There’s no silver bullet to improving the way you handle information access requests. We know that organisations adopt a range of measures and we’ve pulled some together here.

1. Engage senior management to champion Information Governance compliance at the highest organisational level.

2. Promptly and vigorously pursue outstanding information from relevant service areas through dedicated contacts in those areas.

3. Proactively publish frequently requested information and previous requests, both on dedicated FOI/EIR website pages and also through effective signposting across the whole website.

4. Ensure continuing availability of Information Governance staff and resources during periods of leave and sickness.

5. Provide information rights training for staff including those who don’t specialise in the area to ensure requests are identified and passed to appropriate colleagues at the earliest opportunity.

6. Consider organising ‘advice surgeries’ where experienced Information Governance staff can advise less-experienced colleagues from other departments on challenging cases.

7. Streamline sign-off and approval processes where appropriate, particularly where the authorising person is busy or routinely unavailable.