



Derby City Council

Derby City Council Response to ICO Enforcement Notice

Derby City Council acknowledges the Enforcement Notice issued by the Information Commissioner's Office (ICO) on 26 August 2026 regarding compliance with the Freedom of Information Act 2000 (FOIA). The Council fully accepts that its recent performance in responding to Freedom of Information and Environmental Information Regulations requests has fallen below the standards required by legislation and recognises the impact that delays can have on applicants' rights.

The Council is committed to restoring and maintaining sustainable compliance with its statutory obligations. Prior to the commencement of formal regulatory action, substantial work had already been undertaken to identify the causes of reduced performance, secure additional resources, strengthen governance arrangements and implement recovery measures. A lessons learned exercise has been completed and has informed the development of the Council's FOI and EIR Compliance Action Plan.

The Council has identified that the primary causes of non-compliance were a prolonged period of reduced Information Governance capacity, significant recruitment challenges, increasing demand for information requests, delays in the provision of information and approvals from service areas, and the accumulation of a substantial backlog. These issues occurred despite established policies, governance arrangements, monitoring processes and corporate oversight mechanisms remaining in place.

Since May 2026, the Council has secured significant additional investment in Information Governance resources, successfully recruiting eight posts and approving further temporary and permanent capacity. Compliance remains a significant corporate priority and continues to be monitored through established governance arrangements including the Information Governance Board, Corporate Leadership Team and the Corporate Risk Registers.

The accompanying action plan sets out the actions being taken to:

- improve compliance with statutory response times;
- strengthen monitoring, escalation and accountability arrangements;
- reduce and eliminate the historic backlog of requests;
- enhance staff awareness and support;
- improve corporate oversight and assurance; and
- ensure sustainable long-term compliance.



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In line with the Enforcement Notice, progress against the action plan will be monitored and reported through the Council's governance arrangements and reviewed regularly to ensure that improvements are maintained.

The Council remains committed to openness, transparency and constructive engagement with the ICO and recognises the importance of ensuring that members of the public can exercise their rights under FOIA effectively.