Appendix D](#).

7.4 A request under [FOI](#) should follow the flowchart on [Appendix E](#).

8.0 Community Safety/Service Delivery

8.1 Types of Information frequently requested:

- General Statistics (smoke alarms fitted in a certain area, number of fires etc.)
- Fire Investigation Reports/Interviews

8.2 Examples of Core Business:

- Policy and procedures associated with Community Safety/Service Delivery
eg Leaflet Distribution
Technical questions & advice

8.3 A request under [DPA](#) should follow the flowchart on [Appendix F](#).

8.4 A request under [FOI](#) should follow the flowchart on [Appendix E](#).

9.0 Training/Workforce Development

9.1 Types of Information frequently requested:

- Statistics

9.2 An example of Core Business:

- Training course information
- Policy and procedures associated with Training/Workforce Development
eg How to apply for a PDI

9.3 A request under [DPA](#) should follow the flowchart on [Appendix F](#).

9.4 A request under [FOI](#) should follow the flowchart on [Appendix E](#).

10.0 Control

10.1 Types of Information frequently requested:

- FDR1 for insurance companies
- Specific information
- Press

10.2 An example of Core Business:

- Policy and procedures associated with Control
eg Request for an incident number

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10.3 A request under [DPA](#) should follow the flowchart on [Appendix F](#).

10.4 A request under [FOI](#) should follow the flowchart on [Appendix E](#).

11.0 Technical Services

11.1 Types of Information frequently requested:

- Contracts
- Insurance
- Costs

11.2 An example of Core Business:

- Policy and procedures associated with Technical Services
eg How to access pool vehicles

11.3 A request under [DPA](#) should follow the flowchart on [Appendix F](#).

11.4 A request under [FOI](#) should follow the flowchart on [Appendix E](#).

12.0 Comms & Media

12.1 Types of Information frequently requested:

- Statistics
- Incident Information
- General press enquiries
- Feedback forms (FOI based)

12.2 Examples of Core Business:

- Feedback forms for general information
- General enquiries
- Policy and procedure associated with Comms & Media
eg Contacts for local press and guidance

12.3 A request under [DPA](#) should follow the flowchart on [Appendix F](#).

12.4 A request under [FOI](#) should follow the flowchart on [Appendix E](#).

13.0 Finance/Payroll

13.1 Types of Information frequently requested:

- Payroll information for insurance claims
- Mortgage
- Child Support Agency
- Court administered Attachment of Earnings

13.2 Examples of Core Business:

- Network requests
- Policy and procedures associated with Payroll
eg How to claim personal travel expenses

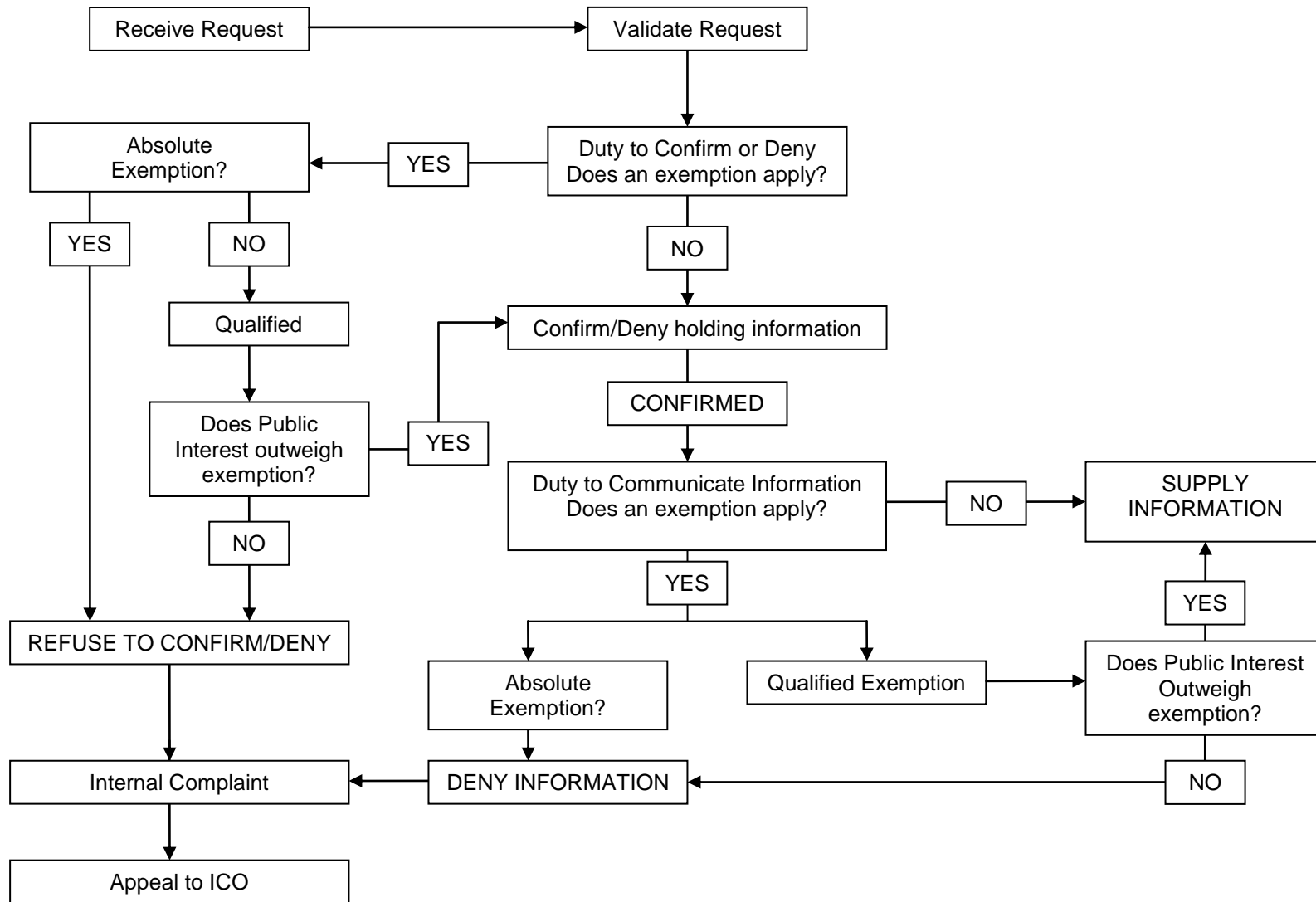
13.3 A request under [DPA](#) should follow the flowchart on [Appendix G](#).

13.4 A request under [FOI](#) should follow the flowchart on [Appendix H](#).

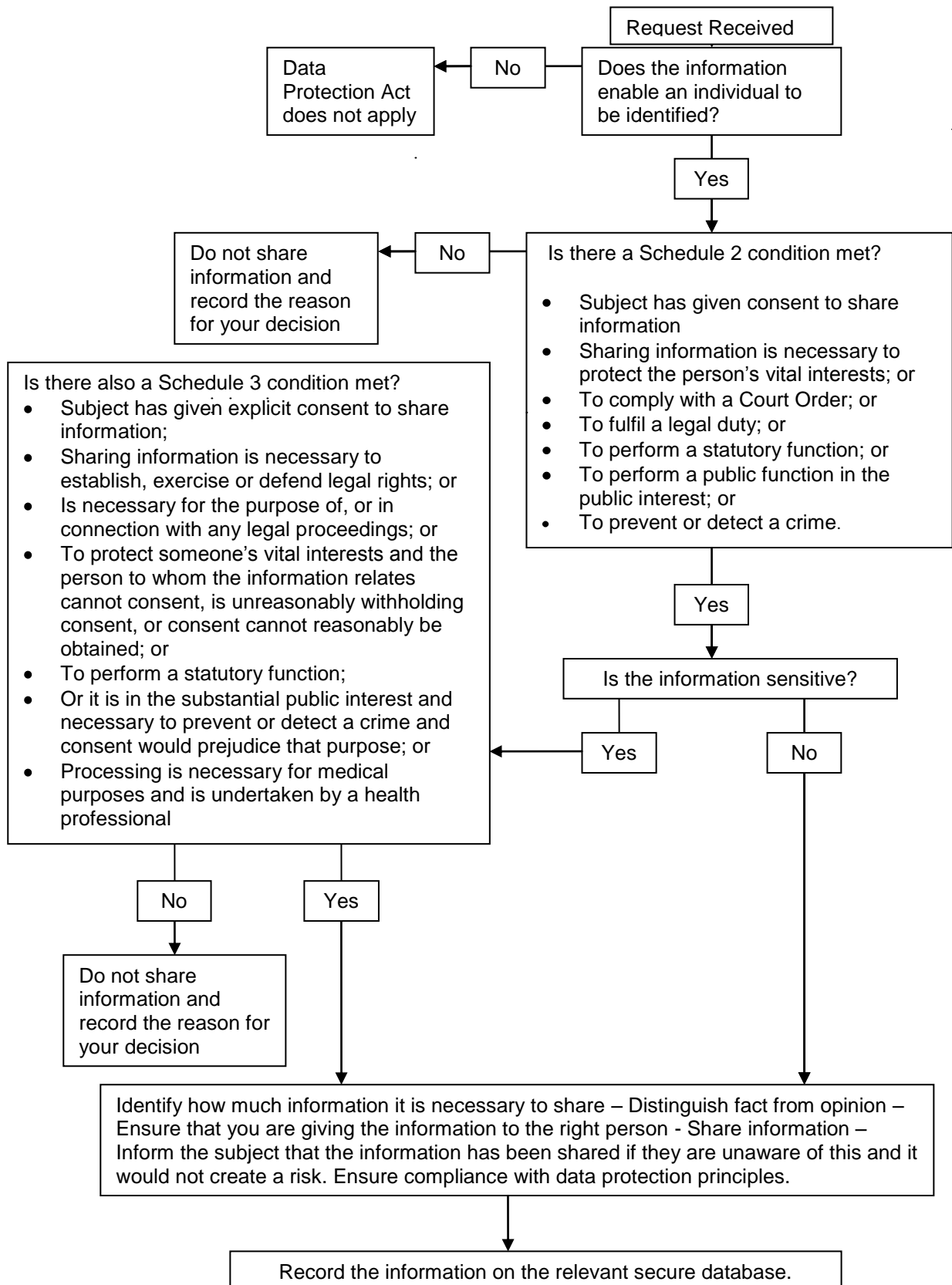
14.0 Environmental Information Regulations 2004

All requests for information under [EIR](#) will be dealt with by all sections as identified in the flow diagram on [Appendix I](#).

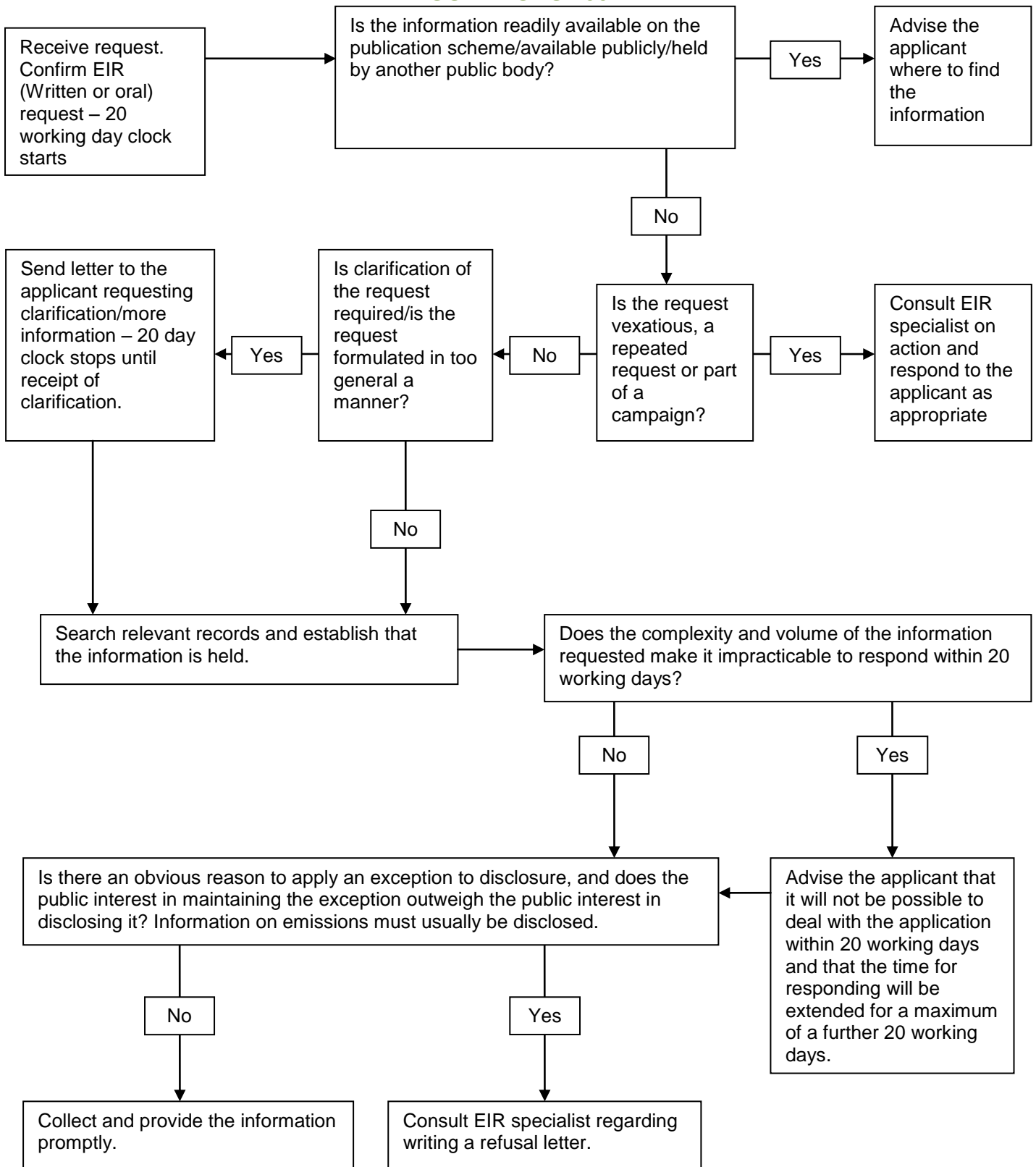
HOW TO DEAL WITH A FREEDOM OF INFORMATION REQUEST



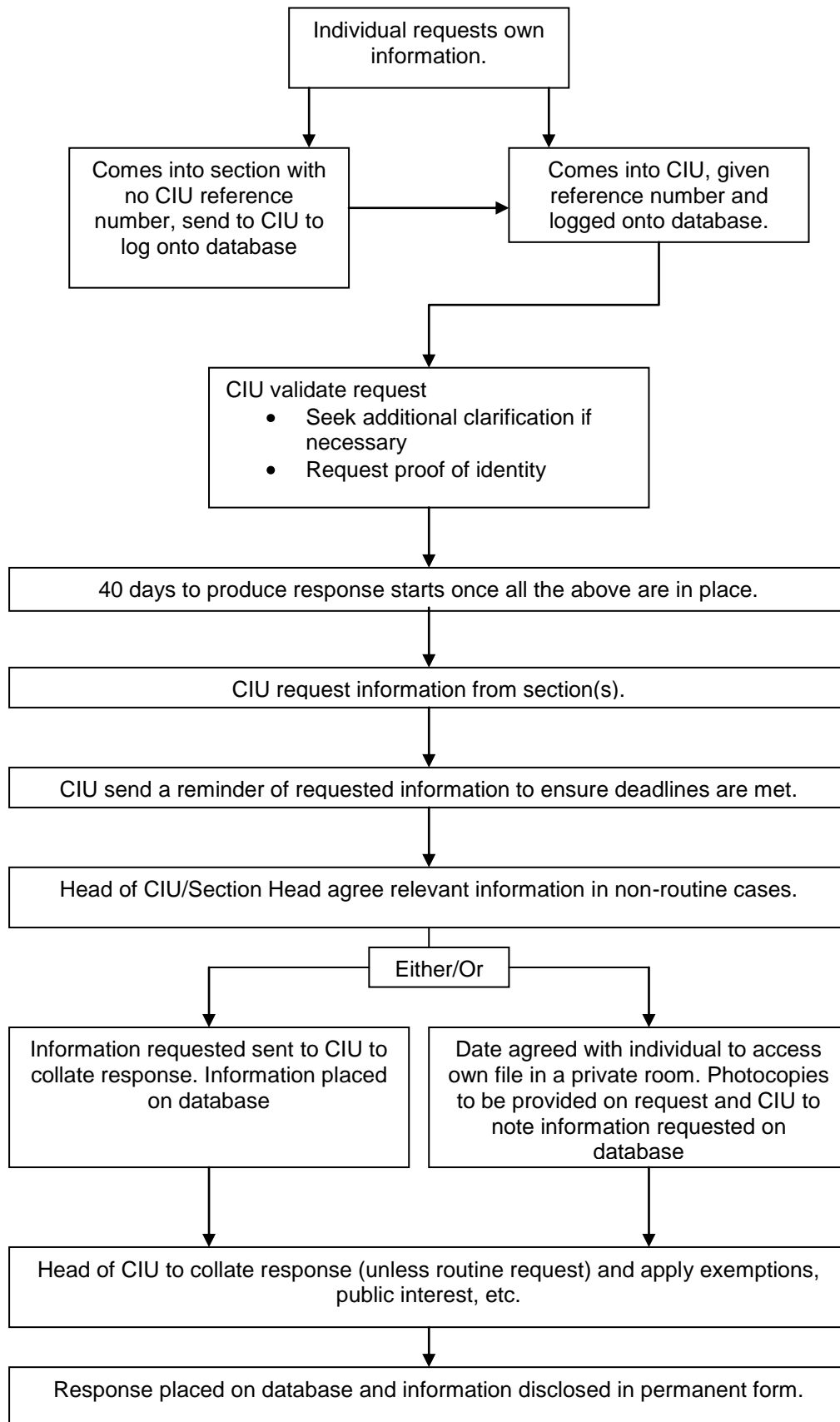
HOW TO DEAL WITH A DATA PROTECTION REQUEST



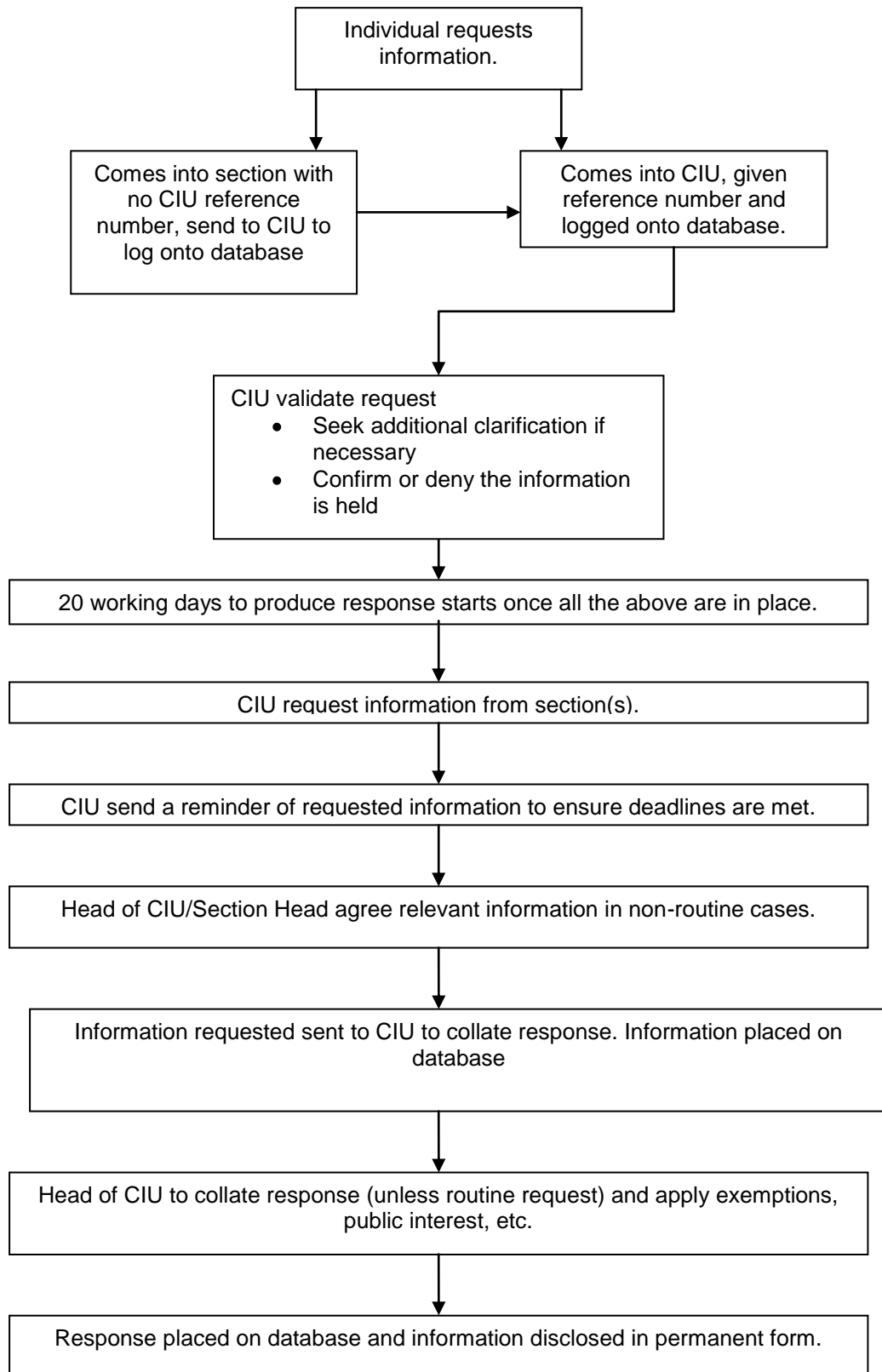
**HANDLING REQUESTS FOR INFORMATION UNDER THE ENVIRONMENTAL INFORMATION
REGULATIONS 2004**



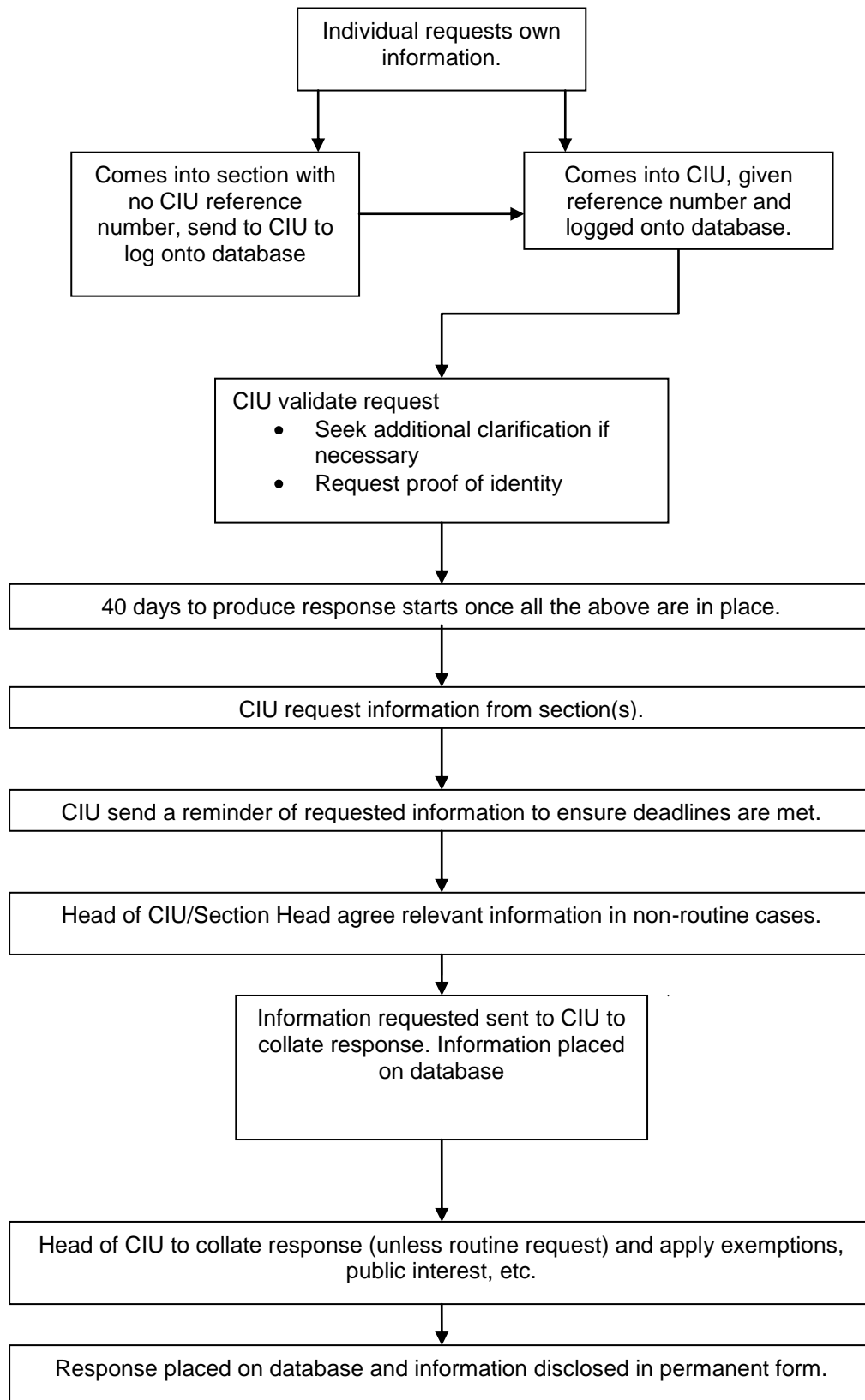
DPA Request for Occupational Health/Personnel/Health & safety



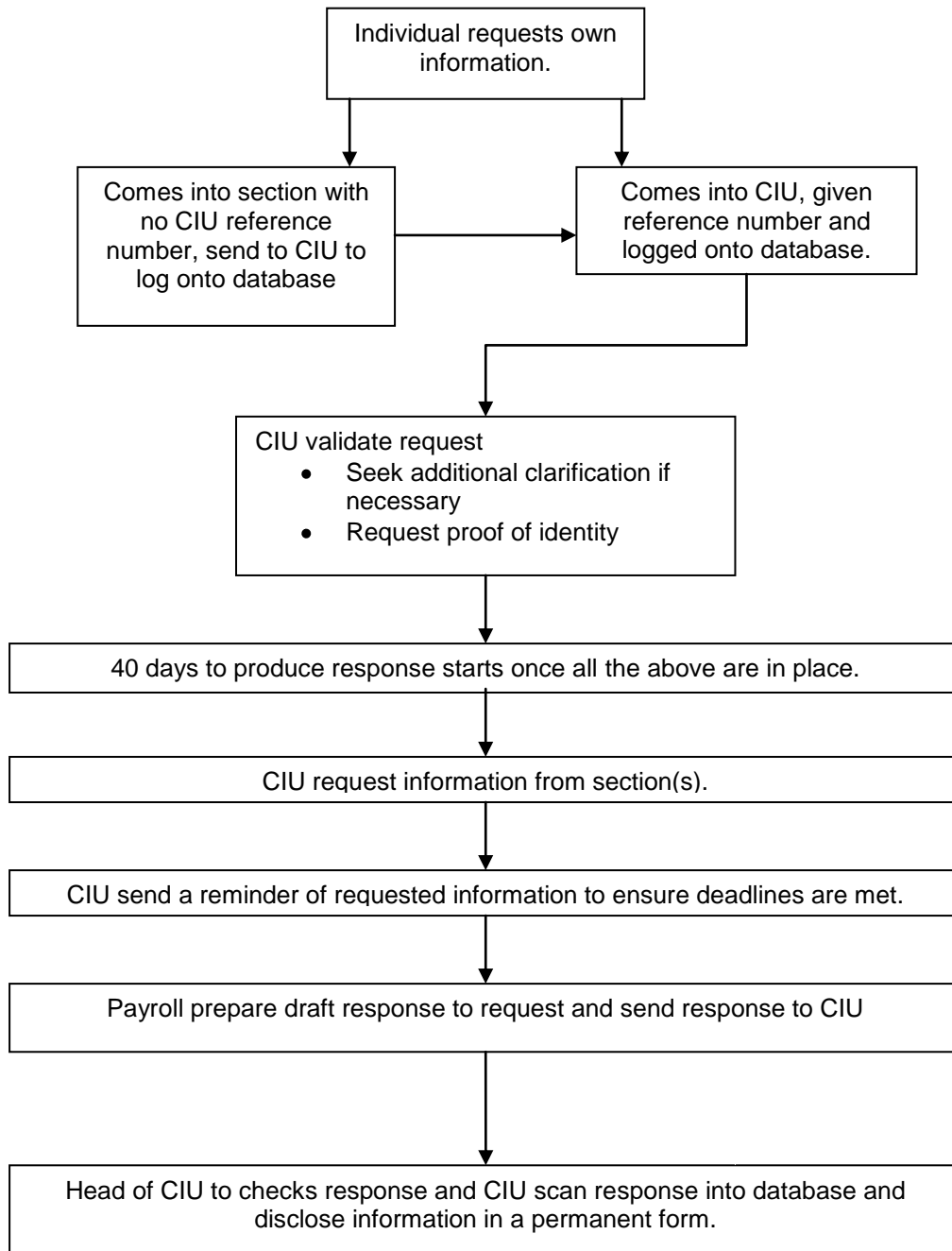
**FOI Request for Occupational Health / Personnel / Health & Safety / Community Safety /
Service Delivery / Training/Workforce Development / Control / Technical Services /
Comms & Media**



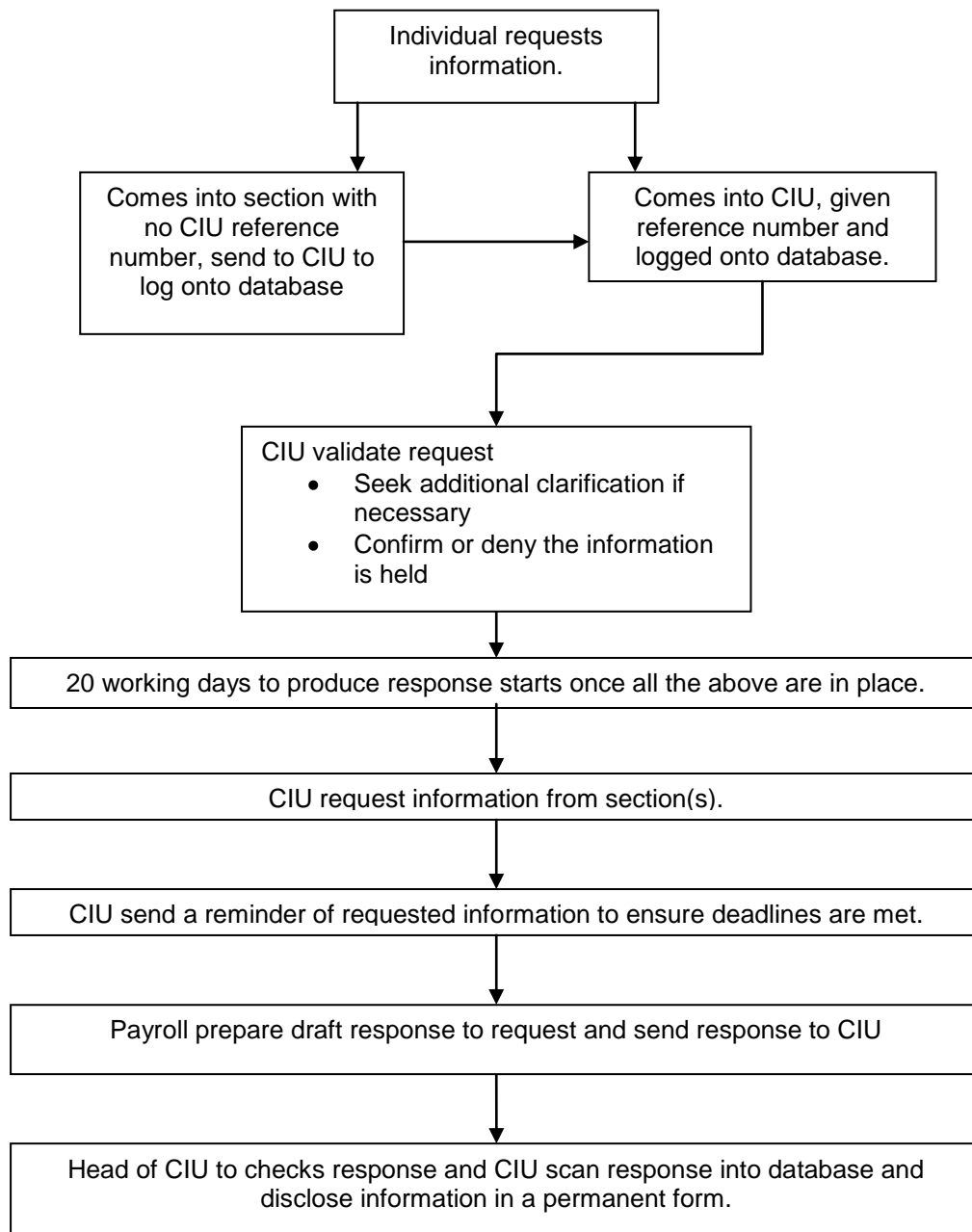
DPA Request for Community Safety/Service Delivery/Training/Workforce
Development/Control/Technical Services/Comms & Media



DPA Request for Payroll



FOI Request for Payroll



Environmental Information Regulations Request for All Sections

