

	Annex 1	
<b>Definition</b>	<b>2018/19 - Q1</b>	<b>2019/20 - Q1</b>
% of ST1 complaints responded to within 5 days	39.60%	56.10%
<b>FOI &amp; EIR - Total Received - (YTD)</b>	<b>554</b>	<b>455</b>
FOI (Freedom of Information) - Total Received - (YTD)	363	330
EIR (Environmental Information Regulations) - Total Received - (YTD)	191	125
FOI & EIR - Total Received	554	455
FOI (Freedom of Information) - Total Received	363	330
EIR (Environmental Information Regulations) - Total Received	191	125
FOI & EIR - In time - (YTD)	514	366
<b>FOI &amp; EIR - % In time - (YTD)</b>	<b>92.80%</b>	<b>80.40%</b>
FOI (Freedom of Information) - In time - (YTD)	331	258
FOI (Freedom of Information) - % In time - (YTD)	91.20%	78.20%
EIR (Environmental Information Regulations) - In time - (YTD)	183	108
EIR (Environmental Information Regulations) - % In time - (YTD)	95.80%	86.40%
FOI & EIR - In time	514	366
FOI & EIR - % In time	92.80%	80.40%
FOI (Freedom of Information) - In time	331	258
FOI (Freedom of Information) - % In time	91.20%	78.20%
EIR (Environmental Information Regulations) - In time	183	108
EIR (Environmental Information Regulations) - % In time	95.80%	86.40%
FOI & EIR - Out of time - (YTD)	40	89
FOI & EIR - % Out of time - (YTD)	7.20%	19.60%
FOI (Freedom of Information) - Out of time - (YTD)	32	72
FOI (Freedom of Information) - % Out of time - (YTD)	8.80%	21.80%
EIR (Environmental Information Regulations) - Out of time - (YTD)	8	17
EIR (Environmental Information Regulations) - % Out of time - (YTD)	4.20%	13.60%
FOI & EIR - Out of time	40	89
FOI & EIR - % Out of time	7.20%	19.60%
FOI (Freedom of Information) - Out of time	32	72
FOI (Freedom of Information) - % Out of time	8.80%	21.80%
EIR (Environmental Information Regulations) - Out of time	8	17
EIR (Environmental Information Regulations) - % Out of time	4.20%	13.60%
<b>DP (Data Protection Act) / SAR (Subject Access Request) - Total Received - (YTD)</b>	<b>35</b>	<b>44</b>
DP (Data Protection Act) / SAR (Subject Access Request) - In time - (YTD)	29	33

DP (Data Protection Act) / SAR (Subject Access Request) - % In time - (YTD)	82.80%	75.00%
DP (Data Protection Act) / SAR (Subject Access Request) - Out of time - (YTD)	6	11
DP (Data Protection Act) / SAR (Subject Access Request) - % Out of time - (YTD)	17.10%	25.00%
DP (Data Protection Act) / SAR (Subject Access Request) - Total Received	35	44
DP (Data Protection Act) / SAR (Subject Access Request) - In time	29	33
DP (Data Protection Act) / SAR (Subject Access Request) - % In time	82.80%	75.00%
DP (Data Protection Act) / SAR (Subject Access Request) - Out of time	6	11
DP (Data Protection Act) / SAR (Subject Access Request) - % Out of time	17.10%	25.00%