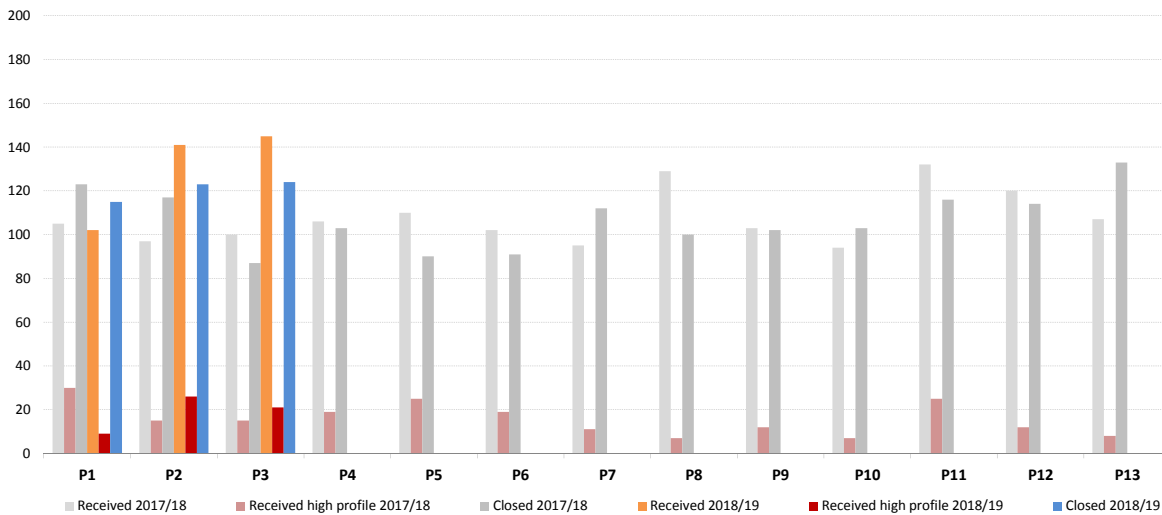


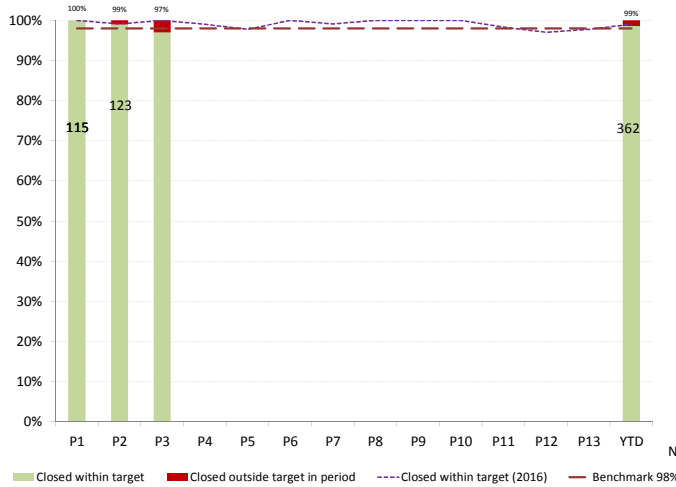
Legal - Freedom of Information

Key Metrics

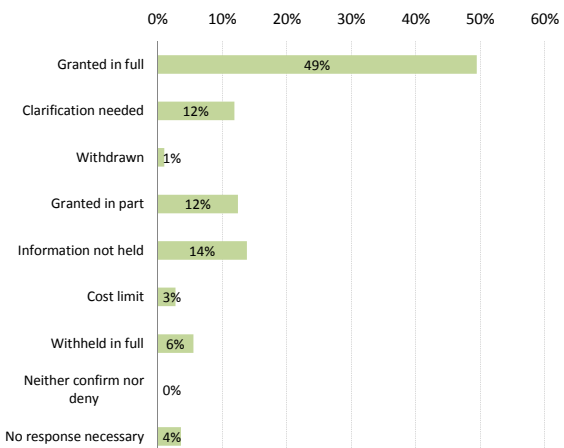
Summary of Freedom of Information requests



Requests closed within target



Closed cases outcome summary YTD



How are we doing against our targets?

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During Period 3 (P3) the intake of requests increased slightly to 145. This is notably 45% higher than in the comparable period last year (100). The average weekly intake of new requests year to date (YTD) is now 36. 124 requests were closed in P3; again, a slight increase on the high number of closures achieved in P2, and demonstrates the sustained commitment by the FOI team to meet the increase in request numbers. The number of high profile cases decreased slightly in this period, with 21 high profile cases received. In the main these have been generated by media reporting of the recent timetable changes.

We achieved 97% compliance during P3; four requests were closed outside the statutory deadline. Of these, two were received directly by NR teams and not forwarded to the FOI team until after the 20 day deadline had been reached. The remaining two cases were complex and sought large amounts of information, requiring consultation a range of stakeholders. This remains a very strong level of performance against the regulator's current benchmark of 85%. Information was given out to requestors in 59% of all cases responded to during P3; this is a slight decrease against previous periods.

We received eight new first stage appeals (known as Internal Reviews - IRs) during P3 (compared to three in P2). The proportion of responses where an IR takes place remains low at 6% of all closed requests, and indicates that the quality of our responses to requests has remained high despite the increased volume of requests received. Four IRs were closed during P3.

There were no new second stage appeals to the Information Commissioner's Office in P3. This is a significantly better position than many comparable public authorities, and is due to the robust internal review process we have developed. It remains the case that there have been no third stage appeals to the First-Tier Tribunal.