

FOI for Councils

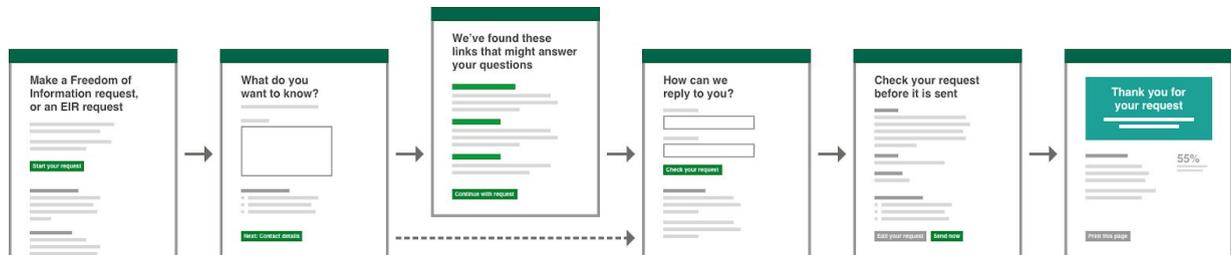
An open-source FOI service for councils that provides a user-centred FOI request process while intelligently leveraging already published information to reduce request volume.

Developed in collaboration with Hackney Council, FOI for Councils is a user-needs focused solution to streamlining authorities' FOI workflows, and reducing request volumes. It currently integrates with the Infreemation FOI case management system, but could be extended to work with another similar system – contact us for more information.

- A simple interface for customers, building trust and reducing customer support time.
- Intelligent suggestions from the disclosure log and custom links help reduce time wasted on Section 21 “information already available” responses.
- Integration with your case management system allows the customer to receive a reference number immediately.
- Disclosure Log integration resurfaces past responses, helping you to get more value out of your officers' past work.
- The system becomes more effective as more responses are added to the disclosure log.
- Built-in analytics provide feedback on which curated links are most effective at reducing duplication.
- Proudly Open Source software, following the Government Digital Service Standard.

Benefits for citizens

FOI for Councils takes over a decade of mySociety experience building simple, easy to use websites that empower citizens, and combines it with a deep understanding of how authorities handle FOI requests most efficiently and effectively.



Simple process

No complicated forms, no unnecessary questions. We ask for only their request, their name, and their email address.

Intelligent suggestions

We match their request against pre-existing content and the disclosure log, so they don't have to wait for a response if their question has already been answered.

Reference number

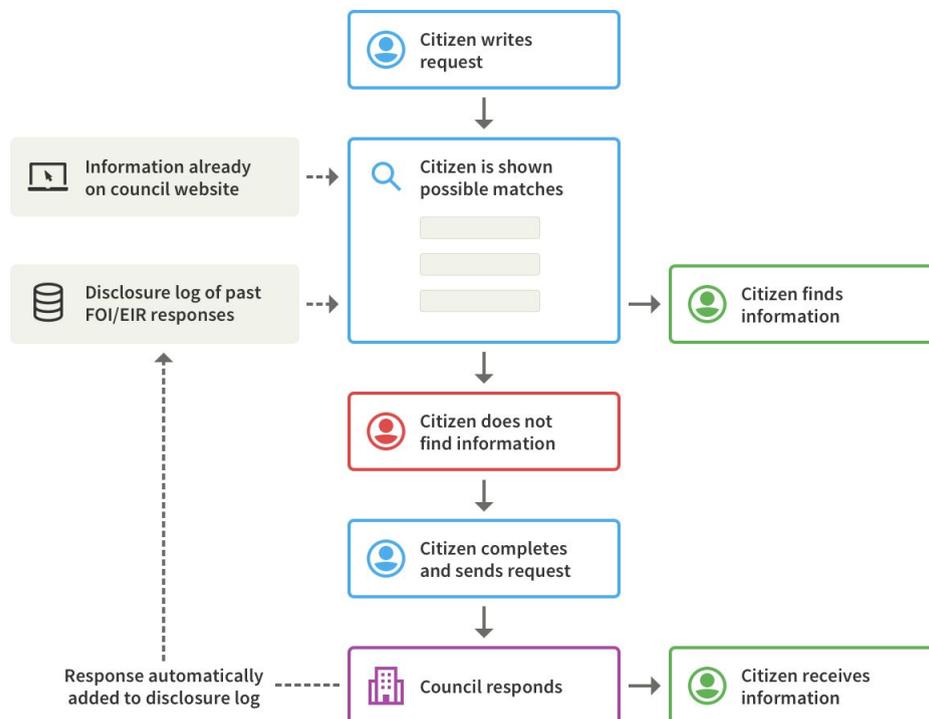
Once the request has been submitted, they receive a reference number and confirmation email from the integrated case management system.

Increased trust

Whether their question is answered automatically through the suggestion engine, or not, customers have a good experience, increasing trust that the authority has nothing to hide.

Benefits for councils

We worked closely with Hackney Council to understand the challenges faced by Information Officers, and the untapped value in channel-shifting more FOI requests into a fully integrated, automated solution.



End-to-end integration

Requests get sent straight through to your case management system.

Get value out of your responses

Answers to FOI requests that have been published to your Disclosure Log are automatically feed to citizens as suggested answers.

Built-in analytics

Instantly see which suggestions are most popular, and which are preventing new requests.

Reduced duplicates

Suggestion system helps redirect citizens to existing material before making a request.

Hand-picked suggestions

Links to existing information (such as pages on the council website) can also be curated by Information Officers to feed suggestions.

Government Service Standard

FOI for Councils was built from the ground up to meet the Government Digital Service Standard, including WCAG AA accessibility.