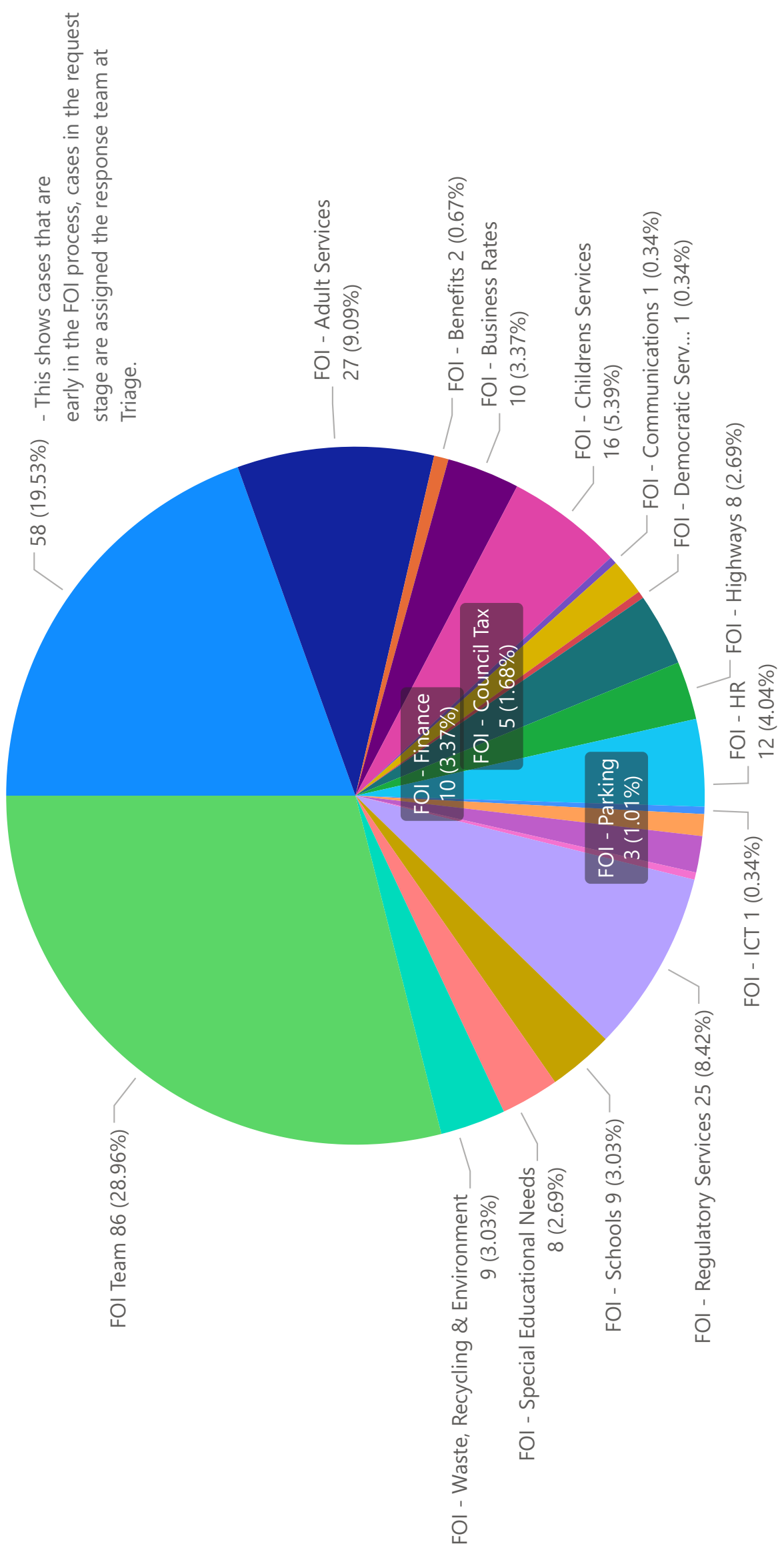


# CLT PowerBI Report: Information Governance.

## 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**

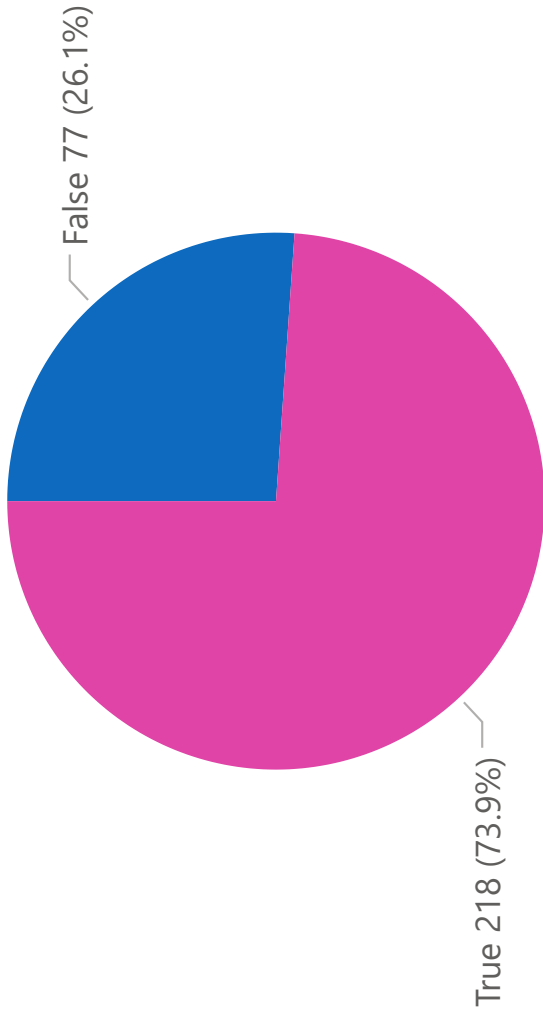
**Breakdown of Completed FOIs by Response Team Name In Q4 20.21**

responseteamname	False	True	Total
	16	40	56
FOI - Adult Services	5	20	25
FOI - Benefits	1	2	3
FOI - Business Rates	10	10	10
FOI - Childrens Services	6	17	23
FOI - Communications	2	2	2
FOI - Council Tax	1	3	4
FOI - Democratic Services	1	1	1
FOI - Finance	3	6	9
FOI - Highways	1	7	8
FOI - HR	4	13	17
FOI - ICT	2	2	2
FOI - Parking	2	2	2
FOI - Procurement	2	4	6
FOI - Public Health	1	1	1
FOI - Regulatory Services	3	20	23
FOI - Schools	5	11	16
FOI - Special Educational Needs	1	4	5
FOI - Waste, Recycling & Environment	1	6	7
FOI Team	27	48	75
<b>Total</b>	<b>77</b>	<b>218</b>	<b>295</b>

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.

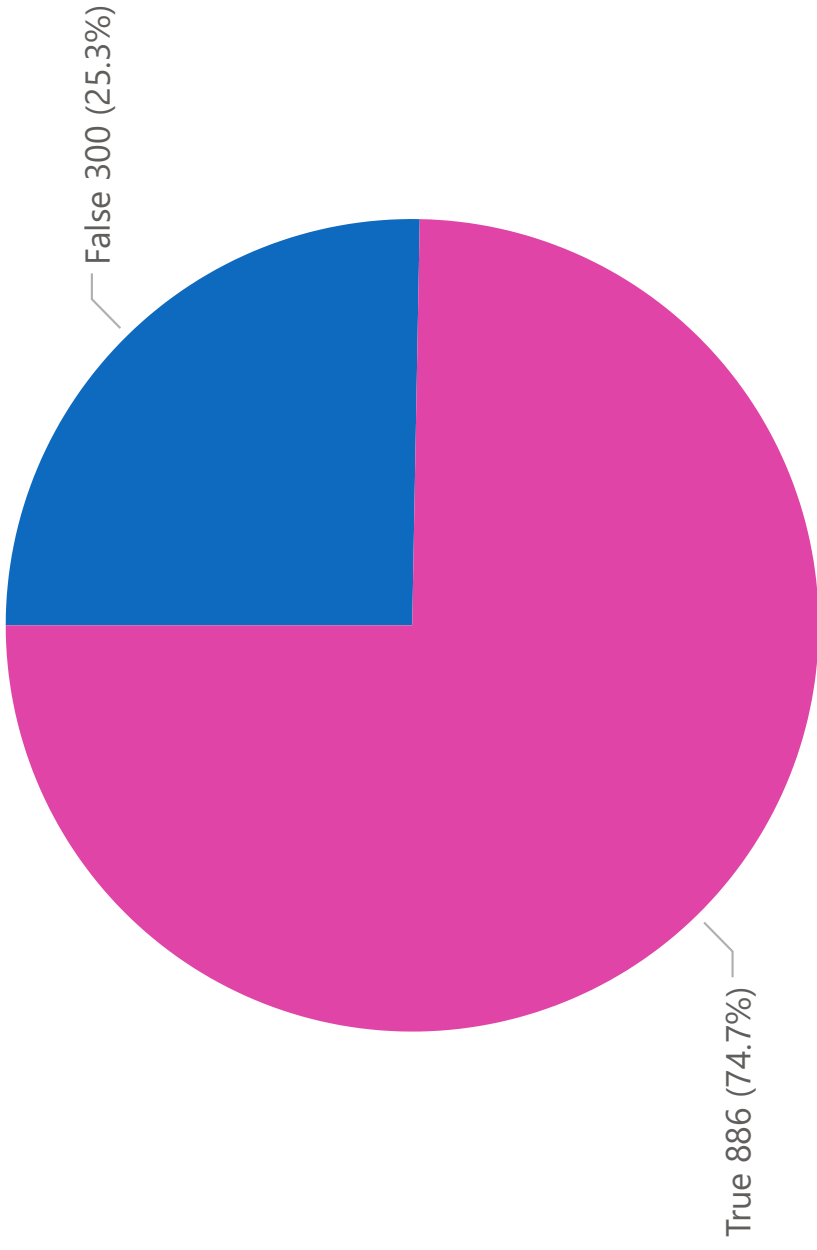
### Trending reasons for missed deadlines in Q4:

*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
FOI - Adult Services	221
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
<b>Total</b>	<b>1264</b>

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
<b>332.00%</b>	<b>27</b>	<b>1356</b>	<b>13</b>	

### 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)
<b>297.80%</b>		<b>1153</b>		

### 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.

### **Stats for Internal Reviews**

<b>Quarter</b>	<b>No. of Internal Reviews</b>
Q4	11

#### **Internal reviews related to:**

- Planning
- Schools
- Highways
- Regulatory services

### **Stats for ICO Complaints**

<b>Quarter</b>	<b>No. of ICO Complaints</b>
Q4	2

#### **ICO complaints related to:**

- Planning
- Housing

### **Stats for Tribunal Cases**

<b>Quarter</b>	<b>No. of Tribunal Cases</b>
Q4	3

#### **Tribunal cases related to:**

- Schools
- 42 Portland Drive
- Blakelands Warehouse