



## COMPLAINTS AND INFORMATION GOVERNANCE TEAM

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Web site: <http://www.darlington.gov.uk>

Jenny Bird

[jenny.bird@darlington.gov.uk](mailto:jenny.bird@darlington.gov.uk)

Date : 21/05/2021  
Please ask for : Richie Sanderson  
Direct Line : (01325) 406777  
Your Reference :  
Our Reference : DBC-0900-20  
Document Name :

Dear Jenny

### Freedom of Information Act 2000 - Information Request

Your request for information, received on 13 August 2020, has now been considered. Below is an outline of your request with our responses added alongside.

#### ***Please provide answers to the following questions relating to Subject Access Requests (SARs)?***

***1. How many SARs have been made to your organisation in the last recorded 12 months?***

67 Requests received 13th Aug 2019 - 13th Aug 2020.

***2. Please provide a breakdown of the specific departments that these SARs relate to?***

HR, Licensing, Lifeline Services, Children's Services, Housing, Adults Services, SEND

***3. Is there a central response to SARs or is it devolved to the departments involved?***

Relevant departments provide the requested information, the responses are sent out centrally by the Complaints & Information Governance team.

***4. How many staff deal with responses?***

2.5 FTE

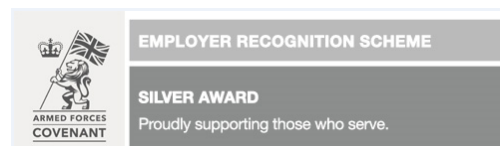
***5. On average how many hours are spent dealing with a SAR?***

Information not held.

***6. Do you have any software to assist with SAR production?***

Rapid Redact - software which assists in redaction of records.

If you are dissatisfied with the handling of your request or would like to request an internal review of our response, please write to:



Complaints and Information Governance Manager  
Darlington Borough Council  
Town Hall  
Darlington  
DL1 5QT  
E-mail: [XXXXXXXXXXXXXXXXXXXX@XXXXXXXXXX.XX.XX](mailto:XXXXXXXXXXXXXXXXXXXX@XXXXXXXXXX.XX.XX)

You can also obtain further information from the Information Commissioner at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
Website: [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely

**Richie Sanderson**  
**Complaints & Information Governance Assistant**

