

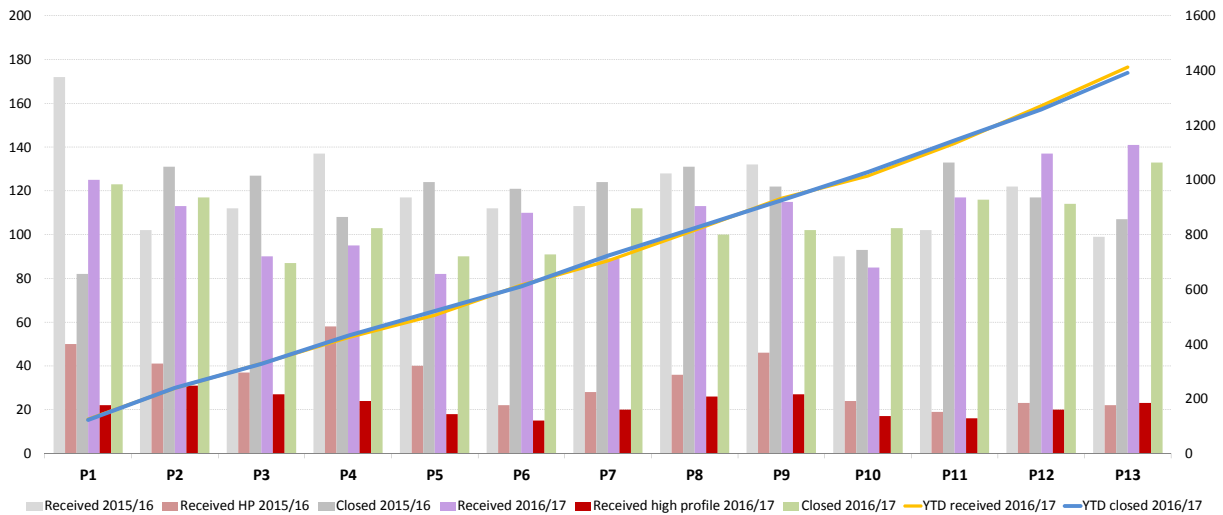
Legal - Freedom of Information

Frequency - Every Period

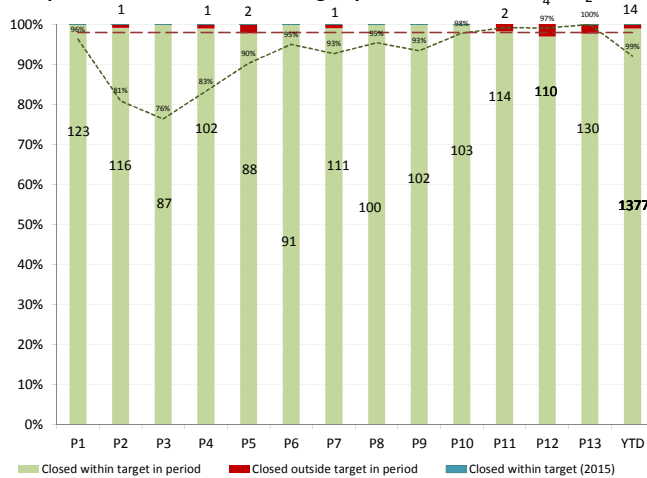
Date: 11/04/2017

Key Metrics

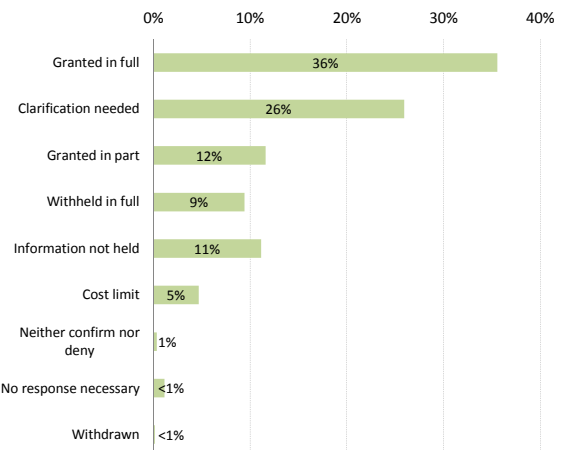
Summary of Freedom of Information requests



Requests closed within 20 working days



Closed cases outcome summary YTD



How are we doing against our targets?

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During Period 13 (P13) the intake of requests increased to 141 (compared to 137 in P12); this number is significantly higher than in the comparable period last year, and continues the steady increase in requests received since P10. The average weekly intake of new requests year to date (YTD) has now increased to 27. The volume of high profile cases received during P13 increased by 1% compared to the previous period.

We achieved 98% compliance during P13. The company's YTD compliance rating is steady at 99%, which remains a very strong level of performance against the regulator's benchmark of 85%. Information was given out to requestors in 47% of all cases responded to during P13.

We received nine new first stage appeals (known as Internal Reviews - IRs) during P13, and closed eleven IRs during P13. The overall level of activity at internal review level is slightly higher than in the comparable period last year, and mirrors the increase in requests received. The number of reviews remains in line with where we would expect to be given our general intake of requests and the size of the company.

There were no new second stage appeals to the Information Commissioner's Office - ICO in P13, and there were no cases under or pending investigation by the ICO during this period. 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.