

KENT COUNTY COUNCIL: REQUESTS FOR INFORMATION FALLING UNDER THE SCOPE OF THE FREEDOM OF INFORMATION ACT 2000 OR ENVIRONMENTAL INFORMATION REGULATIONS 2004 OR DATA PROTECTION ACT 1998

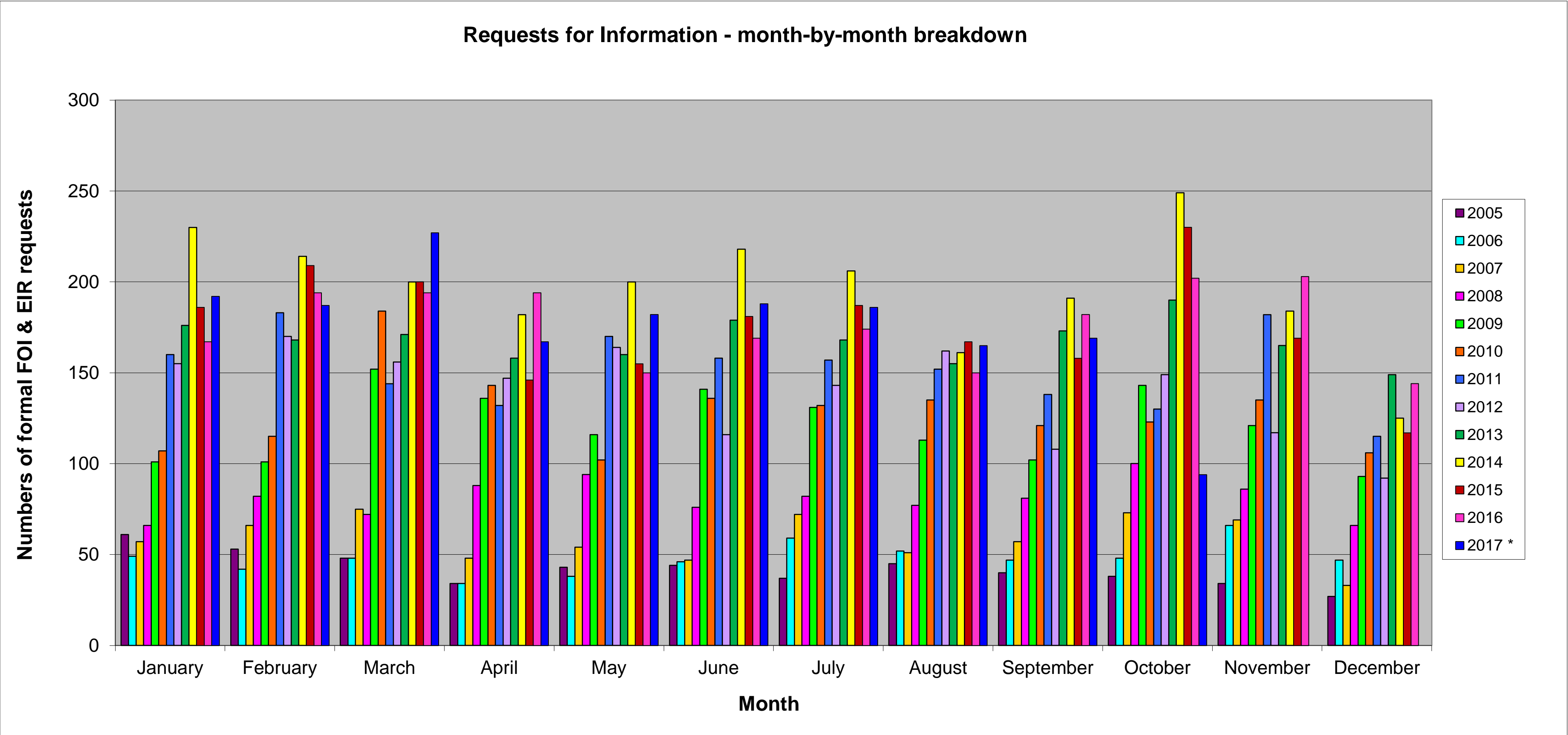
	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017 *
<u>FREEDOM OF INFORMATION ACT 2000</u>													
<u>ENVIRONMENTAL INFORMATION REGULATIONS 2004</u>													
Total number of FOI/EIR requests	504	576	702	970	1450	1539	1821	1679	2012	2360	2105	2123	1750
Number completed within statutory timescales	431	464	513	652	1028	1110	1405	1422	1919	2169	1940	2015	1491
% completed within statutory timescales	86%	81%	73%	67%	71%	72%	77%	85%	95%	92%	92%	95%	92%
Average number of days to complete a request	14	15	17	19	18	17	17	15	11	14	13	12	15
Total number of complaints/requests for review	17	15	29	35	85	41	45	60	36	76	61	66	33
<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	9
<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	4
<i>Complaint outcome: not 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>	47	22	49	34	47	17
Number completed within statutory timescales	10	10	21	19	64	26	29	42	32	57	42	52	22
% completed within statutory timescales	59%	67%	72%	54%	75%	63%	68%	70%	89%	75%	70%	79%	73%
Average number of days to complete review	24	16	17	19	16	23	17	17	14	17	17	16	18
Escalations to Information Commissioner	5	5	7	8	8	4	6	6	4	14	7	4	3
<i>Complaint outcome: upheld by ICO - corrective action required</i>		1					2	1		4		1	
<i>Complaint outcome: upheld by ICO - informally resolved</i>	1		1	3	2	1	1					1	1
<i>Complaint outcome: not upheld - ICO found no fault</i>	4	4	6	5	6	3	3	5	4	10	7	1	
<u>DATA PROTECTION ACT 1998</u>													
Total number of Subject Access requests	130	126	130	160	196	187	204	242	248	332	283	267	237
Number completed within statutory timescales	84	81	81	107	142	134	141	153	183	264	235	215	171
% completed within statutory timescales	65%	64%	62%	67%	72%	72%	69%	63%	75%	80%	83%	81%	82%
The average number of days to complete a request	39	38	38	39	38	36	36	41	34	31	31	35	30
Total number of preSAR enquiries	25	72	139	182	206	207	184	192	264	289	344	448	446
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	1758
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	23
The number of information security incidents reported and investigated ~	<i>not held</i>	6	6	9	26	26	66	79	83	132	152	215	145
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	3
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	7
<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	4
<i>Complaint outcome: not upheld - ICO found no fault</i>			1	2	2	5	4	3	3	2	8	3	2
~ these figures include ALLEGED Data Protection breaches													

\$ Requests for personal information about 3rd parties either with their consent, or under s29/s35 DPA (or another legal gateway) without consent

* as at 16/10/17

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	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017 * * as at 17/10/17	
January	61	49	57	66	101	107	160	155	176	230	186	167	192	
February	53	42	66	82	101	115	183	170	168	214	209	194	187	
March	48	48	75	72	152	184	144	156	171	200	200	194	227	
April	34	34	48	88	136	143	132	147	158	182	146	194	167	
May	43	38	54	94	116	102	170	164	160	200	155	150	182	
June	44	46	47	76	141	136	158	116	179	218	181	169	188	
July	37	59	72	82	131	132	157	143	168	206	187	174	186	
August	45	52	51	77	113	135	152	162	155	161	167	150	165	
September	40	47	57	81	102	121	138	108	173	191	158	182	169	
October	38	48	73	100	143	123	130	149	190	249	230	202	94	
November	34	66	69	86	121	135	182	117	165	184	169	203		
December	27	47	33	66	93	106	115	92	149	125	117	144		
Total	504	576	702	970	1450	1539	1821	1679	2012	2360	2105	2123	1757	Total to date 19598

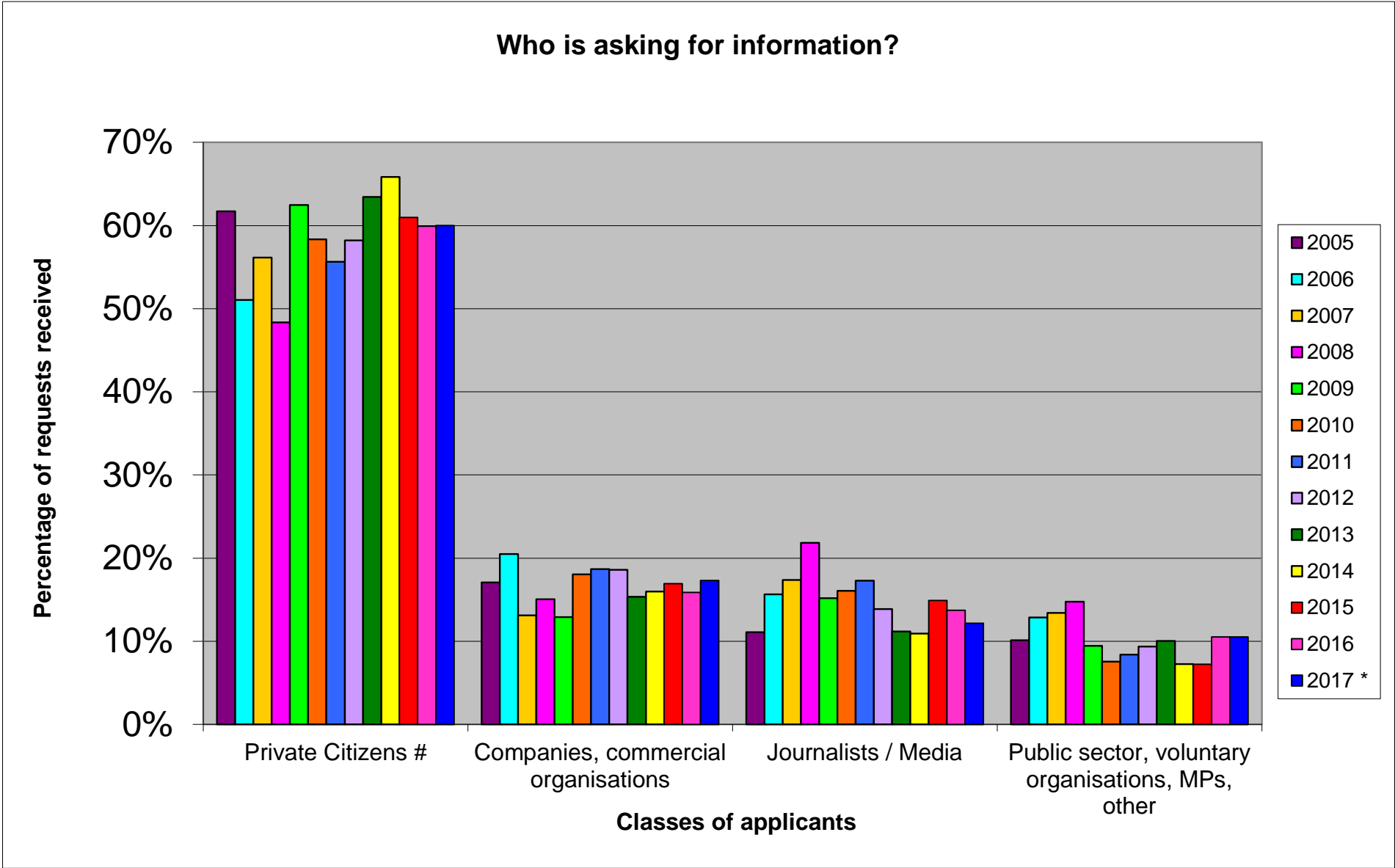


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	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017 *
Private Citizens #	62%	51%	56%	48%	62%	58%	56%	58%	63%	66%	61%	60%	60%
Companies, commercial organisations	17%	20%	13%	15%	13%	18%	19%	19%	15%	16%	17%	16%	17%
Journalists / Media	11%	16%	17%	22%	15%	16%	17%	14%	11%	11%	15%	14%	12%
Public sector, voluntary organisations, MPs, other	10%	13%	13%	15%	9%	8%	8%	9%	10%	7%	7%	11%	11%

please note that if the status of applicant is not obvious from the contact details they provided, then applicant is assumed to be private citizen.

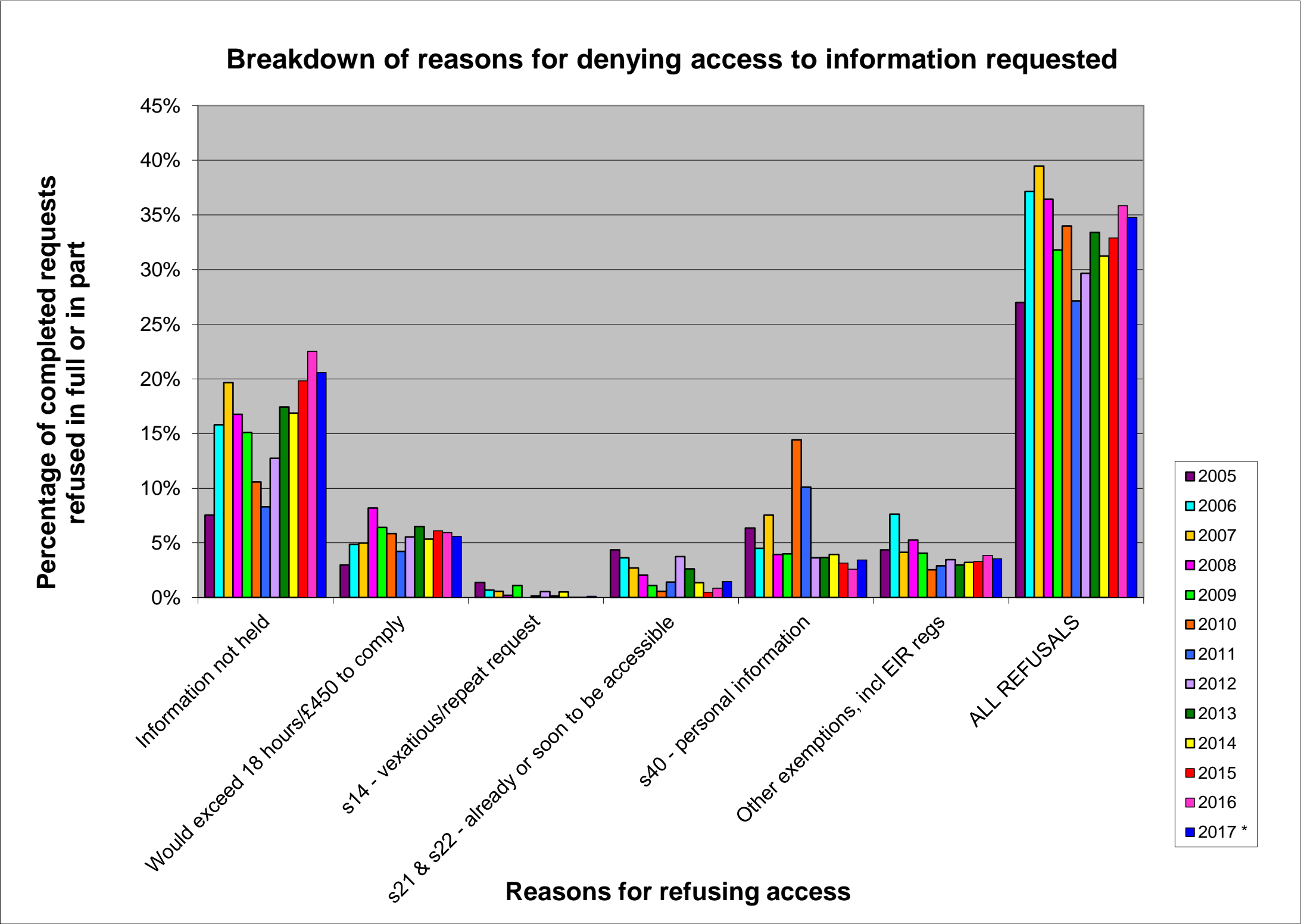
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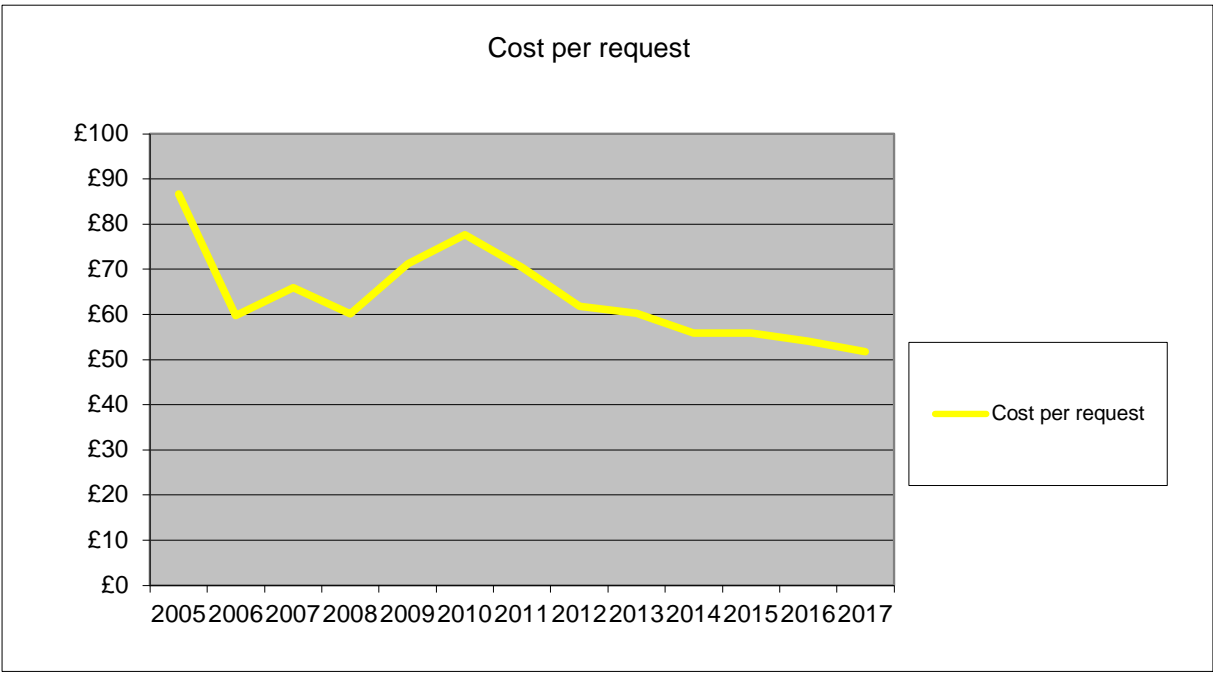
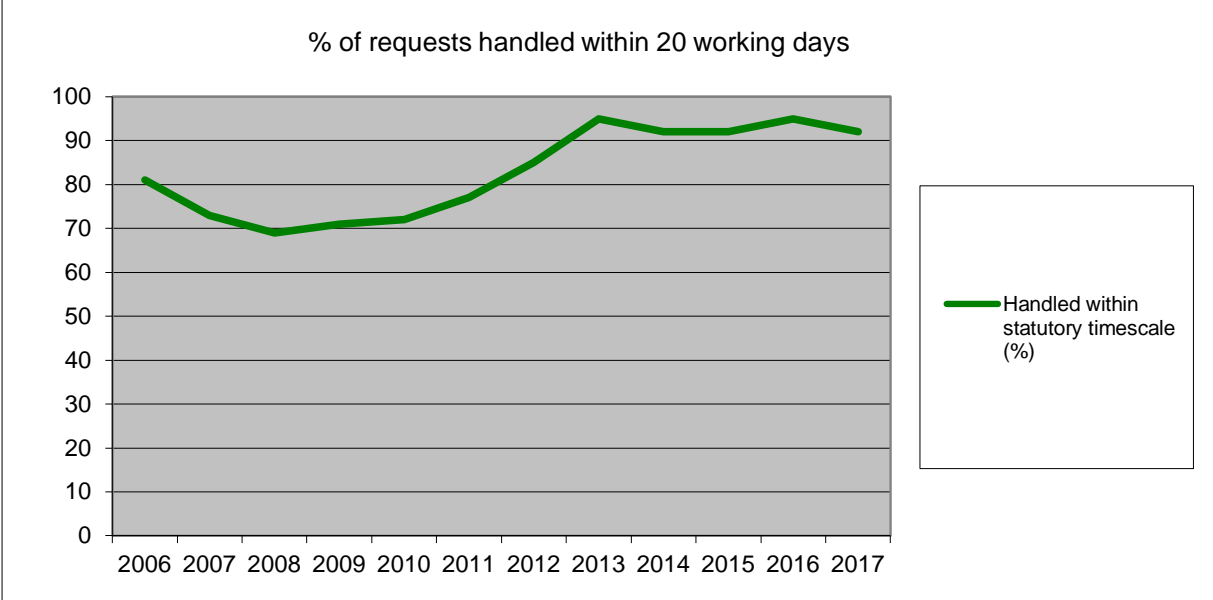
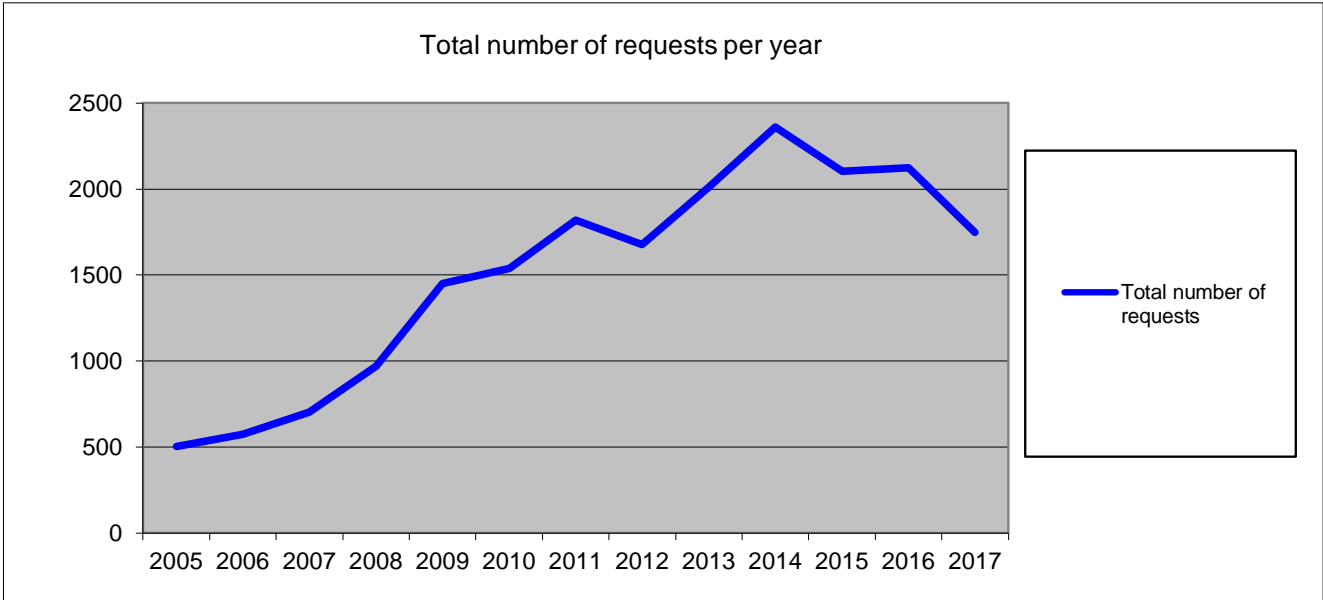
	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017 *
Information not held	7.5%	15.8%	19.7%	16.8%	15.1%	10.6%	8.3%	12.7%	17.4%	16.9%	19.8%	22.5%	20.6%
Would exceed 18 hours/£450 to comply	3.0%	4.9%	5.0%	8.2%	6.4%	5.8%	4.2%	5.5%	6.5%	5.3%	6.1%	5.9%	5.6%
s14 - vexatious/repeat request	1.4%	0.7%	0.6%	0.2%	1.1%	0.0%	0.2%	0.5%	0.1%	0.5%	0.0%	0.0%	0.1%
s21 & s22 - already or soon to be accessil	4.4%	3.6%	2.7%	2.1%	1.1%	0.6%	1.4%	3.8%	2.6%	1.4%	0.5%	0.8%	1.5%
s40 - personal information	6.3%	4.5%	7.5%	3.9%	4.0%	14.4%	10.1%	3.6%	3.7%	3.9%	3.1%	2.6%	3.4%
Other exemptions, incl EIR regs	4.4%	7.6%	4.1%	5.3%	4.1%	2.5%	2.9%	3.5%	3.0%	3.2%	3.3%	3.9%	3.6%
ALL REFUSALS	27.0%	37.2%	39.5%	36.4%	31.8%	34.0%	27.1%	29.7%	33.4%	31.2%	32.9%	35.8%	34.8%

* as at 16/10/17



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	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	TO DATE
Total number of requests	504	576	702	970	1450	1539	1821	1679	2012	2360	2105	2123	1750	19591
Handled within statutory timescale (%)	86	81	73	69	71	72	77	85	95	92	92	95	92	83
Estimated time to deal (officer hours)	1747	1376	1853	2334	4131	4779	5134	4148	4848	5270	4704	4593	3622	48539
Cost (no. of hours @ £25)	£43,675	£34,400	£46,325	£58,350	£103,275	£119,475	£128,348	£103,676	£121,195	£131,769	£117,600	£114,812	£90,538	£1,213,438
Cost per request	£87	£60	£66	£60	£71	£78	£70	£62	£60	£56	£56	£54	£52	£66
Est. total cost (hours + team salaries + "on costs")	£244,675	£443,400	£308,885	£334,590	£410,115	£444,675	unable to calculate due to change of team members and responsibilities following reorganisation							



KENT COUNTY COUNCIL: REQUESTS FOR INFORMATION FALLING UNDER THE SCOPE OF THE FREEDOM OF INFORMATION ACT 2000 OR ENVIRONMENTAL INFORMATION REGULATIONS 2004

Comparisons with other Councils

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Total number of requests received by KCC	504	576	702	970	1450	1539	1821	1679	2012	2360	2105	2123	
Average no. of requests received by other county, metropolitan, London Boro' & unitary councils *	258	313	358	494	690	858							
% of KCC's requests resulting in full release of all information requested	73%	63%	60%	64%	68%	66%	73%	70%	67%	69%	67%	64%	
Average % of other county, metropolitan, London Boro' & unitary councils' requests resulting in full release of all information requested *	90%	76%	70%	83%	76%	73%							
% handled by KCC within statutory timescales	86%	81%	73%	67%	71%	72%	77%	85%	95%	92%	92%	95%	
Average % handled by by other county, metropolitan, London Boro' & unitary councils within statutory timescales *	82%	85%	80%	84%	76%	84%							
Total number of requests for internal review received by KCC	17	15	29	36	85	41	43	60	35	76	61	65	
Average no. of requests for internal review received by other county, metropolitan, London Boro' & unitary councils *	6	8	5	8	16	16							

* Figures collated from the Constitution Unit's annual surveys

<https://www.ucl.ac.uk/constitution-unit/research/index/edit/foi/foi-and-local-government>

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