

Brighton and Hove FOI Internet Site – Uploading FOIs User Guidance

To access the site as an Administrator go to: <https://foi.brighton-hove.gov.uk/admin> and log in with user name and password.



Once logged in, you will see the home screen showing all requests currently being managed – known as the Manage Requests screen.

Logged in

Listing requests

[Show all requests](#) [Show overdue requests](#)

| ID | Date received | Requestor | Title | Status | Due | | | |
|---------------|---------------|------------|---|-----------|------------------|---------|---|--|
| FOI:3494/2014 | 17 Jul | [Redacted] | Highway inspections Freshfield RJ | Assessing | 27 14/08/2014 | Respond | / | |
| FOI:3493/2014 | 17 Jul | [Redacted] | Food testing certificates | Assessing | 27 14/08/2014 | Respond | / | |
| FOI:3492/2014 | 17 Jul | [Redacted] | Social service involvement due to dogs | Assessing | 27 14/08/2014 | Respond | / | |
| FOI:3491/2014 | 17 Jul | [Redacted] | Care homes | Disclosed | 27 14/08/2014 | Respond | / | |
| FOI:3490/2014 | 17 Jul | [Redacted] | pupil exclusions and suspensions | Assessing | 27 14/08/2014 | Respond | / | |
| FOI:3489/2014 | 17 Jul | [Redacted] | Children taken into care due to dogs | Assessing | 27 14/08/2014 | Respond | / | |
| FOI:3488/2014 | 17 Jul | [Redacted] | Youth Justice Plan | Disclosed | 27 14/08/2014 | Respond | / | |
| FOI:3487/2014 | 17 Jul | [Redacted] | Companies responsible for HDR | Disclosed | 27 14/08/2014 | Respond | / | |
| FOI:3486/2014 | 17 Jul | [Redacted] | Children's Centre reporting systems | Assessing | 27 14/08/2014 | Respond | / | |
| FOI:3485/2014 | 16 Jul | [Redacted] | Procurement Threshold Values | Disclosed | 26 13/08/2014 | Respond | / | |
| FOI:3484/2014 | 16 Jul | [Redacted] | Special Education Needs Disability data for primary and secondary schools | Assessing | 26 13/08/2014 | Respond | / | |
| FOI:3483/2014 | 16 Jul | [Redacted] | Norton Road Car Park | Disclosed | 26 13/08/2014 | Respond | / | |
| FOI:3482/2014 | 16 Jul | [Redacted] | Signage Old Shoreham Road/Wilbury Crescent - link to FOI 3350 | Assessing | 26 13/08/2014 | Respond | / | |
| FOI:3481/2014 | 16 Jul | [Redacted] | Involuntary Tranquilliser Addicts | Assessing | 26 13/08/2014 | Respond | / | |
| FOI:3480/2014 | 16 Jul | [Redacted] | Kerbside recycling | Disclosed | 26 13/08/2014 | Respond | / | |

Column one states the automatically generated FOI ID.

Column two has the received date.

Column three is the requestors contact name and email address.

Column four is the title of the FOI – which is a hyperlink to view the request.

Column five is the status – labels include: New, Assessing, Disclosed, Partially Disclosed or Not Disclosed.

Column six is the due date, including the count-down.

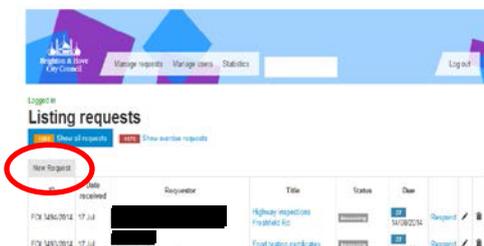
Column seven is the link required when responding to the FOI.

Column 8 is the edit function and column 9 is the delete function.

To return to this screen at anytime, click on “Manage Requests” – highlighted in red.

Uploading a Request Received by Email or via the post.

When an FOI has been received via email, or through the postal mail a new request is required, which will provide an automatically produced unique ID number.



Stage 1: Click on “New Request”.

Stage 2: Upload the relevant data for the FOI

1. Due Date. The due date is automatically populated. The date can be changed, if the request has not been processed the day it arrived.

2. Title. Type in the title that has been provided or make up a relevant title regarding the subject.

3. Name. Type in the name of the requestor. The box will automatically search for the requestor and auto populate the email address if they have previously submitted.

4. Email address. For new requestors, manually type in the email address or copy it from the email.

NB: If no email address has been provided (i.e. postal correspondence only) this field is still required: use none@none.com. This tricks the system and allows us to complete the form.

5. State. Change the state from “new” to “Assessing”.



6. The LGCS is the category the request fits under from a set list of departments and topics. Start typing the department to get the list (i.e. Adult Social Care) or press the space bar and wait for the list to appear which looks like the picture to the left. This is not a mandatory item and can be left blank.

7. Request Medium: Change the medium to either: Web, Email, or Post depending on how it was received.

8. Body. Paste the body of the email into this field, or type it up from a postal FOI.

NB: DO NOT COPY THE USERS NAME OR CONTACT DETAILS FROM AN EMAIL (i.e. signature blocks).

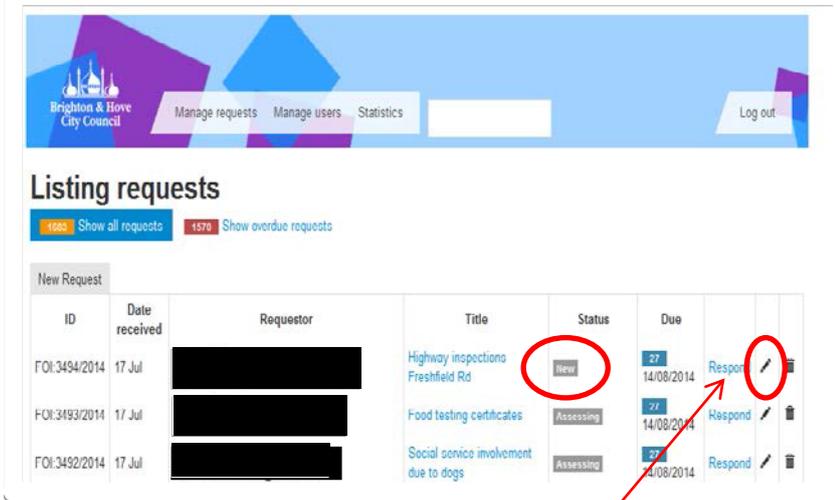
9. Once complete submit the FOI by clicking “Create Request”.

NB: Ensure the box “Requestor name visible” remains UNCHECKED.

The request will now be uploaded and will be visible in the “Manage Requests” main page. You can edit the page, if needed, using the edit button in the Manage Requests page.

Use the unique reference number when allocating the FOI by email to the service area.

Receiving a request via the website.



When a request has been received directly on the website, or via Whatdotheyknow.com an email will be sent to the FOI mailbox informing us that there is a new FOI. There may be a delay between the email be received and the FOI appearing.

The status will show as “new”.

The new FOI will not always appear at the top of the list. It may appear anywhere within the top half of requests.

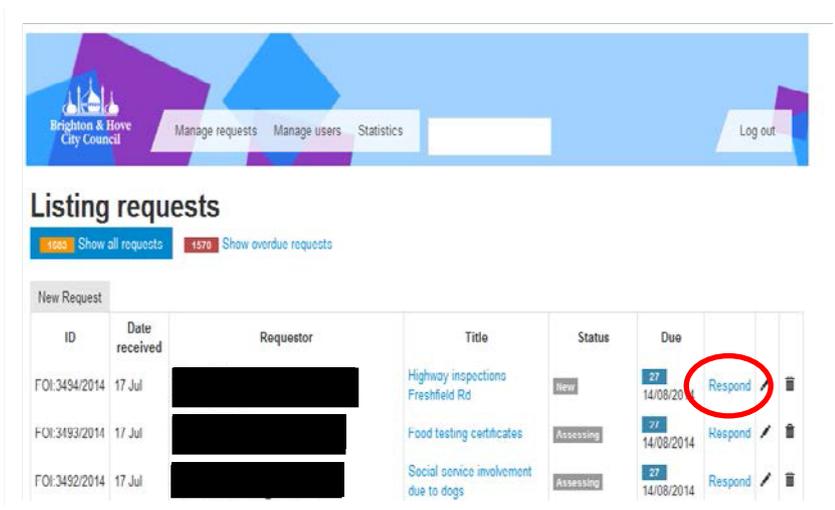
Open the request by clicking the edit button.

The entire request will be visible, but it will only be 90% complete.

To complete the request, change the “State” from “New” to “Assessing”.
Update the LGCS category, where possible.

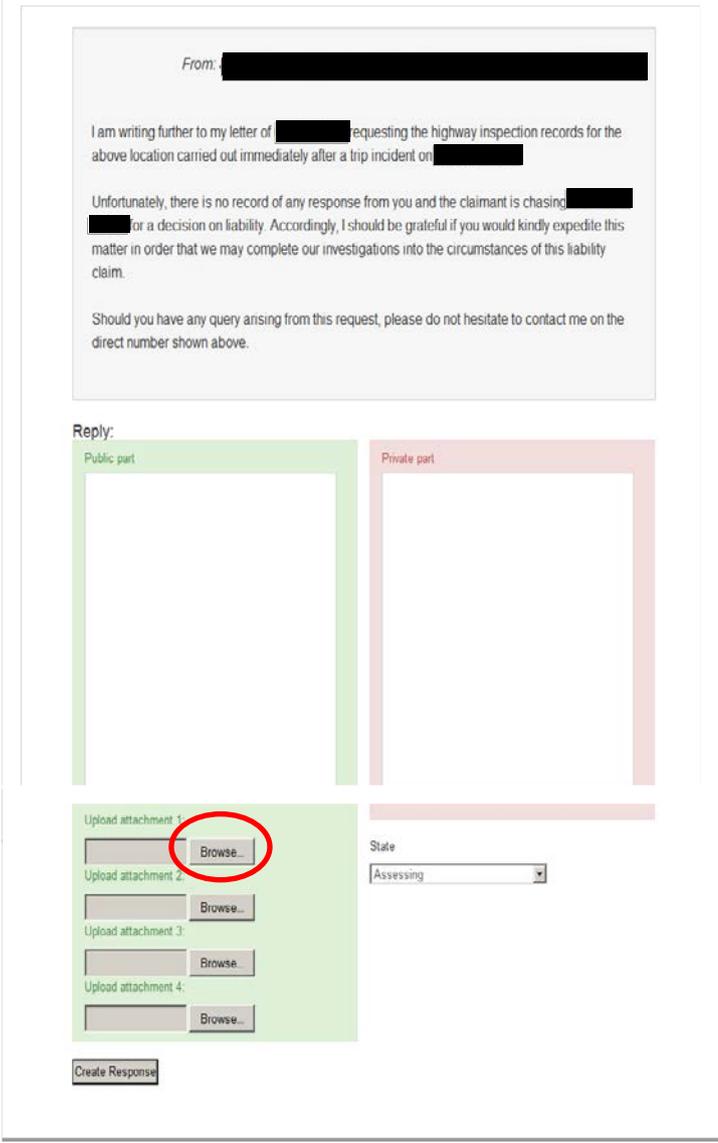
Update the request to save the changes, by clicking the blue “Update Request” button at the bottom of the page and it will reappear in the Manage Requests lists updated.

Uploading a Response.



When an FOI is ready to be uploaded to the website, find the relevant FOI. This can be done via searching through the Manage Requests lists; or use the search function on the webpage; or simply type the FOI number at the end of the URL in the web browser, i.e. <https://foi.brighton-hove.gov.uk/admin/3456>.

Click on “Respond”



To upload text:

Simply copy and paste, or type, the response into the green “Reply” section.

To upload documents:

Type in the following text, or something similar, within the green “Reply” section to direct the requestor to the documents:

“Please see below link/s:”

Select Browse and upload the particular file/s. Add all relevant documents before completing the FOI.

If more than 4 documents are required, complete the request by clicking “Create Response” and then respond again with another 4 documents. This can be done multiple times.

To upload text and documents:

As above – type in or copy the text and upload the relevant documents.

NB: The requestor receives an email notification that the FOI is complete – they do not receive any attachments, so please ensure the any documents are referred to as “Link/s.”

TIPS:

Tables and Charts – Tables and charts lose formatting if you try pasting them into the Reply section. Consider saving the table into a word or excel document and uploading it as an attachment.

Formatting – When copying text into the Reply section the format often goes astray. Tidy up the request as best as you can before uploading.

NO PERSONAL DATA, INCLUDING THE NAME OF THE REQUESTOR, IS TO BE UPLOADED – Attachments received via email are often saved with the requestors name and will need to be changed before uploading.

When the information has been uploaded and the request is ready to publish, the State needs to be changed to either:



- Disclosed** – if the information has been provided
- Partially Disclosed** – if some of the information has been provided.
- Not Disclosed** – If an exemption is used and we are not providing an answer. Select the relevant exemption from the drop down list.

Once complete, click “Create Response”. An email will automatically be

sent to the requestor which includes the texts you have provided (but not the actual attachments) along with standard information regarding complaints, reviews and contact details.

General Info

All documents need to be saved into SharePoint under the relevant FOI, and the SharePoint file needs to also be changed to “Disclosed”, “Partially Disclosed”, or “Not Disclosed” and the date added.

If you are having trouble viewing the FOI webpage the contact details for the support team are: BHCC-support@mysociety.org

A known problem with the website is that the fields are not always clear and the boxes are smaller than they should be.

To amend the view, press F12 and select *Internet Explorer 7 Standards* within Document Mode to change the view. Press F12 to hide the menu. Alternatively simply press “Alt 7”.

