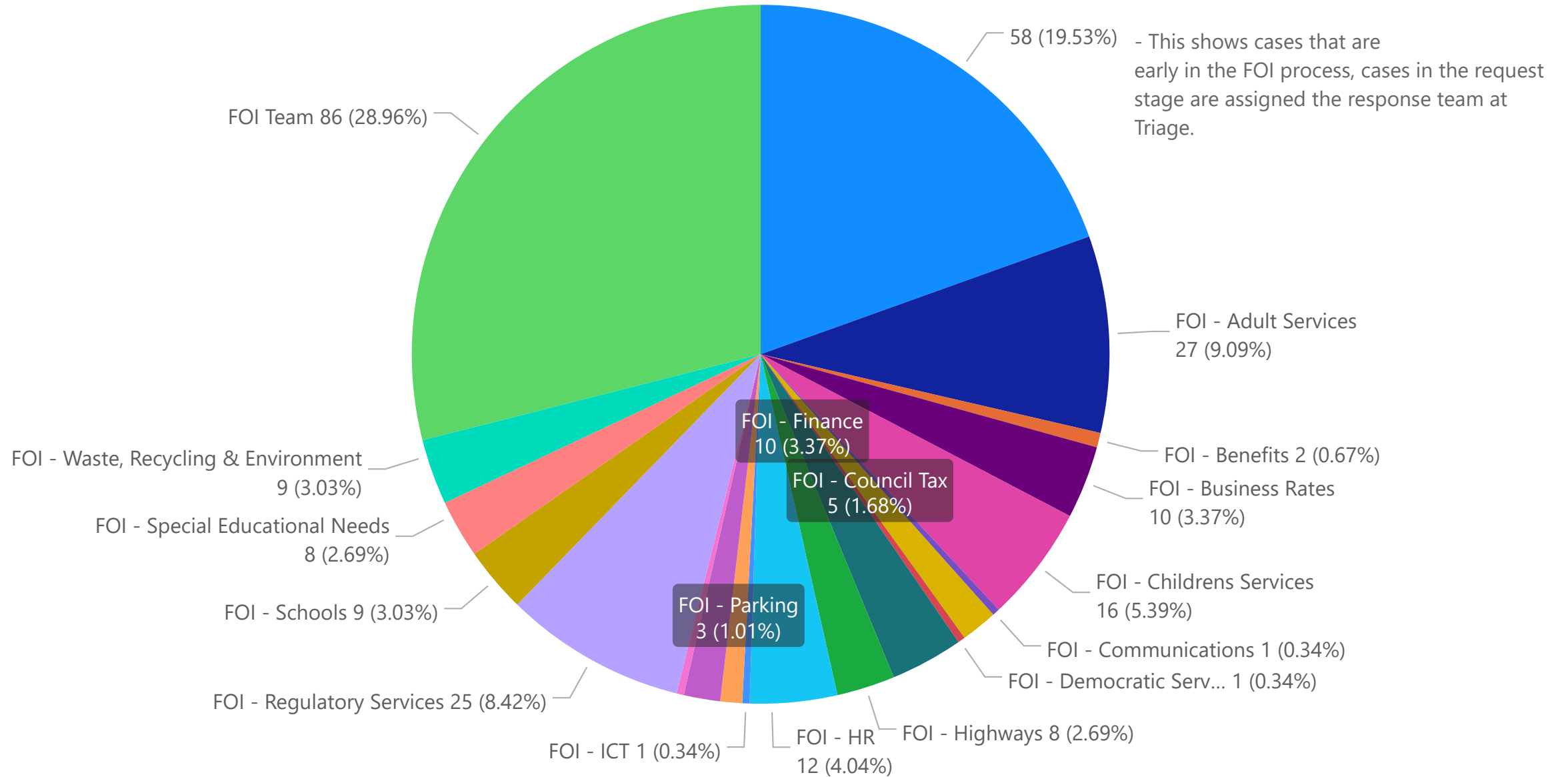


CLT PowerBI Report: Information Governance.

Breakdown of FOI Requests by Response Team Name Created in Q4 20/21 (FOI Demand)



Freedom of Information Request Quarterly Reporting

MKC 473A: FOI Completed: (response sent out to requester) within statutory deadline 20 working days

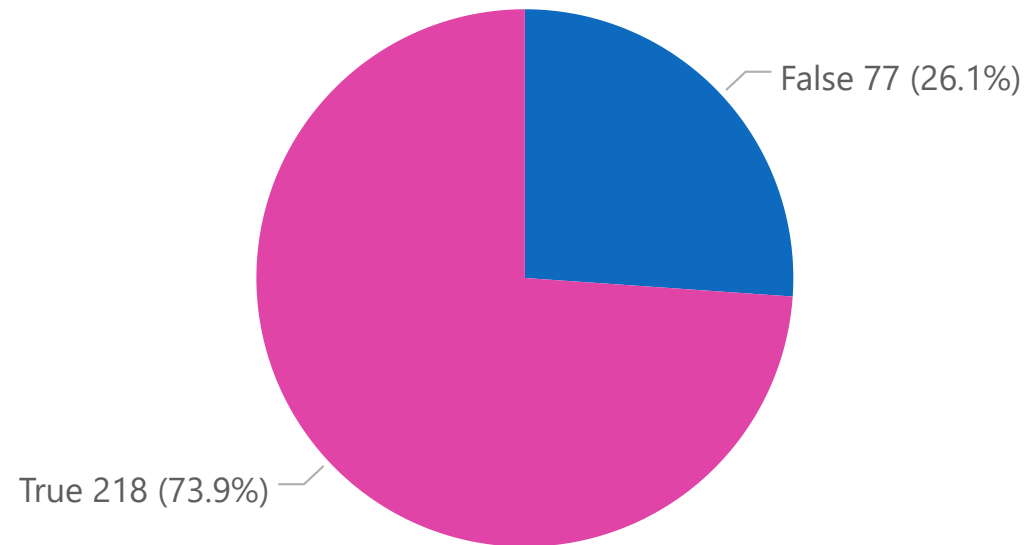
Breakdown of Completed FOIs by Response Team Name In Q4 20.21

responseteamname	False	True	Total
+	16	40	56
+	5	20	25
+	1	2	3
+		10	10
+	6	17	23
+		2	2
+	1	3	4
+		1	1
+	3	6	9
+	1	7	8
+	4	13	17
+		2	2
+		2	2
+	2	4	6
+	1		1
+	3	20	23
+	5	11	16
+	1	4	5
+	1	6	7
+	27	48	75
Total	77	218	295

This data shows the statutory requirement conducted broken down by response team name as stated on Firmstep. This shows which teams typically take longer to complete the process.

The total number of completed FOIs this quarter was 295. Within Statutory deadline = 73.9%

Statutory Requirement Met (Deadline) in Q4 20.21



This data covers Jan-March 2021 for completed FOIs. The statutory requirement is shown (TRUE) when the FOI process has been completed within the ICO deadline of 20 working days. When the statutory requirement has not been met and the process has taken longer than 20 working days FALSE is shown. This gives the percentage of completed on time.

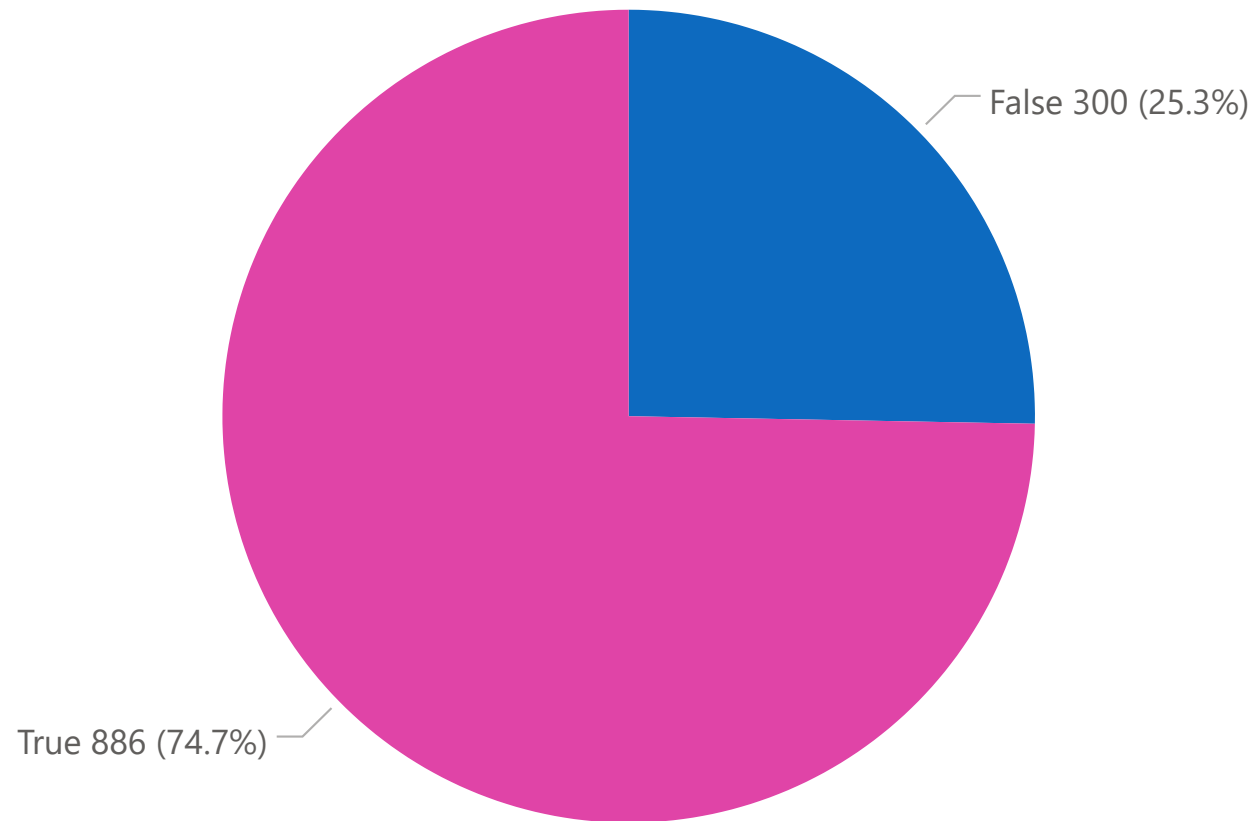
Trending reasons for missed deadlines in Q4:

Due to extra pressures on service areas from COVID and them having to prioritise, it's caused a delay in getting information from them.

System upgrade and several bug issues with FIRMSTEP whereby cases were locked and thus unable to be closed on time. We have also had a time we were unable to process FOIs across the council due to the impact of a system upgrade. Granicus have had a backlog of cases to work through as well.

Annual Data (From Firmstep Implementation Feb 2020-April 2021)

Statutory Requirement Met (Deadline) Total Annual 20.21



This is the annual representation of the data on Page 1 from when we began recording data in Firmstep in February 2020. This shows how many of the completed FOIs have been completed in the timescale of the statutory requirement.

This shows 1186 have been completed in total since we began recording the data.

Breakdown of FOI Requests by Response Team Name Created in Total 20/21 (FOI Demand)

responseteamname	Count of responseteamname
+ FOI Team	352
+	221
+ FOI - Adult Services	83
+ FOI - Regulatory Services	83
+ FOI - Childrens Services	65
+ FOI - Schools	60
+ FOI - Business Rates	54
+ FOI - Waste, Recycling & Environment	52
+ FOI - Finance	50
+ FOI - HR	39
+ FOI - Housing	38
+ FOI - Highways	37
+ FOI - ICT	23
+ FOI - Special Educational Needs	22
+ FOI - Parking	16
+ FOI - Public Health	16
+ FOI - Council Tax	14
+ FOI - Procurement	13
+ FOI - Democratic Services	10
+ FOI - Customer Services (Inc. Website)	7
+ FOI - Benefits	6
+ FOI - Communications	3
Total	1264

The above table shows how many FOIs have been assigned to each department ie the demand from when we began recording data in Firmstep last year.

This shows 1264 have been created since we began recording the data.

Annual Year on Year Comparisons

Comparison Data from 19.20

% of Requests Responded to on Time	No. Internal Reviews	No. Requests Received	No. ICO complaints	Quarter
73.00%	5	338	0	Q1 19/20
86.00%	4	376	4	Q2 19/20
95.00%	8	280	3	Q3 19/20
78.00%	10	362	6	Q4 19/20
332.00%	27	1356	13	

Comparison Data from 20.21

% of Requests Responded to on Time	No. Internal Reviews	No. Requests Received	No. ICO complaints	Quarter
69.00%		212		Q1 (20/21)
75.90%		333		Q2 (20/21)
79.00%		311		Q3 (20/21)
73.90%		297		Q4 (20/21)
297.80%		1153		

Themes from the ICO Cases in 20.21:

The main theme has been Planning. Correspondences not being disclosed to the customer's satisfaction.

Top Themes from FOI Demand in 20.21:

Planning: disclosure of internal correspondences relating to planning applications. In particular Blakelands.

Covid grants: people want to know who has received and how much has been offered

Adult Social Care: people wanting to know what services are offered, if there are plans to change/upgrade what is offered and what the plan is around fees/charges

Quite a lot of 'sales pitch' intended FOIs.