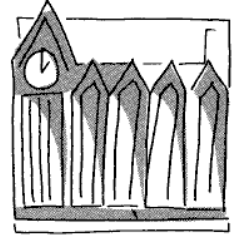




Freedom of Information Act 2000



What is this about?

From January 2005 you have the right to ask any public authority such as Torbay Council, Health Services and the Police for copies of information they hold.



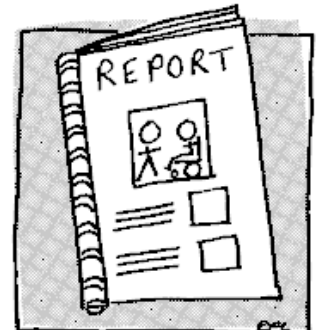
What sort of information?

The authority holds information in all sorts of ways such as writing, photographs, pictures, maps, video, cassette, computer, flip charts and 'post its'.



It might be a

- ◆ chart about how much money is spent
- ◆ plan about keeping the beaches clean or keeping the toilets open
- ◆ information that is written down about you
- ◆ drawing of a new nursing home



It could be lots of different things.

How do I ask for this information?

You need to write down what information you want and give your name and address.

You can ask for help to do this.



What happens next?

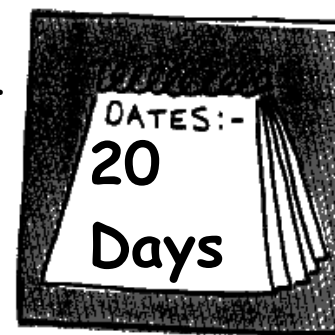
The authority must tell you if they have the information you have asked for.



How long will I have to wait for the information?

The authority must reply to you within 20 days.

If they can not, they must tell you why.



Will I have to pay for the information?

Sometimes it will be free but if you are asking for a lot of information, you may have to pay.

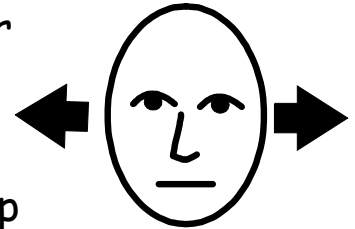
You must be told how much it will cost before it is given it to you.



Will I always get the information?

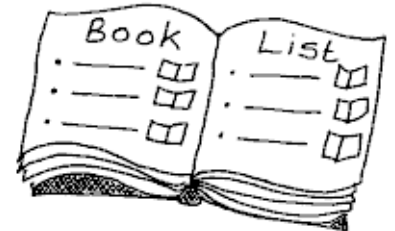
No. Here are some examples of when you may not be given the information.

- ◆ The authority may not have the information but they must help you find out who does
- ◆ Some information is private, such as other people's medical records
- ◆ Some information has to be secret to keep the country safe
- ◆ Some information will be printed in a leaflet or booklet for everyone to read. You can have this when it is ready, without having to ask in writing.



Publication Scheme

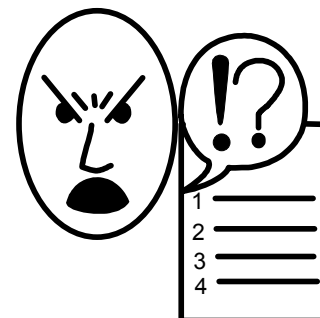
The authority must make a list of all the information it publishes such as information leaflets.



You could have a copy of any of these leaflets without asking in writing.

What if I am not happy about what happened when I asked for information?

You can complain by writing a letter or asking for a copy of the authorities 'Complaints Procedure'.



You may need help to fill in the forms.

How could I get help with any of this?

You could ask SPOT to help you.

SPOT is Torbay's self-advocacy group for people with learning disabilities.



Or contact

Torbay Council's Information Governance Team



Information Governance Team,
IT Services, Town Hall,
Castle Circus, Torquay TQ1 3DS



01803 207466 or 01803 207467



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