



Scottish Information
Commissioner
www.foi.scot

Public Awareness Research Report

Freedom of information and public awareness

6 May 2026

Research conducted November / December 2025

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Glossary and abbreviations

Term used	Explanation
ABC1	Socioeconomic grade consisting of: <ul style="list-style-type: none">• AB: higher and intermediate managerial, administrative and professional occupations• C1: supervisory, clerical, and junior managerial, administrative and professional occupations
AI	Artificial Intelligence
C2DE	Socioeconomic grade consisting of: <ul style="list-style-type: none">• C2: skilled manual occupations• DE: semi-skilled and unskilled manual occupations, unemployed and lowest grade occupations
FOI Act	The Freedom of Information (Scotland) Act 2002
FOI	Freedom of Information

Executive Summary

1. The 2025 survey of 1,057 adults in Scotland demonstrates consistently strong public support for freedom of information (FOI). Awareness of FOI has reached a record high, with 93% of respondents having heard of the FOI Act – the highest since the Act was first introduced in 2005.
2. There is broad agreement that public bodies should proactively publish information about their work, and strong support for ensuring the Scottish Information Commissioner has sufficient resources to intervene where organisations underperform. Trust in FOI remains high, with respondents continuing to view it as an effective contributor to openness and good value for public money.
3. Support for doing more to raise awareness of FOI rights has slightly declined since the 2024 survey, potentially reflecting improving baseline awareness. However, variations across demographic groups in preferred channels for information about FOI suggest a need for tailored engagement to ensure FOI communications reach all audiences effectively.
4. Overall, the findings indicate a modest increase in confidence alongside sustained high awareness. While the FOI system continues to be trusted in principle, experience-led perceptions are improving only gradually, and gaps between expectation and practice have not yet been fully resolved.

Key Headlines: 2025 vs 2024 figures

Key questions	2024	2025	Increase / Decrease
	Net 'Yes'	Net 'Yes'	
Have you ever heard of the Freedom of Information (Scotland) Act?	88%	93%	↑
	Net 'Agree'	Net 'Agree'	
It is important for the public to be able to access information held by public bodies	97%	97%	=
FOI helps to prevent bad practice in public bodies	83%	75%	↓
It is important for public bodies to publish as much Information as possible about their work	93%	94%	↑
I would be more likely to trust an organisation that publishes a lot of information	90%	90%	=
FOI is a waste of public money	6%	6%	=
More should be done to tell people How they can use their rights under FOI	85%	80%	↓
	Net 'Confident'	Net 'Confident'	
If you asked for information from a Scottish public body, how confident are you that you would get a response?	44%	48%	↑
	First choice: their website	First choice: their website	
If you wanted to find out information about a public body, how you prefer to access the information?	68%	63%	↓

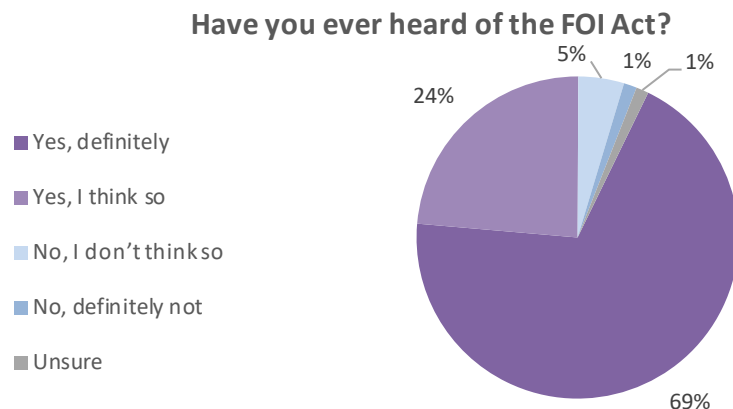
Background

5. In November 2025 the Scottish Information Commissioner undertook a survey to track and assess public awareness of, and attitudes towards, freedom of information (FOI) in Scotland.
6. FOI law gives individuals the right to request and receive information from Scottish public bodies (subject to certain exemptions), while also placing duties on public bodies to both proactively publish information and advise and assist those who seek to access information.
7. The 2025 survey (found in [Appendix 1](#)) follows on from previous survey activity by the Scottish Information Commissioner in 2024. Public awareness monitoring has been carried out periodically by the Commissioner since 2005 (when FOI law came into effect). Reports from surveys carried out in recent years are published on the [Commissioner's website](#).
8. The 2025 research was carried out by ScotPulse using an online survey, with fieldwork undertaken between 28 November and 2 December 2025. Respondents were drawn from ScotPulse's panel of 43,000 members. 1,057 responses were collected across a nationally representative sample, weighted by gender and age to 2023 Scottish population estimates.
9. Findings of the survey are summarised below. Full data tables - which include breakdowns by gender, age social grade, household size, presence of children and area - are published on the [Commissioner's website](#).

2025 Survey Results

Awareness and attitudes towards FOI

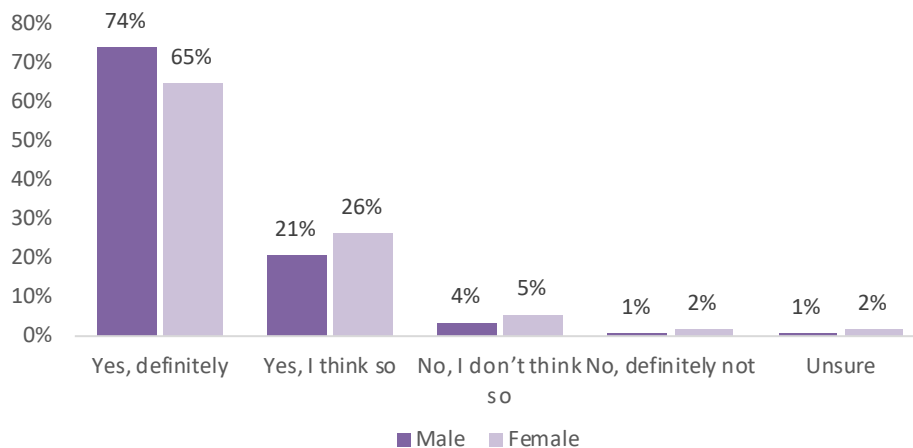
10. A key aim of this awareness poll is to explore public knowledge and awareness of FOI in Scotland. A key question asked within the survey was therefore “*Have you ever heard of the Freedom of Information (Scotland) Act?*” with the results show in the pie chart below.



11. Awareness of the FOI Act remains high, with 93% of respondents reported that they were aware of the FOI Act. This represents the highest recorded level of public awareness since FOI was introduced in 2005.
12. Within this figure, however, there was evidence that awareness varied between specific groups. Female respondents were less likely to report awareness, for example, with 9% indicating they had not heard of the FOI Act or were unsure, compared to 6% of male respondents.

Have you ever heard of the FOI Act?

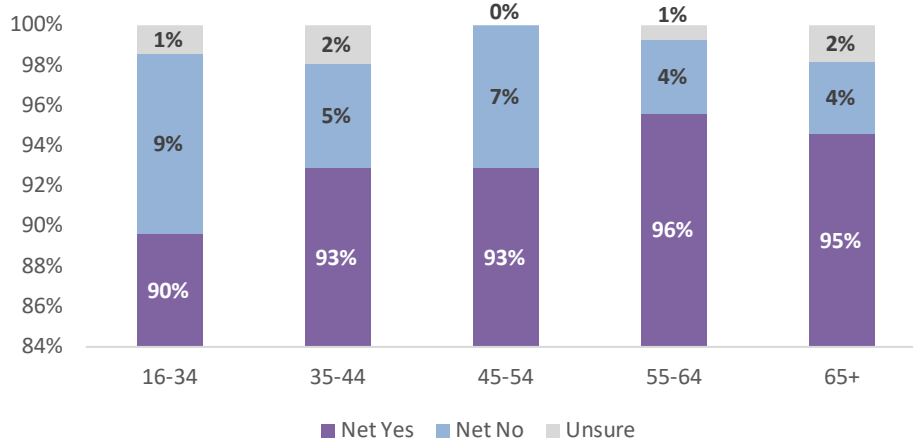
Response by gender



- Awareness was lowest among respondents aged 16-34, although still high at 90%, and highest among those aged 55-64, at 96%. By socio-economic group, awareness was similarly high, with 94% of [ABC1](#) (see [Glossary](#)) respondents and 91% of [C2DE](#) respondents reporting awareness of the FOI Act. Geographically, awareness exceeded 90% across all regions of Scotland, with the highest levels in the West Central region (94%), followed by East Central (93%) and the North (92%).

Have you ever heard of the FOI Act?

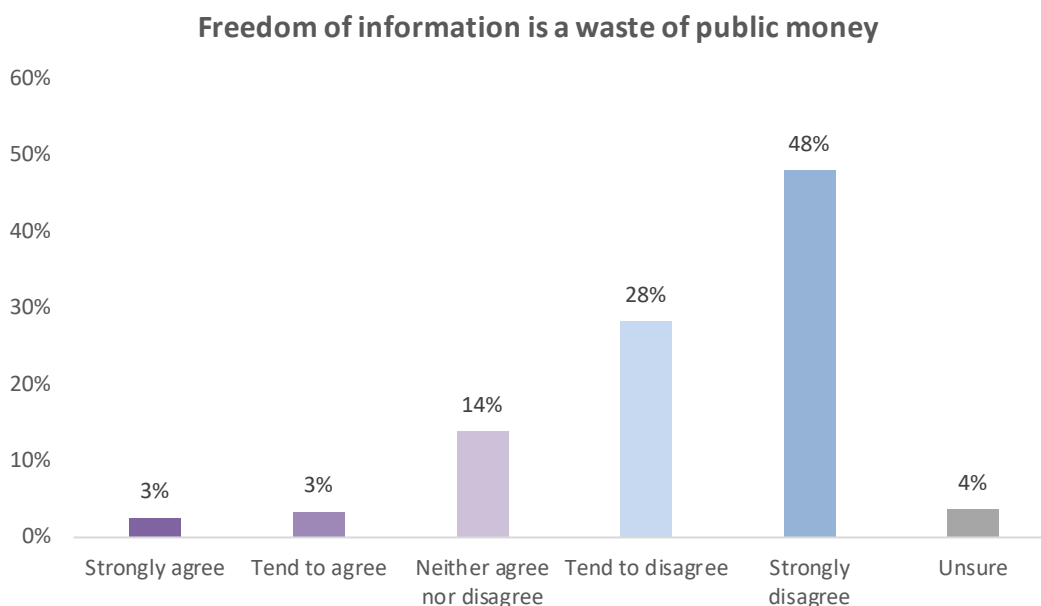
Response by age



- This 2025 survey marks a 5-percentage point increase from the previous survey in 2024, where awareness stood at 88%.
- Overall, awareness is consistently high across all demographic groups, with only minimal variation. This suggests that a general awareness of the FOI Act is widespread across the Scottish public.
- However, these findings should be considered alongside usage data, which shows that high levels of awareness do not translate into the active use of FOI rights. While an awareness of FOI will help ensure that individuals have knowledge of their rights in circumstances where they may need to use them, this data - along with the data on 'confidence' reported at paragraph 35 below - suggests that there may nevertheless be barriers preventing people

from making active use of their rights. This indicates that future promotional efforts may need to move beyond general awareness-raising and instead focus on improving understanding, accessibility and confidence in the use of FOI.

17. We also sought to explore respondents' perceptions and attitudes towards FOI as a whole. The graph below illustrates that 76% of participants disagreed with the statement that FOI is a waste of public money, while only 6% agreed.

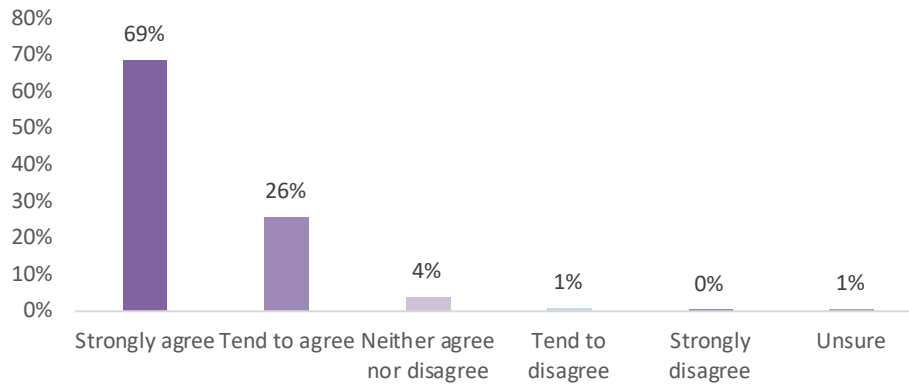


18. Looking at trends over time, 79% of respondents in 2024 disagreed that FOI represents a waste of public money, compared with 50% in 2022 and 62% in 2019. Although the 2025 figure (76%) represents a slight decrease from the 2024 result, the proportion of people disagreeing remains significantly higher than in both 2022 and 2019. The overall 'agreement' figure at 6% is consistent with the 2024 results, showing that the slight change was a shift towards 'unsure' or 'neither / nor' rather than towards 'disagreement'.

Accessing Information

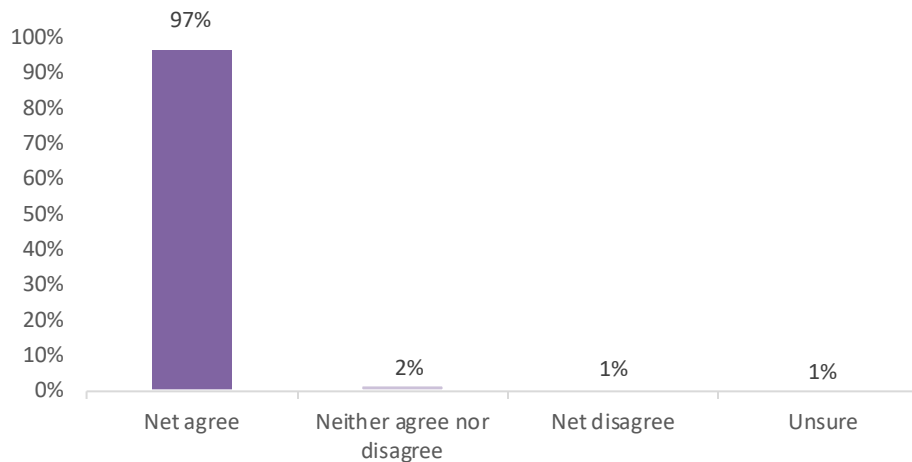
19. This section explores how people prefer to access information held by public bodies, highlighting expectations around availability, ease of access, and proactive publication.
20. Respondents were asked to consider the statement: *"It is important for public bodies to publish as much information as possible about the work that they do."* The results show overwhelming support for this principle. As illustrated in the graph below, 95% of respondents agreed, while only 1% disagreed. This is broadly consistent with the 2024 findings, where agreement stood at 93%, indicating stable public support for the value of proactive publication over time.
21. Taken together, these findings highlight a strong and consistent public expectation that public bodies should publish as much information as possible about their activities.

It is important for public bodies to publish as much information as possible about their work

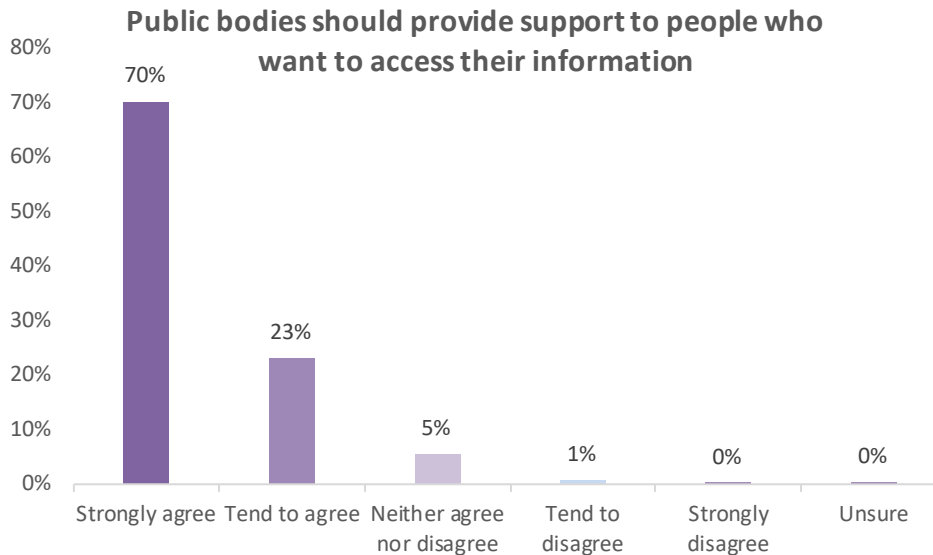


22. In addition to views on whether public bodies should publish information, respondents were also asked about the importance of being able to access information held by these bodies.

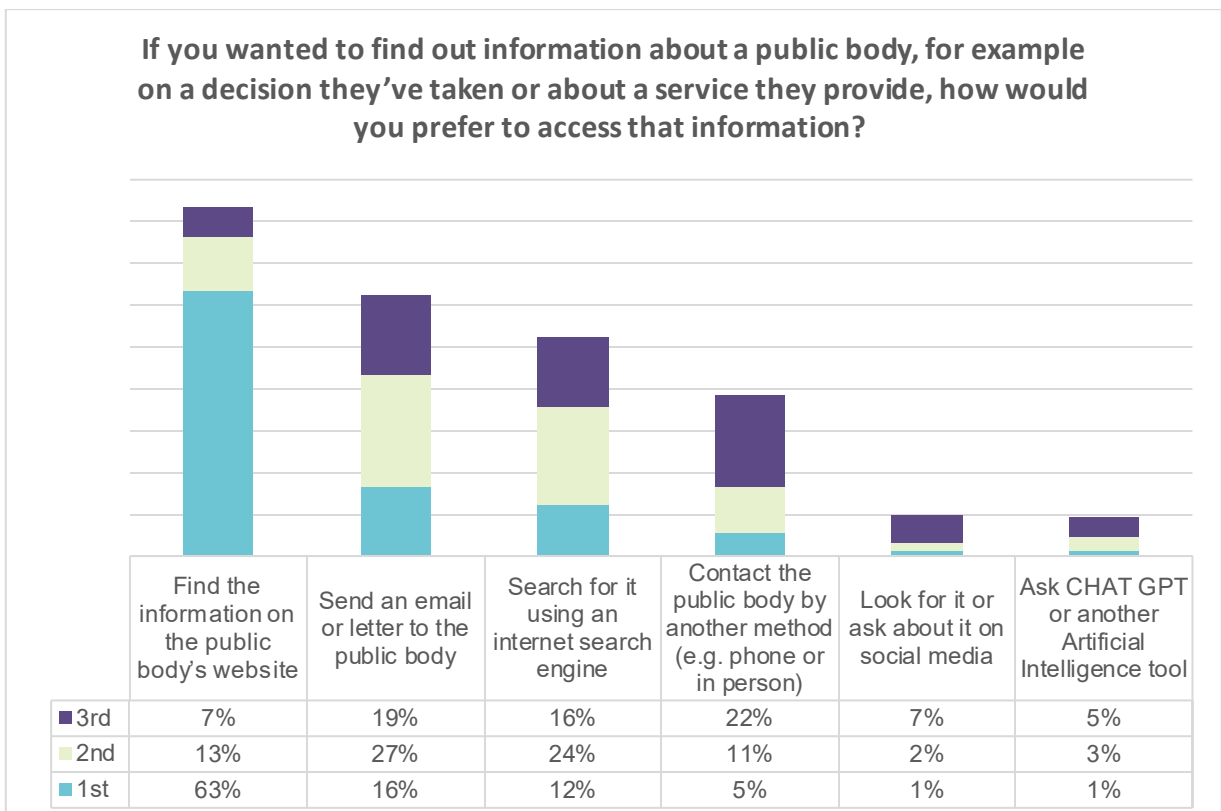
It is important for the public to be able to access information held by public bodies



23. Unsurprisingly, support was extremely high: 97% agreed with the statement, while only 1% disagreed. These findings suggest a public expectation that transparency should be proactive rather than reactive, with many respondents likely viewing proactive publication as a more efficient and accessible approach than relying solely on formal FOI requests.
24. Respondents were also asked for their views on the statement: *“Public bodies should provide support and advice to people who want to access their information.”* As shown in the next graph, 93% agreed with this statement, with 70% strongly agreeing and a further 23% tending to agree. Only 1% of respondents disagreed, indicating continued strong public support for the idea that public bodies should offer assistance - consistent with findings from previous awareness polling.



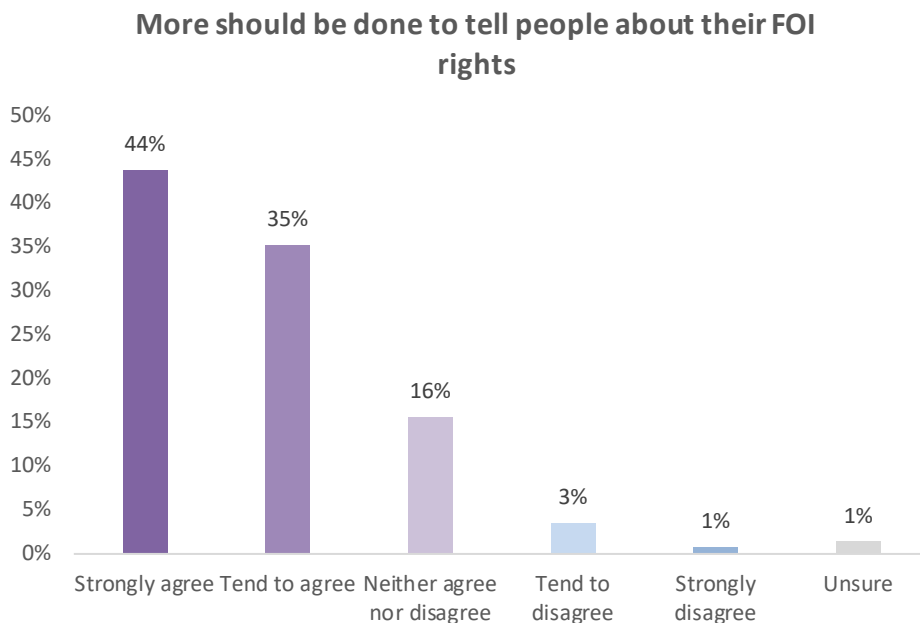
25. The emphasis on support for respondents to access information indicates that complexity or a lack of clarity may act as barriers to engagement. Enhancing guidance and improving the user experience could therefore play a key role in increasing both confidence and uptake.
26. When asked for their preferred methods for finding information, a clear preference remained for obtaining information directly from the public body. Nearly two thirds (63%) ranked the organisation’s website as their first choice, broadly in line with last year’s findings, when 68% selected the public authority’s website as their first preference. This year, traditional contact methods - such as emailing or writing to the organisation - were a distant second at 16%, followed by using a general internet search engine (12%). Last year, 25% of respondents indicated that an online search engine would be their first choice.



27. 9% of respondents included using ChatGPT or another artificial intelligence tool in their top three choices, although only 1% gave this as their first choice. A slightly higher proportion (10%) said they would look for information or ask about it on social media. By contrast, the overwhelming majority - 87% selected visiting the public body's website as one of their top three sources, with 63% reporting that this would be their first choice.
28. The relatively low preference for AI tools among respondents (9%) indicates that, while these technologies are emerging within the information-seeking landscape, they are not yet viewed as a primary channel for most people surveyed. However, this may represent an early-stage trend with potential for rapid growth, and it will be important to monitor how this develops in future research.
29. Overall, the findings suggest that respondents continue to prefer self-service options and expect information to be readily accessible online. This is worth highlighting to public bodies when the Commissioner works with them and delivers learning opportunities throughout the year.

Public engagement & communication

30. This section examines views on how people learn about their FOI rights and preferred communication channels, to better understand how information about FOI is encountered by the public.
31. The graph below illustrates that 79% of respondents agree that more should be done to tell people how they can use their rights under FOI.



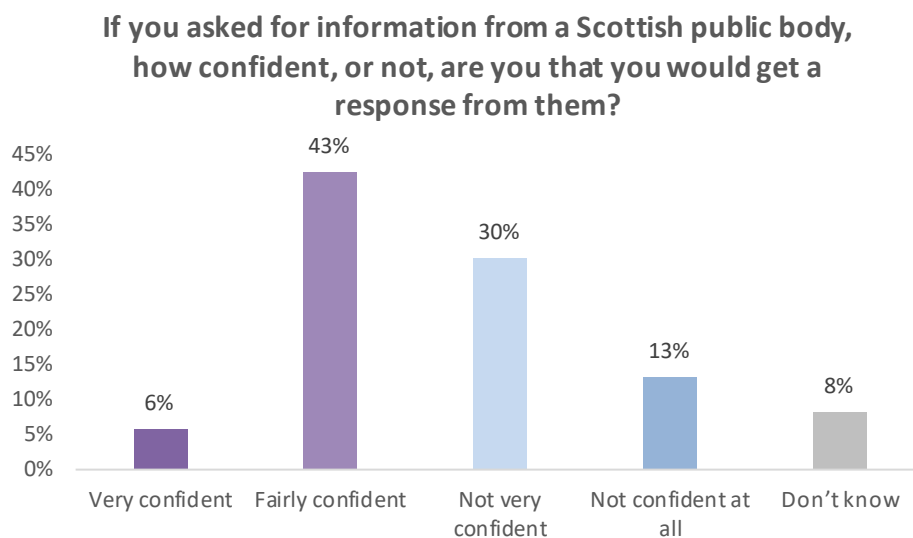
32. Under FOI law, the Scottish Information Commissioner has a duty to provide information to the public about the operation of the FOI Act. Information and [guidance on using FOI rights is made available on the Commissioner's website](#) and promoted through social media. The Commissioner and his staff also (where resource allows) seek opportunities to engage directly with potential requester groups to provide information, support and guidance on the effective use of FOI rights.

33. In addition, Scottish public bodies also have a statutory duty to advise and assist those seeking information, with the [FOI Act's Section 60 Code of Practice](#) setting out that this duty applies at all stages of a request, including before a request is made.
34. When compared with the 2024 awareness poll, where 85% agreed that more should be done to educate the public about their rights - the current figure represents a 5%-point decrease. The overall decline in agreement from the previous survey may be linked to increased public awareness. As people become more informed about their rights regarding FOI, there may possibly be less perceived need for additional action - a potential by-product of growing public awareness.

Confidence in receiving a response to an information request

35. The first question asked in the awareness poll assessed respondents' overall confidence that, if they submitted an information request to a Scottish public body, they would receive a response. This question was asked before providing any information about FOI rights, in order to capture unprompted perceptions of how public bodies respond to requests.

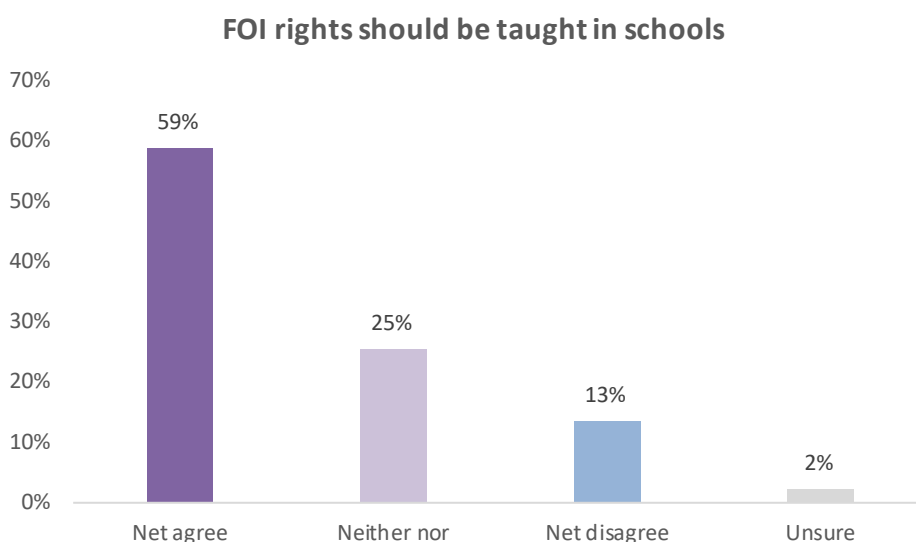
The results shown in the graph below indicate a mixed picture, with fewer than half of respondents (49%) expressing confidence that they would receive a response, while 43% reported a lack of confidence.



36. Differences were evident across demographic groups. Male respondents were slightly more confident that they would receive a response than female respondents (51% compared to 46%). Confidence was also highest among those aged 45-54, with 53% confident that they would get a response from a public body.
37. Respondents who subsequently reported that they had heard of Scotland's FOI Act were more likely to express confidence in receiving a response, with around half indicating confidence compared to lower levels among those who were unaware. However, even among those familiar with the Act, perceived confidence in receiving a response was relatively modest.
38. It should be noted that this perception contrasts with actual performance data from public bodies. The Scottish Information Commissioner collects FOI performance data from Scottish public bodies on a quarterly basis, and [publishes this data on his website](#). Over the most

recent four FOI statistics reporting quarters, 87% of FOI requests were responded to within the FOI statutory timeframe of 20 working days and, where information was held by the body, 76% of requests resulted in full or partial disclosure of information. This highlights a clear gap between public perception and actual performance.

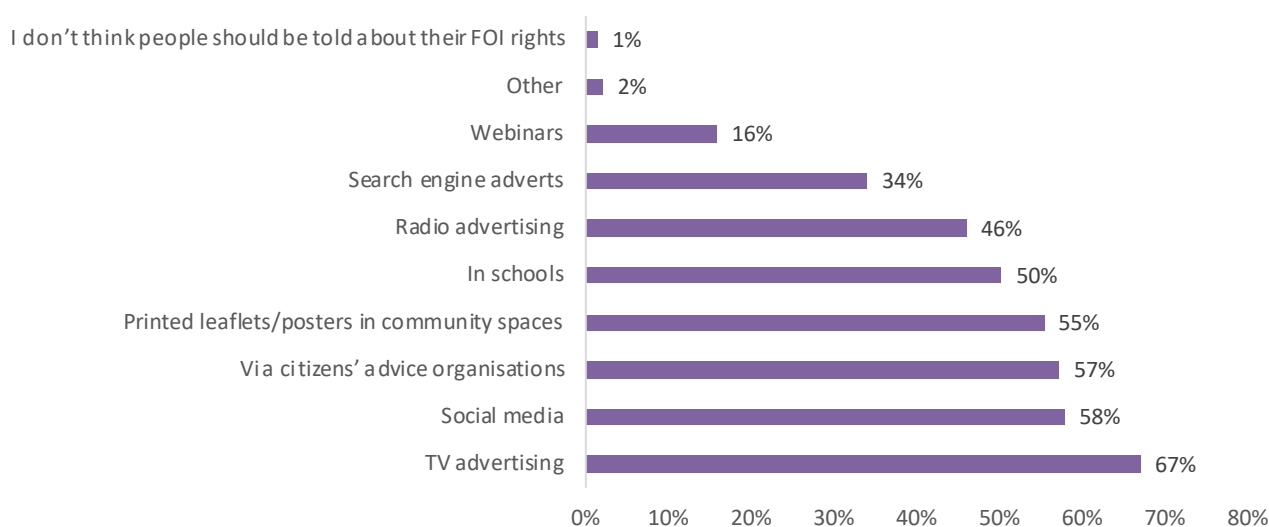
39. Compared with the 2024 survey, where 44% were confident they would receive a response, there has been a slight increase in confidence in receiving information through FOI. However, confidence levels remain notably below actual FOI response rates. This may indicate a need for further research to understand why perceptions lag behind reality - potentially reflecting limited understanding of, or confidence in, the rights afforded by FOI, past negative experiences, or wider issues relating to public confidence and trust in public institutions.
40. A new question introduced in this year's awareness polling explored public views on the promotion of FOI - specifically whether teaching FOI in schools would be an effective way to build knowledge. Respondents were asked to what extent they agreed with the statement: *"The right to request information under freedom of information should be taught in schools as part of the curriculum."* Overall, 59% agreed, 13% disagreed, and the remaining 27% were either unsure or did not hold a strong opinion.



41. Agreement was highest among 16-34-year-olds, with 65% supporting the idea. This suggests a stronger appetite among younger respondents for having learned about FOI during their school years. Socio-economic differences were also evident: 65% of C2DE respondents agreed with the statement, compared with 55% of ABC1 respondents. Additionally, households without children showed higher agreement (60%) than households with children (53%).
42. In the penultimate section of the survey, respondents were asked: *"How should people be told about their rights?"* The results show clear and meaningful differences in preferred communication channels across age groups:
 - Ages 16-34: Social media was the most popular option (70%), followed by television advertising (62%).
 - Ages 35-44: Television advertising was preferred (68%), with Citizen's Advice organisations also playing a significant role (58%).

- Ages 45-54: Television remained the top choice (60%), again closely followed by Citizen’s Advice organisations (57%).
- Ages 55-64: Television advertising was particularly dominant (73%), with social media emerging as the second-most preferred channel (62%).
- Ages 65+: Television advertising was also the leading channel for this group (73%), followed by printed leaflets or posters in community spaces (65%).

How should people be told about their FOI rights?

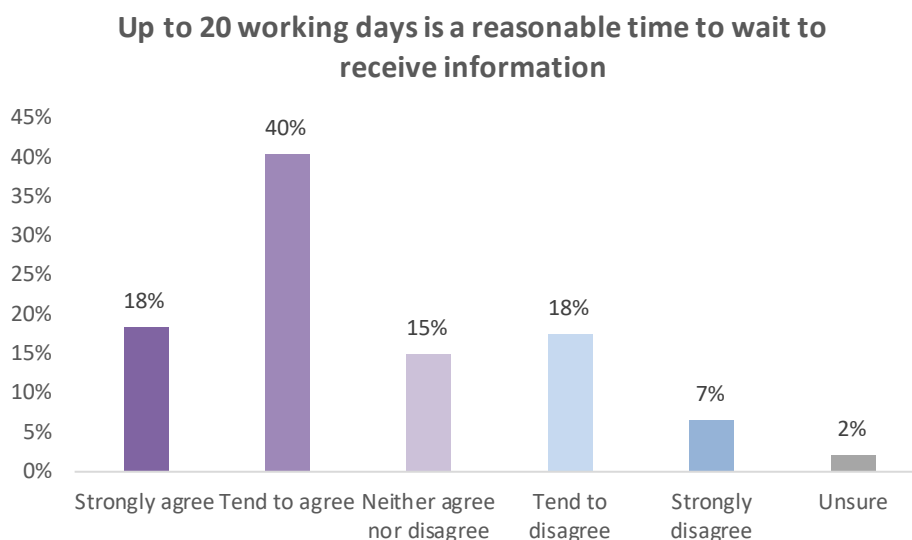


43. These findings highlight substantial variation in communication preferences by age. Younger respondents clearly gravitate towards digital platforms, while older groups continue to rely more heavily on traditional broadcast media and printed materials. Middle-aged respondents show a preference for established advice services such as Citizen’s Advice Scotland.
44. Interestingly, both the 16-34 and 55-64 age groups demonstrated relatively high levels of openness to social media. While this suggests opportunities for digital engagement across a wide age range, it also presents a challenge: the types of platforms, content formats, and messaging styles that appeal to younger adults are unlikely to resonate to the same degree with older users, and vice versa. Ensuring that social media content is appropriately tailored to each demographic will be essential for maximising engagement. Further research into which specific platforms (e.g., Facebook, Instagram, TikTok) and content styles are most effective for different age groups would be valuable in shaping a targeted communication strategy.
45. Overall, the variation in preferred channels indicates that a single, uniform approach is unlikely to be effective. A multi-channel, audience-specific strategy, would be a key route to deliver stronger engagement and improve public understanding of FOI rights.

Fees and timescales

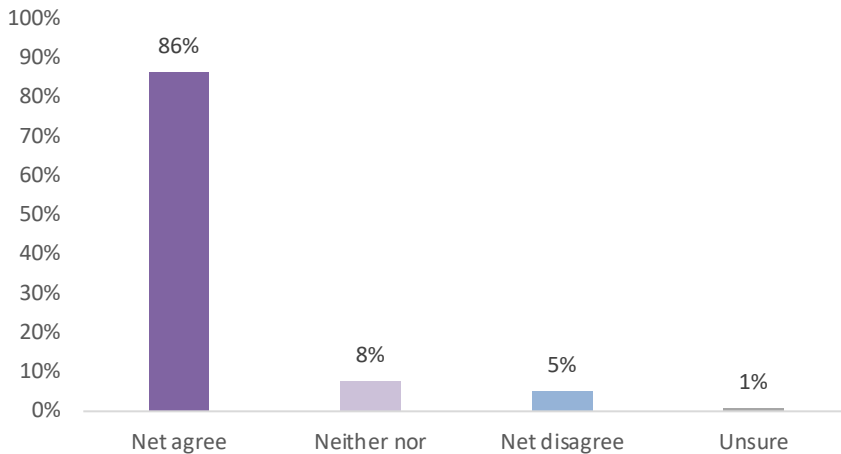
46. This section examines public attitudes towards request timescales and fees, with particular emphasis on expectations of fairness and reasonableness within the FOI process.

47. Under FOI legislation, public bodies are required to respond to information requests promptly and no later than the twentieth working day following receipt. In practice, data from the Scottish Information Commissioner’s [statistics portal](#) indicates that 87% of FOI requests are answered within the statutory deadline, suggesting a generally healthy level of compliance. This performance is set against a backdrop of over 110,000 requests received annually across Scottish public bodies.
48. We sought to explore respondents’ views on the appropriateness and effectiveness of the current legislative timescale.
49. Most respondents considered 20 working days to be a reasonable timeframe. As illustrated in the graph below, 40% tended to agree with this statement and 18% strongly agreed. In contrast, 25% disagreed, while 17% were unsure or selected ‘neither agree nor disagree’.



50. Following this, in the recent poll, respondents were asked whether individuals should be able to make reasonable requests for information from public bodies without paying an upfront fee.
51. Currently, most FOI requests are responded to free of charge. However, if an authority does charge, it can only do so if the cost of responding would cost more than £100, up to a maximum of £600. In these circumstances, the public body can charge a requester 10% of the difference between the two amounts. For example, if it would cost the authority £200 to respond, the maximum the authority can charge the requester would be £10 (10% of the difference between £200 and £100). If the total cost to the authority would exceed £600, the authority is entitled to refuse the request. However, if an authority chooses to do this, they should still offer the requester advice on how to reduce the cost by making changes to the request.
52. In the four quarters preceding this survey, a total of 52 fee notices were issued across Scottish public bodies, of which 8 were paid by the requester.

People should be able to make reasonable requests for information without facing an upfront fee



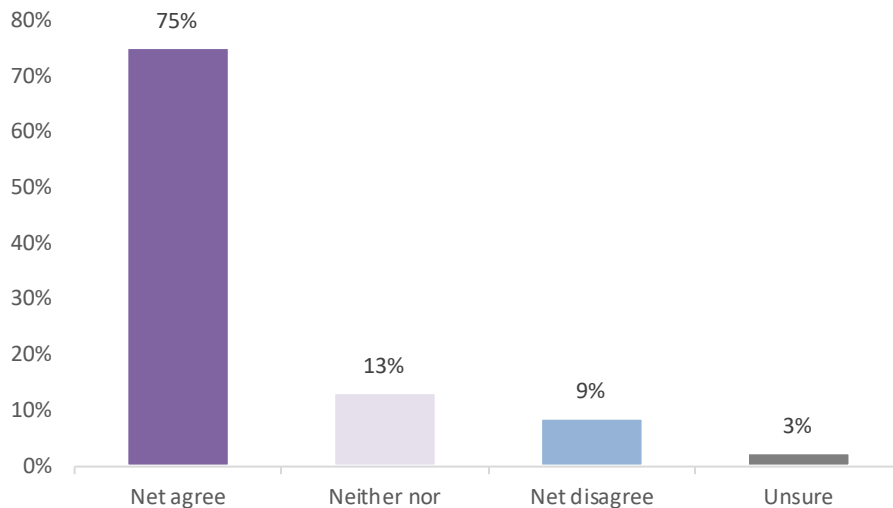
53. Overall, 86% agreed with this principle, while only 5% disagreed. Agreement was slightly higher among female respondents at 90%, whereas males showed a slightly higher level of disagreement, with 7% disagreeing. Respondents in the C2DE social grade also demonstrated stronger agreement than those in the ABC1 group (90% compared with 84%).

Trust and improving practice

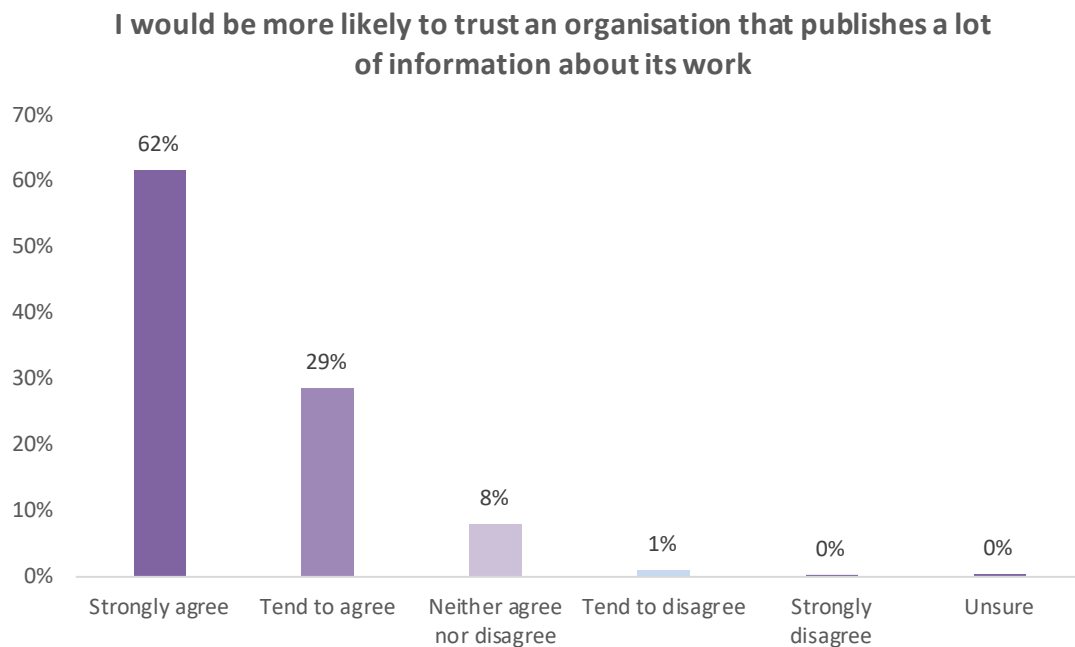
54. This section brings together findings on the trust respondents had in public bodies, providing insight into how FOI is perceived to operate in practice, and the role of regulatory support in maintaining standards.

55. Respondents were asked to indicate their agreement with the statement: “FOI helps to prevent bad practice in public bodies”. Levels of agreement remain high at 75%, although they have decreased slightly compared with the previous year, when 83% of respondents agreed. This reduction is noteworthy given that overall support for FOI remains consistently high. Despite this marginal decline, agreement is still markedly higher than in 2022, when 62% supported this view.

FOI helps to prevent bad practice in public bodies



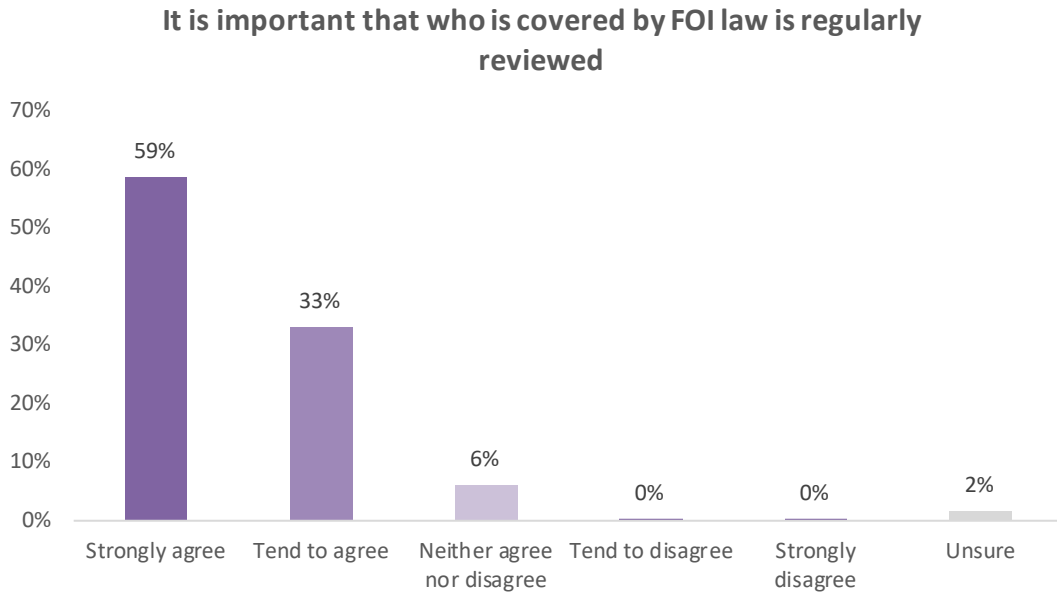
56. Respondents were next presented with the statement: *“I would be more likely to trust an organisation that publishes a lot of information about its work.”* Overall, 90% agreed, while 8% selected ‘neither agree nor disagree’, indicating no strong opinion either way. These results closely mirror last year’s findings, where 90% also agreed and 8% chose the neutral option, with only a 1-percentage-point difference in levels of disagreement. This consistency suggests that public attitudes toward transparency and trust have remained stable over time.



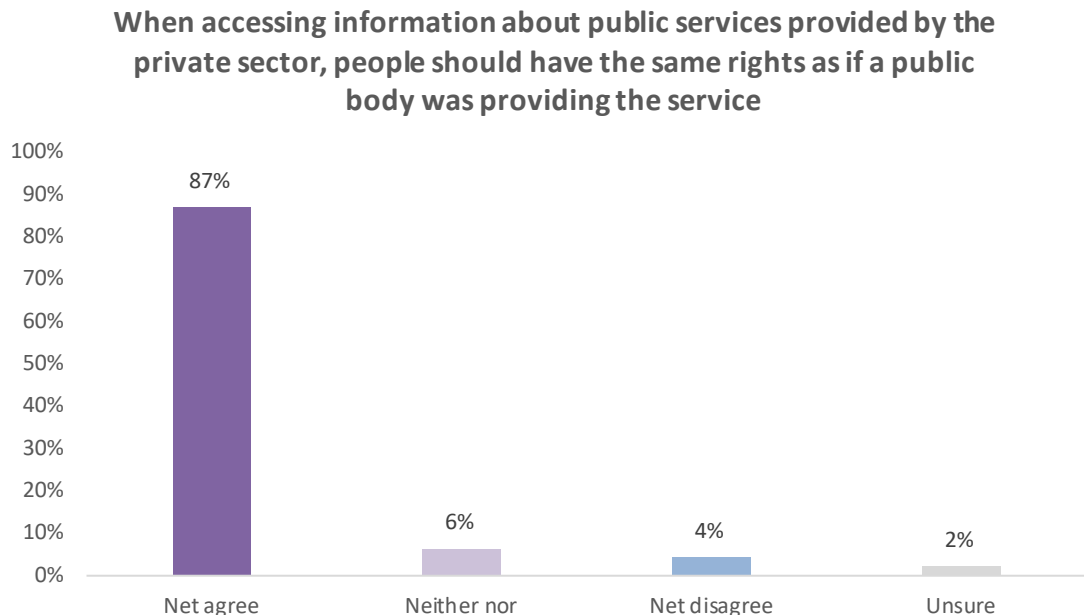
Extending FOI law

57. This section explores public attitudes towards the scope of FOI legislation, including views on reviewing or extending coverage to other organisations that deliver public services.
58. FOI covers a wide range of organisations across the breadth of Scotland including the Scottish Government, local councils, the NHS, police and fire services, universities and colleges and housing associations.
59. The Scottish Government can bring organisations which appear to "exercise functions of a public nature" under the FOI Act. This is known as designation and is typically carried out by issuing a statutory order under [section 5 of the FOI Act](#).
60. Since the introduction of the Act in 2005, additional organisations have been brought within its scope at different points in time. Local authority leisure and culture trusts were the first to be designated in 2013, followed by private prisons and special schools under a 2016 designation order, with housing associations added most recently in 2019.
61. Most recently, the [Scottish Government has carried out a consultation](#) on whether FOI law should be extended to cover private and third sector providers of care home and 'care at home' services in Scotland. The [Commissioner provided a response](#) in favour of extending the law to cover this sector. Further information on this area will be published on [our website](#) when an update has been provided by the Scottish Government.

62. Overall, 92% of respondents agreed with the statement: *“It is important that who is covered by freedom of information law is regularly reviewed to ensure that organisations providing important public services are covered.”*

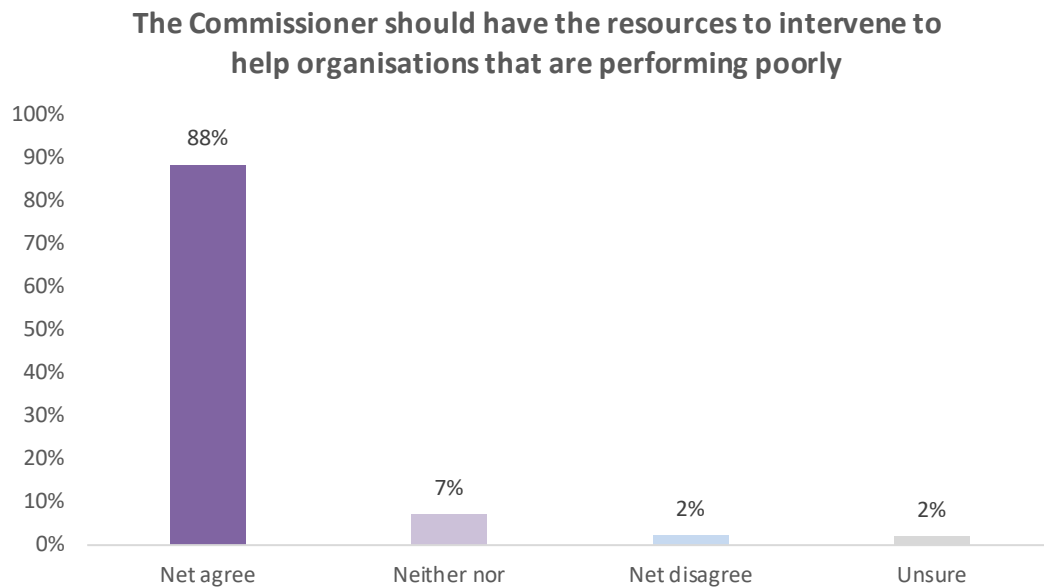


63. As a follow up statement, respondents were asked to show what level of agreement or disagreement they had with the statement *“When accessing information about public services provided by private sector organisations, people should have the same rights as they would if a public body was providing the service.”*
64. Overall, 87% of respondents agreed with this statement, with 60% of those strongly agreeing, only 4% disagreed.



65. Taken together, these findings indicate broad public support for the principle underpinning the proposed freedom of information extension to care homes and ‘care at home’ services currently under consultation. The data suggests that the public is likely to be receptive to proposals that bring care services under this legislative framework.

66. Respondents were also invited to comment on the statement: “*The Scottish Information Commissioner should have the resources to intervene to support organisations that are performing poorly in relation to freedom of information.*” Overall, 88% of respondents agreed with this statement, while 2% disagreed.



67. It is worth noting that the Commissioner has recently secured funding from the Scottish Parliamentary Corporate Body (SPCB) to establish a dedicated intervention team for an initial 12-month period. This additional resource will enable an increased programme of interventions and the wider promotion of good practice arising from this work. [Further information about the Commissioner’s intervention approach is available on our website.](#)

FOI and artificial intelligence

68. This section considers emerging public views on the use of artificial intelligence (AI) in making FOI requests, capturing early perspectives on opportunities and concerns in a changing information environment.
69. It is reported that AI is increasingly impacting on the FOI landscape, with public bodies reporting increases in the volume of requests and noticeable spikes which may, in some cases, be linked to automated or AI-assisted information requests. In light of this, the Commissioner sought to understand public attitudes towards the use of AI to support high volumes of FOI requests to be made.
70. Respondents were asked to select the option that best reflected their view on the use of AI to enable people to make high volumes of FOI requests. The results of this are shown in the table below.

There should be no limit on people's ability to use AI to support them when requesting information from Scottish public bodies	13%
There should be some limits on people's ability to use AI to support them when requesting information from Scottish public bodies	33%
People should not be allowed to use AI to support them when requesting information from Scottish public bodies	38%
Don't know / Unsure	15%

71. The results show that only a small proportion of respondents felt there should be no restrictions on the use of AI for this purpose. The largest share - 38% - believed that people should not be allowed to use AI when requesting information from Scottish public bodies. A further 33% took a more balanced position, indicating that AI use should be permitted but subject to certain limits.
72. These findings suggest that respondents acknowledge the potential challenges posed by high-volumes of AI-generated requests. Excessive or automated submissions can place considerable strain on organisational resources, making it more difficult for public bodies to respond effectively and within statutory timescales. The responses indicate a general expectation that safeguards or controls may be necessary to ensure that FOI systems remain fair, accessible, and manageable for both requesters and public bodies.

Summary and Conclusions

73. Key findings from the 2025 survey can be summarised as follows:

Awareness of FOI

- 74. Public awareness of FOI is at its highest recorded level - 93% showing a continued long-term upward trend with respondents indicating that they are aware of the right to access information held by public bodies.
- 75. Overall awareness is strong across most demographic groups, though slightly lower among younger adults (16-34) as well as among female respondents.
- 76. Despite this high awareness, the actual use of FOI remains low, with 86% of respondents indicating that they have never made a request. This suggests a gap between knowing about FOI and choosing to use it as a tool.

Public engagement and communication

- 77. Support for work to increase public awareness of FOI is highest among older adults and those in the C2DE social grade. Younger respondents showed the strongest support for FOI being taught in schools.
- 78. Overall, support for doing more to tell people about their rights has decreased since our 2024 survey, which may possibly be a by-product of improving awareness.
- 79. There are also clear differences in preferred communication channels across demographic groups, suggesting the Commissioner may need to consider varied approaches to ensure that promotional messaging is effective for all audiences.

Confidence in receiving a response

- 80. Respondent's confidence in respondents receiving a response to a request for information from a public body has increased slightly from last year but remains relatively low, at 49%. This perceived response rate is significantly lower than actual public body performance, as reported through [the Commissioner's statistics portal](#).

Fees and timescales

- 81. Respondents were generally in agreement that up to 20 working days was a reasonable time to wait to receive information from a public body, and that people should be able to make a reasonable request for information without facing an upfront fee to receive that information.

Trust and improving practice

- 82. Public attitudes towards FOI remain overwhelmingly positive. Nearly all respondents believed it was important to be able to access information held by public bodies, and a strong majority associate transparency with increased trust in organisations. Very few respondents consider FOI to be a waste of public money, reinforcing the view that FOI plays an important role in supporting good governance and strengthening public trust.

Extending FOI law

- 83. Overall, respondents expressed strong support for third parties that provide public services being brought within the scope of FOI, alongside regular reviews of the public services landscape to identify whether additional organisations should be covered. Respondents also

agreed that the Commissioner should be adequately resourced to intervene and support public bodies that are performing poorly in relation to freedom of information.

FOI and artificial intelligence (AI)

84. Only a small proportion of respondents felt there should be no restrictions on the use of AI when submitting information requests to public bodies.

Appendix 1: ScotPulse FOI Survey – November / December 2025

I'm going to ask you some questions about Scottish public bodies. This includes organisations that deliver public services, including local councils, the NHS, the Scottish Government, housing associations and the police.

1. If you asked for information from a Scottish public body, how confident, or not, are you that you would get a response from them?

- Very confident
- Fairly confident
- Not very confident
- Not confident at all
- Don't know

2. Have you ever heard of the Freedom of Information (Scotland) Act?

- Yes definitely
- Yes, I think so
- No, I don't think so
- No, definitely not
- Unsure

3. The Freedom of Information (Scotland) Act gives people a legal right to receive information from Scottish public bodies, including information on how they make decisions, spend public money and deliver public services. It also requires that public bodies publish information about their work.

Please tell us the extent to which you agree or disagree with the following statements.

	Strongly agree	Tend to agree	Neither / nor	Tend to disagree	Strongly disagree	Unsure
It is important for the public to be able to access information held by public bodies						
Freedom of information helps to prevent bad practice in public bodies						
It is important for public bodies to publish as much information as possible about the work that they do						
Public bodies should provide support and advice to people who want to access their information						
I would be more likely to trust an organisation that publishes a lot of information about its work						
Freedom of information is a waste of public money						
More should be done to tell people how they can use their rights under freedom of information						
Up to 20 working days is a reasonable time to wait to receive information						
People should be able to make reasonable requests for information to public bodies without facing an upfront fee						

4. **“Have you ever made a freedom of information request to a public body? (Tick all that apply.)**
- I have made a freedom of information request for personal reasons
 - I have made a freedom of information request for my community/society in general
 - I have made a freedom of information request as part of my job
 - I have made a freedom of information request for academic, research or educational reasons
 - I have not made a freedom of information request
 - I am not sure if I have made a freedom of information request

5. **If you wanted to find out information about a public body, for example on a decision they’ve taken or about a service they provide, how would you prefer to access that information?**

Would you prefer to...

[Please rank top 3 or 4 in order of preference]

- Find the information on the public body’s website
- Send an email or letter to the public body
- Contact the public body by another method (e.g. phone or in person)
- Search for it using an internet search engine
- Ask CHAT GPT or another Artificial Intelligence tool
- Look for it or ask about it on social media
- Don’t know / not applicable

6. There is currently debate around extending freedom of information (FOI) law to other organisations, such as private sector companies and other organisations that provide public services under contract for public bodies.

To what extent do you agree, or disagree, with the following statements:

	Strongly agree	Tend to agree	Neither / nor	Tend to disagree	Strongly disagree	Unsure
It is important that who is covered by freedom of information law is regularly reviewed to ensure that organisations providing important public services are covered						
When accessing information about public services provided by private sector organisations, people should have the same rights as they would if a public body was providing the service.						

The Scottish Information Commissioner is an independent public official responsible for enforcing Scotland’s freedom of information (FOI) laws. Their role is to ensure that people can access information held by Scottish public authorities and that those authorities comply with their legal duties to be open and transparent.

7. To what extent do you agree, or disagree, with the following statements:

	Strongly agree	Tend to agree	Neither / nor	Tend to disagree	Strongly disagree	Unsure
The Scottish Information Commissioner should have the resources to intervene to help organisations that are performing poorly in relation to FOI to improve their FOI practice						
The right to request information under FOI should be taught in schools as part of the curriculum						
More should be done to tell people about their FOI rights						

8. How should people be told about their Freedom of Information (FOI) rights?

- Webinars
- Social Media
- In schools
- TV Advertising
- Radio Advertising
- Printed leaflets/posters in community spaces
- Via citizens’ advice organisations
- Search engine adverts
- Other (please specify)
- Not interested in learning about FOI rights

9. **There is some evidence that Artificial Intelligence (AI) has been used by some people to enable them to make high volumes of freedom of information requests to Scottish public bodies.**

Which of the following options most closely represents your view on this issue?

- There should be **no limit** on people's ability to use AI to support them when requesting information from Scottish public bodies
- There should be **some limits** on people's ability to use AI to support them when requesting information from Scottish public bodies
- People should **not be allowed** to use AI to support them when requesting information from Scottish public bodies
- Don't know / Unsure

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