

<b>Report to:</b>	QSMTM
<b>Report by:</b>	Liz Brown
<b>Meeting Date:</b>	07 August 2019
<b>Subject/ Title:</b>	Enquiries Service Statistics Report – VC121607
<b>Attached Papers</b>	N/A

## Purpose of report

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- The purpose of this report is to inform the SMT of the Enquiries Service Statistics for Q1-4 of 2018-19 and Q1 of 2019-20.

## Recommendation and actions

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- I recommend that:
  - the SMT notes the report
  - that this report is published in full

## Executive summary

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- This report details:
  - the numbers of enquiries received for 2017-18 and 2018-19 and Q1 of 2019-20
  - the outcome for enquiries received in 2018-19 and Q1 of 2019-20
  - the time taken to respond to enquiries received in 2018-19 and Q1 of 2019-20

## Enquiries received

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- Enquiries received reports:
  - Jan 2019 VC115311
  - Feb 2019 VC115312
  - Mar 2019 VC118461
  - Apr 2019 VC118464
  - May 2019 VC119146
  - June 2019 VC120743
- 1379 enquiries were received in 2018-19, which is a 12% decrease on the 2017-18 figures.

	Q1	Q2	Q3	Q4	Total
2017-18	351	410	415	397	<b>1,573</b>
2018-19	351	360	338	330	<b>1,379</b>
2019-20	341				<b>341</b>

## Enquiries closed by outcome

### Full year 2018-19

Outcome 2018-19	Q1 2018-19	Q2 2018-19	Q3 2018-19	Q4 2018-19	YTD total 2018-19	% of total 2018-19	% of total 2017-18
Making / responding to a request/request for review/appeal	136	145	127	140	548	40%	37%
DPA / FOIA / UK EIRs referrals to ICO	105	98	97	71	371	27%	21%
Not an FOI issue	20	28	22	26	96	7%	7%
No response needed	12	20	6	12	50	4%	4%
Missing code	14	8	15	17	54	4%	3%
Body under jurisdiction	15	8	13	12	48	3%	3%
Referred to other SIC website content	6	11	11	4	32	2%	4%
FOISA / EI(S)Rs / INSPIRE	8	5	4	3	20	1%	1%
Publication scheme - advice	6	6	5	11	28	2%	3%
Appeal portal	3	2	2	5	12	1%	2%
Assessing or improving practice	3	1	4	5	13	1%	0%
Governance/finance/resources	0	1	4	3	8	1%	1%
Intervention general enquiry	1	0	0	1	2	0%	0%
Intervention specific case	0	1	0	0	1	0%	0%
Other	2	3	1	5	11	1%	1%
Other assistance given	2	5	6	3	16	1%	1%
Press: request for comment/statement/interview	4	3	3	3	13	1%	1%
Publication scheme/Gtl	1	1	0	0	2	0%	0%
Request for training	0	3	1	0	4	0%	0%
Sent Word appeal form	0	0	0	1	1	0%	0%
Sent YRTK	4	4	6	3	17	1%	1%
Signposted to another body	4	4	4	6	18	1%	1%
Submitting statistics to the portal	3	3	5	2	13	1%	9%
<b>TOTAL</b>	<b>349</b>	<b>360</b>	<b>336</b>	<b>333</b>	<b>1378</b>	<b>100%</b>	<b>100%</b>

6. 1 enquiry was open at the end of the reporting year, but is now closed and included in the 2019-20 table below.
7. Noticeable differences to the 2017-18 figures are:
  - (i) An increase in the number of referrals to the ICO.
  - (ii) A decrease in the number of portal statistics enquiries.
8. The 'missing code' outcome option was used 54 times, which is only a small percentage, but may be worth further investigation.

## First quarter 2019-20

Outcome 2019-20	Q1 2019-20	Q2 2019-20	Q3 2019-20	Q4 2019-20	YTD total 2019-20	% of total 2019-20	% of total 2018-19
Making / responding to a request/request for review/appeal	110				110	32%	40%
DPA / FOIA / UK EIRs referrals to ICO	85				85	25%	27%
Not an FOI issue	18				18	5%	7%
No response needed	17				17	5%	4%
Missing code	15				15	4%	4%
Body under jurisdiction	17				17	5%	3%
Referred to other SIC website content	14				14	4%	2%
FOISA / EI(S)Rs / INSPIRE	6				6	2%	1%
Publication scheme - advice	9				9	3%	2%
Appeal portal	7				7	2%	1%
Assessing or improving practice	11				11	3%	1%
Governance/finance/resources	1				1	0%	1%
Intervention general enquiry	0				0	0%	0%
Intervention specific case	0				0	0%	0%
Other	1				1	0%	1%
Other assistance given	6				6	2%	1%
Press: request for comment/statement/interview	3				3	1%	1%
Publication scheme/Gtl	0				0	0%	0%
Request for training	3				3	1%	0%
Sent Word appeal form	0				0	0%	0%
Sent YRTK	4				4	1%	1%
Signposted to another body	10				10	3%	1%
Submitting statistics to the portal	4				4	1%	1%
<b>TOTAL</b>	<b>341</b>				<b>341</b>	<b>100%</b>	<b>100%</b>

9. 1 enquiry was open at the end of Q1.

## Response times

10. This report analyses the number of enquiries responded to within the timescales set down in the Performance and Quality Framework:
- (i) 90% to be responded to within 5 working days or fewer
  - (ii) 100% to be responded to within 20 working days or fewer.

### Full year 2018-19

	Q1 2018-19		Q2 2018-19		Q3 2018-19		Q4 2018-19		Total 2018-19		Total 2017-18	
	No	%	No	%	No	%	No	%	No	%	No	%
≤ 5 days	344	99%	356	99%	324	97%	325	98%	1350	97.97%	1,548	99%
> 5 days / ≤ 20 days	5	1%	4	1%	11	3%	6	2%	26	1.89%	23	1%
> 20 days	0	0%	0	0%	1	0%	1	0%	2	0.15%	1	0%
<b>TOTAL</b>	<b>349</b>		<b>360</b>		<b>336</b>		<b>333</b>		<b>1378</b>		<b>1572</b>	

11. 2 cases took over 20 working days to be responded to. Both cases were originally opened as applications, voided and then opened as enquiries. This caused a delay in a response being sent. The validation officers proposed a change in procedures to try and prevent this happening again which has been included in the review of the Investigations Handbook.

### First quarter 2019-20

	Q1 2019-20		Q2 2019-20		Q3 2019-20		Q4 2019-20		Total 2019-20		Total 2018-19	
	No	%	No	%	No	%	No	%	No	%	No	%
≤ 5 days	337	98.8%							337	98.8%	1350	97.97%
> 5 days / ≤ 20 days	4	1.2%							4	1.2%	26	1.89%
> 20 days	0	0%							0	0%	2	0.15%
<b>TOTAL</b>	<b>341</b>								<b>341</b>		<b>1378</b>	

12. Both targets in Q1 were met.

## Risk impact

13. Although there is no specific item in the Operational Risk Register relating to the Enquiries Service, Risk 4 (development and implementation of learning strategy for stakeholders) relates to the importance of the Enquiries Service.
14. This report mitigates against Risk 4 of the Operational Risk Register.

## Equalities impact

15. The Enquiries Service is one of the main points of contact for this organisation. As such there are equality implications in delivering the service. However, we do not currently collect information about users of the service and their experience of it.

## Privacy impact

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16. There is no direct privacy impact arising from this report.

## Resources impact

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17. As this is recognised as falling with “business as usual” the work required is undertaken within current resources.

## Operational/strategic plan impact

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18. The management and reporting on the enquiries service is recognised as ‘business as usual’ in the Operational Plan.

## Records management impact (including any key documents actions)

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19. None.

## Consultation and Communication

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20. None.

## Publication

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21. I recommend that this committee report is published in full.