



Freedom of Information Policy

Date Written: June 2022

Date For Next Review: January 2027



The Directors of Bettws Lifehouse are committed to openness and transparency and this policy sets out the procedures and obligations on the company when an FOI request is received.

The Freedom of Information Act ('the Act') allows anyone to request information without giving a reason. The request must though state the name and address (which can include an email address) of the person as well as what information they are seeking. When a request is received this will be considered and the information, if held, will be provided unless one of the exemptions in the Act applies.

Dependent on the information requested it may be that the request will be responded to under the Environmental Information Regulations 2014 ('EIR') rather than the FOI Act. This would usually be the case where the enquiry is about matters concerning the elements such as air, water, land, natural sites, built environment, flora and fauna, and health or any decisions or activities affecting any of these.

Making requests

Requests for information under the Act should be made in writing and be clear and addressed to Emma Cook at Bettws Lifehouse, Bettws Cedewain, Newtown, Powys SY16 3DS

Where the request is not clear we will write to you seeking further clarity.

Where a request is for environmental information which can be released under the EIR, this request can be made verbally. We would request however that any request is made in writing as above to ensure the request is clear and responded to in a timely manner.

Time period for compliance

Any request made to Bettws Lifehouse will be complied with in accordance with the time limits in the Act. For schools, this is 20 school days (i.e. not including weekends, holidays or school closure days) or 60 working days if this is shorter. Where further clarity is sought, the time for responding to your request will cease until we receive a response from you. If a response is not received within 2 months of the request for clarification, we will close the matter and not respond further on the basis that you no longer require the information.

Where information is to be provided under the EIR this will be provided within 20 working days.

Exemptions

Whenever a request for information is received it will be reviewed with consideration as to whether we hold the information and whether one of the exemptions set out in the Act (or EIR Regulations) applies. Common exemptions include the data protection of others, confidentiality, the request going beyond the costs limit and prejudice being caused to the effective conduct of public affairs. There are other exemptions that may also be relevant.

Where an exemption is being relied on to prevent disclosure of information, we would inform you that this is the case in our refusal notice.

Publication scheme

Bettws Lifehouse has adopted the Information Commissioners' model publication scheme. To sit alongside this, Bettws Lifehouse has a guide to information document which sets out what information Bettws Lifehouse will make available and how it can be accessed. This Guide can be accessed at the following link: <https://ico.org.uk/media/for-organisations/documents/1153/model-publication-scheme.pdf>

Complaints/Internal review



Anyone who has made an FOI request to Bettws Lifehouse and who is not happy with the response that has been received can have an internal review of how their request has been handled. This will be generally carried out by a senior member of staff who was not involved in the initial request response.

If a requester wishes to have an internal review of an FOI request, this should be requested within two months of the initial decision being communicated. Once an internal review request is received, we aim to conclude the review and communicate the outcome of this within 20 school days.

If a requester wishes to have an internal review of an EIR request, this should be requested in writing within 40 working days of any breach of a requirement under the EIR. Once an internal review request is received, we will aim to conclude the review and communicate the outcome of this within 20 working days.

Following an internal review, if the requester is still not happy with the response, they have the right to complain to the Information Commissioner's Office.