

Freedom of Information Team
Oxford City Council
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www.oxford.gov.uk



26 February 2026

Freedom of Information Request, Oxford City Council – Reference: **FOI2026/00132**

Further to our acknowledgement, we can confirm that Oxford City Council can advise as follows in response to your Freedom of Information Request received on 2 February:

Request

Dear Sir/Madam,

Under the Freedom of Information Act 2000, I am writing to request information regarding Subject Access Requests (SARs) received by your Council.

For ease of response, I have structured this request into clearly defined questions with simple response formats. Where exact figures are unavailable, informed estimates are acceptable.

Section 1: SAR Volume

Please provide the total number of Subject Access Requests received:

Financial Year Number of SARs Received

2022/23 (April 2022 - March 2023)

2023/24 (April 2023 - March 2024)

2024/25 (April 2024 - March 2025)

Reporting is provided by calendar year-please see below

2022 - 199

2023 - 69

2024 - 116

2025 - 183

Section 2: Processing Time and Staff Costs What is the estimated average number of staff hours spent processing each SAR (including searching, collation, review, and redaction)?

Average hours per SAR?

We do not record this data.

Which salary band best represents the staff primarily responsible for processing SARs?
(Select one)

Under £30,000 per annum

£30,000 - £40,000 per annum

- £40,000 - £50,000 per annum
- £50,000 - £65,000 per annum
- Over £65,000 per annum
- Mixed/varies significantly across departments

The requested information is withheld under section 40(2) of the Freedom of Information Act 2000. The number of staff primarily responsible for processing Subject Access Requests is fewer than five. Disclosure of their salary band would therefore risk the identification of individuals and would constitute the disclosure of personal data.

Disclosure would be unfair and would breach the data protection principles set out in Article 5(1)(a) of the UK GDPR. As section 40(2) is an absolute exemption, the public interest test does not apply.

Approximately how many FTE (full-time equivalent) staff are dedicated to SAR processing?

Estimated FTE for SAR processing =1 FTE

Section 3: External Costs

Please provide the total expenditure on external SAR support (e.g., solicitors, consultants, redaction services) Costs can be approximate however must be indicated as such:

Financial Year External Spend (£)

2022/23

2023/24

2024/25

If no external services were used, please state "Nil".

Nil.

Section 4: Compliance and Timeliness

Please provide the following compliance data:

Financial Year	Completed Within 30 Days	Required Extension	Total SARs
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2022/23

2023/24

2024/25

We do not record this in financial years/ in Calendar years

2022 2 extension cases

2023 2 extension cases

2024 4 extension cases

2025 2 extension cases

How many SARs are currently open or overdue?

Current backlog (open/overdue) =

0 cases overdue

3 open cases.

Section 5: Complaints and Quality

Please provide the following quality indicators:

Financial Year	ICO Complaints	SARs Requiring Re-work
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2022/23

2023/24

2024/25

If none, please state "Nil".

Nil.

Has the ICO taken any enforcement action regarding SAR handling in the past three years?

Yes No

Section 6: Current Tools and Methods

What software or tools are currently used to manage and process SARs? (Select all that apply)

Spreadsheet (e.g., Excel, Google Sheets) General case management system Specialist SAR/DSAR software. Name of software _____

Specialist SAR/FOI system - eCase.

Social Care Case Management System (e.g., Liquid Logic, Mosaic) Document Management System (e.g., SharePoint, OpenText) Email/manual process only Other (please specify):

We do not manage Social Care cases . _____

Is any element of your SAR process currently automated? (Select all that apply) Automated searching across systems Automated redaction Automated tracking and deadline alerts Automated response/correspondence generation No automation currently in place

Section 7: SAR Processing Responsibility Which role(s) or department(s) are primarily responsible for processing SARs? (Select all that apply) Information Governance Team Data Protection Officer / DPO Legal Services HR / People Services Children's Services Adult Social Care Individual service departments (for records within their area) External provider Other (please specify): _____

Information Governance.

Name the top 3 departments to which SARs were aimed.

1

2

3

In 2025

1 Council Tax

2 Housing Benefit

3 Housing Team

Section 8: Complexity Indicators

On average, how many separate systems are searched per SAR? (Select one) 1-2 3-5

6-10 More than 10 On average, how many pages are reviewed per SAR? (Select one)

Under 50 50-200 201-500

We do not hold that exact data, approximate number is 201 – 500 on average.

501-1,000 Over 1,000 Unknown

How many SARs required consultation with third parties (e.g., NHS, schools, police, external agencies)?

Financial Year Third Party Consultations

2022/23

2023/24

2024/25

Nil.

If any part of this request cannot be answered, please provide what information is available and explain why the remainder is not held or exempt.

I would prefer to receive this information electronically.

If you disagree with any part of the response to your request, you are entitled to ask the Council for an internal review of the decision(s) made. You may do this by writing to the Monitoring Officer, by either email monitoringofficer@oxford.gov.uk – or by post to Monitoring Officer, Oxford City Council, Town Hall, St Aldate's, Oxford, OX1 1BX. After the result of the internal review, if you remain dissatisfied, you may ask the Information Commissioner to intervene on your behalf. You may do this by writing to the Information Commissioner's Office, Wycliffe Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,

Freedom of Information Officer

| Freedom of Information Team | Law & Governance | Oxford City Council | Town Hall | St Aldate's
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