**Appendix 4**

**Freedom of Information, Subject Access Requests, Disclosure Requests 2020/21**

The Freedom of Information Act 2000 provides public access to information held by public authorities. It does this in two ways. Public authorities are obliged to publish certain information about their activities; and members of the public are entitled to request information from public authorities. If a member of the public wants to see information that a public authority holds about them, they should make a data protection subject access request. Disclosure requests are made by organisations under schedule 2 Part 1 of the DPA 2018. This part of the DPA2018 allows us to release information for the purposes of crime prevention/detection, law enforcement and tax collection. We usually receive these requests from the Police, other local authorities, housing associations and solicitors.

1. **Summary**

Across all Directorates FOI’s, SAR’s and Disclosures we received 1,896 requests broken down as follows with the following performance against a target of 90%:

FOI’s 1,590 65%

SAR’s 187 60%

Disclosures 119 45%

**Total 1,896 63%**

1. **FOI Appeals**

**\***Of the 1590 FOI cases due, 45 cases or 2.8% were appealed against and of those that appealed, only 7 cases (15%) were upheld.

1. **SAR Appeals**

**\***Of the 187 SAR cases due, 4 cases or 2.1% were appealed against, however of those that appealed, 3 cases (75%) were upheld.

1. **Overall Performance in each Directorate**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Directorate** | **FOI** |  | **SAR** |  | **Disclosure** |
|  | **Volume** | **Performance** | **Volume** | **Performance** | **Volume** | **Performance** |
| **CE** | 17 | 59% | 2 | 50% | 0 | N/A |
| **Community** | 270 | 59% | 21 | 57% | 1 | 100% |
| **CYP** | 164 | 51% | 114 | 63% | 26 | 12% |
| **Corporate** | 449 | 70% | 32 | 53% | 92 | 54% |
| **HRPR** | 690 | 67% | 18 | 56% | 0 | N/A |

Details of individual Directorate performance has also been shown below. This shows the number of appeals and the number of cases referred to the Information Commissioners Office (ICO) and how many of those ICO cases were upheld/not upheld.

**\*** *Volumes may be higher than stated in the report as a number of cases were not recorded on Icasework during the pandemic’*. *Some staff were seconded to the Covid response and there was little if any admin support. We have now reverted back to BAU so report for the current year will be accurate”*

1. **Improvement Actions**

Improvements need to be made across all Directorates in terms of responding to requests within target.

Regular monthly reports are now circulated to EMT/DMT which will allow performance to be monitored regularly and for Directorates to take steps to improve their own performance.

Appeals for all areas are below 3% which is very low so this is a positive step, although any upheld appeals can be learned from with an aim to reduce these in the future. Service areas need to analyse all upheld appeals to ensure similar cases are dealt with appropriately at the initial stage of the request to further reduce any subsequent appeals.

**COUNCIL WIDE PERFORMANCE - 20/21**

Freedom Of Information (FOI), Subject Access Request (SAR's) & Disclosure Requests

**All Requests due between April 2020 to March 2021**

LBL

**Council Wide**

**1896**

**1835**

**1199**

**63%**

R

In time % In Time

Completed

Due

**Performance Criteria**

**YTD**

**All Stages Requests**

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 97% | 3% |

|  |  |  |
| --- | --- | --- |
| **All Requests** | **YTD** | **LBL** |
| **Breakdown** | Due | Completed | In time | % In Time |  |
| Freedom of Information (FOI) | 1590 | 1542 | 1033 | 65% | R |
| Subject Access Requests (SAR) | 187 | 175 | 112 | 60% | R |
| Disclosure Requests | 119 | 118 | 54 | 45% | R |
| **Total** | **1896** | **1835** | **1199** | **63%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 97% | 3% |
| 94% | 6% |
| 99% | 1% |
| **97%** | **3%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Freedom of Information (FOI)** | **YTD** |  | **LBL** |
| **Performance Criteria** | Due | Completed | In time | % In Time |  |
| Information Commissioner | 4 | 4 | 2 | 50% | R |
| Internal Review | 45 | 45 | 26 | 58% | R |
| Standard Request | 1541 | 1493 | 1005 | 65% | R |
| **Total** | **1590** | **1542** | **1033** | **65%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 100% | 0% |
| 100% | 0% |
| 97% | 3% |
| **97%** | **3%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Subject Access Requests** | **YTD** |  | **LBL** |
| **Performance Criteria** | Due | Completed | In time | % |  |
| Internal Review | 4 | 4 | 4 | 100% | G |
| Standard Request | 183 | 171 | 108 | 59% | R |
| **Total** | **187** | **175** | **112** | **60%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 100% | 0% |
| 93% | 7% |
| **94%** | **6%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Disclosure Requests** | **YTD** |  | **LBL** |
| **Performance Criteria** | Due | Completed | In time | % |  |
| Standard Request | 119 | 118 | 54 | 45% | R |
| **Total** | **119** | **118** | **54** | **45%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 99% | 1% |
| **99%** | **1%** |

|  |  |
| --- | --- |
| **Freedom of Information** | **LBL** |
| **Internal Review - Details** | **YTD** |
| **Performance Criteria** | Due | % |
| Exceeds Appropriate Limit -Refused | 1 | 2% |
| Not upheld | 18 | 40% |
| Upheld - Full | 7 | 16% |
| Upheld - Partial | 18 | 40% |
| Withdrawn | 1 | 2% |
| **Total** | **45** | **100%** |

|  |  |
| --- | --- |
| **Subject Access Requests** | **LBL** |
| **Internal Review - Details** | **YTD** |
| **Performance Criteria** | Due | % |
| Exceeds Appropriate Limit -Refused | 0 | 0% |
| Not upheld | 1 | 25% |
| Upheld - Full | 3 | 75% |
| Upheld - Partial | 0 | 0% |
| Withdrawn | 0 | 0% |
| **Total** | **4** | **100%** |

## CHIEF EXECUTIVE

## Freedom Of Information Requests 2020/21 Chief Executive (CEO)

Freedom Of Information (FOI), Subject Access Request (SAR's) & Disclosure Requests

# CEO

**Chief Executive (CEO)**

**19**

**16**

**11 58%** R

Due Completed In time % In Time

**Performance Criteria**

**YTD**

**All Stages Requests**

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 84% | 16% |

|  |  |  |
| --- | --- | --- |
| **All Requests** | **YTD** | **CEO** |
| **Breakdown** | Due | Completed | In time | % In Time |  |
| Freedom of Information (FOI) | 17 | 14 | 10 | 59% | R |
| Subject Access Requests (SAR) | 2 | 2 | 1 | 50% | R |
| Disclosure Requests | 0 | 0 | 0 |  | G |
| **Total** | **19** | **16** | **11** | **58%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 82% | 18% |
| 100% | 0% |
|  |
| **84%** | **16%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Freedom of Information (FOI)** | **YTD** |  | **CEO** |
| **Performance Criteria** | Due | Completed | In time | % In Time |  |
| Information Commissioner | 0 | 0 | 0 |  | G |
| Internal Review | 1 | 1 | 1 | 100% | G |
| Standard Request | 16 | 13 | 9 | 56% | R |
| **Total** | **17** | **14** | **10** | **59%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
|  |
| 100% | 0% |
| 81% | 19% |
| **82%** | **18%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Subject Access Requests** | **YTD** |  | **CEO** |
| **Performance Criteria** | Due | Completed | In time | % In Time |  |
| Internal Review | 0 | 0 | 0 |  | G |
| Standard Request | 2 | 2 | 1 | 50% | R |
| **Total** | **2** | **2** | **1** | **50%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
|  |
| 100% | 0% |
| **100%** | **0%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Disclosure Requests** | **YTD** |  | **CEO** |
| **Performance Criteria** | Due | Completed | In time | % In Time |  |
| Standard Request | 0 | 0 | 0 |  | G |
| **Total** | **0** | **0** | **0** |  | G |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
|  |
|  |

|  |  |
| --- | --- |
| **Freedom of Information** | **CEO** |
| **Internal Review - Details** | **YTD** |
| **Performance Criteria** | Due | % |
| Exceeds Appropriate Limt -Refused | 0 |  |
| Not upheld | 0 |  |
| Upheld - Full | 1 | 100% |
| Upheld - Partial | 0 |  |
| Withdrawn | 0 |  |
| **Total** | **1** | **100%** |

|  |  |
| --- | --- |
| **Subject Access Request** | **CEO** |
| **Internal Review - Details** | **YTD** |
| **Performance Criteria** | Due | % |
| Exceeds Appropriate Limt -Refused | 0 |  |
| Not upheld | 0 |  |
| Upheld - Full | 0 |  |
| Upheld - Partial | 0 |  |
| Withdrawn | 0 |  |
| **Total** | **0** |  |

|  |
| --- |
| **Top 10 Service Function** |
| **Information Request** |

|  |
| --- |
| **Top 10 Service Function** |
| **Subject Access Request** |

|  |
| --- |
| **Top 10 Service Function** |
| **Disclosure Request** |

|  |  |  |  |
| --- | --- | --- | --- |
| Organisational Development and HR | 10 | Organisational Development and HR | 1 |
| Legal Services | 3 | Legal Services | 1 |
| Strategy & Communication | 2 |  |  |
| Electoral Services | 1 |  |  |
| Mayor and Cabinet Office | 1 |  |  |

## COMMUNITY SERVICES

## Freedom Of Information Requests 2020/21 Community Services (COM)

Freedom Of Information (FOI), Subject Access Request (SAR's) & Disclosure Requests

# COM

**Community Services (COM)**

**292**

**279**

**172 59%** R

Due Completed In time % In Time

**Performance Criteria**

**YTD**

**All Stages Requests**

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 96% | 4% |

|  |  |  |
| --- | --- | --- |
| **All Requests** | **YTD** | **COM** |
| **Breakdown** | Due | Completed | In time | % In Time |  |
| Freedom of Information (FOI) | 270 | 257 | 159 | 59% | R |
| Subject Access Requests (SAR) | 21 | 21 | 12 | 57% | R |
| Disclosure Requests | 1 | 1 | 1 | 100% | G |
| **Total** | **292** | **279** | **172** | **59%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 95% | 5% |
| 100% | 0% |
| 100% | 0% |
| **96%** | **4%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Freedom of Information (FOI)** | **YTD** |  | **COM** |
| **Performance Criteria** | Due | Completed | In time | % In Time |  |
| Information Commissioner | 0 | 0 | 0 |  | G |
| Internal Review | 6 | 6 | 2 | 33% | R |
| Standard Request | 264 | 251 | 157 | 59% | R |
| **Total** | **270** | **257** | **159** | **59%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
|  |
| 100% | 0% |
| 95% | 5% |
| **95%** | **5%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Subject Access Requests** | **YTD** |  | **COM** |
| **Performance Criteria** | Due | Completed | In time | % In Time |  |
| Internal Review | 0 | 0 | 0 |  | G |
| Standard Request | 21 | 21 | 12 | 57% | R |
| **Total** | **21** | **21** | **12** | **57%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
|  |
| 100% | 0% |
| **100%** | **0%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Disclosure Requests** | **YTD** |  | **COM** |
| **Performance Criteria** | Due | Completed | In time | % In Time |  |
| Standard Request | 1 | 1 | 1 | 100% | G |
| **Total** | **1** | **1** | **1** | **100%** | G |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 100% | 0% |
| **100%** | **0%** |

|  |  |
| --- | --- |
| **Freedom of Information** | **COM** |
| **Internal Review - Details** | **YTD** |
| **Performance Criteria** | Due | % |
| Exceeds Appropriate Limt -Refused | 0 |  |
| Not upheld | 0 |  |
| Upheld - Full | 2 | 33% |
| Upheld - Partial | 3 | 50% |
| Withdrawn | 1 | 17% |
| **Total** | **6** | **100%** |

|  |  |
| --- | --- |
| **Subject Access Request** | **COM** |
| **Internal Review - Details** | **YTD** |
| **Performance Criteria** | Due | % |
| Exceeds Appropriate Limt -Refused | 0 |  |
| Not upheld | 0 |  |
| Upheld - Full | 0 |  |
| Upheld - Partial | 0 |  |
| Withdrawn | 0 |  |
| **Total** | **0** |  |

|  |
| --- |
| **Top 10 Service Function** |
| **Information Request** |

|  |
| --- |
| **Top 10 Service Function** |
| **Subject Access Request** |

|  |
| --- |
| **Top 10 Service Function** |
| **Disclosure Request** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Crime Enforcement & Regulation | 75 | Crime Enforcement & Regulation | 7 | Adults with Learning Disabilities | 1 |
| Joint Commissioning | 67 | Adults with Learning Disabilities | 4 |  |  |
| Environmental Health | 26 | Learning Disabilities and Transitions | 3 |  |  |
| Public Health service 1 | 22 | Joint Commissioning | 2 |  |  |
| Sports and leisure | 13 | Service development & improvement | 2 |  |  |
| Community Resources | 13 | Safeguarding Quality Assurance | 1 |  |  |
| Adults with Learning Disabilities | 12 | Public Health service 1 | 1 |  |  |
| Prevention and Inclusion | 6 | Safeguarding and Risk | 1 |  |  |
| Community Mental Health | 5 |  |  |  |  |
| Safeguarding Quality Assurance | 4 |  |  |  |  |

## CHILDREN & YOUNG PEOPLE

## Freedom Of Information Requests 2020/21 Children & Young People (CYP)

Freedom Of Information (FOI), Subject Access Request (SAR's) & Disclosure Requests

# CYP

**Children & Young People (CYP)**

**304**

**292**

**158 52%** R

Due Completed In time % In Time

**Performance Criteria**

**YTD**

**All Stages Requests**

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 96% | 4% |

|  |  |  |
| --- | --- | --- |
| **All Requests** | **YTD** | **CYP** |
| **Breakdown** | Due | Completed | In time | % In Time |  |
| Freedom of Information (FOI) | 164 | 164 | 83 | 51% | R |
| Subject Access Requests (SAR) | 114 | 103 | 72 | 63% | R |
| Disclosure Requests | 26 | 25 | 3 | 12% | R |
| **Total** | **304** | **292** | **158** | **52%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 100% | 0% |
| 90% | 10% |
| 96% | 4% |
| **96%** | **4%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Freedom of Information (FOI)** | **YTD** |  | **CYP** |
| **Performance Criteria** | Due | Completed | In time | % In Time |  |
| Information Commissioner | 0 | 0 | 0 |  | G |
| Internal Review | 1 | 1 | 1 | 100% | G |
| Standard Request | 163 | 163 | 82 | 50% | R |
| **Total** | **164** | **164** | **83** | **51%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
|  |
| 100% | 0% |
| 100% | 0% |
| **100%** | **0%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Subject Access Requests** | **YTD** |  | **CYP** |
| **Performance Criteria** | Due | Completed | In time | % In Time |  |
| Internal Review | 1 | 1 | 1 | 100% | G |
| Standard Request | 113 | 102 | 71 | 63% | R |
| **Total** | **114** | **103** | **72** | **63%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 100% | 0% |
| 90% | 10% |
| **90%** | **10%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Disclosure Requests** | **YTD** |  | **CYP** |
| **Performance Criteria** | Due | Completed | In time | % In Time |  |
| Standard Request | 26 | 25 | 3 | 12% | R |
| **Total** | **26** | **25** | **3** | **12%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 96% | 4% |
| **96%** | **4%** |

|  |  |
| --- | --- |
| **Freedom of Information** | **CYP** |
| **Internal Review - Details** | **YTD** |
| **Performance Criteria** | Due | % |
| Exceeds Appropriate Limt -Refused | 0 |  |
| Not upheld | 1 | 100% |
| Upheld - Full | 0 |  |
| Upheld - Partial | 0 |  |
| Withdrawn | 0 |  |
| **Total** | **1** | **100%** |

|  |  |
| --- | --- |
| **Subject Access Request** | **CYP** |
| **Internal Review - Details** | **YTD** |
| **Performance Criteria** | Due | % |
| Exceeds Appropriate Limt -Refused | 0 |  |
| Not upheld | 0 |  |
| Upheld - Full | 1 | 100% |
| Upheld - Partial | 0 |  |
| Withdrawn | 0 |  |
| **Total** | **1** | **100%** |

|  |
| --- |
| **Top 10 Service Function** |
| **Information Request** |

|  |
| --- |
| **Top 10 Service Function** |
| **Subject Access Request** |

|  |
| --- |
| **Top 10 Service Function** |
| **Disclosure Request** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Looked After and Leaving Care Service | 30 | Quality Assurance | 109 | Quality and Improvement Service | 21 |
| School Services | 28 | Quality and Improvement Service | 2 | Quality Assurance | 5 |
| School Improvement and Intervention | 21 | Family Support and Safeguarding | 1 |  |  |
| Access Inclusion and Participation | 21 | Referral and Assessment | 1 |  |  |
| CYP Joint Commissioning | 12 | Looked After and Leaving Care Service | 1 |  |  |
| Referral and Assessment | 10 |  |  |  |  |
| Fostering and Placements | 10 |  |  |  |  |
| Corporate Parenting | 7 |  |  |  |  |
| Children with Complex Needs | 6 |  |  |  |  |
| School Place Manager | 5 |  |  |  |  |

**CORPORATE RESOURCES**

\* Corporate Resources & Customer Services information combined for 2020/21

## Freedom Of Information Requests 2020/21 CORPORATE RESOURCES (CORP)

Freedom Of Information (FOI), Subject Access Request (SAR's) & Disclosure Requests

# CORP

**CORPORATE RESOURCES (CORP) 573**

**557**

**383 67%** R

Due Completed In time % In Time

**Performance Criteria**

**YTD**

**All Stages Requests**

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 97% | 3% |

|  |  |  |
| --- | --- | --- |
| **All Requests** | **YTD** | **CORP** |
| **Breakdown** | Due | Completed | In time | % In Time |  |
| Freedom of Information (FOI) | 449 | 434 | 316 | 70% | R |
| Subject Access Requests (SAR) | 32 | 31 | 17 | 53% | R |
| Disclosure Requests | 92 | 92 | 50 | 54% | R |
| **Total** | **573** | **557** | **383** | **67%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 97% | 3% |
| 97% | 3% |
| 100% | 0% |
| **97%** | **3%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Freedom of Information (FOI)** | **YTD** |  | **CORP** |
| **Performance Criteria** | Due | Completed | In time | % In Time |  |
| Information Commissioner | 0 | 0 | 0 |  | G |
| Internal Review | 9 | 9 | 8 | 89% | A |
| Standard Request | 440 | 425 | 308 | 70% | R |
| **Total** | **449** | **434** | **316** | **70%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
|  |
| 100% | 0% |
| 97% | 3% |
| **97%** | **3%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Subject Access Requests** | **YTD** |  | **CORP** |
| **Performance Criteria** | Due | Completed | In time | % |  |
| Internal Review | 1 | 1 | 1 | 100% | G |
| Standard Request | 31 | 30 | 16 | 52% | R |
| **Total** | **32** | **31** | **17** | **53%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 100% | 0% |
| 97% | 3% |
| **97%** | **3%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Disclosure Requests** | **YTD** |  | **CORP** |
| **Performance Criteria** | Due | Completed | In time | % |  |
| Standard Request | 92 | 92 | 50 | 54% | R |
| **Total** | **92** | **92** | **50** | **54%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 100% | 0% |
| **100%** | **0%** |

|  |  |
| --- | --- |
| **Freedom of Information** | **CORP** |
| **Internal Review - Details** | **YTD** |
| **Performance Criteria** | Due | % |
| Exceeds Appropriate Limt -Refused | 0 |  |
| Not upheld | 4 | 44% |
| Upheld - Full | 1 | 11% |
| Upheld - Partial | 4 | 44% |
| Withdrawn | 0 |  |
| **Total** | **9** | **100%** |

|  |  |
| --- | --- |
| **Subject Access Request** | **CORP** |
| **Internal Review - Details** | **YTD** |
| **Performance Criteria** | Due | % |
| Exceeds Appropriate Limt -Refused | 0 |  |
| Not upheld | 0 |  |
| Upheld - Full | 1 | 100% |
| Upheld - Partial | 0 |  |
| Withdrawn | 0 |  |
| **Total** | **1** | **100%** |

|  |
| --- |
| **Top 10 Service Function** |
| **Information Request** |

|  |
| --- |
| **Top 10 Service Function** |
| **Subject Access Request** |

|  |
| --- |
| **Top 10 Service Function** |
| **Disclosure Request** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Revenues | 95 | Revenues | 12 | Revenues | 87 |
| Housing needs | 84 | Benefits | 9 | Housing needs | 5 |
| Complaints | 35 | Housing needs | 7 |  |  |
| Waste | 33 | Green Scene | 1 |  |  |
| Corporate Complaints and Casework | 28 | Registrars | 1 |  |  |
| Private Sector Housing Agency (PSHA) | 26 | Private Sector Housing Agency (PSHA) | 1 |  |  |
| Benefits | 24 | Parking | 1 |  |  |
| Green Scene | 20 |  |  |  |  |
| Regenter B3 | 18 |  |  |  |  |
| Cleansing | 18 |  |  |  |  |

**HOUSING, REGEN & PUBLIC REALM**

\* Housing, Regen. Public Realm & Resources & Regeneration information combined for 2020/21

**Freedom of Information**

**Freedom Of Information Requests 2020/21 HOUSING, REGEN. PUBLIC REALM (HRP)**

Freedom Of Information (FOI), Subject Access Request (SAR's) & Disclosure Requests

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **All Stages Requests** | **YTD** |  | **HRP** |  |
| **Performance Criteria** | Due | Completed | In time | % In Time |  |  |  |  | % Completed | %Incomplete |
| **HOUSING, REGEN. PUBLIC REALM (HRP)** | **708** | **691** | **475** | **67%** |  | R |  |  | 98% | 2% |

|  |  |  |
| --- | --- | --- |
| **All Requests** | **YTD** | **HRP** |
| **Breakdown** | Due | Completed | In time | % In Time |  |
| Freedom of Information (FOI) | 690 | 673 | 465 | 67% | R |
| Subject Access Requests (SAR) | 18 | 18 | 10 | 56% | R |
| Disclosure Requests | 0 | 0 | 0 |  | G |
| **Total** | **708** | **691** | **475** | **67%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 98% | 2% |
| 100% | 0% |
|  |
| **98%** | **2%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Freedom of Information (FOI)** | **YTD** |  | **HRP** |
| **Performance Criteria** | Due | Completed | In time | % In Time |  |
| Information Commissioner | 4 | 4 | 2 | 50% | R |
| Internal Review | 28 | 28 | 14 | 50% | R |
| Standard Request | 658 | 641 | 449 | 68% | R |
| **Total** | **690** | **673** | **465** | **67%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 100% | 0% |
| 100% | 0% |
| 97% | 3% |
| **98%** | **2%** |

|  |  |  |
| --- | --- | --- |
| **Subject Access Requests** | **YTD** | **HRP** |
| **Performance Criteria** | Due | Completed | In time | % |  |
| Internal Review | 2 | 2 | 2 | 100% | G |
| Standard Request | 16 | 16 | 8 | 50% | R |
| **Total** | **18** | **18** | **10** | **56%** | R |

|  |  |
| --- | --- |
| % Completed | %Incomplete |
| 100% | 0% |
| 100% | 0% |
| **100%** | **0%** |

|  |  |  |
| --- | --- | --- |
| **Disclosure Requests** | **YTD** | **HRP** |
| **Performance Criteria** | Due | Completed | In time % |  |
| Standard Request | 0 | 0 | 0 | G |
| **Total** | **0** | **0** | **0** | G |

|  |
| --- |
| % Completed %Incomplete |
|  |
|  |

|  |  |  |
| --- | --- | --- |
| **Internal Review - Details** | **YTD** | **HRP** |
| **Performance Criteria** | Due % |
| Exceeds Appropriate Limt -Refused | 1 4% |
| Not upheld | 13 46% |
| Upheld - Full | 3 11% |
| Upheld - Partial | 11 39% |
| Withdrawn | 0 |
| **Total** | **28 100%** |

|  |  |
| --- | --- |
| **Subject Access Request** | **HRP** |
| **Internal Review - Details** | **YTD** |
| **Performance Criteria** | Due % |
| Exceeds Appropriate Limt -Refused | 0 |
| Not upheld | 1 50% |
| Upheld - Full | 1 50% |
| Upheld - Partial | 0 |
| Withdrawn | 0 |
| **Total** | **2 100%** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Top 10 Service Function****Information Request** |  | **Top 10 Service Function****Subject Access Request** |  | **Top 10 Service Function****Disclosure Request** |
| Highways & Transport | 225 | Organisational Development and HR | 8 |  |
| Planning | 128 | Highways & Transport | 4 |  |
| Technology and transformation | 60 | Planning | 2 |  |
| Organisational Development and HR | 51 | Parking | 1 |  |
| Highways | 32 | Housing needs | 1 |  |
| Strategy | 31 | Planning Policy | 1 |  |
| Corporate Finance | 22 | Highways | 1 |  |
| Housing needs | 17 |  |  |  |
| Property and Asset Strategy | 12 |  |  |  |
| Corporate Resources | 12 |  |  |  |