

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021 *
FREEDOM OF INFORMATION ACT 2000																	
ENVIRONMENTAL INFORMATION REGULATIONS 2004																	
Total number of FOI/EIR requests	504	576	702	970	1450	1539	1821	1679	2012	2360	2105	2123	2188	2306	2217	1815	1342
Number completed within statutory timescales	431	464	513	652	1028	1110	1405	1422	1919	2169	1940	2015	1979	1856	1798	1430	1034
% completed within statutory timescales	86%	81%	73%	67%	71%	72%	77%	85%	95%	92%	92%	95%	91%	86%	81%	79%	77%
Average number of days to complete a request	14	15	17	19	18	17	17	15	11	14	13	12	15	14	23	23	22
Total number of complaints/requests for review	17	15	29	35	85	41	45	60	36	76	61	66	65	84	77	48	23
<i>Complaint outcome: upheld</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	6	8	17	20	9	18	26	27	8	8
<i>Complaint outcome: partially upheld</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	7	6	10	7	10	9	21	16	11	1
<i>Complaint outcome: not upheld / withdrawn</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	<i>Not held</i>	47	22	49	34	47	38	37	34	28	7
Number completed within statutory timescales	10	10	21	19	64	26	29	42	32	57	42	52	49	38	57	28	12
% completed within statutory timescales	59%	67%	72%	54%	75%	63%	68%	70%	89%	75%	70%	79%	75%	45%	74%	59%	75%
Average number of days to complete review	24	16	17	19	16	23	17	17	14	17	17	16	19	22	18	29	15
Escalations to Information Commissioner	5	5	7	8	8	4	6	6	4	14	7	4	6	8	10	5	7
<i>Complaint outcome: upheld by ICO - decision notice issued</i>		1					2	1		4		1		2	1	1	1
<i>Complaint outcome: upheld by ICO - informally resolved</i>	1		1	3	2	1	1					1	1	2	4	1	2
<i>Complaint outcome: not upheld - ICO found no fault</i>	4	4	6	5	6	3	3	5	4	10	7	2	5	3	5	1	
GDPR / DATA PROTECTION ACT 2018																	
Total number of Subject Access requests	130	126	130	160	196	187	204	242	248	332	283	267	293	410	507	440	398
Number completed within statutory timescales	84	81	81	107	142	134	141	153	183	264	235	215	242	360	413	299	257
% completed within statutory timescales	65%	64%	62%	67%	72%	72%	69%	63%	75%	80%	83%	81%	83%	88%	82%	73%	65%
The average number of days to complete a request	39	38	38	39	38	36	36	41	34	31	31	35	33	49	47	60	62
Total number of preSAR enquiries	25	72	139	182	206	207	184	192	264	289	344	448	559	608	705	755	498
Total number of disclosure requests §	<i>not held</i>	<i>not held</i>	<i>not held</i>	<i>not held</i>	<i>not held</i>	<i>not held</i>	<i>not held</i>	718	409	396	1214	1215	2370	1921	2064	2131	1184
Total number of safeguarding checks #	<i>not held</i>	<i>not held</i>	<i>not held</i>	<i>not held</i>	<i>not held</i>	<i>not held</i>	<i>not held</i>	<i>not held</i>	<i>not held</i>	<i>not held</i>	2206	1951	2015	1786	1982	1819	1185
Art. 16 - 23 GDPR requests (rectification, erasure and objections)														20	18	27	24
Total number of complaints	<i>not held</i>	<i>not held</i>	<i>not held</i>	<i>not held</i>	<i>not held</i>	2	4	10	24	25	21	55	53	47	56	71	46
The number of information security incidents reported and investigated~	<i>not held</i>	6	6	9	26	26	66	79	83	132	152	215	180	513	595	454	521
The number of security breaches which which resulted in loss, release, damage or corruption of personal data and where the ICO has been notified/involved.	<i>not held</i>	0	0	0	1	6	9	12	7	3	5	4	5	16	13	18	8
Escalations to Information Commissioner (<i>includes the above self reported breach figures</i>)	0	1	2	2	8	12	9	13	13	7	16	12	15	28	18	34	14
<i>Complaint outcome: upheld by ICO - corrective action required</i>					1	1				1		2					
<i>Complaint outcome: upheld by ICO - informally resolved</i>		1	1		5	6	5	10	10	4	8	6	10	16	13	16	4
<i>Complaint outcome: not upheld - ICO found no fault</i>			1	2	2	5	4	3	3	2	8	4	5	12	4	12	3

§ Requests for personal information about 3rd parties either with their consent, or under another legal gateway without consent

social service background checks on people working with children on behalf of other agencies

~ these figures include **ALLEGED** Data Protection breaches

* as at 26/08/2021