



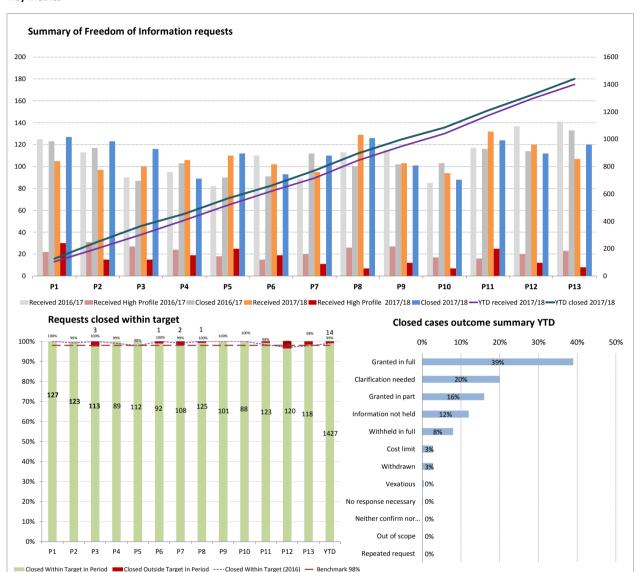
Report Owner - Stuart Kelly

Frequency - Every Period

Date: 11/04/2018

Legal - Freedom of Information

Key Metrics



How are we doing against our targets?

The overall intake of new requests for Period 13 (P13) was 107. This is an 11% decrease from the previous period and an 18% decrease on requests received in P13 of 2016/2017. The average weekly intake of requests for the period was 27, decreasing from 30 per week in P12. The number of high profile cases received during P13 reduced by 33% compared to the previous period.

At end of year 2017/18, the number of requests received was 1427 – this is an increase of 4% on requests received in 2016/17.

We achieved 98% compliance during P13. The overall YTD compliance rate remains at 99%, equalling the rate achieved in 2016/17 and exceeding this year's KPI. This represents a consistently high level of performance throughout the year and remains substantially above the regulator's benchmark of 90%.

We provided information in response to 68% of requests during P13. This was a 7% increase on P12 and maintains our YTD disclosure rate at 55%. This meets our KPI and ends the year with a disclosure rate 7% higher than the 48% YTD achieved in 2016/17.

We received six new first stage appeals (Internal Reviews - IRs) during P13; this is an increase of three on the previous period. Five IRs were closed during P13. The total number of IRs received in 2017/18 was 66. This is four lower than the number received in 2016/17, despite the increase in requests received. This reduced number also meets our KPI that the number of internal reviews should be less than 5% of the total number of requests received; this has been acheieved through providing feedback and lessons learned from reviews to the FOI team and business colleagues.

One second stage appeal is currently under investigation by the Information Commissioner's Office (ICO); there were no new second stage appeals. This was the only appeal to the ICO in 2017/18 and is the result of our continued robust approach to internal reviews. This exceeds the KPI that less than 5% of internal reviews should proceed to an ICO appeal. It remains the case that there have been no third stage appeals to the First-Tier Tribunal.