

Information Governance and Complaints – 6th February 2019

*YTD – Year to Date	April to December 2017			April to December 2018		
Definition	Q1	Q2	Q3	Q1	Q2	Q3
FOI & EIR - Total Received - (YTD)	401	849	1305	554	1057	1534
FOI (Freedom of Information) - Total Received - (YTD)	273	578	907	363	742	1071
EIR (Environmental Information Regulations) - Total Received - (YTD)	128	271	398	191	315	425
FOI & EIR - Total Received	401	448	456	554	503	477
FOI (Freedom of Information) - Total Received	273	305	329	363	379	329
EIR (Environmental Information Regulations) - Total Received	128	143	127	191	124	110
FOI & EIR - In time - (YTD)	371	778	1159	514	975	1344
FOI & EIR - % In time - (YTD)	92.50%	91.64%	88.80%	92.80%	92.24%	87.61%
FOI (Freedom of Information) - In time - (YTD)	248	515	771	331	674	955
FOI (Freedom of Information) - % In time - (YTD)	90.80%	89.10%	85.00%	91.20%	90.83%	89.17%
EIR (Environmental Information Regulations) - In time - (YTD)	123	263	388	183	301	389
EIR (Environmental Information Regulations) - % In time - (YTD)	96.10%	97.05%	97.50%	95.80%	95.55%	91.53%
FOI & EIR - In time	371	407	381	514	461	369

FOI & EIR - % In time	92.50%	90.85%	83.50%	92.80%	91.65%	77.36%
FOI (Freedom of Information) - In time	248	267	256	331	343	281
FOI (Freedom of Information) - % In time	90.80%	87.54%	77.80%	91.20%	90.50%	85.41%
EIR (Environmental Information Regulations) - In time	123	140	125	183	118	88
EIR (Environmental Information Regulations) - % In time	96.10%	97.05%	98.40%	95.80%	95.20%	80.00%
FOI & EIR - Out of time - (YTD)	30	71	146	40	82	116
FOI & EIR - % Out of time - (YTD)	7.50%	8.36%	11.20%	7.20%	8.41%	7.56%
FOI (Freedom of Information) - Out of time - (YTD)	25	63	136	32	68	93
FOI (Freedom of Information) - % Out of time - (YTD)	9.20%	10.90%	15.00%	8.80%	9.16%	8.68%
EIR (Environmental Information Regulations) - Out of time - (YTD)	5	8	10	8	14	23
EIR (Environmental Information Regulations) - % Out of time - (YTD)	3.90%	2.95%	2.50%	4.20%	4.44%	5.41%
FOI & EIR - Out of time	30	41	75	40	42	34
FOI & EIR - % Out of time	7.50%	9.15%	16.40%	7.20%	8.35%	7.13%
FOI (Freedom of Information) - Out of time	25	38	73	32	36	25
FOI (Freedom of Information) - % Out of time	9.20%	12.46%	22.20%	8.80%	9.50%	7.59%
EIR (Environmental Information Regulations) - Out of time	5	3	2	8	6	9
EIR (Environmental Information Regulations) - % Out of time	3.90%	2.10%	1.60%	4.20%	4.80%	8.18%

DP (Data Protection Act) / SAR (Subject Access Request) - Total Received - (YTD)	13	28	61	35	59	97
DP (Data Protection Act) / SAR (Subject Access Request) - In time - (YTD)	11	24	49	29	44	71
DP (Data Protection Act) / SAR (Subject Access Request) - % In time - (YTD)	84.60%	85.71%	80.30%	82.80%	74.58%	73.19%
DP (Data Protection Act) / SAR (Subject Access Request) - Out of time - (YTD)	2	4	12	6	15	18
DP (Data Protection Act) / SAR (Subject Access Request) - % Out of time - (YTD)	15.40%	14.28%	19.70%	17.10%	25.42%	18.55%
DP (Data Protection Act) / SAR (Subject Access Request) - Total Received	13	15	33	35	24	38
DP (Data Protection Act) / SAR (Subject Access Request) - In time	11	13	25	29	15	27
DP (Data Protection Act) / SAR (Subject Access Request) - % In time	84.60%	86.67%	75.80%	82.80%	62.50%	71.05%
DP (Data Protection Act) / SAR (Subject Access Request) - Out of time	2	2	8	6	9	3
DP (Data Protection Act) / SAR (Subject Access Request) - % Out of time	15.40%	13.33%	24.20%	17.10%	37.50%	7.89%