



Reference: FOI 3036

**Request:**

Under the Freedom of Information provisions, I would be grateful if you could let me know the following information. Thank you very much for your help.

Freedom of Information/Environmental Information Regulations

1. In which department/directorate and service are your advisers on FOI/EIR located? Law & Governance
2. Which director has overall responsibility for the Council's FOI/EIR service? Head of Law & Governance
3. If different, in which department/directorate and service are your administrators for FOI/EIR located (e.g. customer services)?
4. What IT system do you use for recording and reporting on FOIs/EIRs? Outsystems - In house system
5. Do you publish responses to FOI/EIR on your website? Yes
6. What other governance or information management subjects do your FOI/EIR advisers advise upon (e.g. subject access requests, GDPR, police disclosure) Yes
7. Which team or officers handle Information Commissioner cases on FOI/EIR? Senior Information Governance Officers
8. If your FOI/EIR advisers offer advice to other bodies (e.g. parish councils, schools), please state which kinds of bodies are advised: Schools as part of SLA

Complaints

9. In which department/directorate and service does your Complaints Service sit? Law and Governance
10. Which director has overall responsibility for the Council's Complaints Service? Head of Law and Governance
11. If different, in which department/directorate and service are your administrators on Complaints located? Law and Governance
12. What IT system do you use for recording and reporting on complaints? \*Lagan CRM
13. Which team or officers handle Ombudsman cases? Customer and Member Liason Team, but of Information Governance Team
14. If your Complaints Officers offer advice to other bodies (e.g. parish councils, other authorities), please state which kinds of bodies are advised. N/A

Reporting

15. To which bodies within the council is FOI/EIR performance reported (e.g. directorate leadership teams, senior leadership team, scrutiny committee)? Senior Leadership team

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North Tyneside Council

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16. To which bodies within the Council is Complaints performance reported (e.g. directorate leadership teams, senior leadership team, scrutiny committee) Senior Leadership Team

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