



How are we doing against our targets?

The overall intake of new requests for Period 13 (P13) was 118. This is a 23% decrease from the last period but is a 8% increase on requests received in the same P13 of 2018/2019. This continues the trend of increased requests compared to 2018/2019 for the fourth consecutive period.

The average weekly intake of requests for the period was 30.

The number of high profile cases received during P13 was 13 ; this is a 44% increase compared to the previous period.

We achieved 98% compliance during P13. This remains a very strong performance against the regulator's benchmark of 90%.

We provided information in response to 62% of requests during P13. This was a 12% decrease from P12 . Our 2019/2020 disclosure rate of 65% exceeds our KPI (60%).

We received one new first stage appeal (known as Internal Review - IR) during P13. Four IRs were closed during P13. The 2019/2020 number of Internal Reviews received is 2% of total requests received; this again exceeds the KPI, which is set at 'less than 5%'. There has been a significant 54% decrease in the number of Internal Reviews 2019/2020 compared to the previous financial year. This is attributed to better dissemination of 'lessons learned' to improve the quality of first-responses, and the increased use of legitimate extensions in responses to complex and voluminous requests.

There were no new second stage appeal to the Information Commissioner's Office (ICO) in this period.

One appeal is pending investigation by the ICO. This concerns a series of requests for geotechnical information, which were refused on the basis that providing the information would have created a disproportionate burden.

It remains the case that there have been no third stage appeals to the First-Tier Tribunal.