
Q1 Job number: J9133

FREEDOM OF INFORMATION 2007
=====

J9133 _____ (8-12)

Interviewer name: _____ No: _____

Booth no: _____ Date: ____/____/____

Respondent name: _____

Company: _____

Telephone no. (incl code): _____

PL Initials: _____ Coder initials: _____

SURVEY DETAILS: Executive Name: Tanya Parkinson
Field Dates: 10 December to 11 January 2008

Sample Source: Information Commissioners Office / Yellow Pages

Client: ICO / Information Commissioner's Office

LARGE

1. Central Government Departments.....	1
2. NDPBs	2
3. Local Authorities	3
4. NI District Councils	4
5. Fire Authorities.....	5
6. Welsh Local Authorities	6
7. Police authorities	7
8. Police Forces	8
9. Primary Care Trusts.....	9
	(14)
10. Strategic Health Authorities	0
11. Mental Health Trusts.....	1
12. Special Health Authorities.....	2
13. Higher Education	3

SMALL/MEDIUM

14. Parish meetings	4
15. Internal drainage boards.....	5
16. Port health authorities.....	6
17. Magistrates courts committees	7
18. Passenger Transport Executives.....	8
19. District drainage commissioners.....	9
	(15)
20. Waste authorities	0
21. Passenger transport authorities.....	1
22. National parks	2
23. Parish/community councils	3
24. Independent practitioners (GPs / opticians / pharmacists / dentists)	4
25. Acute trusts	5
26. Ambulance trusts	6
27. Local health boards	7
28. Trusts (Wales)	8
29. Health Regulators	9
	(16)
30. HSS Boards	0
31. Community Health Councils	1
32. HSS Trusts, Agencies & Councils	2
33. Ambulance Service (Northern Ireland)	3
34. FE Colleges	4
35. Secondary Schools.....	5
36. Primary Schools.....	6
37. District Policing Partnerships.....	7
38. Publicly Owned Companies.....	8

Q3 CODE SAMPLE SECTOR

(17)

LARGE

Central Government	1
Local Government	2
Police	3
NHS	4
Education	5

SMALL / MEDIUM

Local Government	6
NHS	7
Education	8
Police	9
Publicly owned companies	0

(18)

Q4 CONTACT: The person with day-to-day responsibility for freedom of information / the person who is / would be responsible for dealing with public requests for information about the organisation (the person responsible on a day to day basis rather than someone who has overall responsibility e.g. at head office)

INTRODUCTION:

Hello, my name is and I'm calling from Continental Research, an independent market research company based in London. We are conducting a survey on behalf of the Information Commissioner's Office among public authorities about the Freedom of Information Act and how information is made available to the public. May I ask you a few questions?

The interview will last around (13) minutes. Results are completely confidential and will only be reported in the form of statistical summaries. Neither you nor your organisation will be identified as having taken part in the survey.

..... []

Q5 Can I check, are you the person with day to day responsibility for Freedom of Information within your organisation, or would you be responsible for dealing with requests from the public for information about the organisation?
IF NO REQUESTS EVER RECEIVED, CHECK WHETHER RESPONDENT WOULD BE RESPONSIBLE IF THERE WERE REQUESTS

(19)

Yes..... 1 Goto Q7
No/don't know 2 Goto Q6

Q6 ASK FOR NAME OF PERSON WHO WOULD BE RESPONSIBLE FOR FREEDOM OF INFORMATION OR PUBLIC REQUESTS FOR INFORMATION ABOUT THE ORGANISATION ON A DAY TO DAY BASIS

WRITE IN NAME

TRANSFER NOW OR MAKE APPOINTMENT TO CALL BACK.

RESTART INTERVIEW AT Q4

..... []

Q7 And how long have you had day to day responsibility for Freedom of Information within your organisation or responsibility for dealing with requests from the public for information about the organisation?
Is it...(READ OUT)
SINGLE CODE

	(20)
Less than one year	1
One to two years.....	2
Two to three years	3
More than three years.....	4

Q8 Since the Freedom of Information Act was introduced, has your organisation made any changes to the way things are done to comply with the Freedom of Information Act? Have you

READ OUT - MULTICODE

	(21)
Increased the type of information you publish or release to the public as a matter of course	1
Changed any of your filing or record management systems	2
Drawn up or revised a publication scheme.....	3
Other (WRITE IN)	4
	(22)
	(23)
NO CHANGES MADE	1
DON'T KNOW.....	2

Q9 What types of information do you publish or make available to the public as a matter of course? Please include all types of information you make available automatically, whether it is because of the Freedom of Information Act or for any other reason. Please don't include information you only release in response to requests from the public as we will cover this later.

READ OUT - MULTICODE

	(24)
Annual reports or audited accounts.....	1
Details of what public money is spent on	2
Details of contracts awarded by your organisation.....	3
Statistics about the organisation such as staff numbers	4
Information about decisions made by the organisation	5
Information about future strategies and objectives.....	6
Internal policies such as your equal opportunities or health and safety policy.....	7
Information about the organisation's performance	8
Personal data about staff members.....	9
	(25)
Details and results of consultations or research.....	0
Meeting minutes	1
Other (WRITE IN)	2
	(26)
NONE OF THEM	3
DON'T KNOW.....	4

Q10 Over the last year, has your organisation received any requests from members of the public for information under the Freedom of Information Act?

(26)

Yes..... 1 Goto Q11

No 2 Goto Q15

DON'T KNOW..... 3 Goto Q15

Q11 Have you had requests for any of the following types of information?
READ OUT - MULTICODE

(27)

Annual reports or audited accounts..... 1

Details of what public money is spent on 2

Details of contracts awarded by your organisation..... 3

Statistics about the organisation such as staff numbers 4

Information about decisions made by the organisation 5

Information about future strategies and objectives..... 6

Internal policies such as your equal opportunities or health and safety policy..... 7

Information about the organisation's performance 8

Personal data about staff members..... 9

(28)

Details and results of consultations or research..... 0

Meeting minutes 1

Other (WRITE IN) 2

NONE OF THEM 3

DON'T KNOW..... 4

Q12 Approximately how many requests for information would you say you have received from members of the public over the last year?
READ OUT - SINGLE CODE

(29)

Just 1 or 2 1

3 to 10..... 2

11 to 20..... 3

21 to 30..... 4

31 to 50..... 5

51 to 75..... 6

76 to 100..... 7

101 to 150..... 8

151 to 200..... 9

(30)

201 to 300..... 0

301 to 400..... 1

401 to 500..... 2

Over 500..... 3

DON'T KNOW..... 4

Q13 Has your organisation had to turn down any requests for information from the public for any reason?

(31)

Yes..... 1 Goto Q14

No 2 Goto Q15

DON'T KNOW..... 3 Goto Q15

Q14 What types of information requests have you turned down?
DO NOT READ OUT - MULTICODE

	(32)
Personal information about staff members.....	1
Commercially sensitive information	2
Information already available by other means.....	3
Cost of providing the information above the threshold	4
Other (WRITE IN)	5
DON'T KNOW.....	6

Q15 ASK ALL
=====

Overall, how much more information, if any, do you think your organisation releases to the public now because of the Freedom of Information Act that would not otherwise be released?
READ OUT - SINGLE CODE

	(33)
A lot more.....	1 Goto Q16
A little more	2 Goto Q16
Not much more	3 Goto Q16
No more than before.....	4 Goto Q17
DON'T KNOW.....	5 Goto Q17

Q16 What types of information about your organisation do you think are available to the public now that they would not have had access to before the Freedom of Information Act?
READ OUT - MULTICODE

	(34)
Annual reports or audited accounts.....	1
Details of what public money is spent on	2
Details of contracts awarded by your organisation.....	3
Statistics about the organisation such as staff numbers	4
Information about decisions made by the organisation	5
Information about future strategies and objectives.....	6
Internal policies such as your equal opportunities or health and safety policy.....	7
Information about the organisation's performance	8
Personal data about staff members.....	9
	(35)
Details and results of consultations or research.....	0
Meeting minutes	1
Other (WRITE IN)	2
DON'T KNOW.....	3

Q17 ASK ALL
=====

Does your organisation actively promote your publication scheme and the public's right to access information, or do you tend to leave it to people to find out about these themselves?

	(36)
Actively promote	1
Let people find out about it themselves	2
DON'T KNOW.....	3

Q18 Is your organisation likely to make any further changes within the next year or so to comply with the Freedom of Information Act? Are you likely to
READ OUT - MULTICODE

	(37)
Publish or make available more information as a matter of course.....	1
Make changes to filing or record management systems	2
Draw up or revise a publication scheme.....	3
Other (WRITE IN)	4
NO CHANGES LIKELY	5
DON'T KNOW	6

Q19 IF LIKELY TO PUBLISH MORE INFORMATION (CODE 1 AT Q18) ASK: (OTHERS GO TO Q20)
What types of information are you likely to make available as a matter of course in future?
DO NOT READ OUT - MULTICODE

	(38)
Annual reports or audited accounts.....	1
Details of what public money is spent on	2
Details of contracts awarded by your organisation.....	3
Statistics about the organisation such as staff numbers	4
Information about decisions made by the organisation	5
Information about future strategies and objectives.....	6
Internal policies such as your equal opportunities or health and safety policy.....	7
Information about the organisation's performance	8
Personal data about staff members.....	9
	(39)
Details and results of consultations or research.....	0
Meeting minutes	1
Other (WRITE IN)	2
DON'T KNOW	3

Q20 ASK ALL
=====

Overall, from the point of view of your organisation, would you say the Freedom of Information Act is a good thing or a bad thing?

READ OUT - SINGLE CODE

	(40)
A very good thing.....	1
A fairly good thing	2
A fairly bad thing	3
A very bad thing.....	4
OR does it not really affect you.....	5
DON'T KNOW	6

Q21 What, if anything, would you say are the main benefits of the Freedom of Information Act from the point of view of your organisation?
 PROBE: What else?

(41-43)

Q22 And what, if anything, would you say are the main disadvantages of the Freedom of Information Act from the point of view of your organisation?
 PROBE: What else?

(44-46)

Q23 I am now going to read out some things other people have said about the Freedom of Information Act and the impact it has had on their organisation and I would like you to say how strongly you agree or disagree with each one.

READ STATEMENT. Do you agree or disagree? PROBE: Is that strongly or slightly?

ROTATE STATEMENTS

		Agree strongly	Agree slightly	Disagree slightly	Disagree strongly	DON'T KNOW
It has promoted a culture of greater openness and transparency within the organisation	(47)	1	2	3	4	5
It has encouraged us to improve our record management systems	(48)	1	2	3	4	5
It has increased the public's trust in us	(49)	1	2	3	4	5
It has encouraged the public to interfere in the way we work	(50)	1	2	3	4	5
It obliges us to release too much information	(51)	1	2	3	4	5
It has reduced unnecessary secrecy about the way we work	(52)	1	2	3	4	5
It has put a strain on staff resources	(53)	1	2	3	4	5
It has led to extra costs for our organisation	(54)	1	2	3	4	5
We publish more information as a matter of course now	(55)	1	2	3	4	5
We waste a lot of time responding to pointless requests from the public now	(56)	1	2	3	4	5

Q24 Overall, how much impact has the Freedom of Information Act had on your organisation and the way you work?

READ OUT - SINGLE CODE

(57)

A substantial impact.....	1
Some impact.....	2
Not much impact.....	3
No impact at all.....	4
DON'T KNOW.....	5

Q25	How much additional workload, if any, would you say the Act has meant for you or your organisation? READ OUT - SINGLE CODE	
		(58)
	A lot.....	1
	A little	2
	Not much.....	3
	None at all.....	4
	DON'T KNOW.....	5

Q26	Over the last year or so, do you think complying with the requirements of the Act has got ... READ OUT - SINGLE CODE	
		(59)
	A lot easier.....	1
	A little easier	2
	A little more complicated.....	3
	A lot more complicated	4
	OR have things not changed	5
	DON'T KNOW.....	6

Q27	What additional help or support, if any, could the ICO provide to make implementing the Act easier for you? DO NOT READ OUT CAN BE MULTI CODED	
		(60)
	Guidance.....	1
	Training courses	2
	Seminars.....	3
	Raise awareness and understanding of the Act amongst the public	4
	Case law	5
	Quicker response time to enquiry.....	6
	Information available online	7
	e-bulletins.....	8
	OTHER (Specify)	9
		(61)
		(62)
	NONE.....	1

Q28	Were you aware that details of the ICO's decisions about any complaints made against organisations under the Act are published on the ICO website? (ICO=Information Commissioner's Office)	
		(63)
	Yes.....	1 Goto Q29
	No	2 Goto Q30

Q29	Are the ICO's decisions published on the website a useful information resource for your organisation? Would you say they are ... READ OUT - SINGLE CODE	
		(64)
	Very useful.....	1
	Fairly useful.....	2
	Not very useful.....	3
	Not at all useful	4
	DON'T KNOW.....	5

Q30 ASK ALL

=====

An organisation can appeal against the ICO's decision in a complaint made against them to the Information Tribunal. Were you aware that details of any such appeals are published on the Information Tribunal's website?

(65)
Yes 1 Goto Q31
No 2 Goto Q32

Q31 Are the appeals published on the Information Tribunal's website a useful information resource for your organisation? Would you say they are ... READ OUT - SINGLE CODE

(66)
Very useful 1
Fairly useful 2
Not very useful 3
Not at all useful 4
DON'T KNOW 5

Q32 CLASSIFICATION:

Now as you probably know, it is necessary in market research surveys to interview balanced samples, so the next few questions about you and your organisation are just to ensure this.

..... []

Q33 What is your job title?

WRITE IN AND CODE:

.....
..... (67)
..... 1
..... 2
..... 3
..... 4

Q34 How many people, approximately, does your organisation employ in the UK?

READ OUT

(68)
1-50 1
51-100 2
101-250 3
251-500 4
500+ 5
Don't know 6

Q35 CODE POSTCODE FROM SAMPLE

..... (69-76)

Q36 STANDARD REGION - CODE FROM POSTCODE

	(77)
North East	1
Yorkshire/Humberside	2
North West	3
West Midlands	4
East Midlands	5
East Anglia	6
Wales	7
South West	8
London	9
	(78)
South East	0
Northern Ireland	1

I hereby declare that this interview was conducted within the Market Research Society Code of Conduct.

SIGNED: _____ **DATE:** ___/___/___

Q37 May we recontact you if there are any further questions or queries arising from this study?

	(79)
Yes	1
No	2