



I am submitting a request under the Freedom of Information Act 2000 relating to the handling and administration of Freedom of Information Act and Environmental Information Regulations requests by Wigan Council.

Please provide the following information for the calendar years 2023, 2024 and 2025, and for 2026 to date, where recorded:

1. Request Volumes

- a. The total number of FOI and EIR requests received.
- b. A monthly breakdown of requests received.

These figures can be found at the bottom of this link - [Freedom of Information](#)

Information not held

2. Timeliness of Responses

- a. The number and percentage of requests responded to within:
 - 20 working days
 - 21-40 working days
 - Over 40 working days
- b. The number of requests outstanding beyond statutory time limits at year end (if recorded).

Within 20 working days – see previous link.

21-40 and over 40 working days – Information not held.

Information not held

3. Internal Reviews and Complaints

- a. The number of internal reviews requested.
- b. The number of internal reviews upheld, partially upheld, or not upheld (if recorded).
- c. The number of complaints relating to FOI/EIR handling received through the Council's complaints process.

Please note – our retention period for FOI requests on internal systems is three years. The figures for 2023 will only be from March of that year.

Year	Reviews	Upheld/ Part Upheld	Outstanding
2023	10	1	0
2024	13	2	0
2025	31	4	0
2026	11	2	9

4. ICO Engagement

- a. The number of complaints made to the Information Commissioner's Office concerning Wigan Council's handling of FOI/EIR requests.
- b. The number of ICO decision notices or formal outcomes issued.

	Complaints	Decisions Received
2025	5	2
2026	1	0

5. Staffing and Resourcing

- a. The number of staff (full-time equivalent) assigned to handling FOI/EIR requests for each year.
- b. Whether FOI/EIR handling is managed by a dedicated team or distributed across services.

Numerous colleagues from across the organisation handle FOI/EIR requests each year

Logging and acknowledging requests are carried out by colleagues in the Information Governance Team. Collating information for the response is carried out across services.

6. Planning-Related Requests

Where readily available from existing reporting or categorisation systems only (and without requiring manual review of individual requests):

- a. The number of FOI/EIR requests relating to planning or development matters.
- b. The number of such requests exceeding statutory response timeframes.

		Within 20 days
2023	43	31
2024	103	93
2025	155	108
2026	37*	22

*As at 18/03/26 – 13 had not reached the 20 working day limit.

7. Monitoring of Statutory Compliance

Does the Council maintain internal performance targets or monitoring mechanisms relating to compliance with the 20 working day statutory timeframe under FOIA and Regulation 5(2) of the EIR? If so, please provide:

Yes

- a. The target compliance rate (e.g. 90%, 95%, etc.)
- b. The actual compliance rate achieved for each year requested above.
- c. Any internal reports, dashboards or summary documents used to monitor compliance (copies or redacted extracts where appropriate).

90%

2023 – 91.1% (Mar 2023 to Dec 23)
 2024 – 88.3%
 2025 – 86.3%
 2026 – 87.7 (Jan 2026 – 08/03/26)

We do not hold dashboard or summary documents. Internal reports provide KPI information as detailed above