

Report to:	QSMTM
Report by:	Liz Brown
Meeting Date:	07 August 2019
Subject/Title:	Information requests, requests for review and subject access requests VC121799
Attached Papers	Summary table, exemptions and exceptions applied, outcomes of requests VC121707

Purpose of report

1. The purpose of this report is to:
 - inform the SMT about information requests, requests for review and subject access requests received and closed.

Recommendation and actions

2. It is recommended that
 - (i) the SMT notes the contents of this report
 - (ii) the SMT notes that the information in this report has been uploaded to the stats portal
 - (iii) this report and summary table are published in full.

Executive summary

3. As a Scottish public authority we have statutory obligations to respond to requests we receive for information (including personal information) which we hold. Requests are forwarded, on receipt, to the most appropriate member of staff for a response (all staff respond to information requests). We maintain a record of all requests in our case management system.

Volumes of requests

4. Any requests categorised as joint FOISA/EIRs have been included in both the FOISA and the EIR numbers. The attached summary table analyses the statistics in the same way. This reflects the requirement on the FOI portal when entering our stats and, therefore, ensures consistency of reporting.
5. In Q1, 15 requests were received as follows:
 - 10 requests under FOISA
 - 0 request under EIRs
 - 3 SARs
 - 2 RFR

6. Figures in comparison to last year:

	2018-19	2019-20	% increase/decrease over 2018-19
Number received Q1	21	15	29%
Number received Q2	25		
Number received Q3	42		
Number received Q4	30		
Total	118	15	

Requests for information analysis

7. For requests received under FOISA and EIRs, the following categories were recorded:

	2018-19 Total		2019-20 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2019-20 Total	%
About our functions/services	39	44%	7					70%
Application related	23	26%	2					20%
Misdirected - sent to us in error, asking for information which is likely to be held by other authorities	25	29%	1					10%
Other	1	1%	0					0%
Total	88	100%	10					100%

8. For requests closed under FOISA and EIRs, the following outcomes were recorded:

	2018-19 Total		2019-20 Q1	2019-20 Q2	2019-20 Q3	2019-20 Q4	2019-20 Total	%
Information provided in full	21	25%	4					33%
Information partially supplied	13	15%	1					8%
Information not held	35	41%	3					25%
Information refused (exempt)	10	12%	2					16%
Neither confirm nor deny	1	1%	1					8%
Clarification not provided	2	1%	0					0%
Repeated request	0	0%	0					0%
Request withdrawn	4	5%	0					0%
Request invalid	0	0%	1					8%
Vexatious	0	0%	0					0%
Total	86	100%	12					98%

9. Rounding brings the percentage total to just under 100%

10. Timescales and targets for responding to requests for information:

Description	Target	Q1	Q2	Q3	Q4	Total
Request response: 5 days or fewer	60%	50%				50%
Request response: 20 days or fewer	100%	100%				100%

Requests for review analysis

11. 2 request for reviews were received and closed in Q1, responded to within 20 days and confirmed the original decisions in full.

Subject access requests analysis

12. 3 SARs were received in Q1.
13. 3 SARS were closed in Q1.
14. There were no open SARs at 30 June 2019.
15. All SARs handled in 2019/20 were closed within the statutory timescale.

Risk impact

16. Risk 15 applies (robust systems for dealing with RFIs and SARs).
17. Risk 16 also applies in relation to General Data Protection Regulation and effective internal procedures for dealing with subject access requests.

Equalities impact

18. Equalities issues were considered when writing the SIC's guidance and procedures on responding to information requests (VC85601). No requests for special assistance have been received.

Privacy impact

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

Resources impact

20. Requests can be demanding on officer time due to the deadlines for response and the research that may be required to identify relevant information. However, it is not practicable within current IT and resource limitations to quantify the exact amount of officer time spent responding to requests or reviews.

Operational/strategic plan impact

21. The guidance and procedures for handling information requests aim to ensure consistency of approach across the office and improve the efficiency of the process.

Records management impact (including any key documents actions)

22. None.

Consultation and Communication

23. None

Publication

24. This committee report and summary table should be published in full.