

Cheltenham Borough Council

Audit, Compliance and Governance Committee

Information request annual report for 2025–26

15 July 2026

Introduction

Cheltenham Borough Council is responsible for ensuring that it meets its legal requirements under the Freedom of Information Act (2000), UK General Data Protection Regulation (UK GDPR), Data Protection Act 2018 (DPA 2018) and the Environmental Information Regulations (2004). This report details the council's handling of information requests made during 2025-26.

[FOI: Freedom of Information;
EIR: Environmental Information Regulations;
DSAR: Data Subject Access Request]

In summary:

- From 1 April 2025 to 31 March 2026, Cheltenham Borough Council received 1,029 requests for information;
- 96.2% of FOIs, 92.2% of EIRs and 100% of DSARs were responded to within the statutory timeframe;
- 1.46% received a request for an internal review.

2025-26 Performance overview

From 01 April 2025 to 31 March 2026, Cheltenham Borough Council received:

- 867 FOIs
- 91 EIR's
- 71 DSARs

This is a total of 1,029 requests for information.

Our compliance with the statutory timeline remains strong. While there was a decline in Quarters 3 and 4 EIRs processing times, all EIRs were responded to within 22 working days meaning any late EIRs were just over the statutory timeline by either 1 or 2 days. This decline in EIR processing has been attributed to officer planned and

unplanned absences and corrective processes have been put in place with the aim to avoid this occurring in the future.

The trend of multi-service requests continues. For all types of requests the majority were processed on a 'multiple service area' basis. In most instances this is reflective of the complexity of requests received.

Service areas with the highest number of requests were:

- Flooding
- Environmental health
- Planning

Of the 1,029 information requests received 18 (1.46%) received a request for an internal review.

During 2025-26 we had only 3 referrals to The Information Commissioner's Office (ICO). 2 of these cases were closed by the ICO as they were completely satisfied with our handling of the requests and therefore the ICO upheld our responses. 1 case has been received by the ICO however it has not yet become an active case.

Achievements and improvements

In 2025 we launched our new system (Netcall) for managing FOI requests. All FOIs are now handled via this system which is used by all services areas as well as the Information Governance team. We are constantly reviewing the system for effectiveness for all users and as a result, since implementation, we have been driving continuous system improvements.

We continue to work closely with service areas to provide guidance to understand any issues they are experiencing in processing information requests. We recognise the complexities in effectively processing information requests and as a result are currently working to expand on the training and guidance that we offer to anyone handling information requests.

As part of the above-mentioned implementation and development of Netcall, we are currently creating a module in the system to allow for EIR management. EIRs and

FOIs are processed in a very similar way so the development of this module has been quite simple and should go live in the next few months. Development is also underway to create a module for DSARs however as these follow a different process, creating this module is more involved and is unlikely to be implemented for a number of months.

Next steps

The annual information request report show in Appendix 1, will shortly be published on our website alongside our regular compliance and disclosure logs.

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Appendix 1: Information request annual report for financial year 2025–26