Where exact figures are unavailable, informed estimates are acceptable.

Section 1: SAR Volume

Please provide the total number of Subject Access Requests received:

Financial Year	Number of SARs Received
2022/23 (April 2022 - March 2023)	**Information not held**
2023/24 (April 2023 - March 2024)	**Information not held**
2024/25 (April 2024 - March 2025)	**394 (only 289 proceeded, others either withdrew or didn't provide ID/proof of PR)**

Section 2: Processing Time and Staff Costs

What is the estimated average number of staff hours spent processing each SAR (including searching, collation, review, and redaction)?   **Information not held.**

Average hours per SAR?   **Information not held.**

Which salary band best represents the staff primarily responsible for processing SARs? (Select one)

- Under £30,000 per annum
- **£30,000 - £40,000 per annum**
- £40,000 - £50,000 per annum
- £50,000 - £65,000 per annum
- Over £65,000 per annum
- Mixed/varies significantly across departments

Approximately how many FTE (full-time equivalent) staff are dedicated to SAR processing? Estimated FTE for SAR processing

Most teams process their own SARs alongside their wider responsibilities. However, there is one dedicated team that primarily handles SARs for Children's Social Care, and this team has 1.8 FTE.

Section 3: External Costs

Please provide the total expenditure on external SAR support (e.g., solicitors, consultants, redaction services) Costs can be approximate however must be indicated as such:

Financial Year	External Spend (£)
2022/23	**Nil**
2023/24	**Nil**
2024/25	**Nil**

Section 4: Compliance and Timeliness

Please provide the following compliance data:

Financial Year	Completed Within 30 Days	Required Extension	Total SARs
2022/23	**Information not held**		
2023/24	**Information not held**		
2024/25	**259**	**33**	**289**

How many SARs are currently open or overdue?
Current backlog (open/overdue)

As of 23rd February

7 SARs currently overdue
36 SARs currently open

Section 5: Complaints and Quality

Please provide the following quality indicators:

Financial Year	ICO Complaints	SARs Requiring Re-work
2022/23	**Information not held**	**Information not held**
2023/24	**Nil**	**Nil**
2024/25	**2**	**Nil**

Has the ICO taken any enforcement action regarding SAR handling in the past three years? **No**

Section 6: Current Tools and Methods

What software or tools are currently used to manage and process SARs? (Select all that apply)

- **Spreadsheet (Excel)**
- General case management system
- Specialist SAR/DSAR software. Name of software_____
- Social Care Case Management System (e.g., Liquid Logic, Mosaic)
- Document Management System (e.g., SharePoint, OpenText)
- Email/manual process only
- Other (please specify):

    Sharepoint, iCasework, Adobe Pro, Liquid Logis, Mosaic, Email/manual process only

Is any element of your SAR process currently automated? (Select all that apply)

- Automated searching across systems
- Automated redaction
- Automated tracking and deadline alerts
- Automated response/correspondence generation
- **No automation currently in place**

Section 7: SAR Processing Responsibility

Which role(s) or department(s) are primarily responsible for processing SARs? (Select all that apply)

- **Information Governance Team**
- Data Protection Officer / DPO
- Legal Services
- HR / People Services
- **Children's Services**
- **Adult Social Care**
- **Individual service departments (for records within their area)**
- **External provider**
- Other (please specify): _____

Name the top 3 departments to which SARs were aimed.

1. **Children's Services**
2. **Adult Social Care**
3. **Housing Services**

Section 8: Complexity Indicators

On average, how many separate systems are searched per SAR? (Select one)

- **1-2**
- 3-5
- 6-10
- More than 10

On average, how many pages are reviewed per SAR? (Select one)

- Under 50
- 50-200
- 201-500
- 501-1,000
- Over 1,000
- **Unknown**

How many SARs required consultation with third parties (e.g., NHS, schools, police, external agencies)?

Financial Year	Third Party Consultations
2022/23	**Information not held**
2023/24	**Information not held**
2024/25	**Information not held**