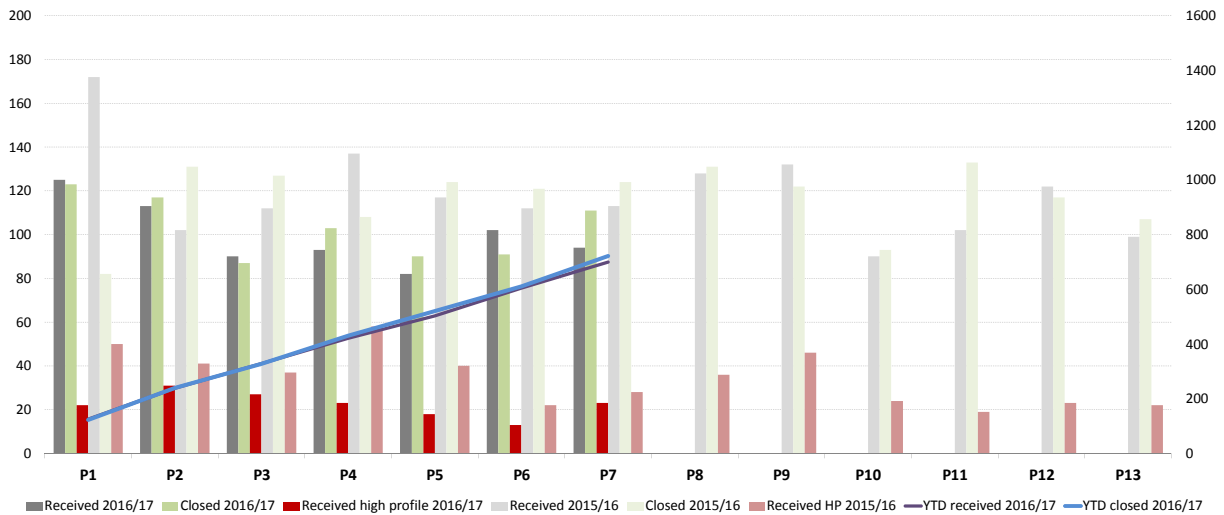


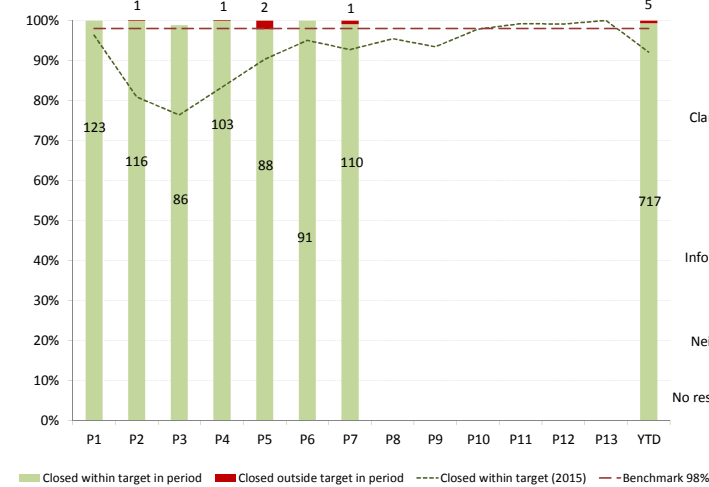
Legal - Freedom of Information

Key Metrics

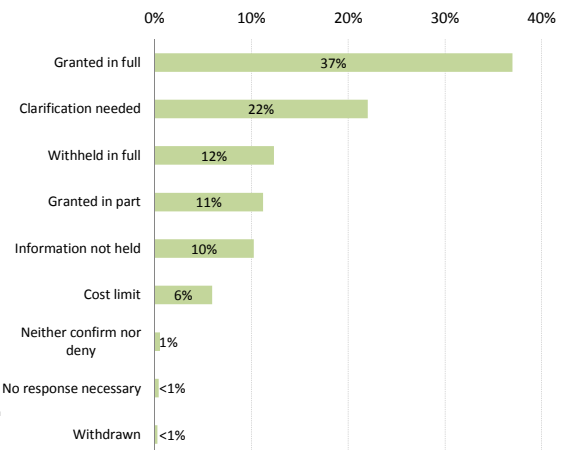
Summary of Freedom of Information requests



Requests closed within 20 working days



Closed cases outcome summary YTD



How are we doing against our targets?

During Period 7 (P7) we have seen an 8% decrease in requests intake compared to period 6 and a 17% decrease compared to the same period last year. The average weekly intake of new requests year to date (YTD) remains steady at 25. The volume of complex and sensitive cases received during P7 increased by 11% compared to the previous period.

We achieved 99% compliance during P7, with only one case missing the 20 working day timescale for response. 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 37% of all cases responded to during P7. The figures are skewed as a result of our receiving 26 requests from one individual in the course of three days, in aggregate these requests went beyond the time/cost limit and resulted in no information being disclosed.

We received seven new first stage appeals (known as 'Internal Reviews' - IRs) during P7, and no second stage appeals (complaints made to the ICO – Information Commissioner's Office). We closed four IRs during P7, 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 the company.