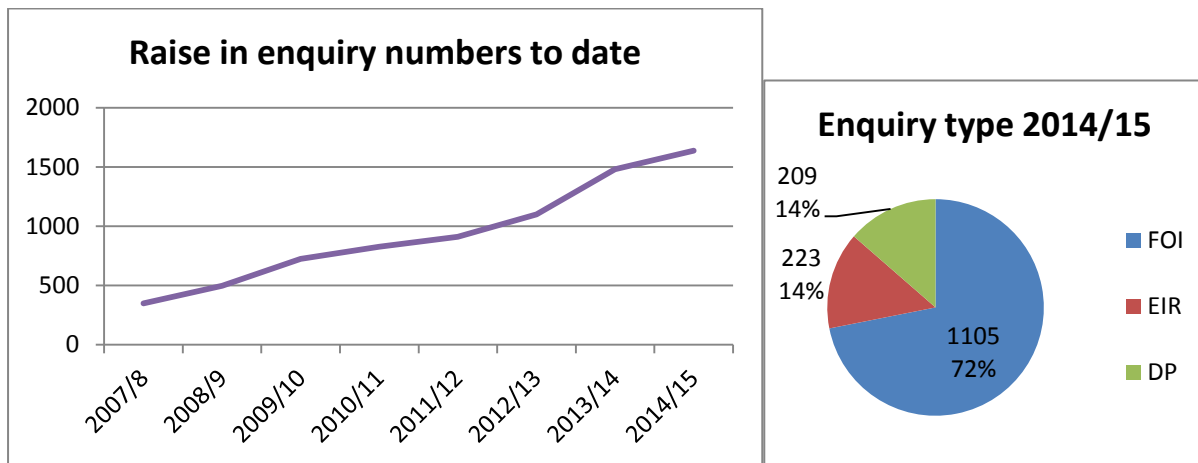


Annual Complaints Report

Appendix 3 Formal Requests for Information

During the period 2014-15, 1,637 official requests for information were made under the Freedom of Information (FOI), Environmental Information Regulation (EIR) and Data Protection Acts (DP). 100 requests were classed as not valid or have been withdrawn by the requester. Of the remaining 1,537 requests 1,105 (72%) were FOI requests, 223 (14%) fell under EIR and 209 (14%) were DP.

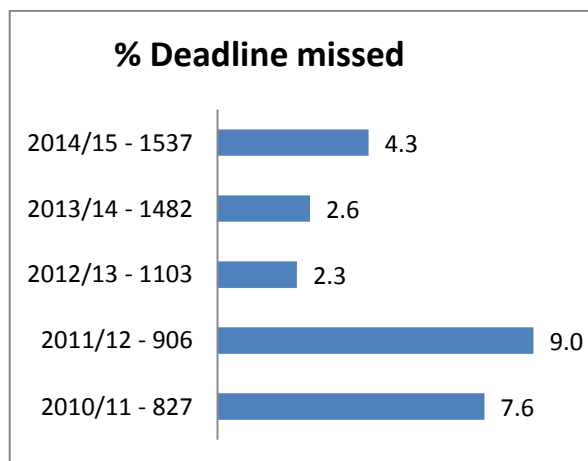
The chart below demonstrates the rate of increase in requests since 2007. This trend is expected to continue.



One of the greatest challenges is to ensure the Council's compliance to the legislative deadlines and this is monitored using the corporate CRM system.

The Information Commissioner may consider action against the Council, such as monitoring, if they receive more than three complaints within a six month period, or if the Council meets less than 85% of its deadlines.

The chart to the right shows our performance on deadlines over the last 5 years. The increase over the last year is due to the increased volumes of requests. In 2012 a new position was created to support the work of the information team. This resulted in an immediate drop in missed deadlines for 2012/13.



Not every request for information will result in a full disclosure and it must be clear about what information has been provided and/or withheld. This year the Council did not release the full set of data held on 399 requests.