



OWN-INITIATIVE INVESTIGATION REPORT

FOI on Government Websites

December 2023

Executive Summary

In this investigation the Office of the Ombudsman (OMB) examines how the public's right to know under the *Freedom of Information Act (2021 Revision)* (FOIA) is being communicated on the websites of public authorities in the Cayman Islands' Public Service, together with supporting guidance and tools.

Public authorities can improve their outward communications and the public's understanding of their policies, procedures and services by placing key types of information on their website. It is important that accurate and up-to-date information is made available online, to ensure that the public's rights under the FOIA are facilitated effectively and in accordance with legal requirements and best practice standards.

While the FOIA does not explicitly require that public authorities maintain a website or promote FOI on their website, entities have statutory duties relating to publishing specified information about themselves and the records they hold, as well as about the FOI requests they have received and granted. The FOIA requires that a publication scheme is published on entities' websites, or on the government's general website. As well, it is essential to provide guidance on the public's rights to access, contact details for their Information Manager (IM) and the OMB, and other relevant information.

This own-initiative investigation evaluates the websites of all 91 public authorities in the Cayman Islands Public Sector (excluding the OMB), using the same criteria as the previous reports from 2011 and 2016 which serve as benchmarks. Each entity was rated from '1' (excellent) to '5' (poor), and overall findings were compared to the historical results.

In previous investigations, we noted that the government's overall use of websites for FOI purposes and the quality of the information provided improved between 2011 and 2016. However, the present investigation shows a marked overall decline, as follows:

- The overall average rating for government declined from 2.55 in 2016 to 3.11 at present (a lower number presents a better outcome).
- A significant majority of public authorities (79%) provide a direct link from their homepage to their FOI web page.

- Up-to-date contact details for the appellate body, the OMB, are available on only 41% of websites (down from 84% in 2016).
- Up-to-date contact details for the public authority's IM are available for only 57% of public authorities (down from 91% in 2016).
- Only 45% of government websites include a publication scheme, and only about half of those are up to date.
- Only 27% of public authorities make their statutory disclosure log available online.

These findings are disappointing, as they seem to indicate an overall regression in public authorities' practical commitment to openness and transparency under the FOI Act, by not giving sufficient visibility, on their websites, to the information needed to exercise those rights optimally.

Based on the above findings, the Ombudsman makes the following recommendations:

1. Public authorities should regularly evaluate and update all information relevant to FOI as a normal part of the business process, either on their own website, or on the general government portal.
2. Contact information for Information Managers (IM) and the OMB, the appellate body, should be kept up to date as a matter of routine, including email addresses, phone numbers and physical addresses.
3. Each public authority should publish their most recent publication scheme on their website whenever it is updated, at a minimum on an annual basis as required by law.
4. Public authorities should have an up-to-date disclosure log on their website. If no request was received for the year, this should be captioned in the log. Receipt and resolution dates of FOI requests should be indicated, as well as disclosure outcomes and links to actual responsive records (redacted where necessary).

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Introduction

The Freedom of Information Act (2021 Revision) (FOIA) supports governmental accountability and transparency, and encourages public participation in national decision-making, by granting the public a general right to access records held by public authorities, balanced against reasonable exemptions.

The Ombudsman is responsible for monitoring and reporting on public authorities' compliance with their obligations under the Act. As part of this responsibility, the Ombudsman may, from time to time, conduct an own-initiative investigation in accordance with section 46 of the FOIA.

Public authorities should facilitate the general right of access in various ways, including by appointing an IM, publishing specified information in a publication scheme, providing a disclosure log and other, related information such as the contact details of the IM and the OMB.

In February 2011, the, then, Information Commissioner's Office (ICO) conducted an own-initiative investigation into legal compliance with, and practical implementation of, the FOIA of a random sample of public authorities. One of the conclusions of that investigation was:

...many [public authorities] are insufficiently making use of the opportunities offered by the web to publicize FOI ... [Public authorities] should recognize the importance of the internet and embrace the available technology to empower the user and increase the efficiency of their services, including FOI, by raising awareness and making tools such as the publication scheme and the disclosure log easily and widely available... Inaccurate information can in fact be harmful, since it makes FOI seem less relevant and serves only to frustrate the public who is seeking information.

As the internet was increasingly becoming the method of choice for seeking information about public authorities' actions and decisions (and in some cases, the only method available), the ICO followed up a few months later with a comprehensive study of FOI-related information available on government websites.

In the course of the 2011 investigation, staff visited all publicly available government websites and evaluated them against relevant criteria such as whether they contained information on the FOI process, whether they included an up-to-date publication scheme and disclosure log, and whether a description of the organization's key records was made available. Each entity was rated between 1 (excellent) and 5 (poor). The results of that study showed that much improvement was needed.

In November 2016, the ICO followed up with a second website investigation, applying the same methodology and criteria. In comparison with the 2011 study, a marked improvement was noted in the number of public authorities taking advantage of the internet to promote FOI, and the quality of the FOI-related messaging. The following key recommendations were made:

1. Public authorities should regularly evaluate their websites and update all information relevant to FOI as a normal part of the business process.
2. Contact information for IMs should be kept up to date as a matter of routine, including their email address, phone number and the organization's physical address.
3. Public authorities should publish their most recent publication scheme on their website whenever it is updated, at a minimum on an annual basis.
4. Each public authority should have an up-to-date disclosure log on their website, and if no request was received for the year that should be stated. Best practice requires that the log includes receipt and resolution dates of requests, disclosure decisions and links to actual responsive records (redacted where necessary).

More recently, especially during the recent pandemic, the annual number of FOI requests received has gradually declined, from a peak of 739 requests in 2010 to a level of 452 in 2022. It is not clear to what extent this decrease is due to greater efforts on the part of the government to publish information proactively, or to an increase in upon-demand disclosure outside of the FOI process, or to other factors.¹

It has now been seven years since the last website investigation was conducted, and almost fifteen years since the FOIA came into effect in the Cayman Islands. In 2023 public authorities are widely using websites for their outward communications, and these should continue to include key information about the FOI process.

¹ Ombudsman, Freedom of Information. 2022 Annual Report, available on:
https://www.ombudsman.ky/images/pdf/decisions/FOI_Decisions/OMB%20FOI%20Stats%20Report%202022.pdf

That is why we decided to undertake this new investigation, using the same criteria as in 2011 and 2016 so that meaningful comparisons can be made.

The results of the current investigation provide a necessary reminder to public authorities that they should continually evaluate and update their outward communications on the general public's information rights and routinely make improvements to online tools and resources, as necessary to give practical support to the important values of openness, transparency and accountability.

Methodology

This own-initiative investigation measures the websites of public authorities in the Cayman Islands Public Sector against a range of criteria relevant to the FOIA, in terms of:

- the entity’s statutory compliance with the FOIA;
- best practices in conveying individuals’ information rights under the FOIA; and,
- the online tools and resources that help facilitate the public’s access rights.

The investigation compares the 2023 findings with the results of the two identical studies from 2011 and 2016.

The 91 public authorities whose websites were investigated for this report were identified using the listing of public authorities that is regularly updated by the Cayman Islands National Archive pursuant to regulation 25 of the *Freedom of Information (General) Regulations (2021 Revision)*, with the exclusion of the OMB itself.

In order to ensure that the review was completed from the perspective of a member of the public we used an external search engine (Google) to locate each public authority on the internet, rather than access the websites through the internal network of the Government. If a public authority’s website could not be found via Google, the general, publicly available web portal² for the Cayman Islands Government was used to locate the relevant authority online.

An initial standard FOI web template was produced by the government’s Computer Services Department (CSD) in 2008. It included standard headings and topics, such as document library, disclosure log, classes of information, making a request and right of appeal. A new FOI template has since been deployed with general information on the FOIA, links to the list of IMs for each public authority and the OMB website, and other pertinent information to assist individuals with their FOI requests.

In order to ensure consistency and allow for meaningful comparisons, we examined the same types of information and applied the same criteria that were used in the previous studies. These included:

- Website address;

² www.gov.ky

- FOI webpage address;
- Whether the FOI webpage was signposted on the homepage;
- When the FOI webpage was last updated;
- Whether the FOI webpage contained contact details for the entity's IM and the OMB;
- Whether the FOI webpage contained guidance on how to submit a request, an internal review, and an appeal;
- Whether the FOI webpage contained the public authority's updated publication scheme, and, if so, the publication scheme's web address;
- Comments on the public authority's publication scheme;
- Whether the FOI webpage contained the public authority's disclosure log, and date of last update;

Our findings were recorded on a source spreadsheet which was used to compute and compare the results, and tally up the rating for each public authority.

The ratings range from 1 (excellent) to 5 (poor), as follows:

1. All relevant information is present and up to date with only relatively minor elements missing - such as the OMB contact information.
2. All relevant information is present, but it is not up to date. For example, the disclosure log and/or the publication scheme are over one year out of date.
3. The website has been updated but not all relevant information is present.
4. There is no sign that the website has been updated in the last 5 years. Little relevant information is present.
5. No information relating to FOI can be found on the public authority's website, or the public authority does not have a website.

We recognize that some websites may have been updated very recently, after we visited them. Many government websites are continually being updated, and this investigation took several months to complete.

While we have made every effort to ensure that the findings of this investigation are accurate and up to date at the time of writing (14 November 2023), we apologize for any inadvertent errors that may have been made.

Findings

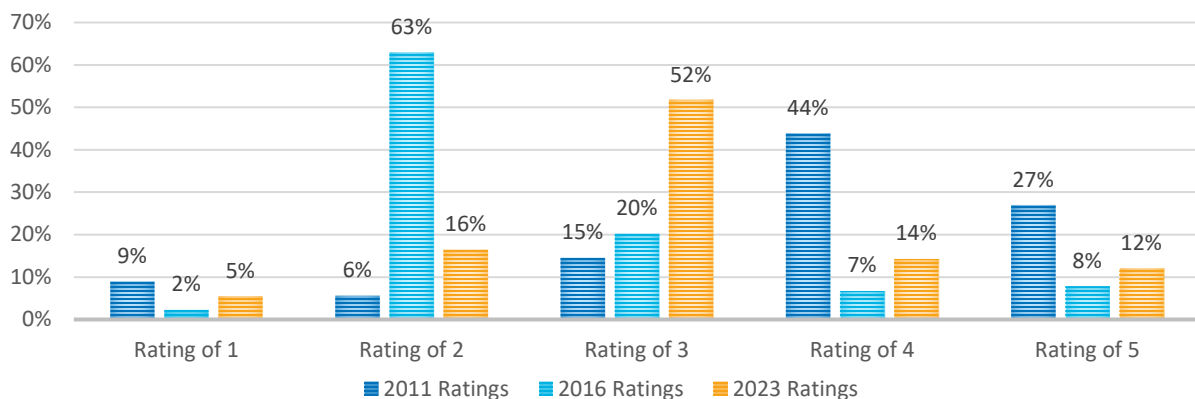
OVERALL RATINGS

While the presence of FOI-related information on the majority of public authorities' websites has increased since 2011, it has declined since the last study in 2016. In terms of the number and quality of FOI-related content, public authorities' websites improved between 2011 and 2016, but deteriorated again between 2016 and 2023.

- ❖ In 2016 65% of public authorities ranked in the top two rating categories (1 and 2). This figure decreased to only 21% in 2023, indicating an overall deterioration.
- ❖ The government-wide average rating went from 3.74 in 2011, to 2.55 in 2016, and 3.11 in 2023 – keeping in mind that a lower number is a better result.

These results point to overall weaknesses in the way government at large communicates its FOI-related information and guidance to the general public.

OVERALL FOI WEBPAGE RATING



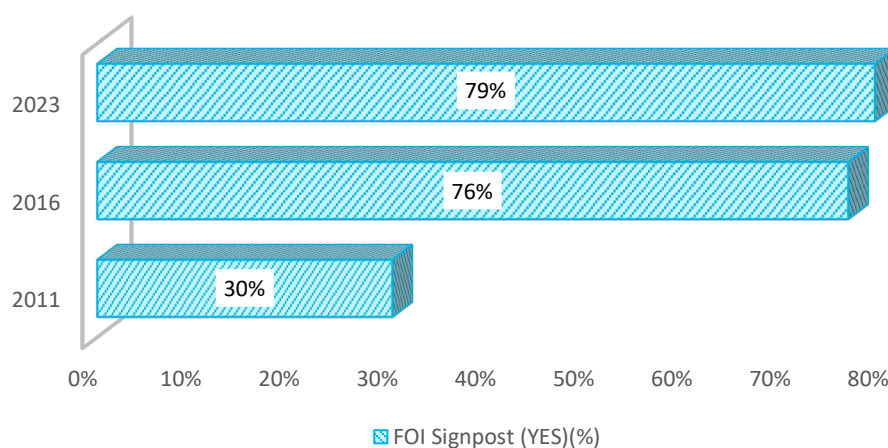
FOI WEBPAGES SIGNPOSTED ON HOMEPAGES

It is important that the right to access is given sufficient visibility by public authorities. Therefore, the OMB considers it best practice that information about FOI should readily be made accessible and directly linked from each public authority's homepage.

- ❖ Currently, 72 of 91 public authorities (79%) have a link from their homepage to their FOI webpage.
- ❖ This is a slight improvement over 2016, when 68 of 89 public authorities (76%) had such a link, which itself was a considerable improvement over 2011, when only 27 (30%) public authorities signposted their FOI page.
- ❖ A total of 12 FOI pages (13%) are only accessible indirectly, under 'about us' or 'contact us' links.

While the number of FOI links on public authorities' homepages has been maintained, it has not significantly improved. This is disappointing, considering that many public sector websites have undergone significant enhancements and restructuring in other areas in the last few years.

FOI SIGNPOSTED ON HOMEPAGE

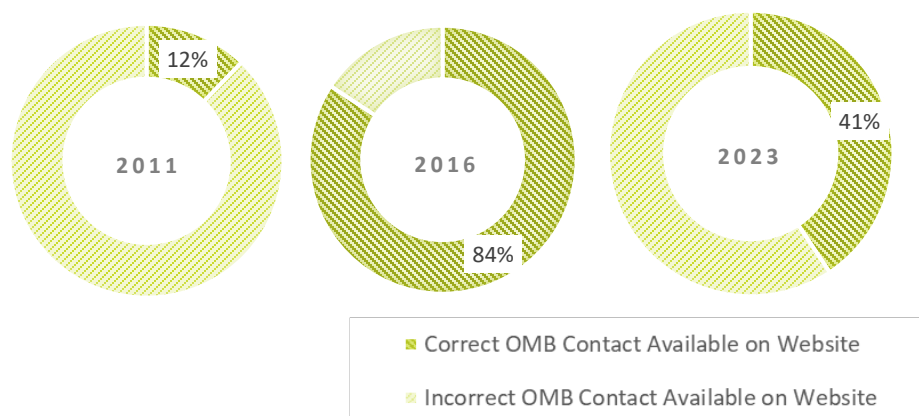


CONTACT DETAILS FOR OMB AND INFORMATION MANAGERS

FOI applicants and the general public should be informed about how, and to whom, they can make an appeal under the FOIA or get their questions about the FOIA answered. This is particularly relevant since our contact details changed as a result of the merger of the ICO and the Office of the Complaints Commissioner (OCC), and the creation of the Office of the Ombudsman in 2018.

The current investigation found only 37 public authorities (41%) with up-to-date contact details for the OMB on their website. This figure decreased from 75 public authorities (84%) in 2016. In 2011 only 11 public authorities (12%) had updated contact information for the oversight body.

UP-TO-DATE OMB CONTACT DETAILS



Contact details for IMs are important to let individuals know where to direct their requests under the FOIA. The publication of an IM's "name, function, contact details and such other information relating to the information manager as the authority may consider necessary or expedient" is required by law.

Currently, there are only 52 public authorities (57%) with up-to-date contact details for their IMs. This is a noticeable decrease compared to 2016, when 81 public authorities (91%) had up-to-date contact information.

Of the remaining 39 public authorities, 16 (17% of the total number) have incorrect contact details for their IM on their website, and 23 (25%) have no contact information.

PUBLICATION SCHEMES

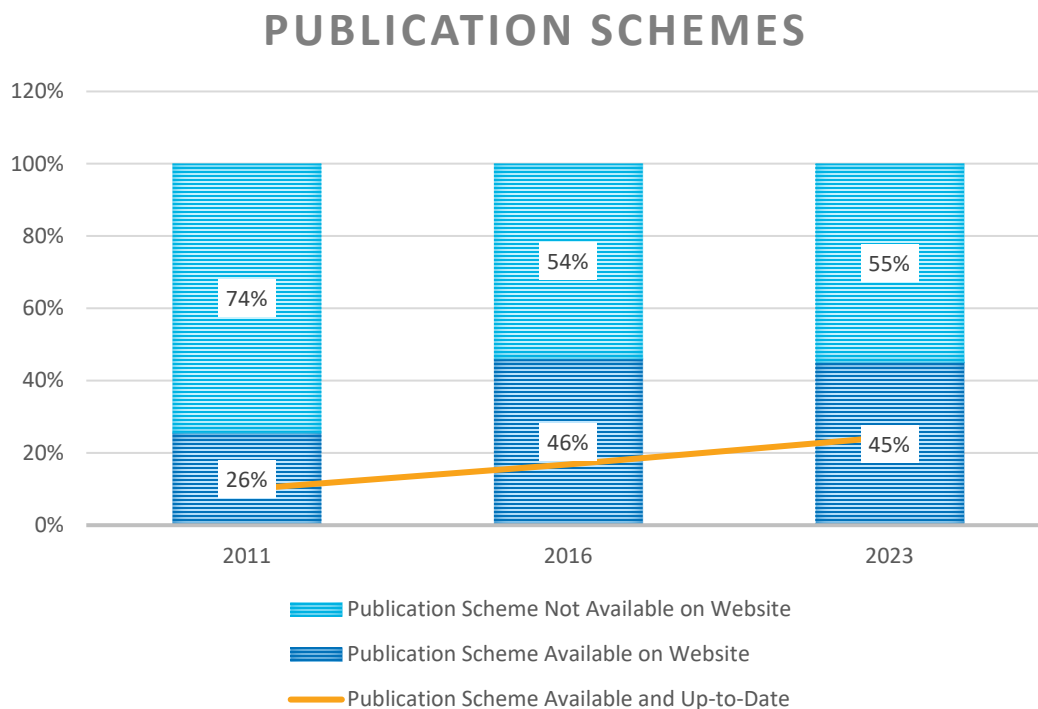
The existence and regular update of a publication scheme is a statutory requirement under the FOIA.

A publication scheme:

- Publishes the types of information and records held by a public authority that may be available without making an FOI request.
- Should be published on each entity's website.
- Helps guide the general public to the right public authority to answer their FOI request.
- May help pre-empt many FOI requests.

Nonetheless, only 41 of 91 authorities (45%) have placed their publication scheme online, of which only 10 (24%) are the current versions, and 31 (76%) have not been updated. A total of 50 entities (55%) do not have a publication scheme on their website.

These results compare well with the 2011 findings, but they are slightly worse than in 2016, when 41 of 89 public authorities (46%) had their publication scheme online, of which only 15 (17%) were current and 74 (83%) were not up to date.



DISCLOSURE LOGS

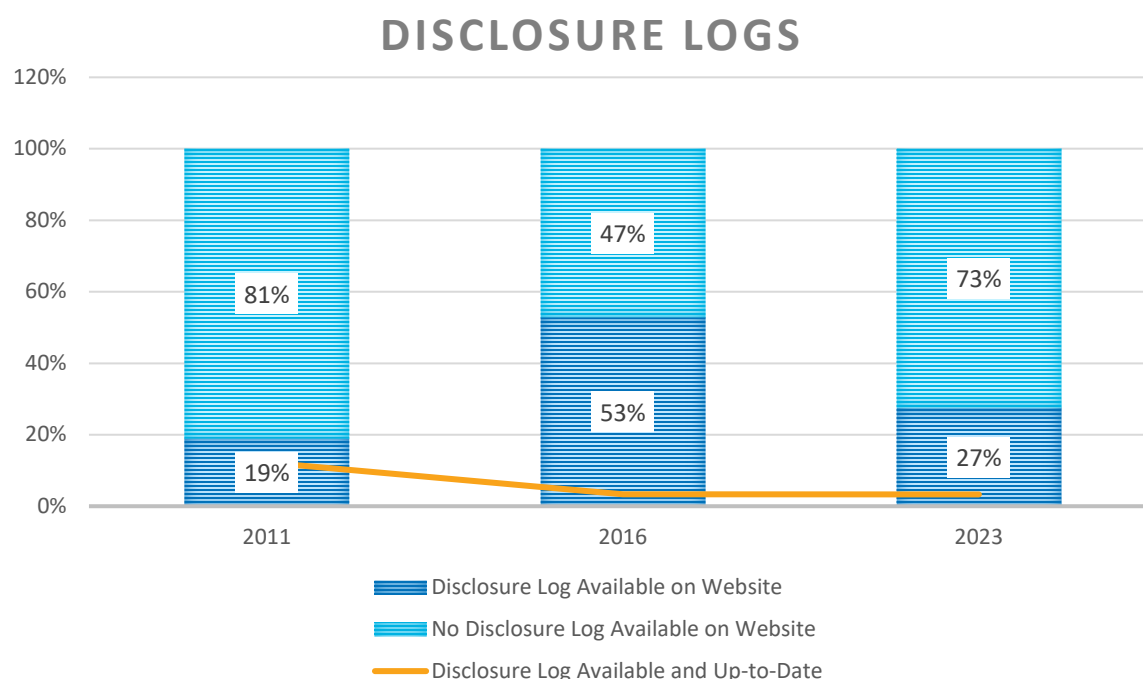
The FOI Regulations require that a disclosure log be maintained by each public authority's IM. As far as the contents of the log is concerned, the Regulations only require that it must contain a record "of all applications granted."

Most public authorities have a simple list with a summary of what was requested and whether the record was disclosed or not. Although this approach is compliant, it does not meet best practice expectations which include more detailed responses to each request and links to actual responsive records (with necessary redactions applied where needed).

Our investigation showed that only 25 of 91 public authorities (27%) have disclosure logs available on their website. This is comparable to the 2011 result, which showed that 19% of authorities had a disclosure log. However, it is a marked deterioration from 2016, when 47 public authorities (53%) had a disclosure log available on their website.

Of the disclosure logs available on websites, only a few (4%) had been updated, similar to the results in 2016. In 2011, 12% of public authorities had an updated log.

The fact that some public authorities had not received any FOI requests was taken into consideration in our investigation.



Results by Ranking

For a full listing of public authorities and their respective ratings, please see the Appendix.

WEBSITES RATED AS '1'

The websites and FOI pages that fall within this rating show all relevant information present and up to date with only relatively minor elements missing.

Only 5 of 91 public authorities (5%) were rated in the top category, in comparison to 2 (2%) in 2016 and 8 (9%) in 2011.

The Maritime Authority of the Cayman Islands (MACI)³ is an exemplary public authority in this regard. Their website has an impressive FOI page that features an up-to-date publication scheme for 2022 and a disclosure log up to 2021. Their FOI page has steadily improved over the last two studies, having been ranked a '3' in 2011, and a '2' in 2016. The disclosure log provides information about the contents of the records disclosed.

The Water Authority⁴ has maintained its excellent rating since 2011. Their website is informative about FOI processes and contains an updated publication scheme. However, their disclosure log has not been updated since 2015.

The Office of the Auditor General's FOI page⁵ stood out because the disclosure log offers significant details about the FOI requests received and links to the disclosed records. It provides all the necessary information, but the disclosure log and publication scheme need to be updated.

³ <https://www.cishipping.com/foi>

⁴ <https://www.waterauthority.ky/freedom-of-informations>

⁵ <https://www.auditorgeneral.gov.ky/makingarequest>

WEBSITES RATED AS ‘2’

The websites and FOI pages rated as ‘2’ contain relevant information but are not fully up to date. It is unfortunate that only 15 of 91 public authorities (16%) received this high rating, in comparison to 56 (63%) in 2016. In 2011 this number stood at 5 (6%).

By regularly updating their FOI pages, or making relatively small improvements to them, most of these public authorities could quite easily rise to the highest ranking of ‘1’. Public authorities that fall within this category include the Economic and Statistics Officer (ESO)⁶, the General Registry⁷, the Health Services Authority (HSA)⁸, the Port Authority⁹, UCCI¹⁰, and CINICO.¹¹ These authorities all have above-average FOI webpages, however, some elements were not up to date, such as publication schemes or disclosure logs, and many have incorrect links and contact information for the OMB.

For example, the National Roads Authority¹² website includes their 2023 publication scheme including a brief description how to file an FOI request. However, there are elements missing, such as detailed information on making a request, requesting an internal review, or contact information for the OMB. There is a disclosure log last updated in 2022 and it was impressive that the link to the NRA Board provides access to minutes of the board as recent as the summer of 2023.

Some public authorities such as the Department of Environment¹³, Department of Environmental Health¹⁴ and Department of Labour and Pensions¹⁵ were rated ‘4’ and ‘5’ in 2011, and in 2016 they rose to a rating of ‘2’. In the current study, these public authorities have maintained a rating of ‘2’.

⁶ <https://www.eso.ky/>

⁷ <https://www.ciregistry.ky/>

⁸ <https://www.hsa.ky>

⁹ <https://www.caymanport.com/>

¹⁰ <https://www.ucci.edu.ky/>

¹¹ <https://www.cinico.ky/foi>

¹² <http://www.caymanroads.com/>

¹³ <http://doe.ky/>

¹⁴ <https://www.gov.ky/deh/>

¹⁵ <http://www.dlp.gov.ky/portal/page/portal/dlphome>

WEBSITES RATED AS ‘3’

Websites rated as ‘3’ contain some relevant information, but the majority of the information is not up to date or not present. A total of 47 of 91 authorities (52%) received a ranking of ‘3’. This number was 13 (15%) in 2011 and 18 (20%) in 2016.

Most of the websites that fall within this rating contain basic information about FOI and some updated information, but other key information such as publication schemes and disclosure logs are out-of-date or not present.

Of specific note is the Judicial Administration¹⁶ whose webpage is accessible from their homepage and clearly laid out. However, they still refer the public to the ICO, there is no disclosure log, and their publication scheme is out of date (confusingly, the publication scheme also refers to another entity, the Department of Planning). The Judicial Administration was rated as ‘3’ in 2011 but rose to a rating of ‘2’ in 2016, their FOI webpage has dropped to a ‘3’ for the above reasons.

The Department of Commerce and Investment (DCI)¹⁷ was rated ‘4’ in the 2011 study. This entity has since then significantly improved its website and was rated a ‘2’ in the 2016 study. By updating its publication scheme and disclosure log, and establishing links to the OMB, this website could have reached a higher rating. There needs to be consistency where the name of our office is concerned, and the location of the FOI webpage (the DCI has two links with separate information). In addition, their disclosure log could only be found using the search function.

The Cayman Islands Monetary Authority (CIMA)¹⁸ has FOI signposted at the bottom of their homepage. There is some relevant information including links to the current version of the FOI Act, a link to an FOI request form and a link to contact the Information Manager. However, there is no contact information for the OMB, no publication scheme, and no disclosure log. In 2011, and 2016 CIMA’s FOI webpage was rated ‘2’. Their website appears to have undergone some changes and several details previously included on their FOI webpage were removed.

¹⁶ <https://www.judicial.ky/judicial-administration/freedom-of-information>

¹⁷ <http://www.dci.gov.ky/portal/page/portal/ivbhome/foi/appeals>

¹⁸ http://www.cimoney.com.ky/about_cima/about.aspx?id=44

WEBSITES RATED AS '4'

Some of the websites rated as '4' have not been updated since CSD created the FOI website templates in late 2008. They may have incorporated basic information, such as contact details, or guidance on how to submit a request for access, but little or no further information is included.

The number of public authorities with a rating as '4' has increased to 13 (14%). In 2016 this figure stood at 6 (7%), and in 2011 at 39 (44%).

The Department of International Tax Cooperation¹⁹, and Cayman Airways²⁰, were rated '3' in 2011 and 2016. The Governor's Office and the Office of the Deputy Governor were rated '3' and '2' respectively in 2016.

WEBSITES RATED AS '5'

The websites of public authorities in this category need a lot of work to bring themselves in compliance. These entities typically either do not have a website or their website has no information at all about FOI except, in some cases, for a contact email for the IM. In comparison to 24 (27%) in 2011, and 7 (8%) in 2016, the number of public authorities in this lowest category has increased again to 11 of 91 authorities (12%).

The following public authorities have no FOI webpage:

- Cayman Islands Regiment
- Cayman Islands Stock Exchange
- Department of Sports
- Mosquito Research and Control (MRCU)
- Office of the Director of Public Prosecutions (DPP)
- Parliament of the Cayman Islands
- Department of Communications

Meanwhile, the following two public authorities have signposted FOI information but it only links to contact information for the IM:

- Needs Assessment Unit

¹⁹ <http://www.tia.gov.ky/html/request.htm>

²⁰ <https://www.caymanairways.com/freedom-of-information>

- Sunrise Adult Training Centre

The following public authorities have no websites:

- Her Majesty's Cayman Islands Prison Service
- Ministry of Home Affairs

In 2016, there were 5 public authorities that had no website, of which only the Prison Service remains. All others on the 2016 list have now developed websites and FOI pages. Some other entities have a link to the gov.ky page which provides a general note about FOI²¹.

²¹ <https://www.gov.ky/about-us/freedom-of-information>

Conclusions and Recommendations

Government websites should contain meaningful, up-to-date information on the right to access under the FOIA. This increases openness and usability, pre-empts the need for many formal requests, and helps to make the government more accountable to the public.

Websites are some of the most important means of outreach and communication about government's roles and responsibilities. However, outdated, incorrect or incomplete information about the right to access weakens government's accountability and transparency. It damages government's engagement with the public, and increases the likelihood that the government is viewed with suspicion, raising a perception of bureaucratic indifference, reducing the public's understanding of government's actions, and undermining the relevance and impact of the FOIA.

Unfortunately, the progress that was made between 2011 and 2016 has in many cases been reversed, and the overall results of this website investigation are not positive.

While significant progress was made between 2011 and 2016, the 2023 results show that, by most criteria, the application of statutory requirements and best practice standards have fundamentally regressed, as shown in this summary table:

	2011	2016	2023
Overall rating (<u>lower is better</u>)	3.74	2.55	3.11
FOI pages signposted	30 %	76 %	79 %
Contact details of OMB	12 %	84 %	41 %
Contact details of IM	n/a	91 %	57 %
Publication scheme	26 %	46 %	45 %
Disclosure log	19 %	53 %	27 %

We have not probed the reasons for this regression, whether in the context of the public sector at large, or in terms of the circumstances of individual public authorities.

This investigation clearly demonstrates that public sector entities do not adequately represent the public's right to know, or provide related tools and guidance, on their websites.

REGULAR UPDATES OF FOI WEBPAGES

Good communications are a crucial lifeline for government and its citizens, not least in the context of the FOIA.

Public authorities should regularly review their websites and update all information relevant to FOI as a routine part of the business process.

Where possible, government records should be provided proactively, preferably organized in a hierarchical manner by main function (as in a file plan or disposal schedule). This renders government more transparent and reduces the need for requests under the FOIA.

CONTACT DETAILS FOR OMB AND INFORMATION MANAGERS

It is essential for the general public to know who to contact in a public authority in order to make an application under the FOIA. After an initial decision has been rendered, it is equally important to know what further options are available, how to request an internal review or an appeal, and who to approach with any questions. Accurate, up-to-date contact details for IMs and the OMB must therefore be readily available.

In 2023 only 52 public authorities (57%) provide up-to-date contact information for their own IM, and only 37 (41%) have up-to-date information for the OMB. This is a significant deterioration from 2016 when these proportions still stood at 91% and 84%, respectively.

PUBLICATION SCHEMES ON WEBSITES

Publication schemes are intended to provide essential information about public authorities, including their functions, rules and records. Having an annually updated publication scheme that includes key information is a statutory requirement under the FOIA.

In 2023 only 41 public authorities (45%) make their publication scheme available online, and only 10 of these are current. This represents a slight downturn since 2016.

DISCLOSURE LOGS ON WEBSITES

An informative and up-to-date disclosure log is an important tool to inform the public about the outcome of previous FOI decisions, so that duplication can be avoided.

Unfortunately, only 25 public authorities (27%) have a disclosure log available on their website, down from 47 (53%) in 2016. Only 4% of the available disclosure logs were up to date.

RECOMMENDATIONS

Given the findings of this investigation, government should evaluate and improve its online communications about information rights and the tools and contact information that support those rights.

Based on the above analysis and conclusions, the same recommendations that were made in the 2016 report, are again repeated:

1. Public authorities should regularly evaluate their websites and update all information relevant to FOI as a normal part of the business process.
2. Contact information for Information Managers (and the OMB) should be kept up to date as a matter of routine, including email addresses, phone numbers and physical addresses.
3. Each public authority should publish their most recent publication scheme on their website whenever it is updated, at a minimum on an annual basis, as required by law.
4. Finally, each public authority should have an up-to-date disclosure log on their website, and if no request was received for the year, this should be captioned in the log. Dates of receipt and resolution of FOI requests should be indicated, as well as disclosure decisions and links to actual responsive records (redacted where necessary).



Sharon Roulstone
Ombudsman

Appendix

The websites of all 92 public authorities subject to the FOI Law (excluding the OMB), as they relate to FOI, have been ranked as follows:

WEBSITES RANKED AS '1'

Auditors Oversight Authority
Cabinet Office
Maritime Authority of the Cayman Islands (MACI)
Office of the Auditor General
Water Authority-Cayman

WEBSITES RANKED AS '2'

Cayman Islands National Archive
Cayman Islands National Insurance Company
Civil Aviation Authority of the Cayman Islands (CAA)
Computer Services Department (CSD)
Department of Environment (DOE)
Department of Environmental Health (DEH)
Department of Labour and Pensions
Department of Public Safety Communications
Economics & Statistics Office
General Registry
Health Services Authority (HSA)
National Roads Authority (NRA)
Port Authority of the Cayman Islands (PACI)
University College of the Cayman Islands (UCCI)
Utility Regulation and Competition Office (OfReg)

WEBSITES RANKED AS '3'

Cayman Islands Airports Authority (CIAA)
Cayman Islands Centre for Business Development (CICBD)
Cayman Islands Customs and Border Control
Cayman Islands Development Bank (CIDB)
Cayman Islands Monetary Authority
Cayman Islands National Museum
Cayman Islands National Weather Service
Cayman National Cultural Foundation (CNCF)
Children & Youth Services (CAYS) Foundation
Commissions Secretariat
Department of Agriculture
Department of Children & Family Services
Department of Commerce and Investment (DCI)
Department of Community Rehabilitation
Department of Education Services
Department of Health Regulatory Services
Department of Planning
Department of Vehicle and Drivers' Licensing (DVDL)
District Administration Department, Cayman Brac
Elections Office
Hazard Management Cayman Islands
Judicial Administration
Lands and Survey Department
Ministry of Border Control and Labour
Ministry of District Administration and Lands
Ministry of Education
Ministry of Finance and Economic Development
Ministry of Health and Wellness
Ministry of Investment, Innovation and Social Development
Ministry of Planning, Agriculture, Housing and Infrastructure
Ministry of Sustainability and Climate Resiliency
Ministry of Tourism and Ports
Ministry of Youth, Sports, Culture and Heritage
National Drug Council
National Gallery of the Cayman Islands
National Housing Development Trust (NHDT)

Office of the Commissioner of Police
Office of the Premier
Portfolio of Legal Affairs
Portfolio of the Civil Service (POCS)
Public Service Pensions Board (PSPB)
Public Works Department (PWD)
Radio Cayman
Tourism Attraction Board
Treasury
Workforce Opportunities and Residency Cayman
Youth Services Unit

WEBSITES RANKED AS '4'

Cayman Airways
Cayman Islands Cadet Corps
Cayman Islands Fire Service
Cayman Islands Postal Service
Cayman Islands Public Library Service
Cayman Turtle Conservation and Education Centre Ltd.
Department for International Tax Cooperation
Department of Counselling Services
Department of Tourism (DOT)
Department of Vehicle and Equipment Services (DVES)
Governor's Office
Ministry of Financial Services and Commerce
Office of the Deputy Governor

WEBSITES RANKED AS '5'

Cayman Islands Regiment
Cayman Islands Stock Exchange
Department of Communications
Department of Sports
Her Majesty's Cayman Islands Prison Service
Ministry of Home Affairs
Mosquito Research and Control (MRCU)

Needs Assessment Unit
Office of the Director of Public Prosecutions (DPP)
Parliament of the Cayman Islands
Sunrise Adult Training Centre