

## Freedom of Information, Data Protection and Transparency: Annual Report (Addendum)

### Page 34, Paragraph 7.2

The Council works to a target of 90% response compliance within 20 days (statutory requirement) as advised by the Information Commissioner. **In 2021-22 we achieved 87%.**

### Page 35, Paragraph 7.3

For the year 2021/22 (April – March) the council received a total of 512 requests under FOI and EIR, which consistent with the number of requests received in 2020/21 (525 requests).

### Page 35, Paragraph 7.5

There are services which receive a high percentage of FOIs. **Appendix C** shows the numbers and the percentages per service.

The departments with largest number of requests are Commercial Services (65), Environmental Services (140) and Planning Services (59).

## APPENDIX C:

### BREAKDOWN OF FOI REQUESTS BY SERVICE AREAS

#### a) Compliance level by each area

Service	Received	Response in 20 working days	% responded to in 20 working days	Average response time (working days)
2CSS Waste	18	18	100%	12
3CSS Building Control	3	3	100%	7
3CSS ICT	31	26	84	13
3CSS Legal	1	0	0%	22
CCC Commercial Services	65	63	97%	8
CCC Community Services	6	6	100%	11
CCC Corporate Strategy	19	19	100%	12
CCC Environmental Services	140	123	88%	14
CCC Customer Services	2	2	100%	9
CCC Planning	59	55	93%	14
CCC Estates & Facilities	20	8	40%	29
CCC Finance	31	20	65%	20

Service	Received	Response in 20 working days	% responded to in 20 working days	Average response time (working days)
CCC Housing Development Agency	2	1	50%	20
CCC Housing Services	48	44	92%	14
CCC HR	20	19	95%	12
CCC Property Services	4	4	100%	10
CCC Revenues & Benefits	38	33	87%	12
More than one service	5	4	80%	13