



ROYAL ACADEMY OF MUSIC

FOIA compliance during the Covid-19 pandemic

The Royal Academy of Music has adopted the following strategy for FOIA compliance during the Covid-19 pandemic:

- Information for applicants, explaining that responses may be delayed, published on the FOIA area of the Academy's website.
- FOIA applicants informed that requests sent by post will not receive attention at the current time, as these are not accessible during the period of Academy closure.
- FOIA requests triaged, with relatively straightforward requests being answered quickly to limit the size of any eventual backlog. Requests that require input from staff who are either absent or concentrating on core business functions queued for attention at an appropriate time.
- More complex requests dealt with as soon as possible, but where necessary less emphasis placed on the statutory deadlines than would normally be applied.
- Where considerable delay is likely, FOIA applicants contacted to ascertain whether they still require the information requested, in full or in part.
- Responses to frequently requested information published on the Academy's website, in the form of datasets, with the aim of reducing the need for FOIA applicants to submit individual requests.
- Academy's Senior Management Team to consider whether additional resources need to be made available to process any backlog of requests that may develop as the pandemic continues.