

27 November 2025

Freedom of Information Request, Oxford City Council – Reference: **FOI2025/01287**

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 30 October 2025:

Response

Under the Freedom of Information Act 2000, please provide the following information for the most recent full financial year available:

1. The total number of Freedom of Information (FOI) requests handled.
Apr 24-Mar 25 - 954 plus internal reviews and complaints to the Information Commissioner

2. The number of full-time equivalent (FTE) and part-time employees involved in handling FOI requests.

1.6 FTE

5 additional staff with responsibilities for FOI processing as part of their role but no quantifiable time allocated

3. The names of any software systems or tools used by the FOI team to manage or track requests.

Ecase - supplied by Fivium

4. The total annual cost of those software systems.

This information is withheld under exemption section 43(2) (commercial sensitivity) of the Freedom of Information Act. This is a qualified exemption used where disclosure of requested information would, or would be likely to, prejudice the commercial interests of any person (in this case our Council and our suppliers). As this is a qualified exemption we must undertake a public interest test which is set out below in addition to explanations behind our engagement of this exemption. Disclosures which would provide details on costs and their related activities would be prejudicial to the delivery agencies involved as these would reveal their confidential business and financial information and suppliers would react strongly to us disclosing such information. Such disclosures would prejudice their interests and allow them to be potentially undercut when bidding to deliver services; in turn this would prejudice the Council's interests as we must consider both quality and value for money when procuring or funding services and this would be jeopardized if various suppliers refused to interact with us as a consequence. It is our view that the public interest in withholding this information outweighs its disclosure therefore exemption s43(2) is engaged.

5. Any statistics or recorded information showing the average, median, and (if available) upper-quartile time spent per FOI request.

This information is not recorded and would depend on the case requirements such as complexity, volume and range of information requested, redactions, third party consultation.

6. The total salary cost of each employee (or, if easier, the total salary expenditure for all FOI-handling staff).

Salary data is withheld under exemption section 40(2) (personal data) of the Freedom of Information Act as this is personal data and individuals have not given their consent for this information to be disclosed. Exemption s40(2) This is an absolute exemption that covers personal third-party data where disclosure would breach the Data Protection Act 2018's principles concerning personal information. We strongly believe that disclosing this information would allow for the respective persons to be identified and, given the personal nature of the information, disclosure of this information would not constitute fair processing of their personal data, and would thus breach the first data protection principle (personal information must be fairly and lawfully processed).

7. Copies of any internal communications, reports, or evaluations discussing the cost or effectiveness of FOI handling.

The council does not hold any information relating to this for the last 12 months

8. Confirmation of whether the system used for FOI handling is also used for Subject Access Requests, complaints, or any other casework.

Subject Access Requests, Data Breach reporting

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
| Oxford | OX1 1BX |