



Ref: FOI / 5730

30 May 2025

Email:

Dear

## Freedom of Information Act 2000 Request - Information Management

I refer to your FOI request and respond as follows:

### Section 1: Information Management Systems

- The name of the system or software currently used to manage Freedom of Information (FOIA), Environmental Information Regulation (EIR), and Subject Access Requests (SAR).
  - Ideagen/Pentana
- The procurement date and scheduled end date of the current contract or licensing agreement for this system.
  - The existing software for performance management, including information requests, was procured in 2019 and we are intending to undertake a procurement exercise in the next 6 months.
- The total annual cost of the system, including licensing, hosting, and support.
  - £7323.10

### Section 2: Team Structure

- The current job descriptions or role profiles for staff responsible for handling FOIA, EIR, and SAR requests.
  - Job description attached

#### Derry

C/O Council Offices  
98 Strand Road  
Derry  
BT48 7NN

#### Strabane

C/O Council Offices  
47 Derry Road  
Strabane  
BT82 8DY

+44 (0) 2871 253 253  
info@derrystrabane.com  
www.derrystrabane.com

f Derry City & Strabane District Council  
@dcsdcouncil

- An organisational chart or list of job titles showing the structure of the team(s) responsible for managing these requests.
  - There are only two members of staff involved in dealing with FOIA, EIR and SAR requests. The Information and Customer Services Officer and one Support Services Officer

### **Section 3: Procedures and Training**

- Copies of internal policies, procedures, or standard operating procedures (SOPs) currently in use for handling FOIA, EIR, and SAR requests.
  - We don't hold these documents. All policies and procedures are carried out in line with the Information Commissioners Office guidance.
- Standard training materials or onboarding guides provided to staff who handle these requests.
  - Training is desk based. Staff are mentored and monitored until competent.

### **Section 4: Request Statistics and Performance**

- The total number of FOIA, EIR, and SAR requests received annually from 2021 to 2024.

	FOI	EIR	SAR
2021	255	86	6
2022	264	64	12
2023	337	83	12
2024	366	48	15

- Any existing internal or external reviews or audits of FOIA compliance conducted from January 2022 to present.
  - N/A

If you are dissatisfied with our response, you have rights of review and appeal; these rights consist of two review processes.

Firstly our internal review procedure is available by contacting:

John Kelpie  
Chief Executive  
Derry City and Strabane District Council  
98 Strand Road  
Derry BT48 7NN  
Tel: 028 71253253 or email [john.kelpie@derrystrabane.com](mailto:john.kelpie@derrystrabane.com)

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
CHESHIRE SK9 5AF  
Tel: 0303 123 1113 (local rate) or email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

I would advise however, the Information Commissioner has indicated that a review will not be undertaken unless the Council has first had an opportunity to re-consider its decision.

Yours sincerely

**Damian McCay**  
**Information & Customer Services Officer**



# **Derry City and Strabane District Council**

## **Job Description**

<b>Job Title:</b>	<b>Services Support Officer</b>
<b>Scale:</b>	<b>5</b>
<b>Reports To:</b>	<b>Lead Democratic Services and Improvement Officer (under review)</b>

### **Key Purpose**

Contribute to the work of the Council's Democratic Services and Improvement Strategic Support Unit through the provision of administrative and information management services.

Assist with corporate data control activities and ensure the effective management of information and records in line with the requirements of the Data Protection Act 1998, Freedom of Information Act 2000 and other relevant legislation.

Provide a high level of support service to the Strategic Support Unit(s) ensuring work is completed within agreed standards and timescales.

### **Duties and Responsibilities**

1. Assist in the development and implementation of centralised manual and electronic systems, as appropriate, for the capture, storage and retrieval of the Council's information assets that will ensure records are organised and protected to meet the needs of the Council in carrying out its business legally and effectively.
2. Assist in the implementation of the corporate framework and Council-wide policies and standards for the effective management of the Council's records and information.
3. Co-ordinate the management of feedback including freedom of information requests, complaints, compliments, preparing reports and analysis, as necessary.
4. Responsible for data input into the Council's corporate feedback and other management information software, as requested.

5. Work with Council staff to ensure that records management policies, standards and guidelines, including records retention and disposal schedules are kept up-to-date and implemented effectively.
6. Raise awareness of the legal and technical implications of data protection, and information security, freedom of information, environmental information regulations and other relevant policies and procedures, and ensure the dissemination of best practice.
7. Keep abreast of information and records management legislation and best practice and ensure this is disseminated throughout the Council.
8. Develop, produce and maintain service specific administrative processes, systems and databases and documents in line with corporate standards, protocols and emerging technologies.
9. Provide point of contact cover (including fire warden responsibilities) for the Facility Officer, in his/her absence.
10. Assist managers and support staff as appropriate to operate within administrative policies and practices.
11. Deal with customer complaints relating to the Democratic Services and Improvement Strategic Support Unit.
12. Undertake research and prepare reports and analysis relating to administrative processes, feedback and performance information, and other matters, as directed.
13. As required, assist with staff induction, training and development programmes within the Democratic Services and Improvement Unit and Council, in accordance with Council's policy and procedures.
14. Assist as required with local government and other elections.
15. Participate in and ensure compliance with all Council policies and procedures and operate within the highest standards of personal behaviour which reflect the core values of the organisation.
16. Ensure full compliance with Health and Safety requirements and legislation in accordance with Council's Policies and Procedures.

17. Comply with and actively promote the Council's policies and procedures on all aspects of equality.
18. Undertake any other duties appropriate to scale, which may be required from time to time.

The postholder should be aware that the responsibilities of the post may be subject to change as a result of organisational change. The Council therefore reserves the right to change the duties of the post by adding to or amending the range of responsibilities. The postholder will be required to be flexible and adaptable to meet the changing needs and requirements of the organisation.

