

1. 1.1.6 CONTACT POINT INFORMATION REQUEST PROCESS

GENERAL/MEDIA OR REQUEST FOR INFORMATION UNDER FREEDOM OF INFORMATION (FOI) ACT 2000 - DRAFT

Process ID	Process Name	Description	to IDs	from IDs
1.1	Customer First/Reception/CS Staff			
1.1.1	Start	Applicant contacts Customer First/Reception/CS Staff requesting information by email/letter/phone call or any form of communication.	1.12	
1.1.2	Enquiry re: ContactPoint?	Customer First/Reception/CS Staff receives request and finds out if it is regarding ContactPoint (1.1.3) or not(1.1.5).	1.1.3 or 1.1.5	1.1.1
1.1.3	FOI: Request?	If request is ContactPoint enquiry, Customer First/Reception/CS Staff will find out whether it is a Freedom Of Information request (1.1.6) or not (1.1.4)	1.1.4 or 1.1.6	1.1.2
1.1.4	Media or General Enquiry	If request is not a Freedom Of Information enquiry Customer First/Reception/CS Staff will check if it is a media enquiry or general enquiry. If it is a media enquiry it is passed to Medway's Media Spokesperson (1.5.1) and if general it will be passed to ContactPoint Implementation Officer (1.3.2).	1.5.1 or 1.3.2	1.1.3
1.1.5	Follow existing process to deal with non-CP enquiries	If request is not regarding ContactPoint Customer First/Reception/CS Staff will have to follow existing process to deal with enquiries that are not regarding ContactPoint		1.1.2
1.1.6	Request received in writing?	A request for information must be clearly written to describe the information sought by the applicant. Customer First/Reception/CS staff receives request will have to find out if request is made in writing (1.1.8) or not (1.1.7)?	1.1.8 or 1.1.7	1.1.3
1.1.7	Ask for a written request and provide CPI coordinator details	If request is not in writing applicant will be requested to provide a written FOI request and no further action will be taken .	1.1.9	1.1.6

1.1.8	Take contact details for future response	If request is made in writing, Customer First/Reception/ CS Staff will take applicant's contact details for response	1.1.10	1.1.6
1.1.9	End	End of process	1.1.10	
1.1.10	Record on FOI database under ContactPoint Queue	Customer First/Reception/CS Staff must record all requests in the FOI database under the ContactPoint Queue.	1.1.11	1.1.9
1.1.11	Request for information re: CP passed to CPI Officer	The written request for information is passed to the ContactPoint Implementation Officer for review, processing and response.	1.3.1	1.1.10
1.2	ContactPoint- National Helpdesk			
1.2.1	FOI: CP discussed with CP National Coordinator	If response cannot be reached by the ContactPoint Implementation officer and Children Services Senior Manager (1.4.3), the request will be discussed with ContactPoint National Helpdesk who will send response to the ContactPoint Implementation Officer (1.3.6).	1.4.3	1.3.6
1.3	ContactPoint Implementation Officer			
1.3.1	Check FOI database for new CP requests (daily)	ContactPoint Implementation Officer must daily check the Freedom Of Information database for new ContactPoint requests.	1.3.2	1.1.11
1.3.2	Review CP info request (FOI & General)	ContactPoint Implementation officer reviews all ContactPoint information requests both Freedom Of Information and General requests.	1.3.3	1.1.4 & 1.3.1
1.3.3	National Response available?	ContactPoint Implementation Officer will check if there is a national response to the request (1.3.8) or not(1.3.4).	1.3.4 or 1.3.8	1.3.2
1.3.4	Is General (Tel) Enquiry?	Is a general enquiry made via telephone but there is no national response available (1.3.3) re: request/query made. ContactPoint Implementation Officer checks if there is a response to the general enquiry (1.3.5) or not (1.4.4)	1.3.5 or 1.4.1	1.3.3
1.3.5	Take contact details to provide a response later	If a general enquiry is made via telephone but there is no national response available to question/query/request made. Take contact details of caller to give a response at a later date.		1.3.4
1.3.6	Response received from National Team	ContactPoint Implementation Officer receives response from the ContactPoint National Helpdesk team.	1.3.7	1.2.1
1.3.7	Discussion needed with Snr. Mgr.?	ContactPoint Implementation Officer check if the received	1.4.1 or	1.3.6

		response should be discussed with Children Services Senior Manager (1.4.1) or not (1.3.8).	1.3.8	
1.3.8	Response to address (written) or explain on phone.	ContactPoint Implementation Officer writes the response and sends it to the address provided by the applicant or tells the applicant on phone.	1.3.10	1.3.7
1.3.9	Discuss exception with DPO	If required information cannot be provided (under FOI Act 2000 – exceptions) ContactPoint Implementation Officer will have to discuss exceptional requests with the Data Protection Officer (Selena Seroy).	1.3.8	1.4.2
1.3.10	Is request under FOI?	Once response is sent, ContactPoint Implementation Officer checks if the response is to FOI (1.3.11) or not (1.1.9). If not no further action will be taken.	1.3.11 or 1.1.9	1.3.8
1.3.11	Update FOI database with details	If the response was to FOI request ContactPoint Implementation Officer will update the FOI database with the details of response given to the enquiry, and close FOI request on database.	1.1.9	1.3.11
1.4	Children Services Senior Manager			
1.4.1	Discuss with CS Senior Manager	If there is no National response (1.3.3) or response received from ContactPoint National Helpdesk (1.3.7) , ContactPoint implementation officer informs the Children Services senior manger who may be able to find out if there is a response can be given?	1.4.2	1.3.4, 1.3.5, and 1.3.7)
1.4.2	Can info request be provided?	CPI Officer and Children Services Senior Manager discuss possible response to finds out if the requested information can be provided (1.4.3) or not (1.3.9).	1.4.3 or 1.3.9	1.4.1
1.4.3	Reach a response?	If information can be provided, the Children Services Senior Manager and ContactPoint implementation officer finds out if a response can be reached (1.3.8) or not (1.2.1)?	1.3.8 or 1.2.1	1.4.2
1.5	Medway's Media Spokesperson			
1.5.1	Request for interview re: ContactPoint	Medway's Media Spokesman takes up the request and check if interview is necessary (1.5.4) or not (2.5.2).	1.5.4 or 1.5.2	1.1.4
1.5.2	Request can be passed to CPI Officer?	If there is no need for interview Medway's Media Spokesman checks if request can be passed to ContactPoint Implementation	1.3.2 or 1.5.3	1.5.1

		Officer (1.3.2) or not (1.5.3).		
1.5.3	Response to address in writing or explained on the phone	If response cannot be passed to ContactPoint Implementation Officer Medway's Media Spokesman respond to the applicant's address either in writing or over the phone	1.5.4	1.5.3
1.5.4	Update Comms. Team re: Interview	Medway's Media Spokesman updates the communication team on the interview request	1.1.9	1.5.3
1.5.5	Arrange interview	If interview is necessary, the Medway's Media Spokesman arranges an interview	1.5.6	1.5.4
1.5.6	Interview	Interview takes place.	1.1.9	1.5.5