

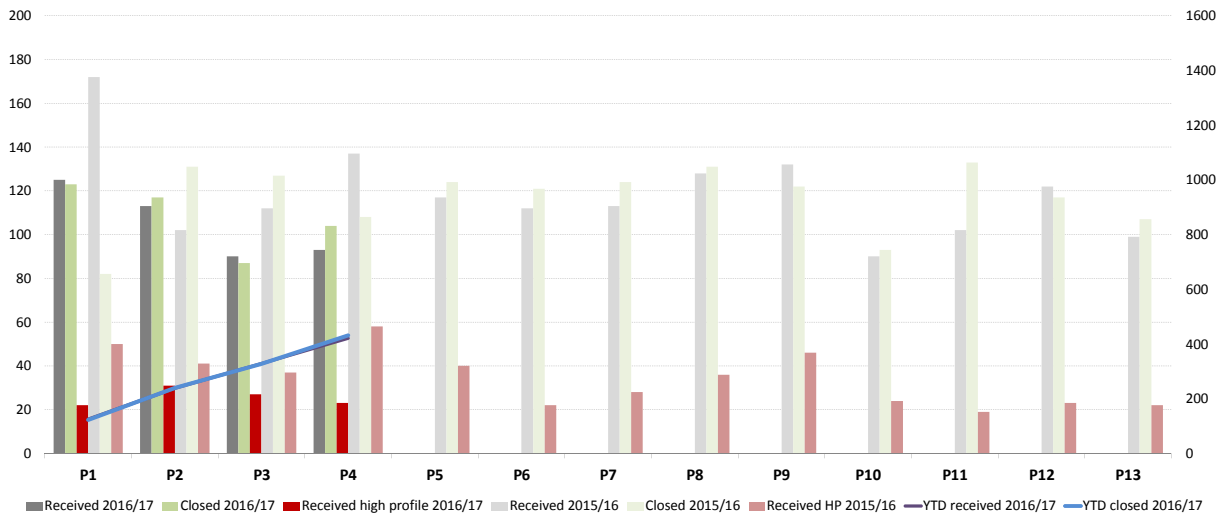
# Legal - Freedom of Information

Frequency - Every Period

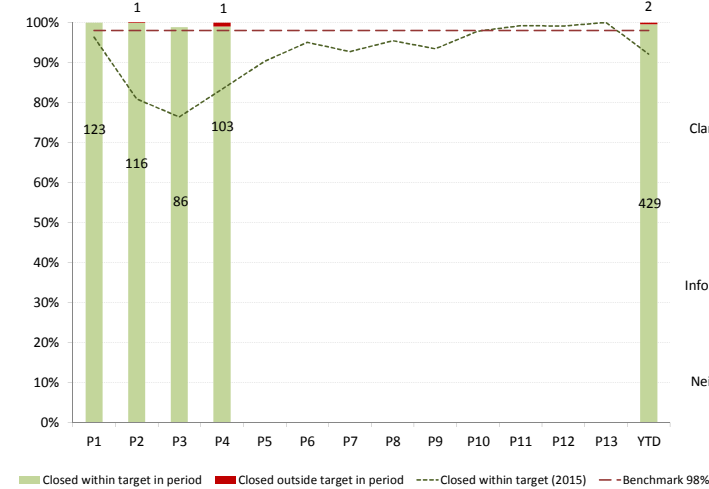
Date: 23/07/2016

## Key Metrics

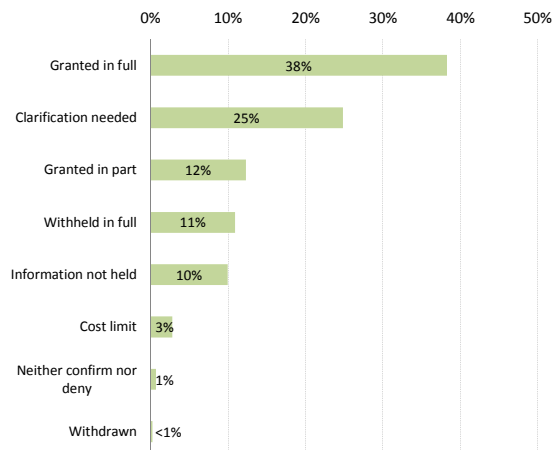
Summary of Freedom of Information requests



Requests closed within 20 working days



Closed cases outcome summary YTD



## How are we doing against our targets?

The overall intake of new requests during Period 4 (P4) remained at a broadly similar level to the previous period; however it represented a 32% decrease compared to the same period last year. The average weekly intake of new requests year to date (YTD) remained steady at 26. The proportion of complex and sensitive cases received during P4 reduced by 5% compared to the previous period.

We achieved 99% compliance during P4, with one request missing the statutory target for response; this remains a very strong level of performance against the regulator's benchmark of 85%, with the company's YTD compliance rating also steady at 99%. Information was given out to requestors in 61% of all cases responded to during P4, which is an encouraging increase of 14% compared to the previous period, and is an additional assurance of quality in our service.

We received six new first stage appeals (known as 'Internal Reviews' - IRs) during P4, and one new second stage appeal (commissioned by the ICO - Information Commissioner's Office). We closed three IRs during P4, all within the 'good practice' timescales. 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 our company.