

— OFFICE OF THE —

SCOTTISH ROAD WORKS COMMISSIONER

Information Request Handling Policy

Policy Background

The Scottish Road Works Commissioner (SRWC) is required by the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 EI(S)R to provide the public with the legal right to access recorded information held by the office of the Scottish Road Works Commissioner (oSRWC), subject to certain exemptions.

The Commissioner has a Publication Scheme by which relevant documents are published on the Commissioner webpage when they are available. The publication scheme can be downloaded from the website at the following link;

[Publication Scheme | Scottish Road Works Commissioner](#)

The Commissioner receives a number of information requests annually. This policy has been created to ensure the Commissioner and the staff of oSRWC meet the requirements of FOISA and EI(R)S, and that all requests are handled fairly, efficiently and timeously.

Handling Procedure

This handling procedure allows that all requests received by the oSRWC are processed efficiently and ensures that the enquiry is considered and dealt with by the correct person and in the correct manner.

The oSRWC has adopted the Scottish Government's approach to this procedure and standard letters for response. In summary;

An Acknowledgement of receipt of the information request should be sent, if a response is likely to be longer than a couple of days.

Stages of procedure should be followed on receipt of information requests. The procedure is contained in Appendix 1 – Information Request Handling procedure – stage details.

Office of the Scottish Road Works Commissioner templates are available for commonly used letters.

Authority

The Commissioner has overall responsibility for observance of FOISA and EIRs; however authority for handling and responding to requests for information has been delegated as follows;

All information requests are received by the Business and Governance Manager and logged in FOISA/EIRs Tracker.

After initial logging, authority for letter is detailed in Table below.

The member of staff responsible for collating and responding has the authority to ask other members of staff in the office of the Scottish Road Works Commissioner for information pertaining to the request and to give a strict time scale.

Stage	Preparation	Issue
Acknowledgement	Any member of staff should an acknowledgement be required.	Member of staff who undertook the preparation.
Clarification	Any member of staff in oSRWC	Member of staff who undertook the preparation.
Response Letter	Any member of staff in oSRWC, usually the Business and Governance Manager	Member of staff who undertook the preparation.
Review Letter	SRWC or another member of staff not previously involved	SRWC or another member of staff not previously involved

Governance

This policy demonstrates the Commissioner's commitment to Information Management and allows a clear escalation process. This policy should be read in connection with Commissioner's Guide to Information Document.

Business Impact Assessment

The impact on the business will be dependant on the enquiries received. However, this handling procedure ensures compliance with the required timescales and streamlines the process of dealing with such enquiries.

Staff

All Staff of the oSRWC should be made aware of this policy and of their responsibilities under FOISA. New staff will be informed as part of their induction.

Appendix 1 – Information Request Handling procedure – stage details

Stage No	Stage	Working Days (max)	Purpose of Stage
1	Request Received	1-2	<p>Identify who the request is for, make relevant parties aware and ensure programme is in place to meet time scale.</p> <p>Time clock starts.</p> <ul style="list-style-type: none"> • Log details on FOISA/EIRs tracker • Check request is valid, decide if there is a need to deal with request under EIRS • Send acknowledgement if required
2	Clarify Request (if necessary)	1-2	<p>If the FOISA request is not clear, this stage allows clarification.</p> <p>Time clock stops.</p>

Stage No	Stage	Working Days (max)	Purpose of Stage
3	Assess Request	3-5	Carry out general checks on request to determine response type <ul style="list-style-type: none"> • Does the oSRWC hold the information? • Would charge be required? • Is the information already accessible to the applicant? • Is the information due for publication within 12 weeks? • Is the request vexatious? • Is the request a repeat of a previous request by the same applicant?
4	Locate Information	3-5	Obtain relevant recorded information from all oSRWC sources.
5	Inform/Consult	3-5	Undertake any consultation necessary.
6	Consider Response	6-10	Review content and apply relevant exemption/redact

Stage No	Stage	Working Days (max)	Purpose of Stage
7	Issue Response	16-20	Prepare Information for issue: <ul style="list-style-type: none"> • Redact if appropriate • Ensure information is provided in a format request by applicant, if appropriate • If a paper copy response has been requested, copy the information issued and store in appropriate case file. • Close file

Document Control & Version Information

Summary of changes made to the document

Version	Date	Action by	Brief Description
1.0	July 2015	JD	Information Request Handling policy created
1.1	March 2023	DY	Full review of Information handling policy, amended as required in line with updated 26/03/21 Publication
1.2	March 2026	DY	Reviewed