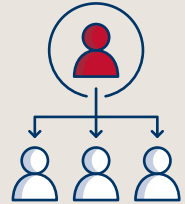


There's no silver bullet to improving the way you handle information access requests. We know that organisations adopt a range of measures and we've pulled some together here.

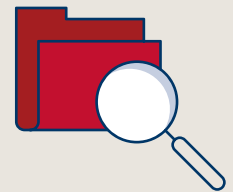
1

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.



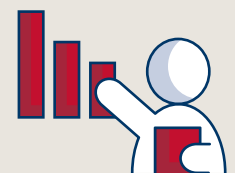
4

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



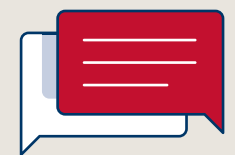
5

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.

