

Freedom of Information

For noting

1. For information, the FOI log for this financial year is attached as Appendix A. Since the last meeting there has been four FOI requests, all of which were answered within 20 working days.
2. The Commission is asked to note the FOI requests and the response time.

Secretariat
November 2025

Date Received	Request	Date Responded	Response
11/04/2025	<p>This is an information request relating to staff expenses.</p> <p>Please include the following information for the last four financial years, 2021-22, 2022-23, and 2023-24: The total amount claimed in expenses by senior staff annually. A breakdown of expenses by category (e.g., travel, accommodation, meals, hospitality, subsistence, training, etc.). The total amount claimed by the most expensive individual claimant (job title only) in each of those years. If available, a breakdown of expenses for members of the senior leadership team (e.g., Chief Executive, Directors), including job titles and total expenses per individual per year. If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request. If you have any queries please don't hesitate to contact me via email or phone and I will be very happy to clarify what I am asking for. I would prefer a response via email, but if this is not possible, I will gladly accept letters to the address below. Please acknowledge this information request as soon as possible.</p>	28/04/2025	<p>The total amount claimed by senior staff was:</p> <ul style="list-style-type: none">o 2021-22: £0o 2022-23: £104o 2023-24: £0o 2024-25: £385 <p>• Breakdown:</p> <ul style="list-style-type: none">o 2021-22: N/Ao 2022-23: £104 in hotelso 2023-24: N/Ao 2024-25: £296 in hotels and £89 in rail fares <p>• As a small Non-Departmental public body we only have one senior member of staff – our Secretary. All expenses listed above were therefore claimed by the Secretary.</p>
11/04/2025	<p>This is an information request relating to flights taken by staff in your organisation.</p> <p>Please include the following information for the following financial years 2022/23,2023/24 and 2024/25:</p> <ul style="list-style-type: none">• A list of all flights taken by employees and board members, including the following details:• The airline• The class (e.g. economy, business, first)• The departure airport and destination• The cost• The dates of travel• The name of the hotels stayed at, if possible• The cost of any other expenses.'	28/04/2025	<p>There were no flights taken by Commissioners or Secretariat staff for the years listed above.</p>
17/04/2025	<p>Please include the following information for the financial years 2023/24 and 2024/25:</p> <ul style="list-style-type: none">• A list of all the staff networks at the organisation• Whether each network receives internal funding and, if so, how much (please express annually for the last four financial years)• How much FTE equivalent staff time each network is entitled to. For example, a staff network may have a chair who's entitled to spend 10% of their working hours devoted to the network (please express annually for the last three financial years)• A list of events that each network has held in this financial year so far (April to the present day), including the title of the event, information on any guest speakers and the time of the event'	28/04/2025	<p>The Boundary Commission for Scotland (BCS) is a small Non-Departmental Public Body that is supported by a Secretariat of 3.19 FTE staff. These staff are Scottish Government civil servants, but work for the BCS through a funding agreement with the UK Government. There are no staff networks.</p>

04/06/2025	<p>I am conducting a research project into how public sector organisations procure cyber security services and enterprise software platforms. As part of this, I would be grateful if you could provide the most recent contract information you hold for the following areas:</p> <hr/> <p>1. Standard Firewall (Network) Firewall services that protect the organisation's network from unauthorised access and other internet security threats.</p> <p>2. Anti-virus Software Application Programs designed to prevent, detect, and remove viruses, malware, trojans, adware, and related threats.</p> <p>3. Microsoft Enterprise Agreement A volume licensing agreement that may include:</p> <ul style="list-style-type: none"> • Microsoft 365 (Office, Exchange, SharePoint, Teams) • Windows Enterprise • Enterprise Mobility + Security (EMS) • Azure services (committed or pay-as-you-go) <p>4. Microsoft Power BI Or any alternative business intelligence platform used for data connectivity, dashboards, and reporting.</p> <hr/> <p>For each of the above areas, I kindly request the following:</p> <ol style="list-style-type: none"> 1. Who is the existing supplier for this contract? 2. What is the annual spend for each contract? 3. What is the description of the services provided? 4. Primary brand (where applicable) 5. What is the start date of the contract? 6. What is the expiry date of the contract? 7. What is the total duration of the contract? 8. Who is the responsible contract officer? • Please include at least their job title, and where possible, name, contact number, and direct email address 9. How many licences or users are included (where applicable)?' 	04/06/2025	<p>The Boundary Commission for Scotland is an advisory Non-Departmental Public Body that, through a funding agreement between the Scottish and UK Governments, uses the Scottish Government's suite of IT systems. This system is called SCOTS and includes cyber security and network protection software. Although we use the software, we are not the body that negotiates the specifics of the contract. To get the information you are looking for you would need to contact the Scottish Government: https://www.gov.scot/about/contact-information/how-to-request-information/</p>
14/08/2025	<p>The information that we require, under the Freedom of Information Act, is as follows:</p> <ol style="list-style-type: none"> 1) Do you use a Citizen Engagement platform? 2) If so, what tools do you use? 3) How much do you spend annually on a Citizen Engagement tool? 4) Which month & year does your contract with your supplier end? <p>A citizen engagement platform is a digital tool or system designed to facilitate communication, interaction, and participation between citizens and government or public institutions. Its goal is to make civic involvement easier, more transparent, and more effective.</p> <p>These platforms can be used by governments, cities, or organisations to:</p> <ul style="list-style-type: none"> Collect feedback on policies, services, or community issues Conduct surveys and polls Enable reporting of local issues, like potholes or graffiti Share updates, news, and documents with the public Encourage participatory budgeting or co-creation of solutions <p>Examples include tools like Granicus (EngagementHQ), CitizenSpace, SurveyMonkey, Qualtrics or Commonplace They can play a major role in increasing transparency, accountability, and trust in public decision-making.</p>	14/08/2025	<p>The Boundary Commission for Scotland does not currently use any citizen engagement tool. However, during our last review of UK Parliament constituency boundaries (2023 Review) we used an online consultation portal to allow members of the public to give their views on our proposals and to view submitted comments from our earlier consultation stages. This portal was developed by a company called Informed Solutions. The Boundary Commission for Scotland shared the development and running costs of the portal with the Boundary Commission for England and Boundary Commission for Wales. Our share of the costs was:</p> <ul style="list-style-type: none"> • 2021/22: £32,850 • 2022/23: £18,018 • 2023/24: £10,359

15/08/2025	<p>This is an information request relating to customer service performance levels.</p> <p>Please include the following information for the financial years 2021/22, 2022/23, 2023/24 and 2024/25:</p> <ul style="list-style-type: none"> • The average call wait times for your customer service phone lines are each year. • The percentage of calls answered within your target time for each of those years. • The average response time for written correspondence (email, letter, or online submissions) in each of those years. • The percentage of correspondence responded to within the organisation's target timeframe in each year. • The number of formal complaints received relating to delays, unanswered calls, or poor customer service, broken down by year. • If held, the department's official service level targets for customer interaction (e.g., target wait time, target response time) and whether those targets were met in each year. 	18/08/2025	<p>The Boundary Commission for Scotland is an advisory Non-departmental Public Body that makes recommendations on UK Parliament constituencies. The Secretariat that provides support is staffed by Scottish Government civil servants under a funding agreement between the UK and Scottish Governments. As such, we use the Scottish Government's IT and telephony systems. Although we use their systems, we do not have access to any record keeping on response times and targets. To request this information please visit Request information - gov.scot.</p> <p>We can tell you that all Freedom of Information requests have been responded to within the 20 working day timescale. We are not aware of any complaints being made with regards to customer service performance levels.</p>
12/11/2025	<p>I would like to make a request under the Freedom of Information Act 2000.</p> <p>Some or all of the information previously provided may now be out of date, so I would be grateful if you could provide updated responses to the following questions.</p> <p>Please address each section individually and, where multiple suppliers exist, provide information separately for each.</p> <p>Contract 1 – Wide Area Network (WAN) Services (Including HSCN)</p> <p>15. WAN Provider(s)</p> <p>Please confirm the main supplier(s) for your WAN services. If this information is not available, please explain why.</p> <p>16. Contract Expiry Date</p> <p>Please provide the expiry date for each WAN contract (DD/MM/YYYY or MM/YYYY acceptable). If rolling, please state the terms.</p> <p>17. Contract Description</p> <p>Please provide a brief summary of the scope of each WAN contract.</p> <p>18. Number of Sites Covered</p> <p>Please indicate the number of sites supported by the WAN. An approximation is acceptable.</p> <p>19. Annual Average Spend</p> <p>What is the annual average spend for WAN services? Please break this down by provider if more than one.</p> <p>20. Procurement Route</p> <p>Please provide details of how each WAN contract was procured. If a framework was used, please include the framework name and reference number.</p> <p>Internal Contact</p> <p>21. Responsible Contact Person(s)</p> <p>Please provide the full contact details for the person(s) responsible for each of the above contracts, including:</p> <ul style="list-style-type: none"> • Full name • Job title • Direct phone number • Email address <p>Page 2</p> <p>If full details cannot be provided, the job title alone is acceptable.</p>	13/11/2025	<p>The Boundary Commission for Scotland does not have a contract for WAN services. As an advisory non-departmental public body that is staffed by civil servants, we use the Scottish Government's IT systems. Although we have access to them, we do not manage the contracts that hold the information you are looking for. To get this information please ask the Scottish Government: Freedom of information (FOI): document collection - gov.scot</p>