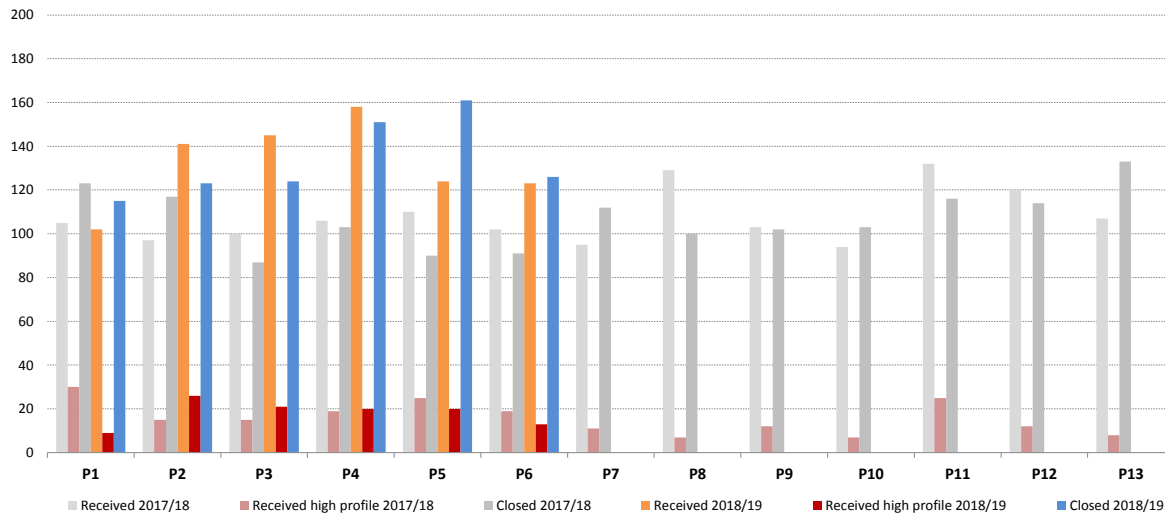


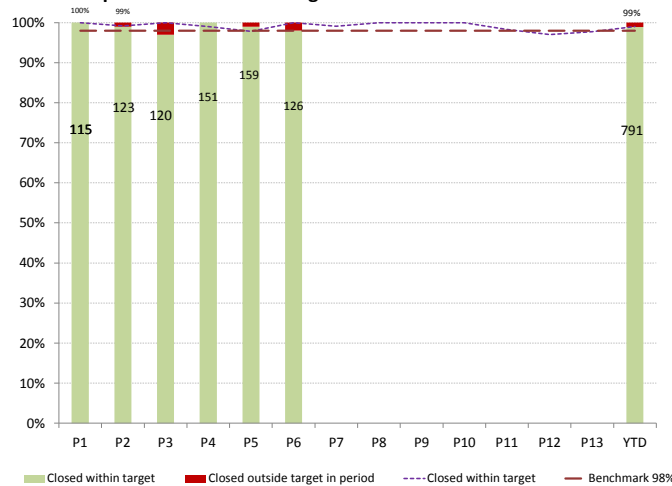
Legal - Freedom of Information

Key Metrics

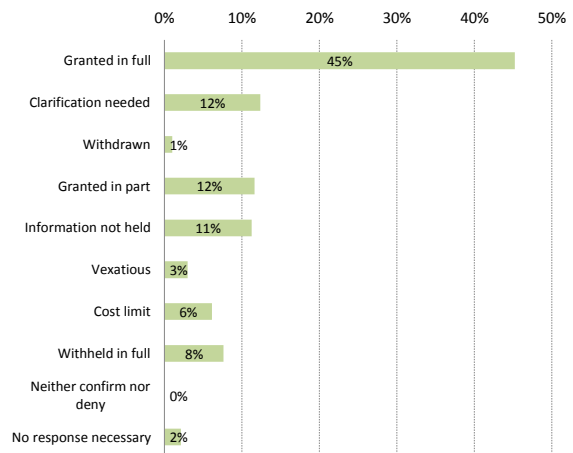
Summary of Freedom of Information requests



Requests closed within target



Closed cases outcome summary YTD



How are we doing against our targets?

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During Period 6 (P6) the intake of requests decreased slightly to 123. This is 18% higher than in the comparable period last year. The average weekly intake of new requests year to date (YTD) is 33. 126 requests were closed in P6. The number of high profile cases dropped to 13; these continue to relate to subjects of media interest including performance, timetabling, disposal of the commercial estate, Brexit and Japanese knotweed.

We achieved 98% compliance during P6. This remains a very strong level of performance against the regulator's current benchmark of 90%. Information was given out to requestors in 60% of all cases responded to during P6.

We received 5 new first stage appeals (known as Internal Reviews - IRs) during P6; this is a significant decrease from the 13 received in P5. The YTD proportion of responses where an IR takes place remains low at 5% of all closed requests, and indicates that the quality of our responses to requests remains consistently high despite the increased volume in recent periods. Six IRs were closed during P5.

One complaint from the Information Commissioner's Office was received and closed in P6. The requestor contacted the ICO directly without first seeking an internal review. The complaint concerned a request made to Network Rail via Twitter which had not been identified as a Freedom of Information request or passed to the FOI team. The response to the request has now been issued and guidance has been given to the social media team. It remains the case that there have been no third stage appeals to the First-Tier Tribunal.