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Q1 Job number: J8125

FREEDOM OF INFORMATION  
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J8125 \_\_\_\_\_ (8-12)

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Interviewer name: \_\_\_\_\_ No: \_\_\_\_\_

Booth no: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Respondent name: \_\_\_\_\_

Company: \_\_\_\_\_

Telephone no. (incl code): \_\_\_\_\_

PL Initials: \_\_\_\_\_ Coder initials: \_\_\_\_\_

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**SURVEY DETAILS:** Executive Name: Jackie Squires \_\_\_\_\_ Field Dates: 17 November to 2 December 2005

Sample Source: Information Commissioners Office / Dun & Bradstreet  
Client: Office of the Information Commissioner

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**LARGE**

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

**SMALL/MEDIUM**

Parish meetings .....	4
Internal drainage boards.....	5
Port health authorities.....	6
Magistrates courts committees.....	7
Passenger Transport Executives.....	8
District drainage commissioners.....	9
	(15)
Waste authorities .....	0
Passenger transport authorities.....	1
National parks .....	2
Parish/community councils .....	3
Independent practitioners (GPs / opticians / pharmacists / dentists) .....	4
Acute trusts .....	5
Ambulance trusts .....	6
Local health boards .....	7
Trusts (Wales).....	8
Health Regulators .....	9
	(16)
HSS Boards .....	0
Community Health Councils .....	1
HSS Trusts, Agencies & Councils .....	2
Ambulance Service (Northern Ireland) .....	3
FE Colleges .....	4
Secondary Schools.....	5
Primary Schools.....	6
District Policing Partnerships.....	7
Publicly Owned Companies.....	8

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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)

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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 among public authorities and organisations about the Freedom of Information Act and how information is made available to the public. May I ask you a few questions?

IF NECESSARY ADD:

The interview will last around (15) 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.

..... [ ]

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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

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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

..... [ ]

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Q7 As you might know, the Freedom of Information Act gives people the right to request information held by the Government and other public authorities. How clear would you say you are with the implications of the Act for your organisation?  
READ OUT - SINGLE CODE

	(20)
Very clear .....	1
Fairly clear .....	2
Not very clear.....	3
Not at all clear .....	4
DON'T KNOW .....	5

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Q8 Over the past year or two, 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
NO CHANGES MADE .....	5
DON'T KNOW .....	6

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

Q10 And which of those types of information, if any, do you only publish automatically because of the Freedom of Information Act?

READ OUT ALL CODED AT Q9 - MULTICODE

	Q9	Q10
	(22)	(24)
Annual reports or audited accounts	1	1
Details of what public money is spent on	2	2
Details of contracts awarded by your organisation	3	3
Statistics about the organisation such as staff numbers	4	4
Information about decisions made by the organisation	5	5
Information about future strategies and objectives	6	6
Internal policies such as your equal opportunities or health and safety policy	7	7
Information about the organisation's performance	8	8
Personal data about staff members	9	9
	(23)	(25)
Details and results of consultations or research	0	0
Meeting minutes	1	1
Other (WRITE IN)	2	
NONE OF THEM	3	2
DON'T KNOW	4	3

Q11 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 Q12  
 No ..... 2 Goto Q17  
 DON'T KNOW..... 3 Goto Q17

Q12 What types of information have been requested?  
 PROBE: What others?  
 DO NOT READ OUT - MULTICODE

Q13 Have you had requests for any of the following types of information?  
 READ OUT ALL NOT CODED AT Q12 - MULTICODE

	Q12	Q13
	(27)	(29)
Annual reports or audited accounts	1	1
Details of what public money is spent on	2	2
Details of contracts awarded by your organisation	3	3
Statistics about the organisation such as staff numbers	4	4
Information about decisions made by the organisation	5	5
Information about future strategies and objectives	6	6
Internal policies such as your equal opportunities or health and safety policy	7	7
Information about the organisation's performance	8	8
Personal data about staff members	9	9
	(28)	(30)
Details and results of consultations or research	0	0
Meeting minutes	1	1
Other (WRITE IN)	2	
NONE OF THEM		2
DON'T KNOW	3	3

Q14 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

	(31)
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
	(32)
201 to 300 .....	0
301 to 400 .....	1
401 to 500 .....	2
Over 500 .....	3
DON'T KNOW .....	4

Q15 Has your organisation had to turn down any requests for information from the public for any reason?

	(33)
Yes .....	1 Goto Q16
No .....	2 Goto Q17
DON'T KNOW .....	3 Goto Q17

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Q16 What types of information requests have you turned down?  
DO NOT READ OUT - MULTICODE

(34)

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

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Q17 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

(35)

A lot more.....	1	Goto Q18
A little more .....	2	Goto Q18
Not much more .....	3	Goto Q18
No more than before.....	4	Goto Q19
DON'T KNOW.....	5	Goto Q19

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Q18 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

(36)

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

(37)

Details and results of consultations or research.....	0
Meeting minutes .....	1
Other (WRITE IN) .....	2

DON'T KNOW..... 3

Q19 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

(38)

- 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

Q20 IF LIKELY TO PUBLISH MORE INFORMATION (CODE 1 AT Q19) ASK: (OTHERS GO TO Q22)  
 What types of information are you likely to make available as a matter of course in future?  
 DO NOT READ OUT - MULTICODE

Q21 And which of the following types of information, if any, are you likely to release as a matter of course in future?  
 READ OUT ALL NOT CODED AT Q20 AND NOT ALREADY RELEASED AT Q9 OR Q10

	Q20	Q21
	(39)	(41)
Annual reports or audited accounts	1	1
Details of what public money is spent on	2	2
Details of contracts awarded by your organisation	3	3
Statistics about the organisation such as staff numbers	4	4
Information about decisions made by the organisation	5	5
Information about future strategies and objectives	6	6
Internal policies such as your equal opportunities or health and safety policy	7	7
Information about the organisation's performance	8	8
Personal data about staff members	9	9
	(40)	(42)
Details and results of consultations or research	0	0
Meeting minutes	1	1
Other (WRITE IN)	2	
NONE OF THEM		2
DON'T KNOW	3	3

Q22 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

(43)

- 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

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Q23 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?

(44-46)

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Q24 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?

(47-49)

Q25 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	(50)	1	2	3	4	5
It has encouraged us to improve our record management systems	(51)	1	2	3	4	5
It has increased the public's trust in us	(52)	1	2	3	4	5
It has encouraged the public to interfere in the way we work	(53)	1	2	3	4	5
It obliges us to release too much information	(54)	1	2	3	4	5
It has reduced unnecessary secrecy about the way we work	(55)	1	2	3	4	5
It has put a strain on staff resources	(56)	1	2	3	4	5
It has led to extra costs for our organisation	(57)	1	2	3	4	5
We publish more information as a matter of course now	(58)	1	2	3	4	5
We waste a lot of time responding to pointless requests from the public now	(59)	1	2	3	4	5

Q26 Overall, how much impact has the Freedom of Information Act had on your organisation and the way you work?

READ OUT - SINGLE CODE

	(60)
A substantial impact.....	1
Some impact.....	2
Not much impact.....	3
No impact at all.....	4
DON'T KNOW.....	5

Q27 In an average month, how much of your time do you personally spend on tasks related to Freedom of Information? Would you say .... READ OUT - SINGLE CODE

	(61)
None.....	1
Up to 10%.....	2
Up to a quarter.....	3
About half.....	4
Up to three quarters.....	5
All or almost all.....	6
DON'T KNOW.....	7

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Q28 Would you say your organisation found the introduction of the Freedom of Information Act easy or difficult process? Was it ...  
READ OUT - SINGLE CODE

	(62)
Very easy .....	1
Fairly easy.....	2
Fairly difficult.....	3
Very difficult .....	4
DON'T KNOW.....	5

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Q29 How much additional workload, if any, would you say the Act has meant for you or your organisation?  
READ OUT - SINGLE CODE

	(63)
A lot.....	1
A little .....	2
Not much.....	3
None at all.....	4
DON'T KNOW.....	5

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Q30 Thinking about how the Act might affect you in future, do you think things will get ...  
READ OUT - SINGLE CODE

	(64)
A lot easier .....	1
A little easier .....	2
A little more complicated.....	3
A lot more complicated .....	4
OR things will not change .....	5
DON'T KNOW.....	6

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Q31 What, if anything, would help you to implement the Act?  
PROBE: What else?  
DO NOT READ OUT - MULTICODE

	(65)
More staff .....	1
More time to answer requests .....	2
Clearer guidance .....	3
Other (WRITE IN) .....	4
NOTHING .....	5
DON'T KNOW.....	6

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**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.

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Q32 What is your job title?  
WRITE IN AND CODE:

- ..... (66)  
..... 1  
..... 2  
..... 3  
..... 4

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Q33 How many people, approximately, does your organisation employ in the UK?  
READ OUT

- ..... (67)  
1-50..... 1  
51-100..... 2  
101-250..... 3  
251-500..... 4  
500+..... 5  
Don't know ..... 6

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Q34 CODE POSTCODE FROM SAMPLE

..... (68-75)

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Q35 STANDARD REGION - CODE FROM POSTCODE

- ..... (76)  
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  
..... (77)  
South East ..... 0  
Northern Ireland..... 1

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

SIGNED: \_\_\_\_\_ DATE: \_\_\_/\_\_\_/\_\_\_

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Q36 May we recontact you if there are any further questions or queries arising from this study?

- ..... (78)  
Yes..... 1  
No ..... 2