

# AUTOMATION PROJECT

EXAMPLE

**Project Name:** Automating FOI and SAR Tracking and Compliance

**Service Area:** Legal Services, Information Governance

## Project Overview

This project improves how the council tracks and responds to Freedom of Information requests and Subject Access Requests. It replaces manual spreadsheets and email chains with automated logging, deadline tracking and status dashboards. The aim is to reduce the risk of missed statutory deadlines and strengthen audit readiness.

## Scope

- Review existing FOI and SAR processes
- Automate request logging and allocation
- Build deadline alerts aligned to statutory timescales
- Ensure GDPR compliant data handling
- Provide guidance and onboarding support

## Success Metrics

- 100 percent of requests logged centrally
- Reduction in missed statutory deadlines
- Clear audit trail for ICO review
- Reduction in manual tracking time
- Estimated 40 plus hours annual admin time saved

## Objectives

- Map the current FOI and SAR workflow
- Introduce automated deadline reminders
- Create a live compliance dashboard
- Standardise response logging and document storage
- Strengthen audit trail and oversight

## Key Stakeholders

- ✓ Information Governance Lead
- ✓ Legal Services
- ✓ Democratic Services
- ✓ IT and Data Team

## Target Audience

Information governance, legal and democratic services teams responsible for statutory responses.

## Project Outcome

Improved statutory compliance  
Stronger GDPR and ICO alignment  
Reduced risk of regulatory challenge  
Faster response handling  
Lower administrative costs