

Freedom of Information Requests received in Q1 2019

	Q1 2019/20 April, May, June 2019 (as at 29/07/19)	Total
A	The number of FOI's received in period	452
B	The number of FOI's completed within 20 days	383
C	% of FOI's completed within 20 days, excluding those not having reached 20 days $B/A-(D+E)*100$	86.46%
D	Number of requests not yet reached 20 days or undertaking PIT	2
E	Number of requests on hold awaiting clarification from the requester or withdrawn	7
F	The number of requests where the information was granted in full	375
G	The number of requests where the information was refused in full	19
H	The number of requests where the information was granted in part and refused in part	18
I	The number of requests where the information was not held	17
J	% Completed within 0-3 days (out of total in Row B)	16.58%
K	% Completed within 4-7 days (out of total in Row B)	13.68%
L	% Completed within 8-12 days (out of total in Row B)	24.21%
M	% Completed within 13-16 days (out of total in Row B)	31.05%
N	% Completed within 17-19 days (out of total in Row B)	11.84%
O	% Completed on the 20th day (out of total in Row B)	2.63%
P	Mean time for those completed within 20 days	10.58
Q	Median time for those completed within 20 days	12
R	New Internal Reviews requested	5
S	Internal Reviews completed, including those started in previous quarters	5
T	Number of complaints upheld (fully or partly)	1

KPI - 85% Q1