| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-3141  Responded to: 15 January 2025 |
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Your recent request for information is replicated below, together with our response.

## Please provide an organisational chart or the structure of your FOI/ Information Governance Team.

The information Management - Disclosure team has responsibility for several work streams, including processing Freedom of Information requests, processing data protection Subject Access Requests, processing requests from Registered Bodies about their members and dealing with applications and ongoing monitoring in relation to the Protection of Vulnerable Groups scheme (as well as other types of Disclosure and the English DBS and Northern Irish ANI schemes).

There are 4 roles within the department, and the headcount figures are as follows:

4 x Disclosure Managers  
12 x Lead Disclosure Officers  
54 x Disclosure Officers  
2 x Administration Assistants

They all work on a variety of tasks.

## Please provide a copy of any internal guidance documents or job cards of how you to process FOIs/EIRs within your organisation.

The information sought is publicly available: [Freedom of Information SOP](https://www.scotland.police.uk/spa-media/uelmiebz/freedom-of-information-sop.pdf)

The information is therefore held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the section 25(1) exemption applies:

“Information which the applicant can reasonably obtain other than by requesting it […] is exempt information”.

## If used, can you also provide copies of any standard templates which your organisation uses to answer FOI/EIR requests? These should be for refusal notices for information not held, refusal under costs, personal information of requester, personal information.

I have included copies of our standard response template, various specific templates, mostly for the use of section 18 of the Act, and also a ‘useful wording’ document that is used by the team.

## Can you also please provide any guidance provided to the individual/team responsible for logging/recording requests once they come into your organisation? I am specifically looking for any instructions on how this team identifies what the request is, any guidance on how it’s recorded on your system etc.

A copy of the relevant guidance document is included.

This has been subject to minimal redaction - one internal email address and a screenshot of our recording system/ an FOI email which includes personal data throughout.

The information redacted is held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the following exemptions apply:

* Section 38(1)(b) - personal data
* Section 30(c) - prejudice to the effective conduct of public affairs

There are well established processes in place for contacting Police Scotland and the disclosure of alternative routes would disrupt those processes and compromise our ability to direct correspondence accordingly.

There can be no public interest in disclosure of information where the result is a detriment to the provision of an efficient and effective service from Police Scotland.

If you require any further assistance, please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.