

Appendix 4

Freedom of Information, Subject Access Requests, Disclosure Requests 2020/21

The Freedom of Information Act 2000 provides public access to information held by public authorities. It does this in two ways. Public authorities are obliged to publish certain information about their activities; and members of the public are entitled to request information from public authorities. If a member of the public wants to see information that a public authority holds about them, they should make a data protection subject access request. Disclosure requests are made by organisations under schedule 2 Part 1 of the DPA 2018. This part of the DPA2018 allows us to release information for the purposes of crime prevention/detection, law enforcement and tax collection. We usually receive these requests from the Police, other local authorities, housing associations and solicitors.

1. Summary

Across all Directorates FOI's, SAR's and Disclosures we received 1,896 requests broken down as follows with the following performance against a target of 90%:

FOI's	1,590	65%
SAR's	187	60%
Disclosures	119	45%
Total	1,896	63%

2. FOI Appeals

*Of the 1590 FOI cases due, 45 cases or 2.8% were appealed against and of those that appealed, only 7 cases (15%) were upheld.

3. SAR Appeals

*Of the 187 SAR cases due, 4 cases or 2.1% were appealed against, however of those that appealed, 3 cases (75%) were upheld.

4. Overall Performance in each Directorate

Directorate	FOI	Performance	SAR	Performance	Disclosure	
	Volume		Volume		Volume	Performance
CE	17	59%	2	50%	0	N/A
Community	270	59%	21	57%	1	100%
CYP	164	51%	114	63%	26	12%
Corporate	449	70%	32	53%	92	54%
HRPR	690	67%	18	56%	0	N/A

Details of individual Directorate performance has also been shown below. This shows the number of appeals and the number of cases referred to the Information Commissioners Office (ICO) and how many of those ICO cases were upheld/not upheld.

** Volumes may be higher than stated in the report as a number of cases were not recorded on Icasework during the pandemic'. Some staff were seconded to the Covid response and there was little if any admin support. We have now reverted back to BAU so report for the current year will be accurate"*

5. Improvement Actions

Improvements need to be made across all Directorates in terms of responding to requests within target. Regular monthly reports are now circulated to EMT/DMT which will allow performance to be monitored regularly and for Directorates to take steps to improve their own performance.

Appeals for all areas are below 3% which is very low so this is a positive step, although any upheld appeals can be learned from with an aim to reduce these in the future. Service areas need to analyse all upheld appeals to ensure similar cases are dealt with appropriately at the initial stage of the request to further reduce any subsequent appeals.

COUNCIL WIDE PERFORMANCE - 20/21

Freedom Of Information (FOI), Subject Access Request (SAR's) & Disclosure Requests

All Requests due between April 2020 to March 2021

All Stages Requests	YTD		LBL			% Completed	%Incomplete
Performance Criteria	Due	Completed	In time	% In Time			
Council Wide	1896	1835	1199	63%	R	97%	3%

All Requests	YTD		LBL			% Completed	%Incomplete
Breakdown	Due	Completed	In time	% In Time			
Freedom of Information (FOI)	1590	1542	1033	65%	R	97%	3%
Subject Access Requests (SAR)	187	175	112	60%	R	94%	6%
Disclosure Requests	119	118	54	45%	R	99%	1%
Total	1896	1835	1199	63%	R	97%	3%

Freedom of Information (FOI)	YTD		LBL			% Completed	%Incomplete
Performance Criteria	Due	Completed	In time	% In Time			
Information Commissioner	4	4	2	50%	R	100%	0%
Internal Review	45	45	26	58%	R	100%	0%
Standard Request	1541	1493	1005	65%	R	97%	3%
Total	1590	1542	1033	65%	R	97%	3%

Subject Access Requests	YTD		LBL			% Completed	%Incomplete
Performance Criteria	Due	Completed	In time	%			
Internal Review	4	4	4	100%	G	100%	0%
Standard Request	183	171	108	59%	R	93%	7%
Total	187	175	112	60%	R	94%	6%

Disclosure Requests	YTD		LBL			% Completed	%Incomplete
Performance Criteria	Due	Completed	In time	%			
Standard Request	119	118	54	45%	R	99%	1%
Total	119	118	54	45%	R	99%	1%

Freedom of Information	YTD		LBL	
Internal Review - Details	Due	%		
Exceeds Appropriate Limit -Refused	1	2%		
Not upheld	18	40%		
Upheld - Full	7	16%		
Upheld - Partial	18	40%		
Withdrawn	1	2%		
Total	45	100%		

Subject Access Requests	YTD		LBL	
Internal Review - Details	Due	%		
Exceeds Appropriate Limit -Refused	0	0%		
Not upheld	1	25%		
Upheld - Full	3	75%		
Upheld - Partial	0	0%		
Withdrawn	0	0%		
Total	4	100%		

CHIEF EXECUTIVE

Freedom Of Information Requests 2020/21

Chief Executive (CEO)

Freedom Of Information (FOI), Subject Access Request (SAR's) & Disclosure Requests

All Stages Requests	YTD		CEO		
Performance Criteria	Due	Completed	In time	% In Time	
Chief Executive (CEO)	19	16	11	58%	R

% Completed	%Incomplete
84%	16%

All Requests	YTD		CEO		
Breakdown	Due	Completed	In time	% In Time	
Freedom of Information (FOI)	17	14	10	59%	R
Subject Access Requests (SAR)	2	2	1	50%	R
Disclosure Requests	0	0	0		G
Total	19	16	11	58%	R

% Completed	%Incomplete
82%	18%
100%	0%
84%	16%

Freedom of Information (FOI)	YTD		CEO		
Performance Criteria	Due	Completed	In time	% In Time	
Information Commissioner	0	0	0		G
Internal Review	1	1	1	100%	G
Standard Request	16	13	9	56%	R
Total	17	14	10	59%	R

% Completed	%Incomplete
100%	0%
81%	19%
82%	18%

Subject Access Requests	YTD		CEO		
Performance Criteria	Due	Completed	In time	% In Time	
Internal Review	0	0	0		G
Standard Request	2	2	1	50%	R
Total	2	2	1	50%	R

% Completed	%Incomplete
100%	0%
100%	0%

Disclosure Requests	YTD		CEO		
Performance Criteria	Due	Completed	In time	% In Time	
Standard Request	0	0	0		G
Total	0	0	0		G

% Completed	%Incomplete

Freedom of Information	YTD		CEO	
Internal Review - Details	Due	%		
Exceeds Appropriate Limit -Refused	0			
Not upheld	0			
Upheld - Full	1	100%		
Upheld - Partial	0			
Withdrawn	0			
Total	1	100%		

Subject Access Request	YTD		CEO	
Internal Review - Details	Due	%		
Exceeds Appropriate Limit -Refused	0			
Not upheld	0			
Upheld - Full	0			
Upheld - Partial	0			
Withdrawn	0			
Total	0			

Top 10 Service Function	Information Request
Organisational Development and HR	10
Legal Services	3
Strategy & Communication	2
Electoral Services	1
Mayor and Cabinet Office	1

Top 10 Service Function	Subject Access Request
Organisational Development and HR	1
Legal Services	1

Top 10 Service Function	Disclosure Request

COMMUNITY SERVICES

Freedom Of Information Requests 2020/21

Community Services (COM)

Freedom Of Information (FOI), Subject Access Request (SAR's) & Disclosure Requests

All Stages Requests	YTD		COM		
Performance Criteria	Due	Completed	In time	% In Time	
Community Services (COM)	292	279	172	59%	R

% Completed	%Incomplete
96%	4%

All Requests	YTD		COM		
Breakdown	Due	Completed	In time	% In Time	
Freedom of Information (FOI)	270	257	159	59%	R
Subject Access Requests (SAR)	21	21	12	57%	R
Disclosure Requests	1	1	1	100%	G
Total	292	279	172	59%	R

% Completed	%Incomplete
95%	5%
100%	0%
100%	0%
96%	4%

Freedom of Information (FOI)	YTD		COM		
Performance Criteria	Due	Completed	In time	% In Time	
Information Commissioner	0	0	0		G
Internal Review	6	6	2	33%	R
Standard Request	264	251	157	59%	R
Total	270	257	159	59%	R

% Completed	%Incomplete
100%	0%
95%	5%
95%	5%

Subject Access Requests	YTD		COM		
Performance Criteria	Due	Completed	In time	% In Time	
Internal Review	0	0	0		G
Standard Request	21	21	12	57%	R
Total	21	21	12	57%	R

% Completed	%Incomplete
100%	0%
100%	0%

Disclosure Requests	YTD		COM		
Performance Criteria	Due	Completed	In time	% In Time	
Standard Request	1	1	1	100%	G
Total	1	1	1	100%	G

% Completed	%Incomplete
100%	0%
100%	0%

Freedom of Information	YTD		COM	
Internal Review - Details	Due	%		
Exceeds Appropriate Limit -Refused	0			
Not upheld	0			
Upheld - Full	2	33%		
Upheld - Partial	3	50%		
Withdrawn	1	17%		
Total	6	100%		

Subject Access Request	YTD		COM	
Internal Review - Details	Due	%		
Exceeds Appropriate Limit -Refused	0			
Not upheld	0			
Upheld - Full	0			
Upheld - Partial	0			
Withdrawn	0			
Total	0			

Top 10 Service Function Information Request	
Crime Enforcement & Regulation	75
Joint Commissioning	67
Environmental Health	26
Public Health service 1	22
Sports and leisure	13
Community Resources	13
Adults with Learning Disabilities	12
Prevention and Inclusion	6
Community Mental Health	5
Safeguarding Quality Assurance	4

Top 10 Service Function Subject Access Request	
Crime Enforcement & Regulation	7
Adults with Learning Disabilities	4
Learning Disabilities and Transitions	3
Joint Commissioning	2
Service development & improvement	2
Safeguarding Quality Assurance	1
Public Health service 1	1
Safeguarding and Risk	1

Top 10 Service Function Disclosure Request	
Adults with Learning Disabilities	1

CHILDREN & YOUNG PEOPLE

Freedom Of Information Requests 2020/21

Children & Young People (CYP)

Freedom Of Information (FOI), Subject Access Request (SAR's) & Disclosure Requests

All Stages Requests

	YTD		CYP			% Completed	% Incomplete
Performance Criteria	Due	Completed	In time	% In Time			
Children & Young People (CYP)	304	292	158	52%	R	96%	4%

All Requests

	YTD		CYP			% Completed	% Incomplete
Breakdown	Due	Completed	In time	% In Time			
Freedom of Information (FOI)	164	164	83	51%	R	100%	0%
Subject Access Requests (SAR)	114	103	72	63%	R	90%	10%
Disclosure Requests	26	25	3	12%	R	96%	4%
Total	304	292	158	52%	R	96%	4%

Freedom of Information (FOI)

	YTD		CYP			% Completed	% Incomplete
Performance Criteria	Due	Completed	In time	% In Time			
Information Commissioner	0	0	0		G		
Internal Review	1	1	1	100%	G	100%	0%
Standard Request	163	163	82	50%	R	100%	0%
Total	164	164	83	51%	R	100%	0%

Subject Access Requests

	YTD		CYP			% Completed	% Incomplete
Performance Criteria	Due	Completed	In time	% In Time			
Internal Review	1	1	1	100%	G	100%	0%
Standard Request	113	102	71	63%	R	90%	10%
Total	114	103	72	63%	R	90%	10%

Disclosure Requests

	YTD		CYP			% Completed	% Incomplete
Performance Criteria	Due	Completed	In time	% In Time			
Standard Request	26	25	3	12%	R	96%	4%
Total	26	25	3	12%	R	96%	4%

Freedom of Information

Internal Review - Details	YTD	CYP
Performance Criteria	Due	%
Exceeds Appropriate Limit -Refused	0	
Not upheld	1	100%
Upheld - Full	0	
Upheld - Partial	0	
Withdrawn	0	
Total	1	100%

Subject Access Request

Internal Review - Details	YTD	CYP
Performance Criteria	Due	%
Exceeds Appropriate Limit -Refused	0	
Not upheld	0	
Upheld - Full	1	100%
Upheld - Partial	0	
Withdrawn	0	
Total	1	100%

Top 10 Service Function Information Request

Looked After and Leaving Care Service	30
School Services	28
School Improvement and Intervention	21
Access Inclusion and Participation	21
CYP Joint Commissioning	12
Referral and Assessment	10
Fostering and Placements	10
Corporate Parenting	7
Children with Complex Needs	6
School Place Manager	5

Top 10 Service Function Subject Access Request

Quality Assurance	109
Quality and Improvement Service	2
Family Support and Safeguarding	1
Referral and Assessment	1
Looked After and Leaving Care Service	1

Top 10 Service Function Disclosure Request

Quality and Improvement Service	21
Quality Assurance	5

CORPORATE RESOURCES

* Corporate Resources & Customer Services information combined for 2020/21

Freedom Of Information Requests 2020/21 CORPORATE RESOURCES (CORP)

Freedom Of Information (FOI), Subject Access Request (SAR's) & Disclosure Requests

All Stages Requests	YTD		CORP			% Completed	% Incomplete
Performance Criteria	Due	Completed	In time	% In Time			
CORPORATE RESOURCES (CORP)	573	557	383	67%	R	97%	3%

All Requests	YTD		CORP			% Completed	% Incomplete
Breakdown	Due	Completed	In time	% In Time			
Freedom of Information (FOI)	449	434	316	70%	R	97%	3%
Subject Access Requests (SAR)	32	31	17	53%	R	97%	3%
Disclosure Requests	92	92	50	54%	R	100%	0%
Total	573	557	383	67%	R	97%	3%

Freedom of Information (FOI)	YTD		CORP			% Completed	% Incomplete
Performance Criteria	Due	Completed	In time	% In Time			
Information Commissioner	0	0	0		G		
Internal Review	9	9	8	89%	A	100%	0%
Standard Request	440	425	308	70%	R	97%	3%
Total	449	434	316	70%	R	97%	3%

Subject Access Requests	YTD		CORP			% Completed	% Incomplete
Performance Criteria	Due	Completed	In time	%			
Internal Review	1	1	1	100%	G	100%	0%
Standard Request	31	30	16	52%	R	97%	3%
Total	32	31	17	53%	R	97%	3%

Disclosure Requests	YTD		CORP			% Completed	% Incomplete
Performance Criteria	Due	Completed	In time	%			
Standard Request	92	92	50	54%	R	100%	0%
Total	92	92	50	54%	R	100%	0%

Freedom of Information	YTD		CORP	
Internal Review - Details	Due	%		
Exceeds Appropriate Limit -Refused	0			
Not upheld	4	44%		
Upheld - Full	1	11%		
Upheld - Partial	4	44%		
Withdrawn	0			
Total	9	100%		

Subject Access Request	YTD		CORP	
Internal Review - Details	Due	%		
Exceeds Appropriate Limit -Refused	0			
Not upheld	0			
Upheld - Full	1	100%		
Upheld - Partial	0			
Withdrawn	0			
Total	1	100%		

Top 10 Service Function Information Request	
Revenues	95
Housing needs	84
Complaints	35
Waste	33
Corporate Complaints and Casework	28
Private Sector Housing Agency (PSHA)	26
Benefits	24
Green Scene	20
Regenter B3	18
Cleansing	18

Top 10 Service Function Subject Access Request	
Revenues	12
Benefits	9
Housing needs	7
Green Scene	1
Registrars	1
Private Sector Housing Agency (PSHA)	1
Parking	1

Top 10 Service Function Disclosure Request	
Revenues	87
Housing needs	5

HOUSING, REGEN & PUBLIC REALM

* Housing, Regen. Public Realm & Resources & Regeneration information combined for 2020/21

Freedom Of Information Requests 2020/21 HOUSING, REGEN. PUBLIC REALM (HRP)

Freedom Of Information (FOI), Subject Access Request (SAR's) & Disclosure Requests

All Stages Requests	YTD		HRP				
Performance Criteria	Due	Completed	In time	% In Time		% Completed	%Incomplete
HOUSING, REGEN. PUBLIC REALM (HRP)	708	691	475	67%	R	98%	2%

All Requests	YTD		HRP				
Breakdown	Due	Completed	In time	% In Time		% Completed	%Incomplete
Freedom of Information (FOI)	690	673	465	67%	R	98%	2%
Subject Access Requests (SAR)	18	18	10	56%	R	100%	0%
Disclosure Requests	0	0	0		G		
Total	708	691	475	67%	R	98%	2%

Freedom of Information (FOI)	YTD		HRP				
Performance Criteria	Due	Completed	In time	% In Time		% Completed	%Incomplete
Information Commissioner	4	4	2	50%	R	100%	0%
Internal Review	28	28	14	50%	R	100%	0%
Standard Request	658	641	449	68%	R	97%	3%
Total	690	673	465	67%	R	98%	2%

Subject Access Requests	YTD		HRP				
Performance Criteria	Due	Completed	In time	%		% Completed	%Incomplete
Internal Review	2	2	2	100%	G	100%	0%
Standard Request	16	16	8	50%	R	100%	0%
Total	18	18	10	56%	R	100%	0%

Disclosure Requests	YTD		HRP				
Performance Criteria	Due	Completed	In time	%		% Completed	%Incomplete
Standard Request	0	0	0		G		
Total	0	0	0		G		

Internal Review - Details	YTD	HRP
Performance Criteria	Due	%
Exceeds Appropriate Limit -Refused	1	4%
Not upheld	13	46%
Upheld - Full	3	11%
Upheld - Partial	11	39%
Withdrawn	0	
Total	28	100%

Subject Access Request	YTD	HRP
Internal Review - Details	YTD	HRP
Performance Criteria	Due	%
Exceeds Appropriate Limit -Refused	0	
Not upheld	1	50%
Upheld - Full	1	50%
Upheld - Partial	0	
Withdrawn	0	
Total	2	100%

Top 10 Service Function Information Request	YTD	Top 10 Service Function Subject Access Request	YTD
Highways & Transport	225	Organisational Development and HR	8
Planning	128	Highways & Transport	4
Technology and transformation	60	Planning	2
Organisational Development and HR	51	Parking	1
Highways	32	Housing needs	1
Strategy	31	Planning Policy	1
Corporate Finance	22	Highways	1
Housing needs	17		
Property and Asset Strategy	12		
Corporate Resources	12		

Top 10 Service Function Disclosure Request