

## Freedom of Information Internal Review decision

<b>Internal Reviewer</b>	Katherine Leslie, Advisor – Freedom of Information & Contentious Data Protection
<b>Reference</b>	IR2015076 / RFI20151504
<b>Date</b>	5 November 2015

### Requested information

Ave Purfurner, the applicant, wrote to the BBC by email on 4 September 2015 seeking the following information:

*On 7th September the BBC launches a new online PDR, learning, talent System which is by Success Factors. Please say in full detail what the system will be used for and what grade staff.*

*In addition please say:*

- 1.what is the overall cost for this new system and developing this*
- 2.if any consultants were employed and how much they were paid to work on this*
- 3.yearly cost to Success Factors for using this system from the BBC*
- 4.the sign off and approval for this*
- 5.how this links to the Talent Mapping case study recently taken off the internet.*

On 5 October 2015 the BBC emailed the applicant:

*Thank you for your request under the Freedom of Information Act 2000 ("the Act") dated 4th September 2015*

*I apologise but we are currently not in a position to respond to your request.*

*I sincerely apologise for this delay and for any inconvenience this may cause you. I would like to take this opportunity to assure you that your request is a priority as it is late.*

### Issues

On 8 October 2015 the applicant emailed the BBC requesting an internal review into the handling of the request. Specifically, the applicant said:

*I am writing to request an internal review of British Broadcasting Corporation's handling of my FOI request 'MyDevelopment'*

*Failure to answer in the timeframe as stated in law.*

*A full history of my FOI request and all correspondence is available on the Internet at this address: <https://www.whatdotheyknow.com/request/mydevelopment>*

### Decision

To adhere to the statutory timeframe for requests under the Freedom of Information Act 2000, as set out under section 10(1) of that Act, a response should have been sent “promptly and in any event not later than the twentieth working day following the date of receipt”.

In this case, a response should have been sent by 2 October 2015. The BBC did not do so and therefore failed to comply with s10.

I have reviewed the applicant's original request. The applicant requested information concerning the BBC's new online performance development review programme. A number of questions were asked including what the system will be used for, the cost of the system, the cost of consultants, and ongoing cost to the BBC to use the system, the sign off and approval required, and how the system related to the Talent Mapping case study removed from the internet. Due to the wide scope of the applicant's request, responding to the request requires the coordination of a number of specific BBC staff to consider and compile the information. Therefore, the request has taken longer than anticipated to respond.

I have made internal enquiries into the current status of the applicant's freedom of information request. I understand that the request is being progressed and will shortly be finalised.

I wish to reiterate to the applicant the BBC's apology of 5 October 2015 for the delay in responding. The BBC does endeavour to comply with its obligations and has improved the percentage of responses provided within the statutory timeframe over recent years, but I am sorry that we have not done so on this occasion.

**Appeal Rights**

If you are not satisfied with the outcome of your internal review, you can appeal to the Information Commissioner. The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF; Telephone 01625 545 700 or [www.ico.org.uk](http://www.ico.org.uk).