

Freedom of Information Act 2000 Request for Information



The Government is encouraging all public authorities to become more open in the way in which they run their business. As a council, South Norfolk Council, has always tried to be open, and, to that end, includes a large amount of information about the way the council works on the website. We have also produced a Publication Scheme, also available on the website, which lists information readily available on request.

If, however, you would like information about the Council that is not included in our website or Publication Scheme, please submit your request in writing. The Freedom of Information Act 2000 states that all requests should be made in writing, and should include your name and a postal address. We may levy a charge to provide the information. The attached form may help you submit your form, however, you may of course put your request in a letter or email. Your request can be emailed to us at right2know@s-norfolk.gov.uk or posted to Information Rights Officer, South North Council, South Norfolk House, Swan Lane, Long Stratton, Norfolk NR15 2XE.

To avoid delays in complying with your request, it is important that you clearly identify the information you would like. For example, it is too vague to ask for "all the information about car parks" or "any document on car parks" – this would need to be more specific, such as "a copy of the policy on providing car parks in the district".

When we have sufficient details to identify the information you require and any fee has been paid, we have 20 working days to comply. Each request will be looked at individually. There are some limited exemptions where we shall not be able to give you the information. You will be informed if, for any reason, we are unable to meet your request and the reasons why.

