



Internal Review

Reference	EIR 25.1321	Request for review received:	9 March 2026
		Date responded:	16 April 2026
Date of review:	18 March 2026		
Reviewing officer:	Corporate Lead, Legal and Governance		
Attending officers: <i>(Attending officers do not take any part in the decision-making process)</i>	Deputy Monitoring Officer Information and Feedback Manager Senior Information Governance Officer		
Reasons provided for review			
<p>Their response states that 'The Council does not hold the information you have requested. The TADU system is administered by Gateshead Council and South Tyneside Council do not have any access to any access or audit logs for this system'.</p> <p>In part I accept some of information detailed in the response in that the TADU system is administered by Gateshead Council. I disagree however with the fact that there is no audit trail that STC have access to, as the STC IT servers / ISP will show who and when the system was accessed by STC Officers/ Officials / Employees.</p> <p>In addition as a 'partner agency' STC Officers and Officials also have access to the Traffic Information Data Base (TRADS) which allows STC Officers / Officials/ Employees to have immediate access to the information added to the data base, very soon after it has been inputted by Gateshead Council. The TRADS Data Base cannot be accessed by members of the public. Again, I believe that the STC servers / ISP will show who and when this system was accessed by STC Officers / Officials /Employees.</p> <p>Can I please therefore once again request that the information requested in my initial FOI request be looked into by the STC IT Department but could I please request that the timeframe be reduced to the periods of:</p> <ul style="list-style-type: none"> • 2024 - 2025 • 2025 - 2026 <p>In addition could I please also request the dates that the Traffic Information Data Base (TRADS) was accessed by any STC Officers / Officials /Employees for the following periods:</p> <ul style="list-style-type: none"> • 2024 - 2025 • 2025 - 2026 			
Internal Review outcome			
<p>Your request asked for logs showing when Council officers accessed an external database that is hosted and managed by another Council.</p> <p>Council officers reach this database by first visiting a website and then entering their username and password to log in. The database itself is not hosted, operated or controlled by South Tyneside Council.</p> <p>The Council does hold basic technical logs showing when users visited the relevant websites. However, these logs only show that the website was accessed and do not show whether an officer actually logged into the database after reaching the site.</p>			



As a result, the Council does not hold information showing when officers accessed or logged into the external database itself. In these circumstances, Regulation 12(4)(a) of the Environmental Information Regulations applies, as the requested information is simply not held by the Council.

Advice and Assistance

Although the Council holds website access logs, these logs are not held in a format that enables the Council to directly answer your request.

To identify visits to the website, officers would need to manually review large volumes of raw technical log data, day by day, in order to locate relevant entries. This would involve significant manual effort and officer time.

Regulation 12(4)(b) of the Environmental Information Regulations applies as complying with this part of the request would be manifestly unreasonable due to the excessive cost and staff time involved.

The EIR does not require public authorities to carry out extensive manual searches of large datasets or to analyse raw data in order to create new information.

Attachments

None

Exemptions applied

Regulation 12(4)(a) - information not held
Regulation 12(4)(b) - manifestly unreasonable requests

Public Interest Test

Regulation 12(4)(b) is also subject to the public interest test.

There is a public interest in openness and accountability, including understanding how Council systems are accessed. However, this must be balanced against the need to ensure that the Council's limited resources are used effectively and proportionately.

Requiring officers to manually analyse large volumes of raw log data would place a disproportionate burden on the Council and divert resources away from core public services.

On balance, the public interest favours maintaining the exception under Regulation 12(4)(b)

Information Commissioner's Office (ICO)

If you remain dissatisfied with the outcome of the internal review process, you can write to the Information Commissioner to ask for an independent review.

Please note the ICO will only review cases that have exhausted the Council's internal review procedures. All correspondence to the ICO should quote the Council's reference number and your reasons for your appeal.

The ICO contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF. More information can be found on the ICO's website at www.ico.org.uk.

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Contact details

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