

## Performance April 19 to September 2019

Definition	Q1	Q2
% of ST1 complaints responded to within 5 days	56.10%	77.00%
FOI & EIR - Total Received - (YTD)	455	932
FOI (Freedom of Information) - Total Received - (YTD)	330	682
EIR (Environmental Information Regulations) - Total Received - (YTD)	125	250
FOI & EIR - Total Received	455	477
FOI (Freedom of Information) - Total Received	330	352
EIR (Environmental Information Regulations) - Total Received	125	125
FOI & EIR - In time - (YTD)	366	774
FOI & EIR - % In time - (YTD)	80.40%	83.05%
FOI (Freedom of Information) - In time - (YTD)	258	552
FOI (Freedom of Information) - % In time - (YTD)	78.20%	80.94%
EIR (Environmental Information Regulations) - In time - (YTD)	108	222
EIR (Environmental Information Regulations) - % In time - (YTD)	86.40%	88.80%
FOI & EIR - In time	366	408
FOI & EIR - % In time	80.40%	85.53%
FOI (Freedom of Information) - In time	258	294
FOI (Freedom of Information) - % In time	78.20%	83.52
EIR (Environmental Information Regulations) - In time	108	114
EIR (Environmental Information Regulations) - % In time	86.40%	91.20%
FOI & EIR - Out of time - (YTD)	89	158
FOI & EIR - % Out of time - (YTD)	19.60%	16.95%
FOI (Freedom of Information) - Out of time - (YTD)	72	130
FOI (Freedom of Information) - % Out of time - (YTD)	21.80%	19.06%
EIR (Environmental Information Regulations) - Out of time - (YTD)	17	28
EIR (Environmental Information Regulations) - % Out of time - (YTD)	13.60%	11.20%
FOI & EIR - Out of time	89	69
FOI & EIR - % Out of time	19.60%	14.46%
FOI (Freedom of Information) - Out of time	72	58
FOI (Freedom of Information) - % Out of time	21.80%	16.48%
EIR (Environmental Information Regulations) - Out of time	17	11
EIR (Environmental Information Regulations) - % Out of time	13.60%	8.80%
DP (Data Protection Act) / SAR (Subject Access Request) - Total Received - (YTD)	44	83
DP (Data Protection Act) / SAR (Subject Access Request) - In time - (YTD)	33	65
DP (Data Protection Act) / SAR (Subject Access Request) - % In time - (YTD)	75.00%	78.31%
DP (Data Protection Act) / SAR (Subject Access Request) - Out of time - (YTD)	11	18
DP (Data Protection Act) / SAR (Subject Access Request) - % Out of time - (YTD)	25.00%	21.69%
DP (Data Protection Act) / SAR (Subject Access Request) - Total Received	44	39
DP (Data Protection Act) / SAR (Subject Access Request) - In time	33	32
DP (Data Protection Act) / SAR (Subject Access Request) - % In time	75.00%	82.05%
DP (Data Protection Act) / SAR (Subject Access Request) - Out of time	11	7
DP (Data Protection Act) / SAR (Subject Access Request) - % Out of time	25.00%	17.95%