



Holly Park School Freedom of Information Policy

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Statement of intent

As an educational provider, Holly Park has an obligation to publish a freedom of information statement, outlining how we will meet our duties under the Freedom of Information Act 2000 and associated regulations. The development and effective implementation of this policy fulfils that requirement.

More specifically, this policy outlines our school's policy and procedures for:

- The release and publication of private data and public records.
- Providing applicants with advice and assistance throughout the duration of their requests.

It also clarifies our position regarding the appropriate limit to the costs incurred by the school in obtaining any requested information, and on charging fees for its provision.

I. Legal framework

This policy has due regard to the following legislation:

- The UK General Data Protection Regulation (UK GDPR)
- The Data Protection Act 2018
- The Freedom of Information Act 2000

- The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004

This policy also has due regard to guidance including, but not limited to, the following:

- Cabinet Office (2018) 'Freedom of Information Code of Practice'
- ICO (2021) 'Definition document for the governing bodies of maintained and other state-funded schools in England'
- ICO (2015) 'Model publication scheme'
- ICO (2016) 'Duty to provide advice and assistance (Section 16)'
- ICO (2023) 'Time limits for compliance under the Freedom of Information Act (Section 10)'

This policy will be viewed in conjunction with the following other school policies:

- Data Protection Policy
- Records Management Policy

2. Accepting requests for information

The school will only accept a request for information which meets all of the following criteria:

- It is in writing
- It states the name of the applicant and an address for correspondence
- It adequately describes the information requested

A request will be treated as made in writing if it meets all of the following requirements:

- It is transmitted by electronic means
- It is received in legible form
- It is capable of being used for subsequent reference

Where a request is submitted in a foreign language, the school is not expected to obtain a translation of the request. For the request to be processed, the school will ask the applicant to provide their request in English.

The school will publish details of its procedures for making contact with the school on the website, which includes the following:

- A contact address
- Email address for the school office
- A school telephone number

3. General rights of access to information held by the school

Provided that the request meets the requirements set out in section 2 of this policy, the school will comply with its duty to:

- Confirm or deny to any person making a request for information to the school, whether it holds information of the description specified in the request.
- Provide the documentation if the school confirms that it holds the requested information.

This will be completed no later than **20 school days** from receipt of the request. (60 working days if this is shorter, e.g. if the request is sent during the Summer holidays) Where a fee is charged, the timeframe within which the school has to respond to the request begins from the day the fee is received.

The school will not comply with this duty where:

- The school reasonably requires further information to meet a freedom of information request, has informed the applicant of this requirement, but was not subsequently supplied with that further information.
- The information is no longer readily available as it is contained in files that have been placed in archive storage or is difficult to access for similar reasons.
- A request for information is exempt under section 2 of the Freedom of Information Act 2000.
- The cost of providing the information exceeds the appropriate limit.
- The request is vexatious.
- The request is a repeated request from the same person made within 60 consecutive working days of the initial one.
- A fee notice was not honoured.
- The requested information is not held by the school for the purposes of the school's business.

Where information is, or is thought to be, exempt, the school will, within 20 school days, give notice to the applicant which:

- States that fact.
- Specifies the exemption in question.

If information falls within scope of a qualified exemption and the school needs additional time to consider the public interest test, the school may extend the deadline. In most cases, the extension will exceed no more than a further 20 school days; however, the actual length of the extension will be decided on a case-by-case basis.

Where a public interest test extension is required, the school will write to the applicant to inform them of this, stating the following information:

- Which exemption(s) the extension relies on and why
- A revised deadline for when the applicant will receive their response

Where a deadline has to be further extended, the school will write to the applicant again, stating the information outlined above.

Requests for information that is not recorded by the school (e.g. requests for explanations, clarification of policy and comments on the school's business) will not be considered valid requests. In these cases, the applicant will be provided with an explanation of why their request will not be treated under the Freedom of Information Act 2000 and the school will respond to the applicant through other channels as appropriate.

The information provided to the applicant will be in the format that they have requested, where possible. Where it is not possible to provide the information in the requested format, the school will assist the applicant by discussing alternative formats in which it can be provided. The information provided will also be in the language in which it is held, or another language that is legally required. If, under relevant disability and discrimination regulations, the school is legally obliged to provide the information in other forms and formats, it will do so.

In some cases, a request may be dealt with under more than one access regime, e.g. if the request involves both information about the school and personal information, it will be dealt with under the Freedom of Information Act 2000 and the Data Protection Act 2018.

Staff are made aware that it is a criminal offence to alter, deface, block, erase, destroy or conceal any information held by the school with the intention of preventing disclosure following a request.

4. The appropriate limit

The school will not comply with any freedom of information request that exceeds the statutorily imposed appropriate limit of £450.

When determining whether the cost of complying with a freedom of information request is within the appropriate limit, the school will take account only of the costs we reasonably expect to incur in relation to:

- Determining whether it holds the information.
- Locating the information, or a document which may contain the information.
- Retrieving the information, or a document which may contain the information.
- Extracting the information from a document containing it.
- Costs related to the time spent by any person undertaking any of the activities outlined in this policy on behalf of the school, are to be estimated at a rate of £25 per person per hour.

The school is not required to search for information in scope of a request until it is within the cost limit. If responding to one part of a request would exceed the cost limit, the school does not have to respond to any other parts of the request.

Where multiple requests for information are made to the school within 60 consecutive working days of each other, either by a single person or by different persons who appear to be acting in concert, the estimated cost of complying with any of the requests is to be taken to be the total costs to the school of complying with all of them.

5. Charging fees

The school may, within 20 school days, give an applicant who has requested information from the school, a written notice stating that a fee is to be charged for the school's compliance.

Charges may be made for disbursements, such as the following:

- Production expenses, e.g. printing and photocopying
- Transmission costs, e.g. postage
- Complying with the applicant's preferences about the format in which they would like to receive the information, e.g. scanning to a CD

Fees charged will not exceed the total cost to the school of:

- Informing the person making the request whether we hold the information.
- Communicating the information to the person making the request.

Where a fee is to be charged, the school will not comply with the General rights of access to information held by the school section of this policy unless the requested fee is paid within a period of three months, beginning with the day on which the fees notice is given to the applicant. Where a fee is paid by cheque, the school has the right to wait until the cheque is cleared before commencing work. Once a fee is received, the school will inform the applicant of the revised response deadline, i.e. an additional 20 school days (or 60 working days).

Where the school has underestimated the cost to be charged to an applicant, a second fees notice will not be issued; instead, the school will bear the additional costs. The school will not take into account any costs which are attributable to the time spent by persons undertaking any of the activities mentioned in the Charging fees section of this policy.

When calculating the 20th school day in which to respond to a freedom of information request, the period beginning the day on which the fee notice is given to the applicant and ending with the day on which the fee is received will be disregarded.

6. Means of communication

Where, on making a request for information, the applicant expresses a preference for communication by any one of the following means, the school will, as far as is practicable, give effect to that preference:

- The provision to the applicant of a copy of the information in permanent form or in another form acceptable to the applicant.
- The provision to the applicant of a reasonable opportunity to inspect a record containing the information.
- The provision to the applicant of a digest, or summary of the information, in permanent form or in another form acceptable to the applicant.

Where a preference is not stated by the applicant, the school will communicate by any means which are reasonable under the circumstances.

7. Providing advice and assistance

The school will meet its duty to provide advice and assistance, as far as is reasonable, to any person who proposes to make, or has made, requests for information to the school.

The school may offer advice and assistance in the following circumstances:

- If an individual requests to know what types of information the school holds and the format in which it is available, as well as information on the fees regulations and charging procedures.
- If a request has been made, but the school is unable to regard it as a valid request due to insufficient information, leading to an inability to identify and locate the information.
- If a request has been refused, e.g. due to an excessive cost, and it is necessary for the school to assist the individual who has submitted the request.

The school will provide assistance for each individual on a case-by-case basis; examples of how the school will provide assistance include the following:

- Informing an applicant of their rights under the Freedom of Information Act 2000
- Assisting an individual in the focus of their request, e.g. by advising of the types of information available within the requested category
- Advising an applicant if information is available elsewhere and how to access this information
- Keeping an applicant informed on the progress of their request

Where the school wishes to ask a different public authority to deal with a request by transferring it to them, this will only be done with the agreement of the applicant.

In order to provide assistance as outlined above, the school will engage in the following good practice procedures:

- Make early contact with an individual and keep them informed of the process of their request
- Adhere to the school's Customer Services Policy
- Accurately record and document all correspondence concerning the clarification and handling of any request
- Give consideration to the most appropriate means of contacting the applicant, taking into account their individual circumstances

- Discuss with the applicant whether they would prefer to receive the information in an alternative format, in cases where it is not possible to provide the information requested in the manner originally specified
- Remain prepared to assist an applicant who has had their request denied due to an exemption

The school will give particular consideration to what level of assistance is required for an applicant who has difficulty submitting a written request.

In circumstances where an applicant has difficulty submitting a written request, the school will:

- Make a note of the application over the telephone and then send the note to the applicant to confirm and return – the statutory time limit for a reply would begin here.
- Direct the individual to a different agency that may be able to assist with framing their request.

Please note: This list is not exhaustive, and the school may decide to take additional assistance measures that are appropriate to the case.

Where an applicant's request has been refused either because the information is accessible by other means, or the information is intended for future publication or research, the school, as a matter of good practice, will provide advice and assistance.

The school will advise the applicant how and where information can be obtained, if it is accessible by other means.

Where there is an intention to publish the information in the future, the school will advise the applicant of when this publication is expected. If the request is not clear, the school will ask for more detail from the applicant in order to identify and locate the relevant information, before providing further advice and assistance.

If the school believes the applicant has not provided their real name, the school will inform the applicant that the request will not be responded to until further information is received from the applicant.

If the school is able to clearly identify the elements of a request, it will respond following usual procedures and will provide advice and assistance for the remainder of the request. If any additional clarification is needed for the remainder of a request, the school will ensure there is no delay in asking for further information.

Applicants are given two months to provide any requested clarification. If an applicant decides not to follow the school's advice and assistance and fails to provide clarification, the school is under no obligation to contact the applicant again.

If the school is under any doubt that the applicant did not receive the advice and assistance, the school will re-issue it. The school is not required to provide assistance where an applicant's request is vexatious or repeated, as defined under section 14 of the Freedom of Information Act 2000.

Where the school has already sent a refusal request in relation to a previous vexatious request, the school is not obliged to send another notice for future vexatious requests.

An ongoing evidence log is kept, recording relevant correspondence or behaviour that has been taken into account when a request has been classed as vexatious.

The school is not required to provide information where the cost of complying with a request exceeds the limit outlined in the Freedom of Information Act 2000. In such cases, the school will firstly provide the applicant with advice and assistance to help them reframe or refocus their request with a view of bringing it within the cost limit. Then the school will consider whether any information can be provided free of charge if the applicant refuses to pay the fee.

If a request is refined, it will be treated as a new request.

A record will be kept by the headteacher of all the advice and assistance provided.

8. Consultation with third parties

The school may need to consult third parties about information held in scope of a request to consider whether it would be suitable to disclose the information. Situations where third parties may need to be consulted include the following:

- When requests relate to persons or bodies who are not the applicant and/or the school
- When the disclosure of information is likely to affect the interests of persons or bodies who are not the applicant or the school

The school will consider if a third party needs to be directly consulted about a request, particularly, if there are contractual obligations that require consultation before information is disclosed.

Third parties will also be consulted where the school is proposing to disclose information relating to them or information that is likely to affect their business or private interests.

The views of third parties will be given appropriate weighting when deciding how to respond to a request. For example, if the third party created or provided the information, they may have a better understanding of its sensitivity.

It is ultimately the school's decision as to whether information in scope of a request will be released following any relevant consultation.

Where the school decides to release information following consultation with a third party, the third party will be informed in advance that the information is going to be disclosed.

Where the school intends to release information that relates to a large number of third parties, the school will consider whether it would be more appropriate to contact a representative organisation who can express views on behalf of the third parties, rather than contacting each party individually. If no representative organisation exists, the school may also consider only notifying or consulting a sample of the third parties relating to the disclosure. Decisions will be made on a case-by-case basis.

9. Internal reviews

When responding to requests for information, the details of the school's internal review process will be set out, including information about how applicants can request an internal review.

Applicants will also be informed of their right to complain to the ICO if they are still dissatisfied following the outcome of the school's internal review.

Requests for an internal review should be made in writing to the school.

For a request for an internal review to be accepted, it must be made within 40 school days from the date the school issued an initial response to the request.

Upon receipt of an application, the school will acknowledge an application and inform the applicant of the intended response date. Responses will usually be delivered within 20 school days of receipt of the application.

If an internal review is complex, requires consultation with third parties or the relevant information is of high volume, the school may need to extend the usual response timeframe. In these cases, the school will inform the applicant and provide an alternative response date. In most cases, the extension will exceed no more than a further 20 school days; however, the actual length of the extension will be decided on a case-by-case basis.

Where clarification is needed from an applicant regarding the review, the normal response period will not begin until clarification is received. Wherever possible, the review will be undertaken by a different member of staff than the person who took the original decision. During a review, the school will evaluate the handling of the request; particular attention will be paid to concerns raised by the applicant.

The applicant will be informed of the outcome of the review and a record will be kept of such reviews and the final decision that is made. If the outcome of the review is to disclose information that was previously withheld, the information will be provided to the applicant at the same time they are informed of the response to the review, where possible. If this is not possible, the applicant will be informed of when the information will be provided.

Within the response to a review, the applicant will be informed again of their right to complain to the ICO.

10. Publication scheme

The school will meet its duty to adopt and maintain a publication scheme which specifies the information which it will publish on the school's website. The publication scheme will be reviewed regularly and, where necessary, updated.

See appendix C

11. Contracts and outsourced services

The school will make clear what information is held by third party contractors on behalf of the school.

Where a contractor holds information relating to a contract held with the school on behalf of the school, this information is considered in the same way as information held by a public authority and so is subject to the Freedom of Information Act 2000.

When entering into a contract, the school and contractor will agree what information the school will consider to be held by the contractor on behalf of the school, this will be indicated in the contract.

Appropriate arrangements will be put in place for the school to gain access to information held by the contractor on the school's behalf, in the event that a freedom of information request is made.

These arrangements will cover areas including, but not limited to, the following:

- How and when the contractor should be approached for information and who the points of contact are
- How quickly information should be provided to the school
- How any disagreement about disclosure between the school and contractor will be addressed
- How requests for internal reviews and appeals to the ICO will be managed
- The contractor's responsibility for maintaining record keeping systems in relation to the information they hold on behalf of the school
- The circumstances under which the school must consult with the contractor about disclosure and the process for doing so
- The types of information which should not be disclosed and the reasons for this confidentiality, where appropriate

In some situations, the school may offer or accept confidentiality arrangements that are not set out within a contract with a third party. The school and the third party will both be aware of the legal limits placed on the enforceability of expectations of confidentiality and the public interest in transparency. Such expectations will only be created where it is appropriate to do so.

Contractors must comply with requests from the school for access to information they hold on behalf of the school. Requests for information held by a contractor on behalf of the school will be responded to by the school. If a contractor receives a request, this will be passed onto the school for consideration.

12. Monitoring and review

This policy will be reviewed on an annual basis, or in light of any changes to relevant legislation, by the Headteacher and the full governing body.

Revision History

Version	Revision Date	Revised By	Revision
1.0	Spring 2014	Full Govs	Reviewed & Ratified
1.1	Spring 2015	Full Govs	Reviewed & Ratified
1.2	Spring 2016	Full Govs	Reviewed & Ratified
1.3	Spring 2018	Full Govs	Reviewed & Ratified
1.4	Spring 2019	Full Govs	Reviewed & Ratified
1.5	Spring 2020	Full Govs	Reviewed & Ratified
1.6	Spring 2021	Full Govs	Reviewed & Ratified
1.7	Spring 2022	Full Govs	Reviewed & Ratified
1.8	Spring 2023	Full Govs	Reviewed & Ratified
1.9	Spring 2024	Full Govs	Reviewed & Ratified
2.0	May 2024	Ann Pelham, chair and vice chair	Reviewed, updated and separated from the Access request policy for easier reading and clarity
2.1	March 2025	Full Govs	Reviewed & Ratified
2.2	March 2026	Full Govs	Reviewed & Ratified

Signed by

	Name	Signature	Date
Headteacher	Ann Pelham		May 2026
Chair of Governors	Clare Hegarty		May 2026

Distribution

Shared with
• Staff via school server • Parents via Website • Governors via committee meetings

Date for next review
Spring 2027

School Prospectus	The statutory contents of the school prospectus are as follows, (other items may be included in the prospectus at the school's discretion): • information about the implementation of the governing body's policy on pupils with special educational needs (SEN) and any changes to the policy during the last year • a description of the arrangements for the admission of pupils with disabilities; details of steps to prevent disabled pupils being treated less favourably than other pupils; details of existing facilities to assist access to the school by pupils with disabilities; the accessibility plan covering future policies for increasing access by those with disabilities to the school
School Profile	The contents of the School Profile are as follows: • list information included in the school profile e.g. ○ performance data ○ summary of Ofsted report ○ school's intentions for the future, etc.
Instrument of Government	• The name of the school • The category of the school • The name of the governing body • The manner in which the governing body is constituted • The term of office of each category of governor if less than 4 years • The name of any body entitled to appoint any category of governor • Details of any trust • If the school has a religious character, a description of the ethos • The date the instrument takes effect
Minutes¹ of meeting of the governing body and its committees	Agreed minutes of meetings of the governing body and its committees [current and last full academic school year]
Learning and Teaching Policy	Statement of the school's policy and approach to learning and teaching
Home – school agreement	Statement of the school's aims and values, the school's responsibilities, the parental responsibilities and the school's expectations of its pupils for example homework arrangements
Curriculum Policy	Statement on following the policy for the secular curriculum subjects and religious education and schemes of work and syllabuses currently used by the school
Sex Education	Statement of policy with regard to sex and relationship education

Policy	
Behaviour Policy	Statement of policy with regard to pupil discipline, including rewards and sanctions
Anti-bullying Policy	Information on the school's policy for dealing with incidents of bullying and for preventing bullying from taking place.
Special Education Needs Policy	Information about the school's policy on providing for pupils with special educational needs
Accessibility Plans	Plan for increasing participation of disabled pupils in the school's curriculum, improving the accessibility of the physical environment and improving delivery of information to disabled pupils.
Equality Policy	Statement of policy for promoting equality
Collective Worship Policy	Statement of arrangements for the required daily act of collective worship
Safeguarding Policy	Statement of policy for safeguarding and promoting welfare of pupils at the school. (from March 2004)
Calculation Policy	Outlines the school's approach to the teaching of calculation strategies
Most recent Ofsted report	Published report of the last inspection of the school and, where appropriate, inspection reports of religious education in those schools designated as having a religious character
Self-Evaluation Form	A statement of the evaluation of the school's performance.
Charging and Remissions Policies	A statement of the school's policy with respect to charges and remissions for any optional extra or board and lodging for which charges are permitted, for example school publications, music tuition, trips
Financial Management Policy	Statement of procedures adopted by the governing body relating to the management of the school's finances, detailing processes, roles and responsibilities
Premises Management Policy	Statement of general policy with respect to the school's building, premises and upkeep.
School session times and term dates	Details of school session and dates of school terms and holidays
Health and Safety Policy	Statement of general policy with respect to health and safety
Complaints procedure	Statement of procedures for dealing with complaints
Admissions Policy	Statement of the school's policy on admissions (Local Authority Code of Practice)

FOI Request Evidence Log

Date of request	Format (e.g. email or in writing)	Location (Where is the correspondence stored?)	Requester	Repeated request? (Yes/No)	Deemed vexatious or repeated? (Yes/No)	Comments

Freedom of information (FOI) request checklist

Item	✓ ✗	Signed	Comments
Receiving a request			
Is the request valid? FOI requests must be submitted: • In written form. • In a legible, clear and understandable manner. • With the full name of the requester and a suitable correspondence address included.			
Who will handle the request? • The request must be handled by a trained member of staff.			
Rejecting a request			
Will the request cost too much? FOI requests can be rejected if: • You estimate the cost of processing the FOI request will exceed £450. [You can estimate the time spent retrieving a request by equating one hour of work per person to cost £25 (18 hours work for one person equals £450).]			

Item	✓ ✕	Signed	Comments
Is the request vexatious? - Will handling the request cause a great deal of stress, frustration or worry to those processing it? - Is the requester trying to cause distress by repeatedly requesting the same information, causing staff to feel harassed?			
Has the requester asked for this information before? This doesn't necessarily mean the requester has negative intentions, but this may still be used as grounds to reject the request.			
Do any exemptions apply?			
Is an exemption appropriate? - Has the request been submitted by a statutory body, e.g. the police? - Has the statutory body requested that an exemption should apply?			
Is the information being requested to detect or prevent crime, or as part of a tax investigation?			
Is the FOI request from a statutory body, e.g. the police or HMRC? - If so, does the data need to be disclosed without authorisation from the individual involved? - Has the statutory body applied any other non-disclosure provisions?			
If any exemptions have been applied, will you take any further action?			

Item	✓ ✕	Signed	Comments
[The ICO advises that schools should be prepared to defend their decisions in court if any action is taken after the exemption has been applied.]			
Exemptions can be made if the safety of the individual in question is at risk. • Could the person be in danger of being exposed to serious physical or psychological harm if the FOI request is fulfilled? [This can apply to a pupil's SEND records and any parental or educational records.]			
Processing the request			
Has the deadline of 20 school days (60 working days if this is shorter, e.g. if the request is sent during the Summer holidays) been met?			
Does the request pertain to the requester's personal data that the school holds? • If so, this request is a subject access request (SAR) – have you checked this? SARs must be processed free of charge under the UK GDPR (unless the request is manifestly unfounded or excessive, particularly if it is repetitive) and should be responded to within one calendar month. An SAR is a request for information that specifically relates to an individual's personal data. The ICO offers an example of when this might be the case: "A local council receives a letter from a taxpayer requesting a copy of any information the authority holds about a dispute over his eligibility for a discount. The letter states it is a 'freedom of information request'. It is clear that the request concerns the			

Item	✓ ✕	Signed	Comments
individual's own personal data and the local authority should treat it as a subject access request.” ¹			
Does the school have the information requested? • If not, contact the requester within 20 school days (or 60 working days) and inform them of this. • Do you know of an organisation that possesses the relevant information? If so, pass on the request to the organisation and inform the requester of this.			
Is the information exactly what the requester wants? [The school is not responsible for providing a written explanation of the information they have. If the information alone answers the request, this is sufficient.]			
Has the information been checked to ensure it doesn't include any personal data pertaining to anyone else? References to other people should be blanked out or deleted. If the FOI request pertains to visual information, e.g. video and pictures, other faces should be blanked out.			
How will the FOI request be returned to the requester? A method of sending should have been agreed upon when receiving the request, e.g. by email or in writing. If a sending method hasn't been agreed, consider how			

Item	✓ ✕	Signed	Comments
the initial request was sent.			
Has the request been sent within the deadline?			