

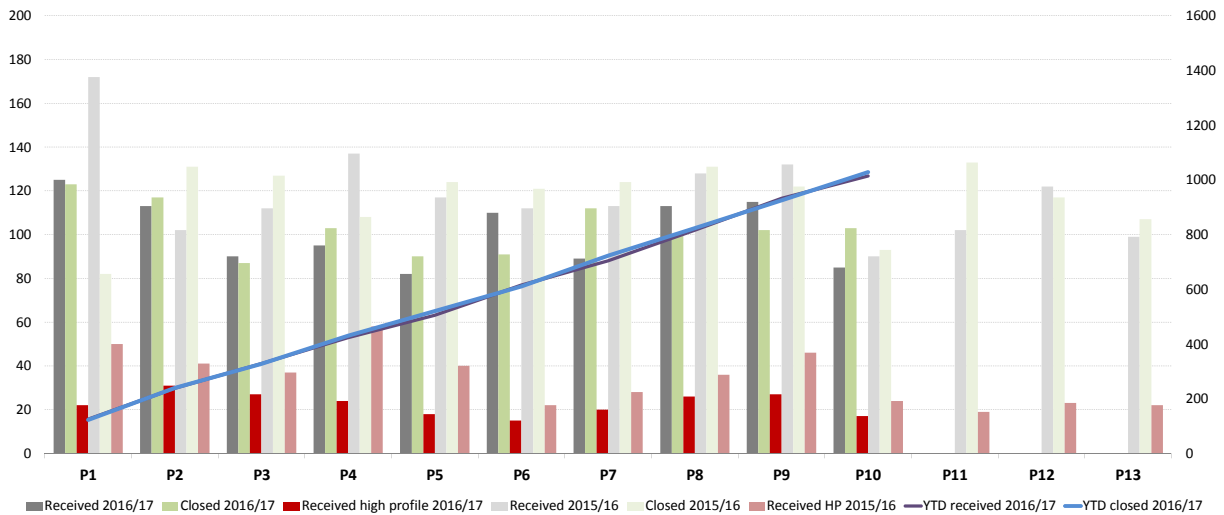
Legal - Freedom of Information

Frequency - Every Period

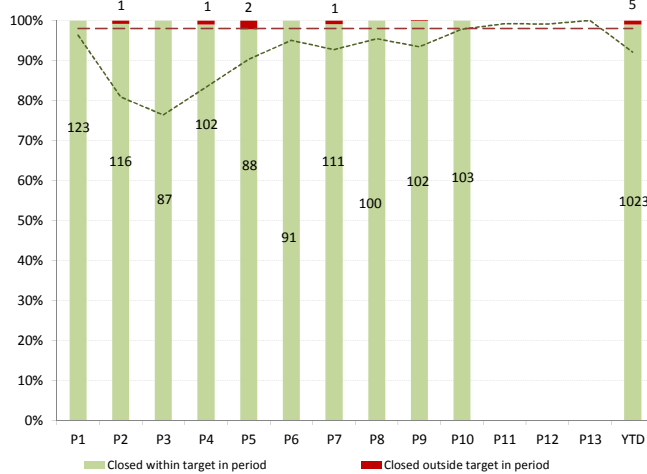
Date: 10/01/2017

Key Metrics

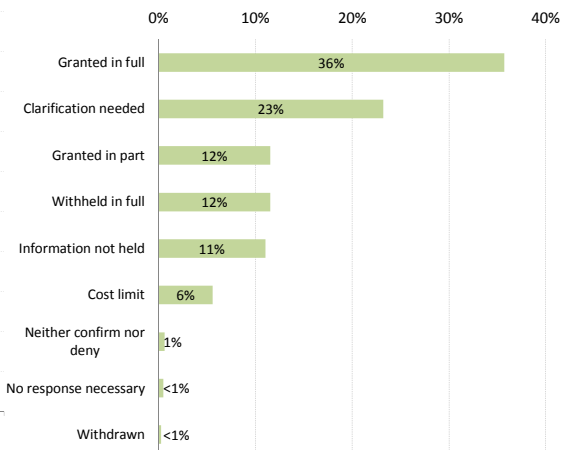
Summary of Freedom of Information requests



Requests closed within 20 working days



Closed cases outcome summary YTD



How are we doing against our targets?

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During Period 10 (P10) the intake of requests remained nearly identical to P8 and P9 (103 in P10 compared to 102 in P9 and 100 in P8). The average weekly intake of new requests year to date (YTD) remains steady at 25. The volume of high profile cases received during P10 decreased by 3% compared to the previous period.

We achieved 100% compliance during P10. 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 51% of all cases responded to during P10.

We received five new first stage appeals (known as Internal Reviews - IRs) during P10, and no second stage appeals (appeals to the Information Commissioner's Office - ICO). We closed three IRs during P10. This level of activity at appeal level is slightly less than in the comparable period last year, however is still broadly in line with where we would expect to be given our general intake of requests and the size of the company.