

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%

2. 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.

3. 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.

4. Overall Performance in each Directorate

Directorate	FOI	Performance	SAR	Performance	Disclosure	
	Volume		Volume		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"*

5. 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

All Stages Requests	YTD		LBL		
Performance Criteria	Due	Completed	In time	% In Time	
Council Wide	1896	1835	1199	63%	R

% 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		
Internal Review - Details	YTD	LBL
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		
Internal Review - Details	YTD	LBL
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

All Stages Requests	YTD		CEO			
Performance Criteria	Due	Completed	In time	% In Time		% Completed %Incomplete
Chief Executive (CEO)	19	16	11	58%	R	84% 16%

All Requests	YTD		CEO				
Breakdown	Due	Completed	In time	% In Time		% Completed	%Incomplete
Freedom of Information (FOI)	17	14	10	59%	R	82%	18%
Subject Access Requests (SAR)	2	2	1	50%	R	100%	0%
Disclosure Requests	0	0	0		G		
Total	19	16	11	58%	R	84%	16%

Freedom of Information (FOI)	YTD		CEO				
Performance Criteria	Due	Completed	In time	% In Time		% Completed	%Incomplete
Information Commissioner	0	0	0		G		
Internal Review	1	1	1	100%	G	100%	0%
Standard Request	16	13	9	56%	R	81%	19%
Total	17	14	10	59%	R	82%	18%

Subject Access Requests		YTD		CEO			
Performance Criteria	Due	Completed	In time	% In Time		% Completed	%Incomplete
Internal Review	0	0	0		G		
Standard Request	2	2	1	50%	R	100%	0%
Total	2	2	1	50%	R	100%	0%

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

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Withdrawn	0				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

Subject Access Request	YTD		CEO		
Internal Review - Details	Due	%			
Exceeds Appropriate Limit -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	Organisational Development and HR	
Legal Services	Legal Services	
Strategy & Communication		
Electoral Services		
Mayor and Cabinet Office		

COMMUNITY SERVICES

Freedom Of Information Requests 2020/21

Community Services (COM)

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

All Stages Requests	YTD		COM		
Performance Criteria	Due	Completed	In time	% In Time	
Community Services (COM)	292	279	172	59%	R

% 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	YTD		COM		
Internal Review - Details	Due	%			
Exceeds Appropriate Limit -Refused	0				
Not upheld	0				
Upheld - Full	2	33%			
Upheld - Partial	3	50%			
Withdrawn	1	17%			
Total	6	100%			

Subject Access Request	YTD		COM		
Internal Review - Details	Due	%			
Exceeds Appropriate Limit -Refused	0				
Not upheld	0				
Upheld - Full	0				
Upheld - Partial	0				
Withdrawn	0				
Total	0				

Top 10 Service Function	YTD		Top 10 Service Function	YTD	
Information Request	Due	%	Subject Access Request	Due	%
Crime Enforcement & Regulation	75		Crime Enforcement & Regulation	7	
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				

Top 10 Service Function	YTD	
Disclosure Request	Due	%
Adults with Learning Disabilities	1	

CHILDREN & YOUNG PEOPLE

Freedom Of Information Requests 2020/21

Children & Young People (CYP)

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

All Stages Requests	YTD		CYP			
Performance Criteria	Due	Completed	In time	% In Time		
Children & Young People (CYP)	304	292	158	52%	R	
						% 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	YTD		CYP	
Internal Review - Details	Due	%		
Exceeds Appropriate Limit -Refused	0			
Not upheld	1	100%		
Upheld - Full	0			
Upheld - Partial	0			
Withdrawn	0			
Total	1	100%		

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

Top 10 Service Function	Top 10 Service Function	Top 10 Service Function
Information Request	Subject Access Request	Disclosure Request
Looked After and Leaving Care Service	Quality Assurance	Quality and Improvement Service
School Services	Quality and Improvement Service	Quality Assurance
School Improvement and Intervention	Family Support and Safeguarding	
Access Inclusion and Participation	Referral and Assessment	
CYP Joint Commissioning	Looked After and Leaving Care Service	
Referral and Assessment		
Fostering and Placements		
Corporate Parenting		
Children with Complex Needs		
School Place Manager		

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

All Stages Requests	YTD	CORP
Performance Criteria	Due	Completed
CORPORATE RESOURCES (CORP)	573	557

% Completed	%Incomplete
97%	3%

All Requests	YTD	CORP
Breakdown	Due	Completed
Freedom of Information (FOI)	449	434
Subject Access Requests (SAR)	32	31
Disclosure Requests	92	92
Total	573	557

% Completed	%Incomplete
97%	3%
97%	3%
100%	0%
97%	3%

Freedom of Information (FOI)	YTD	CORP
Performance Criteria	Due	Completed
Information Commissioner	0	0
Internal Review	9	9
Standard Request	440	425
Total	449	434

% Completed	%Incomplete
100%	0%
97%	3%
97%	3%

Subject Access Requests	YTD	CORP
Performance Criteria	Due	Completed
Internal Review	1	1
Standard Request	31	30
Total	32	31

% Completed	%Incomplete
100%	0%
97%	3%
97%	3%

Disclosure Requests	YTD	CORP
Performance Criteria	Due	Completed
Standard Request	92	92
Total	92	92

% Completed	%Incomplete
100%	0%
100%	0%

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

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

Top 10 Service Function	Information Request
Revenues	95
Housing needs	84
Complaints	35
Waste	33
Corporate Complaints and Casework	28
Private Sector Housing Agency (PSHA)	26
Benefits	24
Green Scene	20
Regenter B3	18
Cleansing	18

Top 10 Service Function	Subject Access Request
Revenues	12
Benefits	9
Housing needs	7
Green Scene	1
Registrars	1
Private Sector Housing Agency (PSHA)	1
Parking	1

Top 10 Service Function	Disclosure Request
Revenues	87
Housing needs	5

HOUSING, REGEN & PUBLIC REALM

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

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		% Completed	%Incomplete
Freedom of Information (FOI)	690	673	465	67%	R	98%	2%
Subject Access Requests (SAR)	18	18	10	56%	R	100%	0%
Disclosure Requests	0	0	0		G		
Total	708	691	475	67%	R	98%	2%

Freedom of Information (FOI)	YTD		HRP				
Performance Criteria	Due	Completed	In time	% In Time		% Completed	%Incomplete
Information Commissioner	4	4	2	50%	R	100%	0%
Internal Review	28	28	14	50%	R	100%	0%
Standard Request	658	641	449	68%	R	97%	3%
Total	690	673	465	67%	R	98%	2%

Subject Access Requests	YTD		HRP				
Performance Criteria	Due	Completed	In time	%		% Completed	%Incomplete
Internal Review	2	2	2	100%	G	100%	0%
Standard Request	16	16	8	50%	R	100%	0%
Total	18	18	10	56%	R	100%	0%

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

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

Subject Access Request	YTD	HRP
Internal Review - Details	Due	%
Exceeds Appropriate Limit -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	Organisational Development and HR	
225	8	
Planning	Highways & Transport	
128	4	
Technology and transformation	Planning	
60	2	
Organisational Development and HR	Parking	
51	1	
Highways	Housing needs	
32	1	
Strategy	Planning Policy	
31	1	
Corporate Finance	Highways	
22	1	
Housing needs		
17		
Property and Asset Strategy		
12		
Corporate Resources		
12		