



# LBR IT Services – Information Governance ICO Improvement Activity Strategy Project Plan

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## Aims of the project



To improve request handling to over 90% within the appropriate time limit by the end of March 2026



To eliminate the request backlog by the end of March 2026



To improve engagement with the ICO



## Work completed so far:



Report to Executive Leadership Team following the ICO practice recommendation



Development of the actions for resolution with agreement from Information Governance Board



Review of transparency code of practice and Council compliance to encourage publication



Development of 'Early Warning' and 'Overue' request reports



Implementaiton of 'ICO Engagement' mailbox to ensure senior oversight of investigations and notices



## Action Plan Themes



Understanding  
where we are



Process review



Governance  
review



Communication  
and awareness



Immediate  
tactical activity



Medium term  
activity



## Understanding where we are

Activity	Expected Date
Position Statement and Resolution Options to ELT	4 <sup>th</sup> December
Lessons learned workshop	18 <sup>th</sup> December
Trend Analysis	9 <sup>th</sup> January
Assess performance post improvement	31 <sup>st</sup> March
Secure resources or identify further improvements	31 <sup>st</sup> March



## Process Review

Activity	Expected Date
Improved triage process	31 <sup>st</sup> December
ICO engagement SLA within 72 hours	31 <sup>st</sup> December
Publication the default for all FOI/EIR	31 <sup>st</sup> December
Adoption of classification for ICO comms	31 <sup>st</sup> December



## Governance Review

Activity	Expected Date
Complete FOI self-assessment checklist	8 <sup>th</sup> December 2025
Confirm accountabilities with ELT	31st January
Review of governance and process following Lessons Learned	31 <sup>st</sup> December
Information Governance Strategy Approval	31 <sup>st</sup> January
Information Governance Framework Approval	31 <sup>st</sup> January
RACI	9 <sup>th</sup> January
Risk Register	9 <sup>th</sup> January





## Communication and Awareness

Activity	Expected Date
Website review and updated pages:	
(a) Setting out reporting as per ICO	31 <sup>st</sup> December
(b) Improving request experience	31 <sup>st</sup> December
(c) Encouraging self-service	31 <sup>st</sup> December
Training course for request handlers (delivered 2026)	24 <sup>th</sup> December
Council wide communications on request spotting	31 <sup>st</sup> December
Ensuring regular drumbeat of IGGs and DMTs	31 <sup>st</sup> January





## Immediate Tactical Activity (to end March 2026)

Activity	Planned date
Engagement withh Request Leads	Met December
Weekly Reporting to Request Leads	Weekly reporting
Weekly Reporting to Service Directors	Weekly reporting
Weekly Update Report to ELT (variance) : Appearing on website	Weekly reporting
Triage of process following workshop	December 18 <sup>th</sup> onwards
Review of all outstanding ICO cases	December 24 <sup>th</sup>



## Medium Term Activity (April 1<sup>st</sup> onwards for improvement)

Activity	Planned date
Focus on review of previous FOI requests and publish where we can	April 2026
Revise new starter induction to ensure clear instructions for colleagues/Members	May 2026
Continued compliance with ICO targets	April onwards
Update intranet and LBR IT app with guidance and training	June 2026



# The FOI improvement journey

