

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