

7 November 2023

**IC-263605-C9M0**

**Request**

We received your request on 12 October. You asked for the following information:

*Under FoI I would like to know how much, in the last financial year (or in the last financial year for which data is available), it cost the UK public sector to process FOI and EIR requests. Please include salary costs and other admin costs such as heating, lighting, etc Can you also please provide the total number of staff hours spent on processing such requests broken down by grade. I know this may be very onerous so if this cannot be answered for the whole of the UK public sector than can it provided for just the ICO itself?*

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). As you are probably aware, this legislation provides public access to recorded information held by a public authority unless an appropriate exemption applies.

**Our response**

We do not hold any information within the scope of your request.

We do not hold any of the information that you have requested in respect of the UK public sector as a whole as the ICO does not gather this type of information about other public authorities.

In respect of the ICO, we are unable to calculate the costs and staff time involved in processing FOI & EIR requests. In respect of utilities etc, we are not able to provide costs in respect of one department of the ICO as our offices and costs are shared across departments and bills are not apportioned between departments.

We have looked at whether we would be able to provide the staffing costs and total hours worked, however our Information Access team, which handled FOI and EIR requests, also handles information rights requests under the GDPR, and all staff work on both types of request. The time that they spend working on each type of request is not logged and so there would be no way to calculate the staff hours and costs expended specifically on FOI and EIR requests.

By way of advice and assistance I have provided below a breakdown below of the average number of staff that were employed in the Information Access team over the financial year 2022- 2023, their grades and the number of full-time equivalents at each grade. This is based on averages across the year, due to staff changes throughout the year it is not possible to calculate exact total in terms of salaries and worked hours.

Please also note that, as explained, staff within this department handle requests under both FOI/EIR and the GDPR, and that their roles involve many ancillary tasks aside from processing requests, including management responsibilities, training, and additional projects which support the team's work.

There were 30 People in the Information Access team on average in 2022- 2023. Their grades are broken down as follows:

Grade	Number of staff
C	2
D	12
E	12
F	4
<b>Total</b>	<b>30</b>

Their FTE (full- time equivalent):

Grade	FTE
C	1.7
D	11.0
E	11.3
F	4.0
<b>Total</b>	<b>28.0</b>

For further information, the ICO's current rates of pay are as follows:

From 1 July 2023

	CB0	CB1	CB2	CB3	CB4
Level B	23,119	23,677	24,458	25,242	26,023
Level C	25,383	26,654	28,446	30,238	32,030
Level D	31,689	33,636	35,897	38,156	40,418
Level E	40,565	43,056	45,948	48,837	51,730
Level F	52,944	56,196	59,975	63,752	67,530
Level G	66,068	70,829	75,592	80,352	85,113

The different grades within each level, marked CB0 and so on, relate to the ICO's career banding framework, which allows staff to achieve uplifts in pay by demonstrating set standards of work within their roles.

This concludes our response.

### **FOI review procedure**

If you are dissatisfied and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the Information Access Team at the address below or e-mail [icoaccessinformation@ico.org.uk](mailto:icoaccessinformation@ico.org.uk).

Your request for internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to this office in our capacity as the statutory complaint handler under the legislation.

To make such an application, please write to our Customer Contact Team at the address given or visit our website if you wish to make a complaint under the FOIA.

### **Your information**

Please note that our [Privacy notice](#) explains what we do with the personal data you provide to us and what your rights are.

This includes entries regarding the specific purpose and legal basis for the ICO processing information that people that have provided us with, such as an [information requester](#).

The length of time we keep information is laid out in our retention schedule, which can be found [here](#).

Yours sincerely



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