

Freedom of Information Act 2000 – Statistics on implementation in central government

**2011 Annual
and
Q4: October - December 2011**

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Introduction

The Freedom of Information Act 2000 (FoI Act) and the associated Environmental Information Regulations 2004 (EIRs) came fully into force on 1 January 2005. This bulletin presents the latest set of annual and quarterly statistics on their implementation within central government, giving quarterly statistics for the period October to December 2011, along with detailed statistics for the 2011 calendar year.

The previous quarterly and annual bulletins, together covering the period from January 2005 to September 2011, are available via the links on the following pages of the Ministry of Justice and National Archives websites:

<http://www.justice.gov.uk/statistics/foi/implementation>

<http://webarchive.nationalarchives.gov.uk/+/http://www.justice.gov.uk/publications/freedomofinformationquarterly-archive.htm>

The statistics in this bulletin relate to the handling of written requests for information received by monitored bodies during the relevant time period. **They cover only non-routine information requests**, information given out on request as a part of routine business should not be counted. Appendix A gives a definition of a non-routine request, and other information on the scope of these statistics.

This bulletin presents monitoring statistics for a total of 43 central government bodies, including all major departments of state. Appendix B gives a full list of monitored bodies¹.

The statistics are designed to allow the monitored bodies to compare and monitor their performance in handling Freedom of Information requests, to inform the development Freedom of Information policy across government, and for politicians, lobby groups, members of the public and others to hold the monitored bodies to account.

The process map shown in Chart 1 provides information on the current set of data collected from the monitored bodies and where they are placed in this publication. More information regarding EIRs is available via the link below.

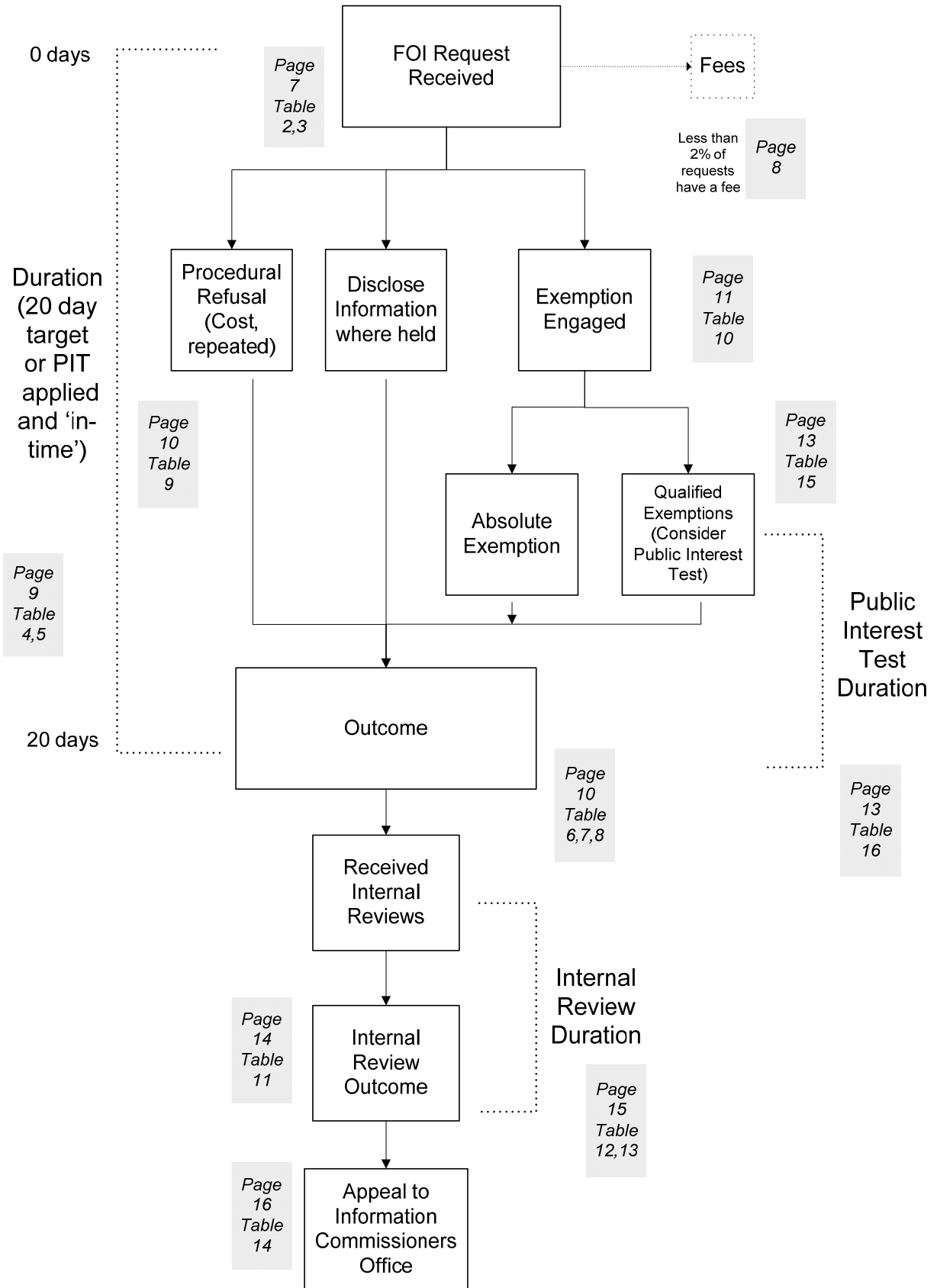
<http://archive.defra.gov.uk/corporate/policy/opengov/eir/>

Departmental name changes

Please refer to note 1 in Appendix B for full details of departmental name changes that have occurred since Q1 2009, the period covered by the tables in this bulletin.

¹ The statistics reflect the management and implementation of the FOI Act by each monitored body and comparisons between departments can be made on this basis. There could be a degree of inconsistency in the way in which bodies have interpreted and applied the definition of an “information request” for monitoring purposes – please see Appendix A for further information.

Chart 1: Freedom of Information Process Map



Executive summary

Number of FOI and EIR requests [see Tables 1 - 3]

The number of FOI (Freedom of Information Act) and EIR (Environmental Information Regulations) there has been considerable quarter-on-quarter variation, there has been a generally increasing trend in the number of requests received by the monitored bodies over the past four years.

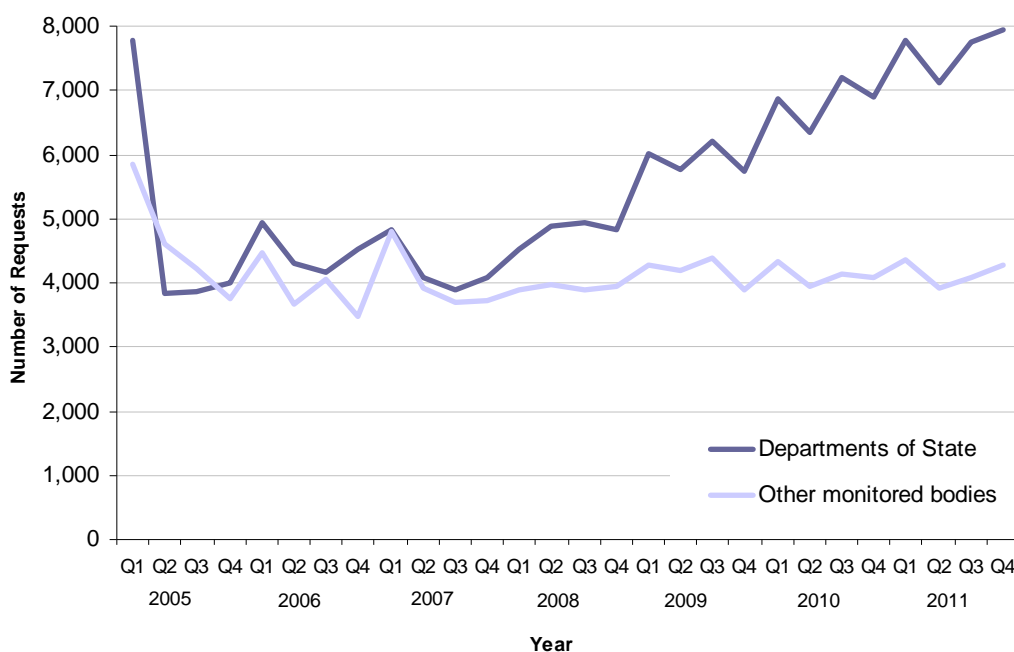
The number of requests has grown rapidly between 2005 to 2011 – an average of 4% per year. This rise was driven in part by:

- a greater public perception over time of the FOI and its uses; and
- the ease with which members of the public can make requests has grown considerably for example the creation of dedicated websites² allowing questions to be provided to monitored bodies.

Figure 1 shows that since an initial peak the number of requests received has increased for Departments of State with an upward trend since 2007. This is in contrast to other monitoring bodies volumes that have remained relatively stable at about 4,000 per quarter. The number of requests received by all the monitored bodies averaged almost 12,000 per quarter during 2011.

When comparing 2011 volumes with 2005, the six largest Departments, in terms of FOI volumes, accounted for 73 per cent of the rise in the number of requests.

Figure 1: Number of FOI/EIR requests received since the Act's introduction in January 2005



² See pages 109-110, Memorandum to the Justice Select Committee, Post-Legislative Assessment of the FOI Act 2000, <http://www.justice.gov.uk/downloads/publications/policy/moj/post-legislative-assessment-of-the-foi-act.pdf>

The initial surge in requests prior to the emerging trend is reflective of the introduction of the Act in 2005 with many monitored bodies including requests that were considered routine. For example, some bodies included simple phone call requests for pre-existing information.

In 2011 the monitored central government bodies received a total of 47,141 non-routine information requests a 7 per cent increase on the number received in 2010. Of these, 1,502 were handled under the amended EIRs also an increase of 7 per cent compared to 2010.

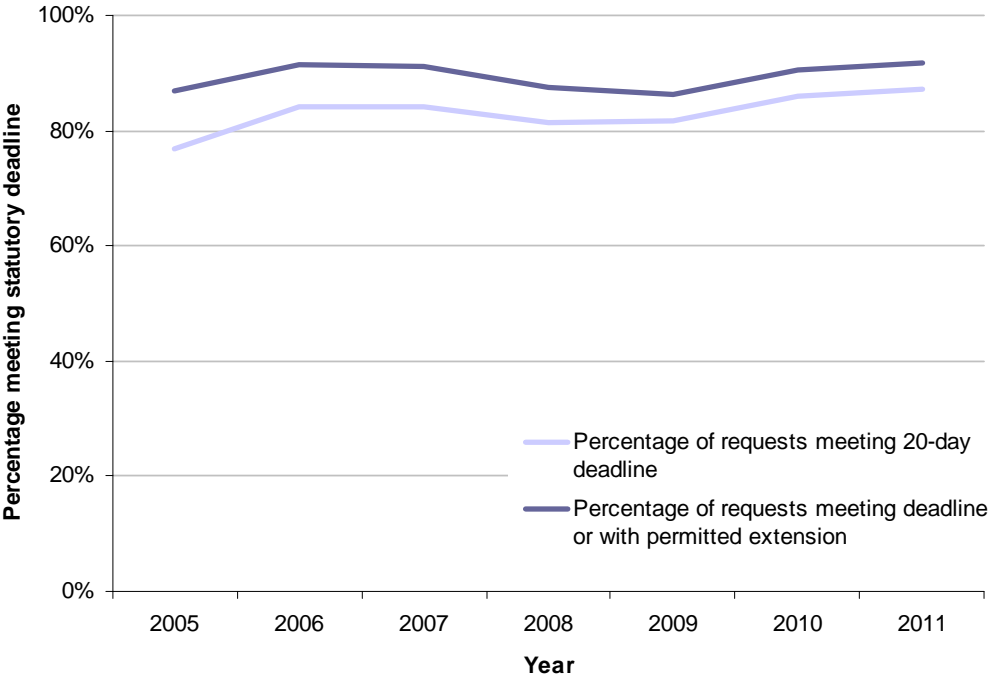
Timeliness of response to requests [see Tables 4, 5]

92 per cent of the requests during 2011 received a response within the statutory deadline or were subject to a permitted deadline extension, a slight increase on the 91 per cent in 2010.

When excluding those that received a permitted extension 87 per cent of all requests received a substantive response within the statutory working-day limit.

Figure 2 shows that since 2005 the propensity for a monitored body to use an extension has declined with ten percent of those meeting the deadline having used an extension in the initial year compared to less than five per cent for each of the last three years. However, this could be due to a change in the nature of requests.

Figure 2: Proportion of requests meeting statutory deadlines, 2005 - 2011

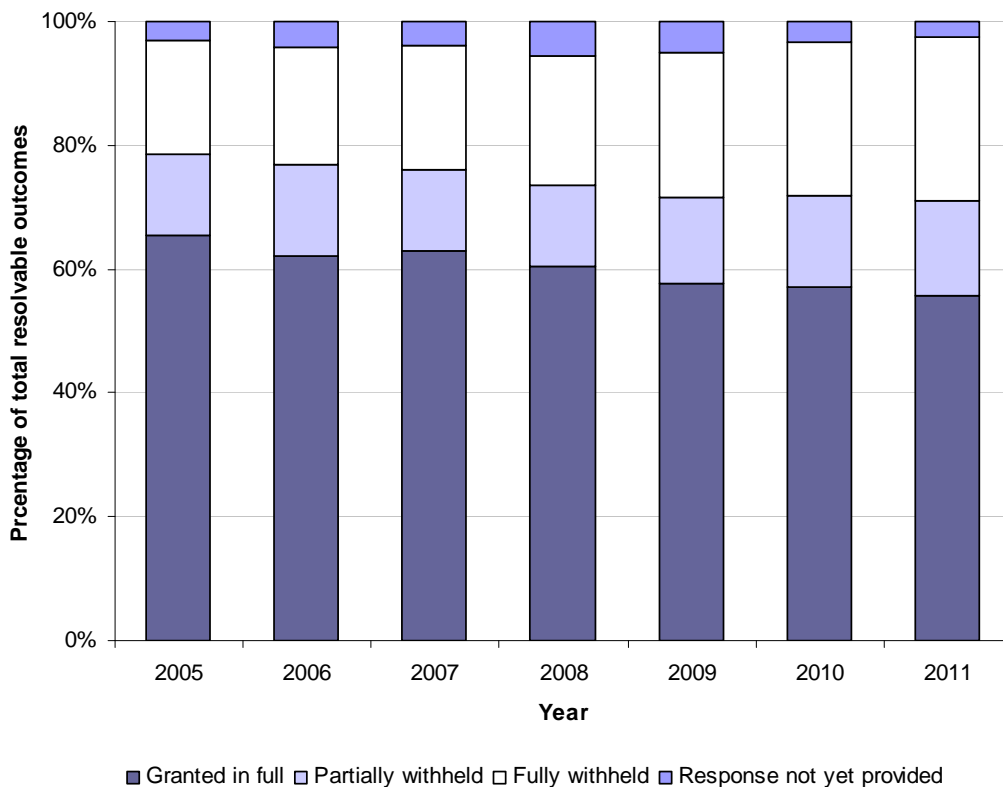


Initial outcomes of requests [see Tables 6 - 9]

Of all requests where it was possible to make a substantive decision on whether to release the information being sought received during 2011 just over half were granted in full.

Figure 3 shows the proportion of requests granted in full has slowly reduced since the act was introduced and this may reflect the changing nature of requests as the monitored bodies have made more routine information available to the public.

Figure 3: Initial outcomes as a percentage of those that are resolvable, 2005 - 2011

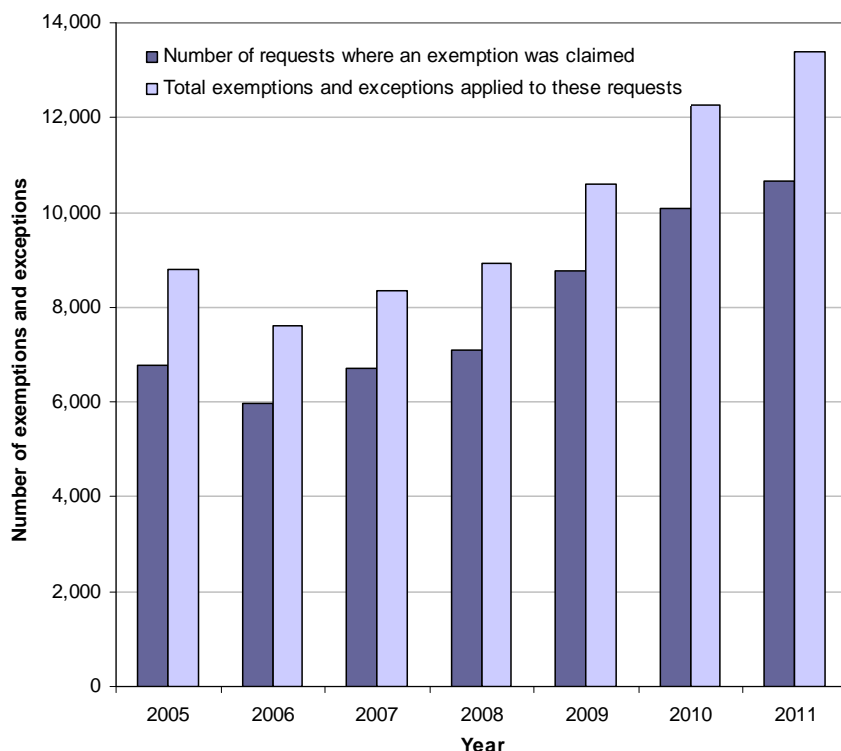


Exemptions and exceptions [see Table 10]

In 2011 there were 10,657 requests received which were refused, either in full or in part, where one or more exemption or exception was applied with the most commonly applied exemption, as in previous years, being under section 40 (where the information requested consists of personal data), which was applied to 4,779 requests.

Over the last four years, as shown in figure 4, the number of exemptions and exceptions applied has risen alongside the overall increase in requests seen by monitored bodies. The rise in exemptions and exceptions used and the number of requests having them applied has been larger than the corresponding rise in requests. This reflects the increasing number of resolvable requests that have been either partially or fully withheld.

Figure 4: Number of exemptions and exceptions used, 2005 - 2011



Public Interest Tests, Internal Reviews and appeals [see Tables 11 - 16]

A total of 2,114 Internal Reviews were requested across all monitored bodies in relation to information requests received in 2011, on the grounds that some or all of the requested information was withheld. Of the 1,914 Internal Reviews that had been completed in 2011 by the time the statistics were collected 63 per cent took 20 working days or less. Since 2005 the number of internal reviews as a proportion of all requests received has remained fairly steady between four and six per cent for Departments of States and around two per cent for the other monitored bodies.

There were 1,943 requests received by monitored bodies in 2011 where a statutory extension was applied. Of these 1,710 had been processed in full, a 7 per cent rise compared to 2005, and in 2011 56 per cent had completed their consideration in 20 working days or less.

There were 350 appeals made to the Information Commissioner's Office (ICO) relating to the refusal of information requests by monitored bodies in 2011. For the last four years the number of appeals as a proportion of all internal reviews received has remained around 15 per cent for both Departments of State and other monitored bodies. As a proportion of all requests received they have remained below one per cent in every year except 2006 when it was just above.

Analysis and Commentary

Number of requests [see Tables 1, 2, 3]

In 2011, monitored central government bodies received a total of 47,141 “non-routine” information requests under the Freedom of Information Act and the associated Environmental Information Regulations. This was 7 per cent more than the 43,921 requests received in 2010. The rise has largely been driven by increase in volumes of requests for Departments of State.

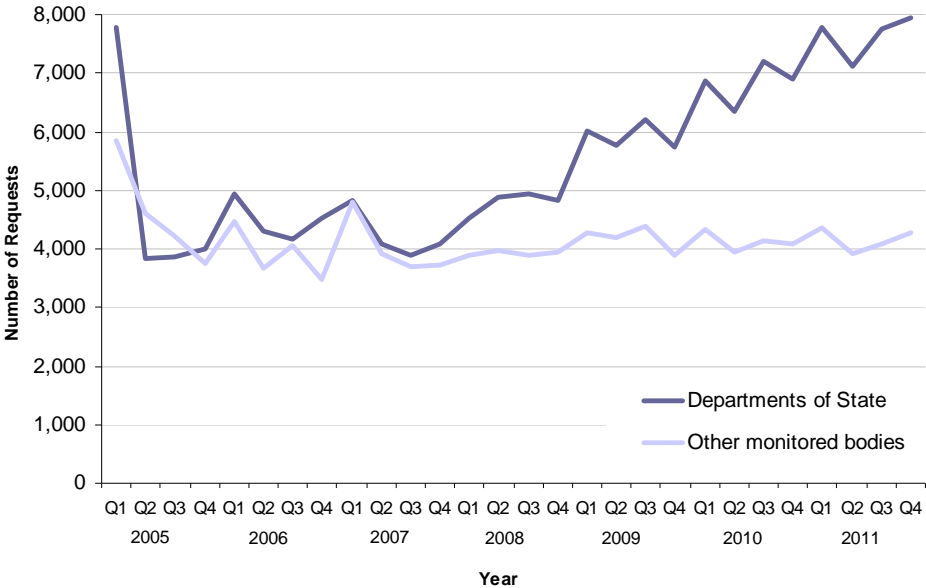
- Departments of State received 30,531 of these requests, an increase of 11 per cent compared to 2010.
- Other monitored bodies received the remaining 16,610 requests, which was 1 per cent more than they received in 2010.

During the fourth quarter (October to December) of 2011 (“Q4”), the monitored central government bodies received 12,221 requests, with Departments of State receiving 7,942 requests and other monitored bodies receiving 4,279 requests.

This overall total for Q4 of 2011 is 11 per cent greater than in the corresponding quarter last year and 3 per cent more than in the preceding quarter.

Although there has been considerable quarter-on-quarter variation, there has been a generally increasing trend in the number of requests received by the monitored bodies over the past four years. As Figure 5 shows, there was an initial peak in requests following the Act’s implementation in 2005. Since then, the number of requests received has increased for Departments of State with an upward trend since 2007. This is in contrast to other monitoring bodies volumes that have remained relatively stable at about 4,000 per quarter. The number of requests received by all the monitored bodies averaged almost 12,000 per quarter during 2011.

Figure 5: Number of FOI/EIR requests received since the Act's introduction in January 2005



By Monitored Body

Of the Departments of State, the Ministry of Defence reported having received 3,559 requests during 2011, the highest departmental total. The other departments that received more than 2,000 requests during the year were:

- Ministry of Justice – 3,520
- Department for Work and Pensions – 3,510
- Home Office – 3,335
- Department for Transport – 3,188
- HM Treasury – 2,147

Among other monitored bodies, the Health and Safety Executive reported having received 6,617 requests during 2011, while the National Archives received 2,906. The Health and Safety Executive is the only monitored body to have received more than 1,000 requests during each quarter since the Act was implemented. These two bodies accounted for around 60 per cent of all requests received by all the other monitoring bodies. Therefore the trends for the other monitored bodies group as a whole are heavily dependant on the trends for these two particular bodies.

Environmental Information Regulations

Monitoring statistics also show the number of non-routine information requests that fell fully or mostly under the Environmental Information Regulations (EIRs). There were 1,502 such requests during 2011 and 354 during the fourth quarter of 2011, both accounting for 3 per cent of all requests received.

Of the monitored bodies with requests falling under the EIRs, the Health and Safety Executive, the Rural Payments Agency, the Department for Environment, Food and Rural Affairs and the Department for Transport, with more than 200 requests each in 2011, had the highest totals.

Use of fees

The FoI Act makes provision (at Section 9) for public authorities to charge a fee for providing information requested under the Act. Authorities can charge a fee both for those requests that fall outside the ‘appropriate limit’ and for certain disbursements that are incurred when handling a request.

Of the 47,141 requests received by monitored bodies during the year, 840 (2 per cent) were subject to a fee being levied by the authority involved. For 535 of these requests (64 per cent of the fee-charged requests), the fee had been paid and the request processed and 5 requests (1 per cent) were “on hold” awaiting fee payment. A further 245 requests were processed by the receiving monitored body without the fee being paid. The remaining 55 requests (7 per cent) were deemed to have “lapsed” because the fee was not paid within the required deadline.

The total fees received by monitored bodies for answering FoI / EIR requests during 2011 was £32,662 and the average value of paid fees was £61. This

compares to the last three years average fee paid of £56 (2010), £54 (2009) and £67 (2008) respectively.

The only monitored body to charge fees for Fol / EIR work as a matter of routine is the National Archives (TNA), which accounted for over 99 per cent of all fee charged requests in 2011, and of all the fee monies received. TNA operates a separate fees regime under section 19 of the Fol Act. One of its principal functions is to provide information to the public. Without a separate fees regime there would be a danger that users of TNA would exploit the Fol Act to require TNA to undertake extensive research in a manner that would impede its ability to function.

Apart from TNA, it was extremely rare for monitored bodies to charge fees for responding to Fol requests. There were only 7 such requests in total during 2011 across all the other monitored bodies, meaning that less than one request in five thousand incurred a fee if the National Archives' requests are excluded.

Timeliness of response to requests [see Tables 4, 5]

The Fol Act requires public bodies to respond to written requests for information within 20 working days of receipt (with limited exceptions, for example to allow additional time for the consideration of public interest).

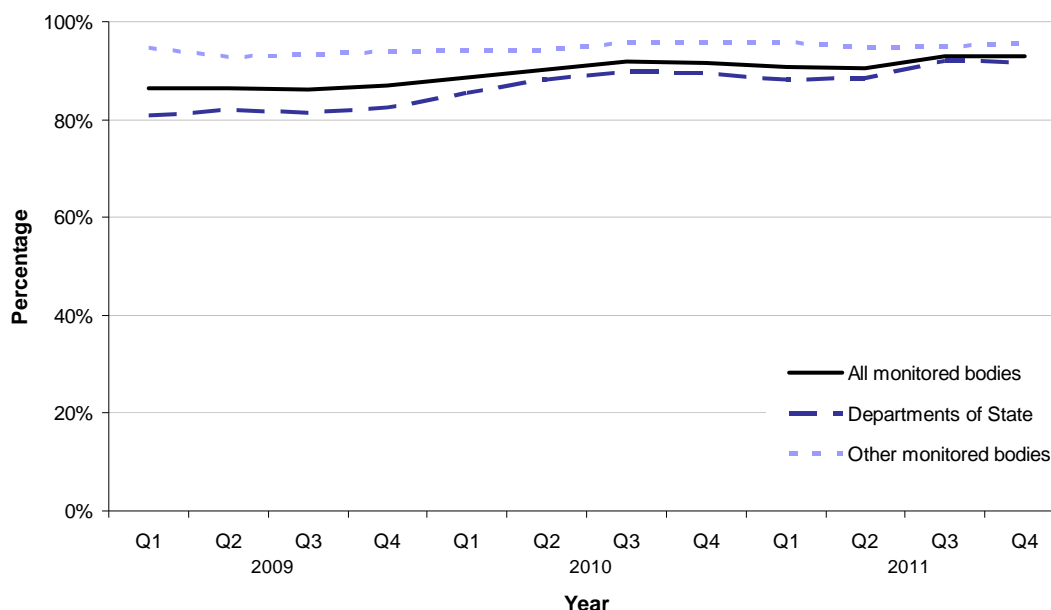
The calendar year figures for 2011 as a whole are based on the aggregated four quarterly monitoring returns completed for 2011.

Some 87 per cent of requests received during 2011 were sent a substantive response within this standard deadline - up from 86 per cent in 2010. Overall, 92 per cent of the requests received during 2011 were "in time", in that they either received a response within the standard deadline or were subject to a permitted deadline extension. This is an increase on the 91 per cent from 2010. The proportion of requests answered in time has generally increased slightly over the past year.

In the fourth quarter of 2011, 93 per cent of request were "in time" (the same as in the third quarter of 2011) and 88 per cent were sent a response within the standard deadline (also the same as in Q3 2011).

The proportion of requests answered within the 20-day limit during the whole of 2011 was 85 per cent for Departments of State, compared with 93 per cent for other monitored bodies. However, Departments of State were likely to use the permitted extension of the 20-day deadline to allow for consideration of the balance of the public interest. As a result, the proportion of requests answered "in time" in 2011 was marginally more closely matched, at 90 per cent for Departments of State and 95 per cent for other monitored bodies.

Figure 6: Percentage of FoI requests processed in time by Departments of State and other monitored bodies, quarterly from Q1 2009



Initial outcomes of requests [see Tables 6, 7, 8, 9]

In the full year of 2011:

Of the 47,141 requests received by all monitored bodies during 2011 as a whole,

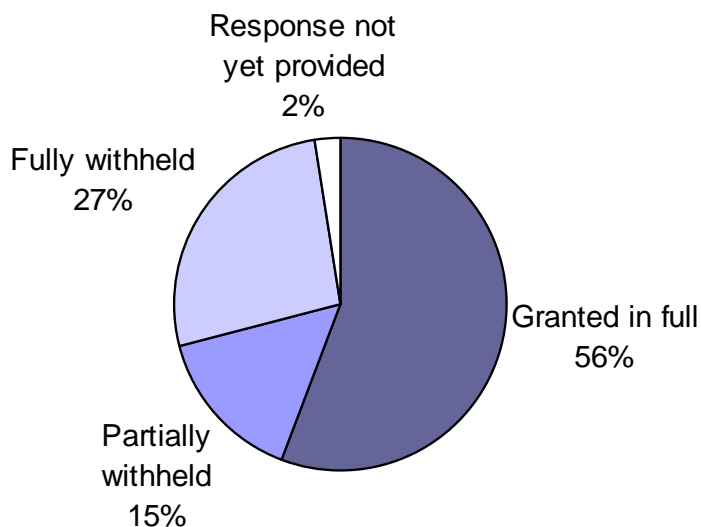
- 60 requests were “on hold” awaiting a fee payment or had “lapsed” because a fee had been charged but not paid (see above for more information on fees);
- 8,918 requests sought information that was not held by the Government department in question;
- 3,148 requests were responded to with requests for clarification (‘advice and assistance’) because the body handling the request needed further information in order to identify the information being sought.

As a result, the remaining 35,015 requests were assumed to be “resolvable”, in that it was possible to give a substantive decision on whether to release the information being sought.

Of the “resolvable” requests received during the year,

- 56 per cent were granted in full, down from 57 per cent in 2010; the proportion of requests granted in full has generally followed a flat or marginally downward trend over the last two years;
- 15 per cent were withheld in part;
- 27 per cent were withheld in full;
- 2 per cent had not yet received a substantive response at the time of monitoring.

Figure 7: Initial outcomes of resolvable FoI requests received by Departments of State and other monitored bodies in 2011



Of the 12,221 requests received by the monitored bodies during the fourth quarter of 2011, 70 were on hold or had lapsed, 2,302 sought information not held, and 809 needed further clarification. Of the 9,040 “resolvable” requests,

- 55 per cent were granted in full, down from 56 per cent in Q3 2011;
- 14 per cent were withheld in part;
- 26 per cent were withheld in full;
- 4 per cent had not yet received a substantive response at the time of monitoring.

Use of exemptions and exceptions [see Table 10]

Under the FoI Act, a public authority can only refuse to provide requested information that it holds if:

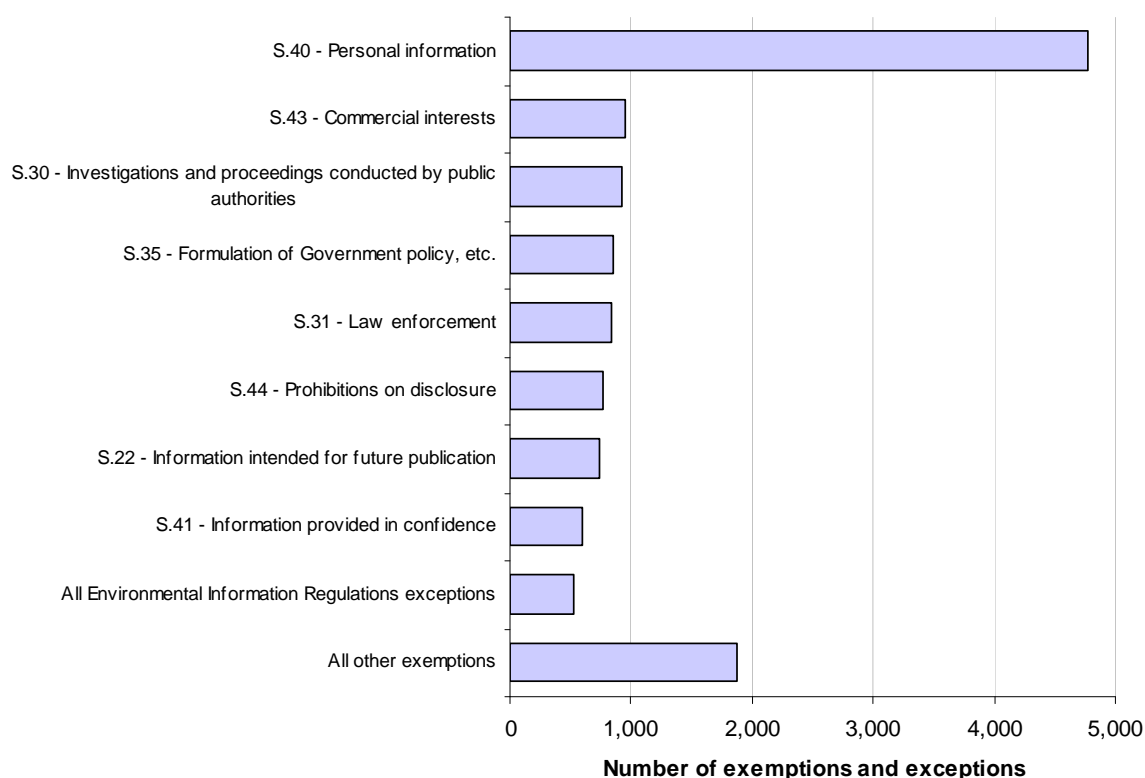
- The request is considered vexatious or repeated;
- The cost of compliance would exceed the appropriate limit;
- The information falls in one or more of the categories of exempt information (“exemptions”) listed in Part II of the Act.

There are similar arrangements that apply to certain types of information under the EIRs. These list a number of “exceptions to the duty to disclose environmental information” in Part 3 of the Regulations.

In 2011, one or more of these exemptions or exceptions was applied to a total of 10,657 requests across all monitored bodies during 2011. The most commonly applied exemptions or exceptions in 2011 were;

- Section 40 of the FoI Act (relating to personal information), which was applied to 4,779 requests,
- Section 43 (commercial interests), which was applied to 949 requests.
- Section 30 (investigations and proceedings conducted by public authorities), which was applied to 926 requests,
- Section 35 (formulation of government policy, etc), which was applied to 846 requests.
- Section 31 (law enforcement), which was applied to 835 requests.

Figure 8: Requests where FOI exemptions and EIR exceptions were applied by monitored bodies during 2011



The profile of exemption usage differed between Departments of State and other monitored bodies, and reflects the different functions that these bodies perform.

Departments of State were more likely than other monitored bodies to have applied exemptions under Section 35 (formulation of government policy, etc.), Section 36 (prejudice to effective conduct of public affairs) and Section 22 (information intended for future publication) when withholding requested information. Similar trends have been seen in previous years, and reflects the role of Departments of State at the centre of government policy-making.

By contrast, other monitored bodies were more likely than Departments of State to use the following exemptions to the requirement to release information: Section 30 (investigations and proceedings conducted by public authorities) and Section 44

(prohibitions on disclosure). This similarly reflects the roles of the other monitored bodies, either as regulators or as administrative bodies whose roles and functions are prescribed in legislation.

Duration of public interest test extensions [see Tables 15, 16]

Under some exemptions of the FoI Act, defined as qualified exemptions, a public authority receiving an information request is required to consider whether or not the public interest in disclosing the information outweighs the public interest in withholding it. Under the Act, a public authority is permitted to extend the 20-day time limit for responding to requests, in order to make this public interest test consideration.

Figures relating to the duration of public interest test extensions are collected annually only.

Durations of PITs received in 2011

Of the 1,943 requests received by monitored bodies in 2011 where a statutory extension was applied to the response deadline and for which extension duration data are available, 1,710 had been processed in full by the time of monitoring. Of these,

- 56 per cent completed the public interest test consideration in 20 working days or less;
- 33 per cent took between 20 and 60 working days;
- 7 per cent took between 60 and 100 days
- 5 per cent took more than 100 days

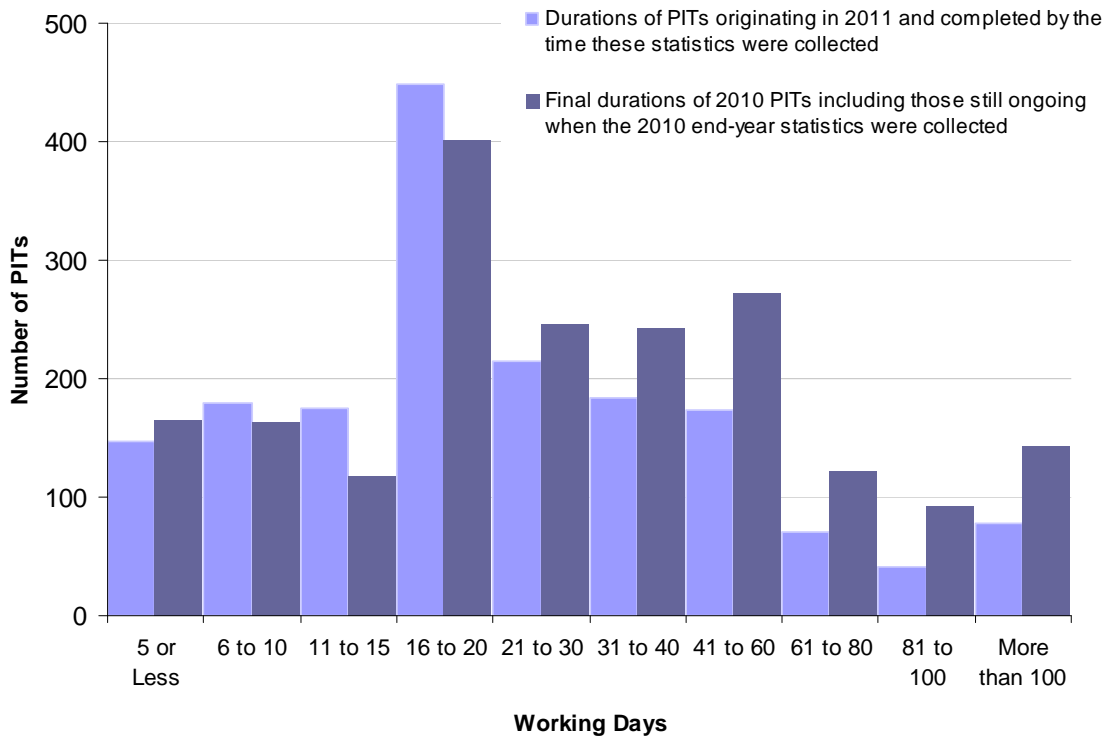
Duration of PITs originating in previous year, 2010

Figures giving the eventual duration for those public interest test extensions originating in the previous year, which were still ongoing when the previous end-year statistics were collected, but which have subsequently been resolved are also provided below. It should be noted that as a group these are not representative of the duration of all public interest extensions.

In total, for those monitored bodies which were able to provide these statistics, there were 289 requests that had a statutory extension applied in the previous period (2010) but had not been finalised by the time the annual statistics were collected. Of these, 44 per cent eventually took longer than 60 working days to complete (and 25 per cent took more than 100 days). This is a reduction compared to 2010 requests that had a statutory extension applied in 2009 when 59% took more than 60 days and 44% required more than 100 days.

Some monitored bodies were not able to provide information on the duration of deadline extensions. The above statistics may, therefore, not reflect the complete picture across all monitored bodies.

Figure 9: Public Interest Test Timeliness originating in 2011 and eventual timeliness of those originating in 2010



Internal Reviews [see Tables 11, 12, 13]

Applicants are able to ask a public authority for an Internal Review if they are not content with the public authority's initial decision on whether or not to release requested information, if their request was not dealt with within 20 working days or if they felt a fee was wrongly charged. This process should be a fair and thorough review of the initial decision.

Figures relating to Internal Reviews are collected annually only.

Across all monitored bodies, a total of 2,114 Internal Reviews were reported as having been initiated on information requests initially received during 2011 on the grounds that some or all of the requested information was originally withheld. This is 22 per cent higher than the number in the previous year (1,729).

The outcomes of 1,971 of these Internal Reviews were known at the time of monitoring.

- The initial handling of the request under review was upheld fully in 77 per cent of these cases;
- the initial handling was upheld partially in a further 15 per cent of cases;
- in the remaining 8 per cent of cases, the requester's complaint was upheld and the initial handling of the request was overturned at the Internal Review stage.

Departments of State were more likely to receive Internal Reviews than other monitored bodies. Departments of State received more than 50 Internal Reviews

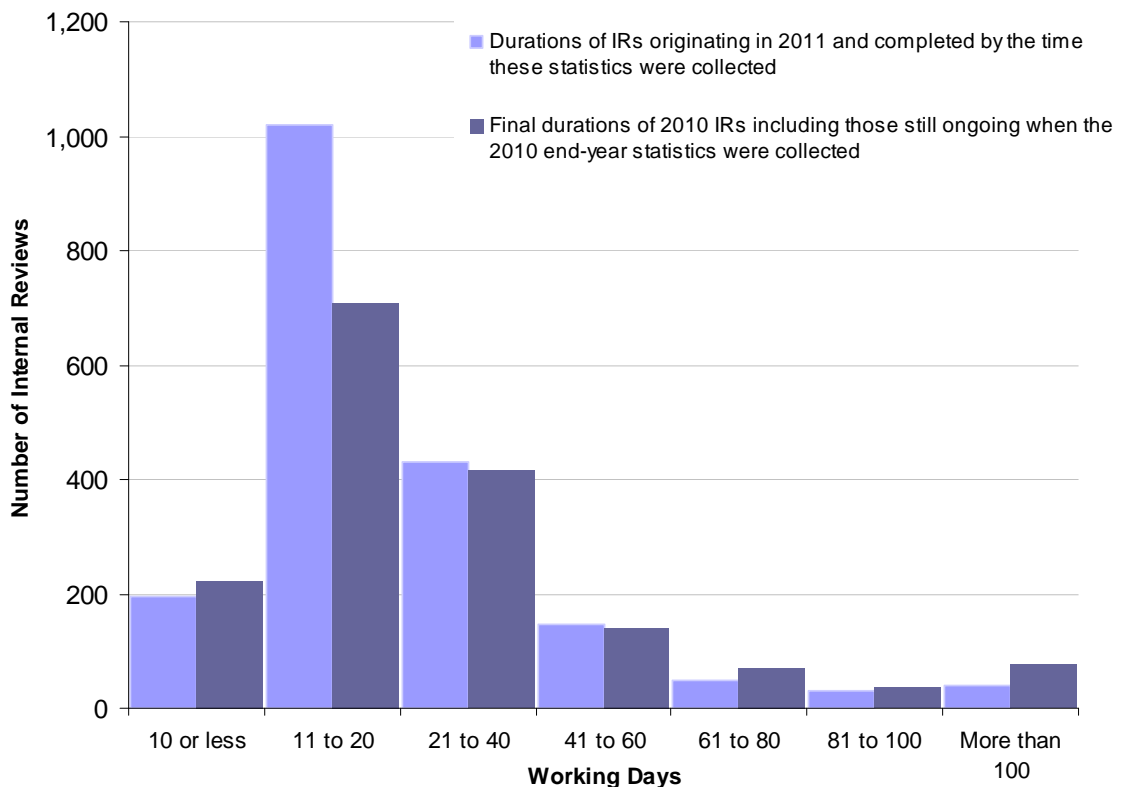
per 1,000 information requests received during 2011, compared to 25 Internal Reviews per 1,000 requests among other monitored bodies. The proportion of Internal Reviews where the initial request handling was upheld in full was almost the same among the other monitored bodies (79 per cent) and the Departments of State (76 per cent).

Durations of Internal Reviews received in 2011

The Code of Practice issued under Section 45 of the FoI Act states that Internal Review procedures should “encourage a prompt determination of the complaint”. Statistics were also collected on the time taken to conduct these Internal Reviews. Most monitored bodies were able to provide this information, but not all. Monitored bodies able to provide data had 2,114 Internal Reviews on requests initially received in 2011, and 1,914 of these had been completed by the time the statistics were collected.

- 63 per cent of these Internal Reviews took 20 working days or less;
- 30 per cent took between 21 and 60 working days;
- 4 per cent took between 60 and 100 days
- 2 per cent took more than 100 days

Figure 10: Internal Review Timeliness originating in 2011 and eventual timeliness of those originating in 2010



Duration of Internal Reviews originating in previous year, 2010

Figures for the eventual duration for those Internal Reviews originating in the previous year, which were still ongoing when the previous end-year statistics were collected, but which have subsequently been resolved are provided. It should be noted that as a group these are not representative of the duration of all Internal Reviews, but these unresolved Internal Reviews were previously excluded from the duration statistics in these reports.

In total, for those monitored bodies which were able to provide these statistics, there were 110 requests that were subject to an Internal Review which had not reached a conclusion by the time the annual statistics were collected. Of these, 56 per cent eventually took longer than 60 working days to complete (and 44 per cent took more than 100 days). This is a reduction compared to 2010 when 48% took more than 60 days and 34% required more than 100 days.

Appeals to the Information Commissioner *[see Table 14]*

If a requester has obtained an Internal Review of a public authority's response to a FoI request, but is still not satisfied with the outcome, he or she is able make a formal appeal to the Information Commissioner's Office (ICO). The ICO is the independent regulator of public authorities in their handling of information requests. Full details of the role of the ICO and how to make an appeal can be found on its website at: www.ico.gov.uk.

Formal complaints to the ICO often relate to complex and difficult issues and are not subject to any statutory time limit. Data have been collected on appeals where some or all of the information requested has been withheld from the applicant, but not for those relating to purely procedural matters, and where the body receiving the original request has been notified of the appeal by the ICO. They will therefore be different to the ICO's own figures on FoI appeals casework.

Figures relating to appeals to the ICO are collected annually only.

During 2011, there were 350 appeals to the ICO relating to the refusal of information requests by monitored bodies, an increase compared to the 228 in the previous year. Only 210 of these appeals had been completed at the time of monitoring. Of these,

- the public authority's initial handling of the request was fully upheld in 157 cases (75 per cent);
- the initial handling was partially upheld in a further 26 (12 per cent);
- in the remaining 27 (13 per cent) of cases, the applicant's complaint was upheld.

Tables

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- Table 7 Initial outcomes of non-routine information requests received by monitored bodies from 1 October – 31 December 2011
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Table 13 Duration of Internal Reviews of non-routine information requests received by monitored bodies in 2010, where the requested information was initially withheld, and which were reported as not completed in the 2010 end-year monitoring statistics

Table 14 Outcomes of appeals to the Information Commissioner's Office (ICO) about the handling of non-routine information requests received by monitored bodies during 2011

Table 15 Duration of deadline extensions to allow for the consideration of Public Interest which were applied to non-routine information requests received by monitored bodies during 2011

Table 16 Duration of deadline extensions to allow for the consideration of Public Interest which were applied to non-routine information requests received by monitored bodies during 2010, and which were reported as not completed in the 2010 end-year monitoring statistics

Table 17 Volume of referrals to the Ministry of Justice Central Clearing House in 2011

Complete sets of figures showing the summary figures from the start of the Act, the latest period October-December 2011 and the 2011 calendar year can be found in accompanying files on the Ministry of Justice website at.

<http://www.justice.gov.uk/statistics/foi/implementation>

TABLE 1
Summary statistics, 2008 to 2011

	Departments of State	Other monitored bodies	TOTAL
Initial handling of requests			
Total number of non-routine information requests received by monitored bodies			
2008	19,175	15,775	34,950
2009	23,721	16,827	40,548
2010	27,410	16,511	43,921
2011	30,531	16,610	47,141
% change, 2010 to 2011	11%	1%	7%
Proportion of requests received (excluding on-hold or lapsed¹) where response was provided within 20-day deadline²			
2008	76%	89%	82%
2009	75%	91%	82%
2010	83%	91%	86%
2011	85%	93%	87%
Proportion of requests received (excluding on-hold or lapsed¹) where response was provided "in time"³			
2008	84%	93%	88%
2009	81%	94%	86%
2010	88%	95%	91%
2011	90%	95%	92%
Proportion of "resolvable"⁴ requests granted in full			
2008	60%	61%	60%
2009	59%	57%	58%
2010	59%	55%	57%
2011	56%	55%	56%
Proportion of "resolvable"⁴ requests withheld in full⁵			
2008	21%	21%	21%
2009	23%	24%	23%
2010	24%	27%	25%
2011	27%	26%	27%
Internal Reviews			
Total number of Internal Reviews⁶ on non-routine information requests, where requested information was initially withheld			
2008	712	247	959
2009	1,204	298	1,502
2010	1,349	380	1,729
2011	1,709	405	2,114
Proportion of Internal Reviews⁶ with a known outcome where initial handling was upheld in full			
2008	75%	81%	76%
2009	76%	75%	75%
2010	77%	79%	77%
2011	76%	79%	77%
Appeals to the Information Commissioner			
Total number of appeals to the Information Commissioner's Office⁷ on non-routine information requests received			
2008	117	36	153
2009	160	46	206
2010	176	52	228
2011	286	64	350

Notes

1 - Requests "on hold" are those where a fee has been charged but no payment has been received at the time of monitoring. These requests are effectively suspended since public authorities are not obliged to respond until payment has been made. Where a fee is charged and the deadline for payment expires, the request is deemed to have "lapsed" as no further action is required from the public authority.

2 - Although the standard statutory deadline for responding to an information request is 20 working days, a 30-day deadline applies where requests relate wholly or partly to archived information. The National Archives' timeliness figures are therefore reported on this basis.

3 - Requests answered within the 20-day limit (30 days for the National Archives) or using a permitted extension. "Permitted extensions" include: requests where the 20-day deadline for response under the Freedom of Information Act is extended to allow for consideration of the balance of the public interest; requests where the 20-day deadline for response under the Environmental Information Regulations is extended because of the complexity or volume of the request.

4 - "Resolvable requests" are all those where it is possible to make a substantive decision on whether to release the requested information. They exclude requests which are lapsed or "on-hold", where the information was not held, and where it was necessary to provide advice and assistance since in each of these cases it would not have been possible to resolve the request in the form it was asked.

5 - "Fully withheld" requests include those which were refused because it was estimated that the cost of complying with the request would exceed the appropriate limit.

6 - Applicants are able to ask a public authority for an "Internal Review" if they are not content with the public authority's initial decision on whether to release requested information. This process should be a fair and impartial review of the initial decision. Requesters who are still not content with the outcome of the Internal Review can make a formal appeal to the Information Commissioner if they wish (see Section 50 of the FOI Act)

7 - If an applicant is not satisfied with the outcome of a public authority's "Internal Review" of the handling of their information request, they may make a formal appeal to the Information Commissioner. If the Commissioner decides that the public authority has not complied with the FOI Act, he may issue a "decision notice" setting out the steps to be taken in order to achieve compliance.

TABLE 2

Number of non-routine information requests received in 2011 and 1 October - 31 December 2011 with their status at time of monitoring¹

Government body	2011 total requests received	Request status at time of				Q4 2011 requests received	Request status at time of monitoring ¹			
		Processed	"On hold" or lapsed ²	Still being processed	Number handled under EIRs ³		Processed	"On hold" or lapsed ²	Still being processed	Number handled under EIRs ³
TOTAL for all monitored bodies	47,141	46,213	60	868	1,502	12,221	11,762	70	389	354
TOTAL for Departments of State only	30,531	29,897	0	634	827	7,942	7,645	0	297	211
TOTAL for other monitored bodies	16,610	16,316	60	234	675	4,279	4,117	70	92	143
Departments of State										
Attorney General's Office	153	153	0	0	0	44	44	0	0	0
Cabinet Office	1,679	1,659	0	20	2	509	495	0	14	1
Department for Business, Innovation and Skills #	1,054	1,047	0	7	21	229	224	0	5	2
Department for Communities and Local Government	945	931	0	14	94	230	216	0	14	26
Department for Culture, Media and Sport #	695	681	0	14	74	177	176	0	1	16
Department for Education	1,149	1,110	0	39	0	287	258	0	29	0
Department for Environment, Food and Rural Affairs	663	659	0	4	235	164	160	0	4	60
Department for International Development	482	480	0	2	4	125	123	0	2	0
Department for Transport #	3,188	3,168	0	20	219	778	761	0	17	43
Department for Work and Pensions #	3,510	3,497	0	13	4	927	915	0	12	0
Department of Energy and Climate Change	530	525	0	5	139	159	156	0	3	48
Department of Health	1,945	1,945	0	0	0	433	433	0	0	0
Export Credits Guarantee Department	98	94	0	4	0	21	19	0	2	0
Foreign and Commonwealth Office	1,353	1,324	0	29	15	348	328	0	20	12
HM Treasury #	2,147	2,061	0	86	0	688	648	0	40	0
Home Office #	3,335	3,306	0	29	0	867	836	0	31	0
Ministry of Defence #	3,559	3,441	0	118	11	877	799	0	78	2
Ministry of Justice #	3,520	3,299	0	221	3	933	912	0	21	1
Northern Ireland Office	210	201	0	9	2	60	56	0	4	0
Scotland Office	155	155	0	0	1	48	48	0	0	0
Wales Office	161	161	0	0	3	38	38	0	0	0

TABLE 2 continued

Number of non-routine information requests received in 2011 and 1 October - 31 December 2011 with their status at time of monitoring¹

Government body	2011 total requests received	Request status at time of				Q4 2011 requests received	Request status at time of monitoring ¹			
		Processed	"On hold" or lapsed ²	Still being processed	Number handled under EIRs ³		Processed	"On hold" or lapsed ²	Still being processed	Number handled under EIRs ³
Other bodies included in monitoring										
Central Office of Information	40	40	0	0	0	11	11	0	0	0
Charity Commission	1,138	1,134	0	4	0	306	303	0	3	0
Child Maintenance and Enforcement Commission	276	276	0	0	0	68	68	0	0	0
Crown Prosecution Service	457	456	0	1	1	117	117	0	0	0
Debt Management Office	52	52	0	0	0	12	12	0	0	0
Food Standards Agency	114	113	0	1	0	28	28	0	0	0
Health and Safety Executive	6,617	6,496	0	121	298	1,603	1,577	0	26	57
HM Land Registry	224	219	5	0	1	60	59	1	0	0
HM Revenue and Customs	1,795	1,788	0	7	2	443	436	0	7	0
National Archives	2,906	2,760	54	92	1	929	809	69	51	1
National Savings and Investments	102	102	0	0	0	23	23	0	0	0
Office for National Statistics	270	267	0	3	0	59	59	0	0	0
Office for Standards in Education	790	789	0	1	0	169	168	0	1	0
Office of Fair Trading	434	434	0	0	1	81	81	0	0	0
Office of Gas and Electricity Markets (OFGEM)	132	128	0	4	1	38	34	0	4	0
Office of Rail Regulation	225	224	1	0	1	95	95	0	0	0
Ordnance Survey	104	104	0	0	1	22	22	0	0	0
Royal Mint	17	17	0	0	0	4	4	0	0	0
Rural Payments Agency	421	421	0	0	366	97	97	0	0	83
Serious Fraud Office	87	87	0	0	0	15	15	0	0	0
Treasury Solicitor's Department	334	334	0	0	0	79	79	0	0	0
Water Services Regulation Authority (OFWAT)	75	75	0	0	2	20	20	0	0	2

Notes

Please see the 'Notes on the Tables' section for important information about consistency between tables in this report.

- Figures supplied by these departments of state count non-routine information requests received by one or more of their agencies, as well as those received by the departments themselves. Annex B gives full details.

1 - Monitoring returns were submitted to the Ministry of Justice (MoJ) during February 2012

2 - Requests "on hold" are those where a fee has been charged but no payment has been received at the time of monitoring. These requests are effectively suspended since public authorities are not obliged to respond until payment has been made. Where a fee is charged and the deadline for payment expires, the request is deemed to have "lapsed" as no further action is required from the public authority.

3 - The amended Environmental Information Regulations 2004 (EIRs) came into force on 1 January 2005 to coincide with the FOI Act.

TABLE 3
Number of non-routine information requests received by monitored bodies, by quarter, since 1 January 2009

Government body	2009				2010				2011			
	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec
TOTAL for all monitored bodies	10,077	9,751	10,346	9,439	11,019	10,286	11,339	10,972	12,128	11,029	11,829	12,221
TOTAL for Departments of State only	5,802	5,556	5,957	5,563	6,677	6,339	7,200	6,898	7,783	7,124	7,738	7,942
TOTAL for other monitored bodies	4,275	4,195	4,389	3,876	4,342	3,947	4,139	4,074	4,345	3,905	4,091	4,279
<i>Departments of State</i>												
Attorney General's Office	19	28	27	28	28	33	37	29	31	42	36	44
Cabinet Office	274	253	261	193	236	235	307	303	395	349	426	509
Department for Business, Innovation and Skills # ¹	216	269	244	182	279	231	244	280	293	256	273	229
Department for Communities and Local Government	204	200	237	198	243	218	237	235	250	221	242	230
Department for Culture, Media and Sport #	176	142	164	122	165	119	165	158	142	195	161	177
Department for Education ²	-	-	-	-	-	220	263	217	328	245	289	287
Department for Environment, Food and Rural Affairs	131	145	159	142	143	127	142	139	183	150	166	164
Department for Innovation, Universities and Skills	74	-	-	-	-	-	-	-	-	-	-	-
Department for International Development	80	70	88	91	92	104	120	86	110	122	125	125
Department for Transport #	586	560	707	629	794	605	735	753	898	710	812	778
Department for Work and Pensions #	533	596	617	600	797	748	777	823	877	763	937	927
Department of Energy and Climate Change	55	54	88	89	171	138	144	123	125	115	131	159
Department of Health	423	485	503	486	510	465	522	526	617	417	478	433
Export Credits Guarantee Department	9	17	12	11	23	10	20	12	23	36	18	21
Foreign and Commonwealth Office	281	231	321	304	311	250	310	313	367	344	292	348
Government Equalities Office	-	-	-	-	30	15	29	32	21	-	-	-
HM Treasury #	446	399	315	291	438	523	666	435	356	480	654	688
Home Office #	643	638	577	637	763	699	781	826	866	786	813	867
Ministry of Defence #	758	670	766	724	738	693	718	767	957	830	930	877
Ministry of Justice #	757	679	732	731	808	805	854	707	847	901	835	933
Northern Ireland Office	65	49	82	59	66	42	56	50	37	61	51	60
Scotland Office	58	52	39	30	30	28	34	47	18	54	35	48
Wales Office	14	19	18	16	12	31	39	37	42	47	34	38

TABLE 3 continued

Number of non-routine information requests received by monitored bodies, by quarter, since 1 January 2009

Government body	2009				2010				2011			
	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec
Other bodies included in monitoring												
Central Office of Information	20	8	14	8	13	12	16	13	12	10	7	11
Charity Commission	142	133	149	133	202	185	241	254	268	276	293	306
Child Maintenance and Enforcement Commission	33	41	59	62	55	47	44	49	70	79	59	68
Crown Prosecution Service	125	139	119	136	135	103	124	107	104	100	132	117
Debt Management Office	4	6	6	4	10	9	15	11	18	11	11	12
Food Standards Agency	28	29	36	36	57	29	47	33	30	24	32	28
Health and Safety Executive	1,711	1,669	1,589	1,523	1,562	1,656	1,586	1,617	1,757	1,620	1,637	1,603
HM Land Registry	33	41	29	47	49	36	49	41	61	57	46	60
HM Revenue and Customs	323	355	409	339	391	369	403	459	429	461	461	443
National Archives	1,056	885	1,010	787	927	733	817	717	756	506	715	929
National Savings and Investments	33	36	44	18	23	20	27	22	26	29	24	23
Office for National Statistics	32	29	33	37	62	52	30	53	89	60	62	59
Office for Standards in Education	318	317	292	272	314	273	246	238	241	208	172	169
Office of Fair Trading	79	128	162	139	123	118	157	139	132	107	114	81
Office of Gas and Electricity Markets (OFGEM)	53	39	42	45	60	36	38	17	30	38	26	38
Office of Rail Regulation	63	52	59	61	67	43	33	52	47	42	41	95
Ordnance Survey	37	60	67	41	42	17	17	27	23	28	31	22
Royal Mint	5	9	11	4	8	5	3	5	4	4	5	4
Rural Payments Agency	73	83	84	75	91	86	83	84	105	101	118	97
Serious Fraud Office	27	32	24	23	33	20	33	25	24	26	22	15
Treasury Solicitor's Department	55	69	106	64	98	79	100	97	101	89	65	79
Water Services Regulation Authority (OFWAT)	25	35	45	22	20	19	30	14	18	29	18	20

Notes

- Figures supplied by these departments of state count non-routine information requests received by one or more of their agencies, as well those received by the departments themselves. Appendix B gives full details.

1 - Figures up to and including Q1 2009 are for the Department for Business, Enterprise and Regulatory Reform. Please see Appendix B for more information.

2 - Figures up to and including Q1 2010 are for the Department for Children, Schools and Families. Please see Appendix B for more information.

TABLE 4

Timeliness of response to non-routine information requests received by monitored bodies from 2011 and from 1 October - 31 December 2011

Government body	2011 requests received (excluding on-hold and lapsed ¹)	Timeliness of response			Percentage meeting deadline	Percentage meeting deadline or with permitted extension	Q4 requests received (excluding on-hold and lapsed ¹)	Timeliness of response			Percentage meeting deadline	Percentage meeting deadline or with permitted extension
		20-day deadline met	Permitted extension ² to deadline	Late response (i.e. deadline missed)				20-day deadline met	Permitted extension ² to deadline	Late response (i.e. deadline missed)		
TOTAL for all monitored bodies	46,911	40,957	2,102	3,852	87%	92%	12,151	10,747	548	856	88%	93%
TOTAL for Departments of State only	30,587	25,852	1,680	3,055	85%	90%	7,942	6,850	429	663	86%	92%
TOTAL for other monitored bodies	16,324	15,105	422	797	93%	95%	4,209	3,897	119	193	93%	95%
Departments of State												
Attorney General's Office	153	150	2	1	98%	99%	44	44	0	0	100%	100%
Cabinet Office	1,679	979	206	494	58%	71%	509	404	63	42	79%	92%
Communities and Local Government	943	815	73	55	86%	94%	230	193	27	10	84%	96%
Department for Business, Innovation and Skills	1,051	854	87	110	81%	90%	229	202	12	15	88%	93%
Department for Culture, Media and Sport #	675	627	45	3	93%	100%	177	163	13	1	92%	99%
Department for Education	1,149	878	19	252	76%	78%	287	212	3	72	74%	75%
Department for Environment, Food and Rural Affairs	663	552	44	67	83%	90%	164	128	9	27	78%	84%
Department for International Development	482	437	37	8	91%	98%	125	117	6	2	94%	98%
Department for Transport #	3,198	2,849	95	254	89%	92%	778	708	10	60	91%	92%
Department for Work and Pensions #	3,504	3,331	21	152	95%	96%	927	862	3	62	93%	93%
Department of Energy and Climate Change	530	426	58	46	80%	91%	159	139	15	5	87%	97%
Department of Health	1,945	1,935	9	1	99%	100%	433	430	3	0	99%	100%
Export Credits Guarantee Department	98	78	2	18	80%	82%	21	19	2	0	90%	100%
Foreign and Commonwealth Office	1,351	991	280	80	73%	94%	348	255	76	17	73%	95%
Government Equalities Office	21	21	0	0	100%	100%	-	-	-	-	-	-
HM Treasury #	2,178	1,952	180	46	90%	98%	688	626	46	16	91%	98%
Home Office #	3,332	2,868	249	215	86%	94%	867	685	78	104	79%	88%
Ministry of Defence #	3,594	2,705	221	668	75%	81%	877	688	55	134	78%	85%
Ministry of Justice #	3,516	2,936	24	556	84%	84%	933	843	5	85	90%	91%
Northern Ireland Office	209	189	8	12	90%	94%	60	51	1	8	85%	87%
Scotland Office	155	142	11	2	92%	99%	48	46	1	1	96%	98%
Wales Office	161	137	9	15	85%	91%	38	35	1	2	92%	95%

TABLE 4 continued

Timeliness of response to non-routine information requests received by monitored bodies from 2011 and from 1 October - 31 December 2011

Government body	2011 requests received (excluding on-hold and lapsed ¹)	Timeliness of response			Percentage meeting deadline	Percentage meeting deadline or with permitted extension	Q4 requests received (excluding on-hold and lapsed ¹)	Timeliness of response			Percentage meeting deadline	Percentage meeting deadline or with permitted extension
		20-day deadline met	Permitted extension ² to deadline	Late response (i.e. deadline missed)				20-day deadline met	Permitted extension ² to deadline	Late response (i.e. deadline missed)		
Other bodies included in monitoring												
Central Office of Information	40	40	0	0	100%	100%	11	11	0	0	*	*
Charity Commission	1,143	1,072	3	68	94%	94%	306	287	3	16	94%	95%
Child Maintenance and Enforcement Commission	276	273	0	3	99%	99%	68	67	0	1	99%	99%
Crown Prosecution Service	453	409	2	42	90%	91%	117	105	0	12	90%	90%
Debt Management Office	52	52	0	0	100%	100%	12	12	0	0	*	*
Food Standards Agency	114	108	4	2	95%	98%	28	26	1	1	93%	96%
Health and Safety Executive	6,617	6,099	108	410	92%	94%	1,603	1,478	23	102	92%	94%
HM Land Registry	219	219	0	0	100%	100%	59	59	0	0	100%	100%
HM Revenue and Customs	1,794	1,638	7	149	91%	92%	443	403	4	36	91%	92%
National Archives ^	2,616	2,379	232	5	91%	100%	860	778	81	1	90%	100%
National Savings and Investments	102	98	0	4	96%	96%	23	21	0	2	91%	91%
Office for National Statistics	270	220	19	31	81%	89%	59	51	0	8	86%	86%
Office for Standards in Education	790	776	5	9	98%	99%	169	165	1	3	98%	98%
Office of Fair Trading	434	418	0	16	96%	96%	81	78	0	3	96%	96%
Office of Gas and Electricity Markets (OFGEM)	132	110	8	14	83%	89%	38	34	0	4	89%	89%
Office of Rail Regulation	224	210	8	6	94%	97%	95	90	3	2	95%	98%
Ordnance Survey	104	101	1	2	97%	98%	22	22	0	0	100%	100%
Royal Mint	17	12	0	5	*	*	4	3	0	1	*	*
Rural Payments Agency	421	392	21	8	93%	98%	97	96	1	0	99%	100%
Serious Fraud Office	87	72	3	12	83%	86%	15	13	2	0	*	*
Treasury Solicitor's Department	334	330	1	3	99%	99%	79	78	0	1	99%	99%
Water Services Regulation Authority (OFWAT)	85	77	0	8	91%	91%	20	20	0	0	*	*

Notes

* - These percentages are not shown because the number of qualifying requests is 20 or fewer.

- Figures supplied by these departments of state count non-routine information requests received by one or more of their agencies, as well those received by the departments themselves. Appendix B gives full details.

^ - Although the standard statutory deadline for responding to an information request is 20 working days, a 30-day deadline applies where requests relate wholly or partly to archived information. The National Archives' timeliness figures are therefore reported on this basis.

1 - Requests "on hold" or "lapsed" are those where a fee has been charged but no payment has been received. These requests are effectively suspended since public authorities are not obliged to respond until payment has been made. They are therefore excluded from the calculation of timeliness measures.

2 - "Permitted extensions" include:

Requests where the 20-day deadline for response under the Freedom of Information Act is extended to allow for consideration of the balance of the public interest.

Requests where the 20-day deadline for response under the Environmental Information Regulations is extended because of the complexity or volume of the request.

TABLE 5
Proportion of non-routine information requests received that were answered "in time", by quarter, since 1 January 2009 (see footnote)

Government body	2009				2010				2011			
	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:
	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
TOTAL for all monitored bodies	86%	86%	86%	87%	89%	90%	92%	92%	91%	90%	93%	93%
TOTAL for Departments of State only	81%	82%	81%	82%	85%	88%	90%	89%	88%	88%	92%	92%
TOTAL for other monitored bodies	95%	93%	93%	94%	94%	94%	96%	96%	96%	94%	95%	95%
<i>Departments of State</i>												
Attorney General's Office	*	96%	96%	96%	96%	94%	100%	100%	100%	98%	100%	100%
Cabinet Office	96%	95%	91%	86%	90%	88%	85%	77%	42%	55%	85%	92%
Communities and Local Government	94%	95%	95%	95%	94%	96%	97%	96%	96%	93%	92%	96%
Department for Business, Innovation and Skills ¹	77%	76%	79%	85%	95%	95%	96%	93%	93%	83%	88%	93%
Department for Culture, Media and Sport #	100%	99%	98%	98%	98%	100%	99%	97%	99%	100%	100%	99%
Department for Education ²	-	-	-	-	-	89%	69%	69%	72%	87%	81%	75%
Department for Environment, Food and Rural Affairs	91%	85%	85%	88%	93%	87%	94%	94%	91%	92%	93%	84%
Department for Innovation, Universities and Skills	66%	-	-	-	-	-	-	-	-	-	-	-
Department for International Development	96%	97%	98%	93%	96%	97%	98%	95%	98%	99%	98%	98%
Department for Transport #	90%	90%	94%	95%	94%	96%	92%	89%	92%	91%	93%	92%
Department for Work and Pensions #	77%	75%	79%	79%	77%	82%	96%	97%	98%	95%	96%	93%
Department of Energy and Climate Change	84%	72%	80%	87%	95%	96%	91%	89%	89%	91%	87%	97%
Department of Health	89%	96%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Export Credits Guarantee Department	*	*	*	*	96%	*	*	*	78%	69%	*	100%
Foreign and Commonwealth Office	96%	97%	96%	93%	94%	98%	90%	93%	95%	94%	92%	95%
Government Equalities Office	-	-	-	-	77%	*	97%	84%	100%	-	-	-
HM Treasury #	99%	100%	98%	99%	99%	99%	99%	98%	98%	98%	98%	98%
Home Office #	73%	65%	67%	68%	81%	80%	88%	90%	95%	96%	96%	88%
Ministry of Defence #	66%	69%	49%	53%	55%	69%	66%	71%	76%	81%	84%	85%
Ministry of Justice #	60%	71%	77%	81%	81%	84%	89%	88%	84%	75%	86%	91%
Northern Ireland Office	97%	84%	99%	90%	95%	95%	100%	98%	97%	98%	96%	87%
Scotland Office	53%	67%	56%	80%	73%	86%	100%	98%	*	98%	100%	98%
Wales Office	*	*	*	*	*	97%	92%	97%	90%	83%	97%	95%

TABLE 5 continued

Proportion of non-routine information requests received that were answered "in time", by quarter, since 1 January 2009 (see footnote)

Government body	2009				2010				2011			
	Q1: Jan-Mar	Q2: Apr-Jun	Q3: Jul-Sep	Q4: Oct-Dec	Q1: Jan-Mar	Q2: Apr-Jun	Q3: Jul-Sep	Q4: Oct-Dec	Q1: Jan-Mar	Q2: Apr-Jun	Q3: Jul-Sep	Q4: Oct-Dec
Other bodies included in monitoring												
Central Office of Information	*	*	*	*	*	*	*	*	*	*	*	*
Charity Commission	99%	89%	91%	95%	93%	96%	98%	93%	97%	91%	94%	95%
Child Maintenance and Enforcement Commission	36%	59%	71%	85%	64%	98%	100%	96%	99%	100%	98%	99%
Crown Prosecution Service	99%	98%	96%	99%	96%	92%	95%	98%	93%	92%	89%	90%
Debt Management Office	*	*	*	*	*	*	*	*	*	*	*	*
Food Standards Agency	100%	97%	100%	97%	91%	100%	94%	97%	100%	100%	97%	96%
Health and Safety Executive	94%	93%	92%	92%	93%	93%	93%	93%	93%	94%	95%	94%
HM Land Registry	94%	80%	97%	94%	96%	92%	100%	100%	100%	100%	100%	100%
HM Revenue and Customs	88%	83%	85%	88%	89%	92%	91%	92%	94%	92%	90%	92%
National Archives ^	98%	98%	97%	99%	98%	97%	99%	100%	100%	100%	100%	100%
National Savings and Investments	94%	100%	100%	*	96%	*	100%	95%	100%	93%	100%	91%
Office for National Statistics	91%	93%	94%	100%	100%	100%	100%	100%	100%	78%	84%	86%
Office for Standards in Education	98%	97%	99%	95%	97%	99%	100%	100%	100%	99%	98%	98%
Office of Fair Trading	96%	95%	96%	94%	98%	92%	97%	96%	95%	98%	96%	96%
Office of Gas and Electricity Markets (OFGEM)	91%	77%	95%	87%	97%	89%	89%	88%	90%	87%	92%	89%
Office of Rail Regulation	97%	92%	100%	98%	94%	88%	97%	98%	96%	100%	95%	98%
Ordnance Survey	95%	98%	97%	98%	100%	*	*	*	91%	100%	100%	100%
Royal Mint	*	*	*	*	*	*	*	*	*	*	*	*
Rural Payments Agency	97%	88%	90%	92%	75%	85%	98%	99%	100%	93%	99%	100%
Serious Fraud Office	85%	63%	38%	96%	88%	*	100%	92%	92%	100%	55%	*
Treasury Solicitor's Department	98%	100%	99%	97%	99%	99%	100%	99%	99%	99%	100%	99%
Water Services Regulation Authority (OFWAT)	56%	74%	100%	77%	*	*	97%	100%	*	86%	*	*

- Figures supplied by these departments count requests received by one or more of their agencies, and those received by the departments themselves. Appendix B gives full details.

* - These percentages are not shown because the number of qualifying requests is 20 or fewer.

^ - Although the standard statutory deadline for responding to an information request is 20 working days, a 30-day deadline applies where requests relate wholly or partly to archived information. The National Archives' timeliness figures are therefore reported on this basis.

1 - Figures up to and including Q1 2009 are for the Department for Business, Enterprise and Regulatory Reform. Please see Appendix B for more information.

2 - Figures up to and including Q1 2010 are for the Department for Children, Schools and Families. Please see Appendix B for more information.

Notes: A request is "in time" if it was answered within the statutory response deadline, or within a permitted extension to this deadline.

Permitted extensions include:

Requests where the 20-day deadline for response under the Freedom of Information Act is extended to allow for consideration of the balance of the public interest.

Requests "on hold" or "lapsed" are those where a fee has been charged but no payment has been received. These requests are effectively suspended since public authorities are not obliged to respond until payment has been made. They are therefore excluded from this calculation.

TABLE 6
Initial outcomes of non-routine information requests received by monitored bodies during 2011

Government body	Total requests received (excluding on-hold and lapsed ¹)	Requests where advice and assistance ² provided	Requests where information not held	Total "resolvable" requests ³	Initial outcome of request				Percentage of resolvable requests granted in full	Percentage of resolvable requests withheld in full
					Granted in full	Partially withheld	Fully withheld ⁴	Response not yet provided ⁵		
TOTAL for all monitored bodies	47,081	3,148	8,918	35,015	19,540	5,301	9,306	868	56%	27%
TOTAL for Departments of State only	30,531	1,867	5,737	22,927	12,904	3,172	6,217	634	56%	27%
TOTAL for other monitored bodies	16,550	1,281	3,181	12,088	6,636	2,129	3,089	234	55%	26%
Departments of State										
Attorney General's Office	153	0	93	60	31	13	16	0	52%	27%
Cabinet Office	1,679	132	489	1,058	345	196	497	20	33%	47%
Department for Business, Innovation and Skills #	1,054	36	289	729	308	163	251	7	42%	34%
Department for Communities and Local Government	945	0	136	809	597	123	75	14	74%	9%
Department for Culture, Media and Sport #	695	96	146	453	301	79	59	14	66%	13%
Department for Education	1,149	53	159	937	590	122	186	39	63%	20%
Department for Environment, Food and Rural Affairs	663	27	115	521	350	86	81	4	67%	16%
Department for International Development	482	0	29	453	298	45	108	2	66%	24%
Department for Transport #	3,188	30	725	2,433	1,882	242	289	20	77%	12%
Department for Work and Pensions #	3,510	19	141	3,350	2,151	364	822	13	64%	25%
Department of Energy and Climate Change	530	17	129	384	190	97	92	5	49%	24%
Department of Health	1,945	28	516	1,401	963	159	279	0	69%	20%
Export Credits Guarantee Department	98	1	8	89	60	4	21	4	67%	24%
Foreign and Commonwealth Office	1,353	159	220	974	286	355	304	29	29%	31%
HM Treasury #	2,147	315	586	1,246	575	98	487	86	46%	39%
Home Office	3,335	444	677	2,214	1,135	417	633	29	51%	29%
Ministry of Defence #	3,559	171	544	2,844	1,822	256	648	118	64%	23%
Ministry of Justice #	3,520	308	567	2,645	811	308	1,305	221	31%	49%
Northern Ireland Office	210	1	70	139	87	17	26	9	63%	19%
Scotland Office	155	21	26	108	82	15	11	0	76%	10%
Wales Office	161	9	72	80	40	13	27	0	50%	34%

TABLE 6 continued
Initial outcomes of non-routine information requests received by monitored bodies during 2011

Government body	Total requests received (excluding on-hold and lapsed ¹)	Requests where advice and assistance ² provided	Requests where information not held	Total "resolvable" requests ³	Initial outcome of request				Percentage of resolvable requests granted in full	Percentage of resolvable requests withheld in full
					Granted in full	Partially withheld	Fully withheld ⁴	Response not yet provided ⁵		
Other bodies included in monitoring										
Central Office of Information	40	0	18	22	22	0	0	0	100%	0%
Charity Commission	1,138	35	102	1,001	668	260	69	4	67%	7%
Child Maintenance and Enforcement Commission	276	0	11	265	190	17	58	0	72%	22%
Crown Prosecution Service	457	42	67	348	165	26	156	1	47%	45%
Debt Management Office	52	0	7	45	38	6	1	0	84%	2%
Food Standards Agency	114	1	23	90	52	27	10	1	58%	11%
Health and Safety Executive	6,617	360	2,204	4,053	2,128	825	979	121	53%	24%
HM Land Registry	219	6	19	194	164	23	7	0	85%	4%
HM Revenue and Customs	1,795	62	184	1,549	683	126	733	7	44%	47%
National Archives	2,852	485	225	2,142	1,267	280	503	92	59%	23%
National Savings and Investments	102	0	5	97	79	2	16	0	81%	16%
Office for National Statistics	270	6	22	242	183	17	39	3	76%	16%
Office for Standards in Education	790	59	106	625	319	195	110	1	51%	18%
Office of Fair Trading	434	87	17	330	59	54	217	0	18%	66%
Office of Gas and Electricity Markets (OFGEM)	132	11	22	99	51	30	14	4	52%	14%
Office of Rail Regulation	224	24	34	166	75	19	72	0	45%	43%
Ordnance Survey	104	0	25	79	67	8	4	0	85%	5%
Royal Mint	17	0	0	17	13	2	2	0	*	*
Rural Payments Agency	421	80	37	304	188	61	55	0	62%	18%
Serious Fraud Office	87	4	16	67	26	18	23	0	39%	34%
Treasury Solicitor's Department	334	18	22	294	160	120	14	0	54%	5%
Water Services Regulation Authority (OFWAT)	75	1	15	59	39	13	7	0	66%	12%

Notes

Please see the 'Notes on the Tables' section for important information about consistency between tables in this report.

* - These percentages are not shown because the number of qualifying requests is 20 or fewer.

- Figures supplied by these departments of state count non-routine information requests received by one or more of their agencies, as well as those received by the departments themselves. Annex B gives full details.

1 - Requests "on hold" or "lapsed" are those where a fee has been charged but no payment has been received. These requests are effectively suspended since public authorities are not obliged to respond until payment has been made.

2 - "Advice and Assistance" would be provided to a requester when the government body "reasonably requires further information in order to identify and locate the information requested". See section 1(3) of the Freedom of Information Act for further details.

3 - "Resolvable requests" are all those where it is possible to make a substantive decision on whether to release the requested information. They exclude requests which are lapsed or "on-hold", where the information was not held, and where it was necessary to provide advice and assistance (see note above) since in each of these cases it would not have been possible to resolve the request in the form it was asked.

4 - "Fully withheld" requests include those which were refused because it was estimated that the cost of complying with the request would exceed the appropriate limit.

5 - This table counts as "resolvable" all requests where a response has not yet been provided. This assumption is likely to be generally true but may be incorrect in a small number of cases. It should also be noted that requests where a response has not yet been provided are more likely to involve considerations which are complex and finely balanced. As a result, it cannot be assumed that these requests will be granted and refused in the same proportions as "resolvable" requests in general.

TABLE 7

Initial outcomes of non-routine information requests received by monitored bodies from 1 October - 31 December 2011

Government body	Total requests received (excluding on-hold and lapsed ¹)	Requests where advice and assistance ² provided	Requests where information not held	Total "resolvable" requests ³	Initial outcome of request				Percentage of resolvable requests granted in full	Percentage of resolvable requests withheld in full
					Granted in full	Partially withheld	Fully withheld ⁴	Response not yet provided ⁵		
TOTAL for all monitored bodies	12,151	809	2,302	9,040	4,996	1,303	2,352	389	55%	26%
TOTAL for Departments of State only	7,942	513	1,555	5,874	3,285	769	1,523	297	56%	26%
TOTAL for other monitored bodies	4,209	296	747	3,166	1,711	534	829	92	54%	26%
Departments of State										
Attorney General's Office	44	0	24	20	13	3	4	0	*	*
Cabinet Office	509	29	156	324	98	55	157	14	30%	48%
Department for Business, Innovation and Skills #	229	10	59	160	68	33	54	5	43%	34%
Department for Communities and Local Government	230	0	45	185	132	27	12	14	71%	6%
Department for Culture, Media and Sport #	177	23	49	105	73	18	13	1	70%	12%
Department for Education	287	11	46	230	141	26	34	29	61%	15%
Department for Environment, Food and Rural Affairs	164	5	35	124	74	22	24	4	60%	19%
Department for International Development	125	0	8	117	72	10	33	2	62%	28%
Department for Transport #	778	11	176	591	457	55	62	17	77%	10%
Department for Work and Pensions #	927	7	20	900	593	109	186	12	66%	21%
Department of Energy and Climate Change	159	5	44	110	60	25	22	3	55%	20%
Department of Health	433	4	122	307	233	16	58	0	76%	19%
Export Credits Guarantee Department	21	0	2	19	14	0	3	2	*	*
Foreign and Commonwealth Office	348	42	45	261	83	91	67	20	32%	26%
HM Treasury #	688	115	224	349	145	23	141	40	42%	40%
Home Office #	867	121	177	569	279	107	152	31	49%	27%
Ministry of Defence #	877	55	135	687	408	63	138	78	59%	20%
Ministry of Justice #	933	63	143	727	272	84	350	21	37%	48%
Northern Ireland Office	60	0	17	43	33	0	6	4	77%	14%
Scotland Office	48	7	7	34	29	2	3	0	85%	9%
Wales Office	38	5	21	12	8	0	4	0	*	*

TABLE 7 continued

Initial outcomes of non-routine information requests received by monitored bodies from 1 October - 31 December 2011

Government body	Total requests received (excluding on-hold and lapsed ¹)	Requests where advice and assistance ² provided	Requests where information not held	Total "resolvable" requests ³	Initial outcome of request				Percentage of resolvable requests granted in full	Percentage of resolvable requests withheld in full
					Granted in full	Partially withheld	Fully withheld ⁴	Response not yet provided ⁵		
Other bodies included in monitoring										
Central Office of Information	11	0	5	6	6	0	0	0	*	*
Charity Commission	306	9	22	275	177	83	12	3	64%	4%
Child Maintenance and Enforcement Commission	68	0	1	67	52	5	10	0	78%	15%
Crown Prosecution Service	117	10	19	88	35	6	47	0	40%	53%
Debt Management Office	12	0	4	8	5	2	1	0	*	*
Food Standards Agency	28	4	5	19	15	0	4	0	*	*
Health and Safety Executive	1,603	93	526	984	510	199	249	26	52%	25%
HM Land Registry	59	0	4	55	48	4	3	0	87%	5%
HM Revenue and Customs	443	19	35	389	160	35	187	7	41%	48%
National Archives	860	91	69	700	419	70	160	51	60%	23%
National Savings and Investments	23	0	0	23	20	1	2	0	87%	9%
Office for National Statistics	59	0	5	54	40	5	9	0	74%	17%
Office for Standards in Education	169	14	19	136	58	49	28	1	43%	21%
Office of Fair Trading	81	20	0	61	12	9	40	0	20%	66%
Office of Gas and Electricity Markets (OFGEM)	38	3	5	30	17	9	0	4	57%	0%
Office of Rail Regulation	95	6	9	80	13	8	59	0	16%	74%
Ordnance Survey	22	0	4	18	15	2	1	0	*	*
Royal Mint	4	0	0	4	3	1	0	0	*	*
Rural Payments Agency	97	24	8	65	39	15	11	0	60%	17%
Serious Fraud Office	15	2	1	12	3	3	6	0	*	*
Treasury Solicitor's Department	79	1	6	72	46	26	0	0	64%	0%
Water Services Regulation Authority (OFWAT)	20	0	0	20	18	2	0	0	*	*

Notes

* - These percentages are not shown because the number of qualifying requests is 20 or fewer.

- Figures supplied by these departments of state count non-routine information requests received by one or more of their agencies, as well those received by the departments themselves. Appendix B gives full details.

1 - Requests "on hold" or "lapsed" are those where a fee has been charged but no payment has been received. These requests are effectively suspended since public authorities are not obliged to respond until payment has been made.

2 - "Advice and assistance" would be provided to a requester when the body "reasonably requires further information in order to identify and locate the information requested". See section 1(3) of the Freedom of Information Act for further details.

3 - "Resolvable requests" are all those where it is possible to make a substantive decision on whether to release the requested information. They exclude requests which are lapsed or "on-hold", where the information was not held, and where it was necessary to provide advice and assistance (see note above) since in each of these cases it would not have been possible to resolve the request in the form it was asked.

4 - "Fully withheld" requests include those which were refused because it was estimated that the cost of complying with the request would exceed the appropriate limit.

5 - This table counts as "resolvable" all requests where a response has not yet been provided. This assumption is likely to be generally true but may be incorrect in a small number of cases.

It should also be noted that requests where a response has not yet been provided are more likely to involve considerations which are complex and finely balanced. As a result, it cannot be assumed that these requests will be granted and refused in the same proportions as "resolvable" requests in general.

TABLE 8

Proportion of resolvable non-routine information requests received that were granted in full, by quarter, since 1 January 2009 (see footnote)

Government body	2009				2010				2011			
	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec
TOTAL for all monitored bodies	56%	55%	55%	55%	54%	58%	56%	55%	54%	54%	56%	55%
TOTAL for Departments of State only	55%	56%	54%	55%	53%	61%	57%	58%	53%	53%	56%	56%
TOTAL for other monitored bodies	59%	55%	57%	55%	57%	54%	53%	52%	56%	54%	55%	54%
Departments of State												
Attorney General's Office	*	*	*	*	*	*	*	*	*	*	*	*
Cabinet Office	27%	23%	29%	39%	24%	38%	26%	26%	12%	23%	42%	30%
Communities and Local Government	68%	72%	69%	78%	77%	73%	73%	64%	78%	76%	70%	71%
Department for Business, Innovation and Skills ¹	31%	40%	46%	47%	51%	50%	54%	53%	43%	32%	45%	43%
Department for Culture, Media and Sport #	60%	68%	66%	66%	64%	70%	56%	72%	61%	61%	67%	70%
Department for Education ²	-	-	-	-	-	82%	68%	72%	66%	63%	57%	61%
Department for Environment, Food and Rural Affairs	66%	71%	69%	65%	62%	67%	70%	62%	65%	62%	65%	60%
Department for Innovation, Universities and Skills	65%	-	-	-	-	-	-	-	-	-	-	-
Department for International Development	66%	64%	66%	51%	52%	52%	68%	76%	61%	68%	70%	62%
Department for Transport #	76%	65%	70%	73%	74%	71%	72%	72%	70%	77%	76%	77%
Department for Work and Pensions #	67%	64%	64%	63%	55%	72%	63%	65%	63%	61%	64%	66%
Department of Energy and Climate Change	36%	48%	50%	46%	46%	53%	48%	47%	45%	59%	39%	55%
Department of Health	68%	69%	75%	76%	70%	70%	73%	71%	63%	69%	69%	76%
Export Credits Guarantee Department	*	*	*	*	52%	*	*	*	*	70%	*	*
Foreign and Commonwealth Office	28%	33%	30%	33%	26%	33%	28%	39%	28%	21%	34%	32%
Government Equalities Office	-	-	-	-	77%	*	93%	61%	-	-	-	-
HM Treasury #	41%	60%	52%	56%	50%	70%	60%	50%	54%	45%	45%	42%
Home Office #	40%	41%	40%	50%	47%	54%	51%	54%	51%	51%	51%	49%
Ministry of Defence #	59%	61%	44%	45%	46%	65%	58%	63%	57%	60%	60%	59%
Ministry of Justice #	40%	36%	31%	26%	28%	31%	33%	31%	27%	26%	31%	37%
Northern Ireland Office	65%	53%	56%	43%	45%	69%	68%	50%	*	71%	61%	77%
Scotland Office	59%	67%	43%	74%	55%	*	58%	44%	*	68%	62%	85%
Wales Office	*	*	*	*	*	*	73%	81%	38%	52%	*	*

TABLE 8 continued

Proportion of resolvable non-routine information requests received that were granted in full, by quarter, since 1 January 2009 (see footnote)

Government body	2009				2010				2011			
	Q1: Jan-Mar	Q2: Apr-Jun	Q3: Jul-Sep	Q4: Oct-Dec	Q1: Jan-Mar	Q2: Apr-Jun	Q3: Jul-Sep	Q4: Oct-Dec	Q1: Jan-Mar	Q2: Apr-Jun	Q3: Jul-Sep	Q4: Oct-Dec
Other bodies included in monitoring												
Central Office of Information	*	*	*	*	*	*	*	*	*	*	*	*
Charity Commission	65%	56%	66%	64%	66%	64%	64%	60%	66%	67%	68%	64%
Child Maintenance and Enforcement Commission	69%	58%	77%	44%	66%	56%	57%	61%	72%	71%	65%	78%
Crown Prosecution Service	56%	48%	62%	66%	60%	49%	51%	62%	52%	48%	45%	40%
Debt Management Office	*	*	*	*	*	*	*	*	*	*	*	*
Food Standards Agency	36%	40%	38%	15%	39%	38%	32%	31%	63%	*	57%	*
Health and Safety Executive	51%	55%	52%	50%	53%	53%	52%	51%	53%	52%	53%	52%
HM Land Registry	97%	95%	97%	88%	91%	93%	91%	94%	76%	84%	92%	87%
HM Revenue and Customs	67%	50%	45%	49%	53%	49%	47%	41%	48%	41%	45%	41%
National Archives	71%	60%	63%	59%	56%	48%	48%	45%	62%	57%	57%	60%
National Savings and Investments	94%	74%	84%	*	64%	*	46%	68%	76%	73%	91%	87%
Office for National Statistics	63%	*	70%	60%	77%	74%	77%	91%	72%	78%	80%	74%
Office for Standards in Education	45%	46%	65%	64%	61%	62%	61%	67%	63%	51%	43%	43%
Office of Fair Trading	22%	21%	34%	35%	41%	31%	26%	24%	14%	19%	20%	20%
Office of Gas and Electricity Markets (OFGEM)	62%	54%	77%	70%	67%	68%	67%	*	43%	48%	*	57%
Office of Rail Regulation	78%	87%	74%	78%	82%	59%	*	75%	61%	80%	76%	16%
Ordnance Survey	63%	66%	71%	76%	100%	*	*	65%	*	*	79%	*
Royal Mint	*	*	*	*	*	*	*	*	*	*	*	*
Rural Payments Agency	68%	67%	77%	80%	72%	90%	78%	72%	58%	70%	63%	60%
Serious Fraud Office	*	*	*	*	48%	*	*	24%	*	*	*	*
Treasury Solicitor's Department	29%	63%	23%	30%	37%	44%	49%	41%	35%	57%	68%	64%
Water Services Regulation Authority (OFWAT)	73%	68%	80%	*	*	*	*	*	*	*	*	*

- Figures supplied by these departments count requests received by one or more of their agencies, as well those received by the departments themselves. Appendix B gives full details.

* - These percentages are not shown because the number of qualifying requests is 20 or fewer.

1 - Figures up to and including Q1 2009 are for the Department for Business, Enterprise and Regulatory Reform. Please see Appendix B for more information.

2 - Figures up to and including Q1 2010 are for the Department for Children, Schools and Families. Please see Appendix B for more information.

Notes

"Resolvable requests" are all those where it would have been possible to provide a substantive response. They exclude requests which are lapsed or "on-hold", where the information was not held, and where it was necessary to provide advice and assistance to the requester, since in each of these cases it would not have been possible to resolve the request in the form it was asked.

TABLE 9

Statutory reasons given by monitored bodies for fully withholding non-routine information requested during 2011

Government body	Total "resolvable" requests ¹	Total requests where information was fully withheld	Reason for fully withholding information			
			Vexatious Fol request ²	Repeated Fol request ²	Cost of response would exceed cost limit ³	Information is exempt / excepted ⁴
TOTAL for all monitored bodies	35,015	9,306	150	126	3,674	5,356
TOTAL for Departments of State only	22,927	6,217	143	121	3,182	2,771
TOTAL for other monitored bodies	12,088	3,089	7	5	492	2,585
Departments of State						
Attorney General's Office	60	16	0	0	0	16
Cabinet Office	1,058	497	3	1	177	316
Department for Business, Innovation and Skills #	729	251	0	1	161	89
Department for Communities and Local Government	809	75	17	1	26	31
Department for Culture, Media and Sport #	453	59	0	3	25	31
Department for Education	937	186	0	0	97	89
Department for Environment, Food and Rural Affairs	521	81	3	2	17	59
Department for International Development	453	108	0	0	84	24
Department for Transport #	2,433	289	3	4	103	179
Department for Work and Pensions #	3,350	822	71	81	174	496
Department of Energy and Climate Change	384	92	1	0	62	29
Department of Health	1,401	279	3	1	146	129
Export Credits Guarantee Department	89	21	0	0	18	3
Foreign and Commonwealth Office	974	304	7	0	176	121
HM Treasury #	1,246	487	7	0	257	223
Home Office	2,214	633	14	12	345	262
Ministry of Defence #	2,844	648	8	0	401	239
Ministry of Justice #	2,645	1,305	6	11	890	398
Northern Ireland Office	139	26	0	0	11	15
Scotland Office	108	11	0	1	4	6
Wales Office	80	27	0	3	8	16

TABLE 9 continued

Statutory reasons given by monitored bodies for fully withholding non-routine information requested during 2011

Government body	Total "resolvable" requests ¹	Total requests where information was fully withheld	Reason for fully withholding information			
			Vexatious FoI request ²	Repeated FoI request ²	Cost of response would exceed cost limit ³	Information is exempt / excepted ⁴
Other bodies included in monitoring						
Central Office of Information	22	0	0	0	0	0
Charity Commission	1,001	69	1	0	8	60
Child Maintenance and Enforcement Commission	265	58	1	1	3	53
Crown Prosecution Service	348	156	0	0	57	99
Debt Management Office	45	1	0	0	0	1
Food Standards Agency	90	10	0	0	5	5
Health and Safety Executive	4,053	979	0	1	10	968
HM Land Registry	194	7	0	0	2	5
HM Revenue and Customs	1,549	733	2	2	305	424
National Archives	2,142	503	0	0	1	502
National Savings and Investments	97	16	0	0	9	7
Office for National Statistics	242	39	0	0	14	25
Office for Standards in Education	625	110	1	0	3	106
Office of Fair Trading	330	217	1	0	7	209
Office of Gas and Electricity Markets (OFGEM)	99	14	0	0	2	12
Office of Rail Regulation	166	72	0	0	59	13
Ordnance Survey	79	4	1	0	2	1
Royal Mint	17	2	0	0	0	2
Rural Payments Agency	304	55	0	0	3	52
Serious Fraud Office	67	23	0	0	2	21
Treasury Solicitor's Department	294	14	0	0	0	14
Water Services Regulation Authority (OFWAT)	59	7	0	1	0	6

Notes

- Figures supplied by these departments of state count non-routine information requests received by one or more of their agencies, as well as those received by the departments themselves. Annex B gives full details.

Note that these statistics only relate to cases where the requested information was **fully withheld**. Corresponding information on partially-withheld cases is not available.

1 - "Resolvable requests" are all those where it would have been possible to provide a substantive response. They exclude requests which are lapsed or "on-hold", where the information was not held, and where it was necessary to provide advice and assistance (see note above) since in each of these cases it would not have been possible to resolve the request in the form it was asked.

2 - Where a request for information is vexatious or repeated, public authorities are not obliged to release the information being sought. See Section 14 of the FOI Act.

3 - Section 12 of the FOI Act states that public authorities are not obliged to release information where the cost of complying with the request would exceed the appropriate limit. This limit is set in secondary legislation at £600 for central government departments.

4 - In these cases, the requested information was deemed to fall in one or more of the categories of exempt information ("exemptions") listed in Part II of the FOI Act, or under one of the corresponding "exceptions to the duty to disclose environmental information" in Part 3 of the EIRs.

TABLE 10
Exemptions (FOI) and exceptions (EIRs) applied by monitored bodies when withholding non-routine information requested during 2011

Government body	Total requests where one or more exemptions / exceptions were applied ¹	Exemptions listed in Part 2 ³ of the FoI Act																				All EIR exemptions			
		S.22 - Information intended for future publication	S.23 - Information supplied by, or relating to, bodies dealing with security matters	S.24 - National security	S.26 - Defence	S.27 - International relations	S.28 - Relations within the United Kingdom	S.29 - The economy	S.30 - Investigations and proceedings conducted by public authorities	S.31 - Law enforcement	S.32 - Court records, etc.	S.33 - Audit functions	S.34 - Parliamentary privilege	S.35 - Formulation of Government policy, etc.	S.36 - Prejudice to effective conduct of public affairs	S.37 - Communications with Her Majesty, etc. and honours	S.38 - Health and Safety	S.39 - Environmental information	S.40 - Personal information	S.41 - Information provided in confidence	S.42 - Legal professional privilege		S.43 - Commercial interests	S.44 - Prohibitions on disclosure	
TOTAL for all monitored bodies	10,657	740	311	289	110	504	9	61	926	835	204	19	2	846	332	78	242		4,779	591	250	949	770	529	
TOTAL for Departments of State only	5,943	618	271	286	102	454	9	57	85	471	179	6	2	824	320	63	141		2,347	286	190	786	110	384	
TOTAL for other monitored bodies	4,714	122	40	3	8	50	0	4	841	364	25	13	0	22	12	15	101		2,432	305	60	163	660	145	
Departments of State																									
Attorney General's Office	29	3	1	2	0	0	0	0	1	5	3	0	0	3	1	1	2		8	3	6	0	2	0	
Cabinet Office	512	63	44	43	8	56	1	15	0	20	1	4	0	115	27	22	15		121	50	21	37	0	2	
Department for Business, Innovation and Skills #	252	41	5	16	0	23	0	0	9	17	0	0	0	73	18	7	5		145	37	13	86	6	27	
Department for Communities and Local Government	154	18	0	1	0	1	0	0	0	1	0	0	0	33	19	1	2		28	3	8	19	2	22	
Department for Culture, Media and Sport #	110	9	3	6	0	3	0	0	0	11	2	0	0	15	12	0	6		26	11	8	16	2	11	
Department for Education	211	39	2	3	0	0	0	0	1	4	0	0	0	50	67	2	0		46	3	14	34	0	0	
Department for Environment, Food and Rural Affairs	145	5	0	4	0	0	0	1	1	2	0	0	0	12	0	0	2		17	6	5	6	4	98	
Department for International Development	69	8	2	6	0	24	0	0	0	8	0	0	0	21	0	2	12		43	9	3	23	0	0	
Department for Transport #	421	35	6	16	0	3	0	1	5	53	5	0	0	32	77	1	3		123	39	17	92	22	58	
Department for Work and Pensions #	860	47	0	4	0	1	0	0	43	2	3	0	0	36	8	0	3		621	9	2	97	10	3	
Department of Energy and Climate Change	126	20	2	6	1	11	1	1	0	4	0	0	0	11	6	2	2		26	4	5	22	0	137	
Department of Health	288	46	2	4	0	0	0	0	0	8	0	0	0	65	8	1	1		90	10	13	40	0	0	
Export Credits Guarantee Department	7	1	0	0	0	2	0	0	0	0	0	0	0	2	1	0	0		1	1	0	5	0	0	
Foreign and Commonwealth Office	476	43	78	39	4	203	3	0	2	19	1	0	0	65	9	17	26		190	41	19	56	1	9	
HM Treasury #	321	38	8	13	2	29	0	37	0	14	0	0	0	127	19	1	2		45	17	19	55	7	0	
Home Office	679	80	67	62	0	51	2	0	8	220	6	1	1	52	33	4	23		265	30	27	85	6	0	
Ministry of Defence #	495	44	39	50	87	45	1	1	15	22	2	1	0	21	10	2	28		179	8	4	62	26	16	
Ministry of Justice #	706	73	5	5	0	1	0	0	0	54	156	0	0	70	2	0	7		340	5	4	49	22	1	
Northern Ireland Office	32	4	7	6	0	0	0	0	0	5	0	0	0	0	0	0	0		17	0	0	1	0	0	
Scotland Office	21	1	0	0	0	1	0	0	0	1	0	0	0	7	3	0	0		10	0	0	0	0	0	
Wales Office	29	0	0	0	0	0	1	1	0	1	0	0	1	14	0	0	2		6	0	2	1	0	0	

See EIR exceptions - final column³

TABLE 10 continued
Exemptions (FOI) and exceptions (EIRs) applied by monitored bodies when withholding non-routine information requested during 2011

Government body	Total requests where one or more exemptions / exceptions were applied ¹	Exemptions listed in Part 2 ³ of the FoI Act																All EIR exemptions						
		S.22 - Information intended for future publication	S.23 - Information supplied by, or relating to, bodies dealing with security matters	S.24 - National security	S.26 - Defence	S.27 - International relations	S.28 - Relations within the United Kingdom	S.29 - The economy	S.30 - Investigations and proceedings conducted by public authorities	S.31 - Law enforcement	S.32 - Court records, etc.	S.33 - Audit functions	S.34 - Parliamentary privilege	S.35 - Formulation of Government policy, etc.	S.36 - Prejudice to effective conduct of public affairs	S.37 - Communications with Her Majesty, etc. and honours	S.38 - Health and Safety		S.39 - Environmental information	S.40 - Personal information	S.41 - Information provided in confidence	S.42 - Legal professional privilege	S.43 - Commercial interests	S.44 - Prohibitions on disclosure
Other bodies included in monitoring																								
Central Office of Information	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Charity Commission	320	4	0	1	0	1	0	0	0	61	8	0	0	1	0	0	4	223	56	18	11	7	0	0
Child Maintenance and Enforcement Commission	70	2	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	68	0	0	2	0	0	0
Crown Prosecution Service	125	1	0	0	0	0	0	0	57	1	1	0	0	1	2	0	5	99	1	1	4	0	0	0
Debt Management Office	7	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	0	3	1	0	1	0	0	0
Food Standards Agency	32	2	0	0	1	0	0	3	4	1	0	0	1	0	0	3	16	0	1	9	1	3	0	0
Health and Safety Executive	1,793	0	1	2	0	0	0	740	97	3	0	0	0	0	0	3	863	147	8	12	1	33	0	0
HM Land Registry	28	2	0	0	0	0	0	0	2	0	0	0	1	0	0	0	21	0	1	1	0	0	0	0
HM Revenue and Customs	550	22	2	0	2	0	2	0	50	0	0	0	8	2	0	6	80	8	13	23	397	0	0	0
National Archives	782	0	37	0	43	0	0	0	25	4	0	0	0	0	13	69	722	33	3	0	0	0	0	0
National Savings and Investments	9	3	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	0	0	5	1	0	0	0
Office for National Statistics	42	12	0	0	0	0	0	0	3	0	0	0	0	2	0	0	7	0	2	12	5	0	0	0
Office for Standards in Education	301	66	0	0	8	0	0	0	9	0	13	0	0	4	0	11	210	24	1	27	4	0	0	0
Office of Fair Trading	263	1	0	0	0	0	0	0	56	0	0	0	1	2	0	0	9	4	4	8	218	0	0	0
Office of Gas and Electricity Markets (OFGEM)	42	1	0	0	0	0	0	3	0	0	0	0	0	0	0	0	5	0	1	17	14	1	0	0
Office of Rail Regulation	32	1	0	0	0	0	0	20	2	0	0	0	0	0	0	0	9	0	0	1	5	0	0	0
Ordnance Survey	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	7	0	0	0	0
Royal Mint	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0
Rural Payments Agency	113	1	0	0	0	0	0	0	1	0	0	0	5	0	0	0	7	0	0	4	0	106	0	0
Serious Fraud Office	39	2	0	0	1	0	0	17	16	1	0	0	0	0	0	0	6	1	2	2	0	0	0	0
Treasury Solicitor's Department	134	1	0	0	2	0	0	1	36	7	0	0	2	0	0	0	73	30	5	10	0	0	0	0
Water Services Regulation Authority (OFWAT)	19	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	7	0	0	3	7	2	0	0

Notes

- Figures supplied by these departments of state count non-routine information requests received by one or more of their agencies, as well as those received by the departments themselves. Annex B gives full details.

1 - A single request can be subject to more than one exemption. Therefore, the total number of individual exemptions used may be greater than the number of requests to which exemptions were applied.

2 - "Exemptions" refers to the provisions in Part 2 of the Freedom of Information Act (and the similar "exceptions" in Part 3 of the Environmental Information Regulations) which classify certain types of information as exempt from the release obligations. More than one exemption or exception can apply to a single information request.

3 - The exemption described in section 21 of the Act ("Information accessible ... by other means") is not listed here, because requests falling under this exemption do not meet the formal definition of a "non-routine" request and therefore are not counted in these monitoring statistics.

4 - The exemption listed at section 39 of the Freedom of Information Act ("Environmental Information") effectively states that information requests which fall within the scope of the Environmental Information Regulations (EIRs) should be handled as these Regulations specify. Requests for environmental information which are refused should apply one of the EIR exemptions listed above.

TABLE 11

Outcomes of Internal Reviews¹ of non-routine information requests received by monitored bodies during 2011, where the requested information was initially withheld

Government body	Total Internal Reviews	Internal Reviews with known outcome (at time of end-of-year monitoring)	Of Internal Reviews with known outcome, number where initial handling of request was:			Percentage of Internal Reviews where initial handling was upheld in full
			Upheld in full	Upheld in part	Overturned	
TOTAL for all monitored bodies	2,114	1,971	1,511	290	170	77%
TOTAL for Departments of State only	1,709	1,609	1,224	244	141	76%
TOTAL for other monitored bodies	405	362	287	46	29	79%
Departments of State						
Attorney General's Office	5	3	2	0	1	*
Cabinet Office	164	148	117	23	8	79%
Department for Business, Innovation and Skills #	70	66	49	11	6	74%
Department for Communities and Local Government	33	31	29	2	0	94%
Department for Culture, Media and Sport #	30	30	25	2	3	83%
Department for Education	60	59	51	6	2	86%
Department for Environment, Food and Rural Affairs	31	31	28	0	3	90%
Department for International Development	15	14	12	2	0	*
Department for Transport #	78	77	56	12	9	73%
Department for Work and Pensions #	314	299	244	44	11	82%
Department of Energy and Climate Change	29	29	24	5	0	83%
Department of Health	114	113	75	17	21	66%
Export Credits Guarantee Department	5	5	4	1	0	*
Foreign and Commonwealth Office	117	92	77	14	1	84%
HM Treasury #	66	46	29	9	8	63%
Home Office	225	225	157	40	28	70%
Ministry of Defence #	111	107	59	34	14	55%
Ministry of Justice #	216	211	166	20	25	79%
Northern Ireland Office	10	9	8	1	0	*
Scotland Office	6	4	3	0	1	*
Wales Office	10	10	9	1	0	*

TABLE 11 continued

Outcomes of Internal Reviews¹ of non-routine information requests received by monitored bodies during 2011, where the requested information was initially withheld

Government body	Total Internal Reviews	Internal Reviews with known outcome (at time of end-of-year monitoring)	Of Internal Reviews with known outcome, number where initial handling of request was:			Percentage of Internal Reviews where initial handling was upheld in full
			Upheld in full	Upheld in part	Overturned	
Other bodies included in monitoring						
Central Office of Information	0	0	0	0	0	*
Charity Commission	30	30	13	13	4	43%
Child Maintenance and Enforcement Commission	13	13	6	4	3	*
Crown Prosecution Service	28	28	23	4	1	82%
Debt Management Office	0	0	0	0	0	*
Food Standards Agency	2	2	2	0	0	*
Health and Safety Executive	59	57	42	7	8	74%
HM Land Registry	9	9	6	1	2	*
HM Revenue and Customs	159	121	110	6	5	91%
National Archives	22	22	18	4	0	82%
National Savings and Investments	0	0	0	0	0	*
Office for National Statistics	8	8	8	0	0	*
Office for Standards in Education	17	17	14	1	2	*
Office of Fair Trading	18	18	17	1	0	*
Office of Gas and Electricity Markets (OFGEM)	6	6	5	1	0	*
Office of Rail Regulation	1	1	1	0	0	*
Ordnance Survey	2	1	1	0	0	*
Royal Mint	0	0	0	0	0	*
Rural Payments Agency	14	12	6	3	3	*
Serious Fraud Office	9	9	8	1	0	*
Treasury Solicitor's Department	4	4	3	0	1	*
Water Services Regulation Authority (OFWAT)	4	4	4	0	0	*

Notes

- Figures supplied by these departments of state count non-routine information requests received by one or more of their agencies, as well as those received by the departments themselves. Annex B gives full details.

* - These percentages are not shown because the number of qualifying requests is 20 or fewer.

1 - Applicants are able to ask a public authority for an "Internal Review" if they are not content with the public authority's initial decision on whether to release requested information. This process should be a fair and impartial review of the initial decision. Requesters who are still not content with the outcome of the Internal Review can make a formal appeal to the Information Commissioner if they wish (see Section 50 of the FOI Act).

TABLE 12

Duration of completed Internal Reviews¹ of non-routine information requests received by monitored bodies during 2011, where the requested information was initially withheld

Government body	Total Internal Reviews ²	Internal Reviews with known outcome (at time of end-of-year monitoring)	Of completed Internal Reviews, number where the duration of the review period was:						
			10 days or less	Between 11 and 20 days	Between 21 and 40 days	Between 41 and 60 days	Between 61 and 80 days	Between 81 and 100 days	More than 100 days
TOTAL for all monitored bodies²	2,055	1,914	196	1,019	431	147	50	30	41
As a percentage of total requests received ³	5.1%	4.7%	0.5%	2.5%	1.1%	0.4%	0.1%	0.1%	0.1%
TOTAL for Departments of State only	1,709	1,609	173	849	344	126	47	29	41
As a percentage of total requests received ⁴	5.6%	5.3%	0.6%	2.8%	1.1%	0.4%	0.2%	0.1%	0.1%
TOTAL for other monitored bodies²	346	305	23	170	87	21	3	1	0
As a percentage of total requests received ³	3.5%	3.1%	0.2%	1.7%	0.9%	0.2%	0.0%	0.0%	0.0%
Departments of State									
Attorney General's Office	5	3	0	2	0	0	0	0	1
Cabinet Office	164	148	12	23	32	25	22	13	21
Department for Business, Innovation and Skills #	70	66	4	19	30	6	3	2	2
Department for Communities and Local Government	33	31	0	26	5	0	0	0	0
Department for Culture, Media and Sport #	30	30	0	20	8	1	1	0	0
Department for Education	60	59	1	25	25	6	1	1	0
Department for Environment, Food and Rural Affairs	31	31	2	28	1	0	0	0	0
Department for International Development	15	14	1	13	0	0	0	0	0
Department for Transport #	78	77	9	50	15	3	0	0	0
Department for Work and Pensions #	314	299	50	208	30	6	4	1	0
Department of Energy and Climate Change	29	29	2	9	14	4	0	0	0
Department of Health	114	113	25	47	39	2	0	0	0
Export Credits Guarantee Department	5	5	0	2	1	2	0	0	0
Foreign and Commonwealth Office	117	92	6	27	22	32	2	3	0
HM Treasury #	66	46	2	6	13	4	4	5	12
Home Office	225	225	12	152	49	10	2	0	0
Ministry of Defence #	111	107	19	41	32	8	5	2	0
Ministry of Justice #	216	211	27	137	25	14	3	2	3
Northern Ireland Office	10	9	1	2	2	2	0	0	2
Scotland Office	6	4	0	2	1	1	0	0	0
Wales Office	10	10	0	10	0	0	0	0	0

TABLE 12 continued

Duration of completed Internal Reviews¹ of non-routine information requests received by monitored bodies during 2011, where the requested information was initially withheld

Government body	Total Internal Reviews	Internal Reviews with known outcome (at time of end-of-year monitoring)	Of completed Internal Reviews, number where the duration of the review period was:						
			10 days or less	Between 11 and 20 days	Between 21 and 40 days	Between 41 and 60 days	Between 61 and 80 days	Between 81 and 100 days	More than 100 days
Other bodies included in monitoring									
Central Office of Information	0	0	0	0	0	0	0	0	0
Charity Commission	30	30	2	23	4	1	0	0	0
Child Maintenance and Enforcement Commission	13	13	1	12	0	0	0	0	0
Crown Prosecution Service	28	28	1	13	11	2	1	0	0
Debt Management Office	0	0	0	0	0	0	0	0	0
Food Standards Agency	2	2	1	0	1	0	0	0	0
Health and Safety Executive ⁵	-	-	-	-	-	-	-	-	-
HM Land Registry	9	9	3	6	0	0	0	0	0
HM Revenue and Customs	159	121	13	52	42	11	2	1	0
National Archives	22	22	0	10	8	4	0	0	0
National Savings and Investments	0	0	0	0	0	0	0	0	0
Office for National Statistics	8	8	0	0	6	2	0	0	0
Office for Standards in Education	17	17	1	12	4	0	0	0	0
Office of Fair Trading	18	18	0	18	0	0	0	0	0
Office of Gas and Electricity Markets (OFGEM)	6	6	0	6	0	0	0	0	0
Office of Rail Regulation	1	1	0	1	0	0	0	0	0
Ordnance Survey	2	1	1	0	0	0	0	0	0
Royal Mint	0	0	0	0	0	0	0	0	0
Rural Payments Agency	14	12	0	2	10	0	0	0	0
Serious Fraud Office	9	9	0	9	0	0	0	0	0
Treasury Solicitor's Department	4	4	0	2	1	1	0	0	0
Water Services Regulation Authority (OFWAT)	4	4	0	4	0	0	0	0	0

Notes

- Figures supplied by these departments of state count non-routine information requests received by one or more of their agencies, as well as those received by the departments themselves. Annex B gives full details.

1 - Applicants are able to ask a public authority for an "Internal Review" if they are not content with the public authority's initial decision on whether to release requested information. This process should be a fair and impartial review of the initial decision. Requesters who are still not content with the outcome of the Internal Review can make a formal appeal to the Information Commissioner if they wish (see Section 50 of the FOI Act).

2 - The totals shown do not include those monitored bodies who were unable to provide information on Internal Review durations (see footnote 5), therefore some do not equal those shown in Table 11.

3 - Excluding "on-hold" and "lapsed" requests, and all requests received by those monitored bodies which were not able to provide data on Internal Review durations in 2011.

4 - Excluding "on-hold" and "lapsed" requests.

5 - The Health and Safety Executive was not able to provide data on Internal Review durations in 2011.

TABLE 13

Duration of Internal Reviews¹ of non-routine information requests received by monitored bodies in 2010, where the requested information was initially withheld, and which were reported as not completed* in the 2010 end-year monitoring statistics

Government body	Internal Reviews with unknown outcome (at time of end-of-year monitoring in 2010) ²	Of completed Internal Reviews, number where the duration of the review period was:						
		10 days or less	Between 11 and 20 days	Between 21 and 40 days	Between 41 and 60 days	Between 61 and 80 days	Between 81 and 100 days	More than 100 days
TOTAL for all monitored bodies ²	110	5	19	8	16	9	5	48
TOTAL for Departments of State only	90	4	12	4	15	5	5	45
TOTAL for other monitored bodies ²	20	1	7	4	1	4	0	3
Departments of State								
Attorney General's Office	1	0	0	0	1	0	0	0
Cabinet Office	28	1	0	0	3	1	2	21
Department for Business, Innovation and Skills #	2	0	0	0	0	0	0	2
Department for Communities and Local Government	2	0	2	0	0	0	0	0
Department for Culture, Media and Sport #	1	0	0	0	0	0	1	0
Department for Education	0	0	0	0	0	0	0	0
Department for Environment, Food and Rural Affairs	3	0	3	0	0	0	0	0
Department for International Development	0	0	0	0	0	0	0	0
Department for Transport #	2	0	0	0	1	0	0	1
Department for Work and Pensions #	0	0	0	0	0	0	0	0
Department of Energy and Climate Change	2	0	0	0	0	0	0	2
Department of Health	3	3	0	0	0	0	0	0
Export Credits Guarantee Department	2	0	0	0	0	0	0	2
Foreign and Commonwealth Office	20	0	7	4	3	2	0	4
HM Treasury #	10	0	0	0	1	0	2	7
Home Office	1	0	0	0	1	0	0	0
Ministry of Defence #	6	0	0	0	0	1	0	5
Ministry of Justice #	0	0	0	0	0	0	0	0
Northern Ireland Office	0	0	0	0	0	0	0	0
Scotland Office	7	0	0	0	5	1	0	1
Wales Office	0	0	0	0	0	0	0	0

TABLE 13 continued

Duration of Internal Reviews¹ of non-routine information requests received by monitored bodies in 2010, where the requested information was initially withheld, and which were reported as not completed* in the 2010 end-year monitoring statistics

Government body	Internal Reviews with unknown outcome (at time of end-of-year monitoring 2010) ²	Of completed Internal Reviews, number where the duration of the review period was:						
		10 days or less	Between 11 and 20 days	Between 21 and 40 days	Between 41 and 60 days	Between 61 and 80 days	Between 81 and 100 days	More than 100 days
Other bodies included in monitoring								
Central Office of Information	0	0	0	0	0	0	0	0
Charity Commission	0	0	0	0	0	0	0	0
Child Maintenance and Enforcement Commission	0	0	0	0	0	0	0	0
Crown Prosecution Service	2	0	0	0	0	0	0	2
Debt Management Office	0	0	0	0	0	0	0	0
Food Standards Agency	1	0	0	0	0	1	0	0
Health and Safety Executive ³	-	-	-	-	-	-	-	-
HM Land Registry	0	0	0	0	0	0	0	0
HM Revenue and Customs	13	1	4	3	1	3	0	1
National Archives	1	0	0	1	0	0	0	0
National Savings and Investments	0	0	0	0	0	0	0	0
Office for National Statistics	0	0	0	0	0	0	0	0
Office for Standards in Education	0	0	0	0	0	0	0	0
Office of Fair Trading	0	0	0	0	0	0	0	0
Office of Gas and Electricity Markets (OFGEM)	0	0	0	0	0	0	0	0
Office of Rail Regulation	0	0	0	0	0	0	0	0
Ordnance Survey	0	0	0	0	0	0	0	0
Royal Mint	0	0	0	0	0	0	0	0
Rural Payments Agency	0	0	0	0	0	0	0	0
Serious Fraud Office	3	0	3	0	0	0	0	0
Treasury Solicitor's Department	0	0	0	0	0	0	0	0
Water Services Regulation Authority (OFWAT)	0	0	0	0	0	0	0	0

Notes

- Figures supplied by these departments of state count non-routine information requests received by one or more of their agencies, as well as those received by the departments themselves. Annex B gives full details.

* - These figures relate to those reported as being 'in progress' at the end of the reporting period last year. They are not representative of the timeliness of all Internal Reviews completed by monitored bodies statistics on this are available in table 12

1 - Applicants are able to ask a public authority for an "Internal Review" if they are not content with the public authority's initial decision on whether to release requested information. This process should be a fair and impartial review of the initial decision. Requesters who are still not content with the outcome of the Internal Review can make a formal appeal to the Information Commissioner if they wish (see Section 50 of the FOI Act).

2 - The totals shown include those monitored bodies who are unable to provide information on Internal Review durations (see footnote 3)

3 - The Health and Safety Executive were not able to provide data on non-completed Internal Review durations from 2010 end-year monitoring statistics.

TABLE 14

Outcomes of appeals to the Information Commissioner's Office (ICO)¹ about the handling of non-routine information requests received by monitored bodies during 2011

Government body	Total ICO Appeals	ICO Appeals with known outcome (at time of end-of-year monitoring)	Of ICO Appeals with known outcome, number where initial handling of request was:		
			Upheld in full	Upheld in part	Overtured
TOTAL for all monitored bodies	350	210	157	26	27
TOTAL for Departments of State only	286	173	133	18	22
TOTAL for other monitored bodies	64	37	24	8	5
Departments of State					
Attorney General's Office	0	0	0	0	0
Cabinet Office	54	19	11	4	4
Department for Business, Innovation and Skills #	8	2	1	1	0
Department for Communities and Local Government	2	1	1	0	0
Department for Culture, Media and Sport #	6	5	2	3	0
Department for Education	13	5	5	0	0
Department for Environment, Food and Rural Affairs	5	0	0	0	0
Department for International Development	4	3	3	0	0
Department for Transport #	15	10	8	0	2
Department for Work and Pensions #	3	1	1	0	0
Department of Energy and Climate Change	3	0	0	0	0
Department of Health	19	14	7	0	7
Export Credits Guarantee Department	1	0	0	0	0
Foreign and Commonwealth Office	22	18	18	0	0
HM Treasury #	7	6	5	0	1
Home Office	36	24	19	4	1
Ministry of Defence #	26	18	16	0	2
Ministry of Justice #	58	44	35	4	5
Northern Ireland Office	2	2	1	1	0
Scotland Office	0	0	0	0	0
Wales Office	2	1	0	1	0

TABLE 14 continued

Outcomes of appeals to the Information Commissioner's Office (ICO)¹ about the handling of non-routine information requests received by monitored bodies during 2011

Government body	Total ICO Appeals	ICO Appeals with known outcome (at time of end-of-year monitoring)	Of ICO Appeals with known outcome, number where initial handling of request was:		
			Upheld in full	Upheld in part	Overtaken
Other bodies included in monitoring					
Central Office of Information	0	0	0	0	0
Charity Commission	3	3	0	3	0
Child Maintenance and Enforcement Commission	0	0	0	0	0
Crown Prosecution Service	9	3	2	0	1
Debt Management Office	0	0	0	0	0
Food Standards Agency	2	2	1	1	0
Health and Safety Executive	13	6	4	0	2
HM Land Registry	3	1	1	0	0
HM Revenue and Customs	14	9	8	1	0
National Archives	3	2	1	1	0
National Savings and Investments	0	0	0	0	0
Office for National Statistics	4	4	3	1	0
Office for Standards in Education	4	3	2	0	1
Office of Fair Trading	4	1	1	0	0
Office of Gas and Electricity Markets (OFGEM)	2	1	1	0	0
Office of Rail Regulation	0	0	0	0	0
Ordnance Survey	1	0	0	0	0
Royal Mint	0	0	0	0	0
Rural Payments Agency	1	1	0	1	0
Serious Fraud Office	1	1	0	0	1
Treasury Solicitor's Department	0	0	0	0	0
Water Services Regulation Authority (OFWAT)	0	0	0	0	0

Notes

- Figures supplied by these departments of state count non-routine information requests received by one or more of their agencies, as well as those received by the departments themselves. Annex B gives full details.

1 - If an applicant is not satisfied with the outcome of a public authority's "Internal Review" of the handling of their information request, they may make a formal appeal to the Information Commissioner. If the Commissioner decides that the public authority has not complied with the FOI Act, he may issue a "decision notice" setting out the steps to be taken in order to achieve compliance.

TABLE 15

Duration of deadline extensions to allow for the consideration of Public Interest¹ which were applied to non-routine information requests received by monitored bodies during 2011

Government body	Total requests extended ²	Extended requests processed in full (at time of end-of-year monitoring)	Of extended requests processed in full, number where the extension to the deadline was:									
			5 days or less	Between 6 and 10 days	Between 11 and 15 days	Between 16 and 20 days	Between 21 and 30 days	Between 31 and 40 days	Between 41 and 60 days	Between 61 and 80 days	Between 81 and 100 days	More than 100 days
TOTAL for all monitored bodies	1,943	1,710	147	180	175	448	214	184	173	70	41	78
As a percentage of total requests received ³	5.2%	4.5%	0.4%	0.5%	0.5%	1.2%	0.6%	0.5%	0.5%	0.2%	0.1%	0.2%
TOTAL for Departments of State only	1,721	1,520	144	172	163	419	181	137	142	65	32	65
As a percentage of total requests received ⁴	5.6%	5.0%	0.5%	0.6%	0.5%	1.4%	0.6%	0.4%	0.5%	0.2%	0.1%	0.2%
TOTAL for other monitored bodies	222	190	3	8	12	29	33	47	31	5	9	13
As a percentage of total requests received ³	3.1%	2.7%	0.0%	0.1%	0.2%	0.4%	0.5%	0.7%	0.4%	0.1%	0.1%	0.2%
Departments of State												
Attorney General's Office	7	7	0	0	2	5	0	0	0	0	0	0
Cabinet Office	206	197	38	24	15	24	27	21	15	13	5	15
Department for Business, Innovation and Skills #	87	81	2	6	5	42	4	13	1	6	2	0
Department for Communities and Local Government	78	64	5	4	7	21	14	7	5	0	0	1
Department for Culture, Media and Sport #	45	44	8	6	4	14	6	1	4	0	0	1
Department for Education	20	20	0	7	2	4	2	2	3	0	0	0
Department for Environment, Food and Rural Affairs	51	50	4	5	6	20	7	4	3	0	1	0
Department for International Development	37	35	2	9	1	2	6	2	4	5	0	4
Department for Transport #	84	82	4	10	8	25	9	10	9	3	1	3
Department for Work and Pensions #	21	19	0	1	4	12	1	1	0	0	0	0
Department of Energy and Climate Change	58	54	0	10	3	34	3	2	1	0	1	0
Department of Health	9	9	0	5	0	4	0	0	0	0	0	0
Export Credits Guarantee Department	2	0	0	0	0	0	0	0	0	0	0	0
Foreign and Commonwealth Office	284	258	13	29	24	71	26	22	41	14	9	9
HM Treasury #	173	94	14	7	3	7	14	5	9	13	4	18
Home Office	245	221	16	14	32	83	24	22	19	4	4	3
Ministry of Defence #	268	242	34	31	37	34	33	24	27	7	4	11
Ministry of Justice #	20	19	2	1	5	8	3	0	0	0	0	0
Northern Ireland Office	8	6	0	0	0	4	0	1	1	0	0	0
Scotland Office	9	9	0	1	1	4	2	0	0	0	1	0
Wales Office	9	9	2	2	4	1	0	0	0	0	0	0

TABLE 15 continued

Duration of deadline extensions to allow for the consideration of Public Interest¹ which were applied to non-routine information requests received by monitored bodies during 2011

Government body	Total requests extended ²	Extended requests processed in full (at time of end-of-year monitoring)	Of extended requests processed in full, number where the extension to the deadline was:									
			5 days or less	Between 6 and 10 days	Between 11 and 15 days	Between 16 and 20 days	Between 21 and 30 days	Between 31 and 40 days	Between 41 and 60 days	Between 61 and 80 days	Between 81 and 100 days	More than 100 days
Other bodies included in monitoring												
Central Office of Information	0	0	0	0	0	0	0	0	0	0	0	0
Charity Commission	5	5	0	2	3	0	0	0	0	0	0	0
Child Maintenance and Enforcement Commission	0	0	0	0	0	0	0	0	0	0	0	0
Crown Prosecution Service	2	2	0	1	0	0	0	0	0	1	0	0
Debt Management Office	0	0	0	0	0	0	0	0	0	0	0	0
Food Standards Agency	4	3	0	1	0	0	1	1	0	0	0	0
Health and Safety Executive ⁵	-	-	-	-	-	-	-	-	-	-	-	-
HM Land Registry	0	0	0	0	0	0	0	0	0	0	0	0
HM Revenue and Customs	7	6	1	1	1	2	0	1	0	0	0	0
National Archives	182	153	0	0	7	14	30	45	30	5	9	13
National Savings and Investments	0	0	0	0	0	0	0	0	0	0	0	0
Office for National Statistics	0	0	0	0	0	0	0	0	0	0	0	0
Office for Standards in Education	5	4	0	2	1	1	0	0	0	0	0	0
Office of Fair Trading	0	0	0	0	0	0	0	0	0	0	0	0
Office of Gas and Electricity Markets (OFGEM)	0	0	0	0	0	0	0	0	0	0	0	0
Office of Rail Regulation	7	7	1	1	0	4	1	0	0	0	0	0
Ordnance Survey	1	1	1	0	0	0	0	0	0	0	0	0
Royal Mint	4	4	0	0	0	3	1	0	0	0	0	0
Rural Payments Agency	1	1	0	0	0	1	0	0	0	0	0	0
Serious Fraud Office	3	3	0	0	0	3	0	0	0	0	0	0
Treasury Solicitor's Department	1	1	0	0	0	1	0	0	0	0	0	0
Water Services Regulation Authority (OFWAT)	0	0	0	0	0	0	0	0	0	0	0	0

Notes

- Figures supplied by these departments of state count non-routine information requests received by one or more of their agencies, as well as those received by the departments themselves. Annex B gives full details.

1 - Public authorities are allowed to extend the standard deadline for responding to an information request (normally 20 working days) to allow for the consideration of public interest issues. See Section 10(2) of the FOI Act.

2 - There are some small differences between the number of PIT extensions shown above and in Table 2. Please see the Notes on the Tables section regarding the consistency between tables in this report. The totals shown do not include those monitored bodies who were unable to provide information on PIT extension durations (see footnote 5).

3 - Excluding "on-hold" and "lapsed" requests, and all requests received by those other monitored bodies which were not able to provide data on PIT extension durations in 2011 (see footnote 5).

4 - Excluding "on-hold" and "lapsed" cases.

5 - The Health and Safety Executive were not able to provide data on PIT extension durations in 2011.

TABLE 16

Duration of deadline extensions to allow for the consideration of Public Interest¹ which were applied to non-routine information requests received by monitored bodies during 2010, and which were reported as not completed* in the 2010 end-year monitoring statistics

Government body	Uncompleted extended requests (at time of end-of-year monitoring 2010) ²	Of extended requests processed in full, number where the extension to the deadline was:									
		5 days or less	Between 6 and 10 days	Between 11 and 15 days	Between 16 and 20 days	Between 21 and 30 days	Between 31 and 40 days	Between 41 and 60 days	Between 61 and 80 days	Between 81 and 100 days	More than 100 days
TOTAL for all monitored bodies	289	34	6	5	13	22	27	55	40	16	71
TOTAL for Departments of State only	242	22	6	5	10	17	14	49	38	12	69
TOTAL for other monitored bodies	47	12	0	0	3	5	13	6	2	4	2
Departments of State											
Attorney General's Office	2	0	0	0	0	0	0	0	0	0	2
Cabinet Office	69	14	3	1	1	4	1	11	14	3	17
Department for Business, Innovation and Skills #	18	2	0	0	0	0	0	1	1	2	12
Department for Communities and Local Government	6	0	0	1	4	0	0	1	0	0	0
Department for Culture, Media and Sport #	7	0	0	1	1	2	1	0	2	0	0
Department for Education	0	0	0	0	0	0	0	0	0	0	0
Department for Environment, Food and Rural Affairs	2	0	0	0	1	0	0	1	0	0	0
Department for International Development	5	0	1	0	0	0	0	0	2	0	2
Department for Transport #	5	0	0	0	2	0	0	1	1	0	1
Department for Work and Pensions #	1	0	0	0	0	1	0	0	0	0	0
Department of Energy and Climate Change	3	0	0	0	0	0	0	1	0	0	2
Department of Health	3	0	1	0	0	2	0	0	0	0	0
Export Credits Guarantee Department	2	0	0	0	0	0	0	0	0	0	2
Foreign and Commonwealth Office	38	0	0	0	0	3	4	6	6	5	14
HM Treasury #	31	0	0	0	0	0	6	20	5	0	0
Home Office	9	0	0	0	0	0	2	4	1	1	1
Ministry of Defence #	34	6	1	2	1	3	0	2	6	1	12
Ministry of Justice #	1	0	0	0	0	0	0	0	0	0	1
Northern Ireland Office	1	0	0	0	0	0	0	1	0	0	0
Scotland Office	3	0	0	0	0	0	0	0	0	0	3
Wales Office	2	0	0	0	0	2	0	0	0	0	0

TABLE 16 continued

Duration of deadline extensions to allow for the consideration of Public Interest¹ which were applied to non-routine information requests received by monitored bodies during 2010, and which were reported as not completed* in the 2010 end-year monitoring statistics

Government body	Uncompleted extended requests (at time of end-of-year monitoring 2010) ²	Of extended requests processed in full, number where the extension to the deadline was:										
		5 days or less	Between 6 and 10 days	Between 11 and 15 days	Between 16 and 20 days	Between 21 and 30 days	Between 31 and 40 days	Between 41 and 60 days	Between 61 and 80 days	Between 81 and 100 days	More than 100 days	
Other bodies included in monitoring												
Central Office of Information	0	0	0	0	0	0	0	0	0	0	0	0
Charity Commission	0	0	0	0	0	0	0	0	0	0	0	0
Child Maintenance and Enforcement Commission	0	0	0	0	0	0	0	0	0	0	0	0
Crown Prosecution Service	5	0	0	0	0	4	0	0	0	0	1	0
Debt Management Office	0	0	0	0	0	0	0	0	0	0	0	0
Food Standards Agency	0	0	0	0	0	0	0	0	0	0	0	0
Health and Safety Executive ³	-	-	-	-	-	-	-	-	-	-	-	-
HM Land Registry	0	0	0	0	0	0	0	0	0	0	0	0
HM Revenue and Customs	1	0	0	0	0	0	0	0	0	1	0	0
National Archives	38	12	0	0	0	1	13	6	1	3	2	
National Savings and Investments	0	0	0	0	0	0	0	0	0	0	0	0
Office for National Statistics	0	0	0	0	0	0	0	0	0	0	0	0
Office for Standards in Education	0	0	0	0	0	0	0	0	0	0	0	0
Office of Fair Trading	0	0	0	0	0	0	0	0	0	0	0	0
Office of Gas and Electricity Markets (OFGEM)	0	0	0	0	0	0	0	0	0	0	0	0
Office of Rail Regulation	0	0	0	0	0	0	0	0	0	0	0	0
Ordnance Survey	0	0	0	0	0	0	0	0	0	0	0	0
Royal Mint	0	0	0	0	0	0	0	0	0	0	0	0
Rural Payments Agency	0	0	0	0	0	0	0	0	0	0	0	0
Serious Fraud Office	3	0	0	0	3	0	0	0	0	0	0	0
Treasury Solicitor's Department	0	0	0	0	0	0	0	0	0	0	0	0
Water Services Regulation Authority (OFWAT)	0	0	0	0	0	0	0	0	0	0	0	0

Notes

- Figures supplied by these departments of state count non-routine information requests received by one or more of their agencies, as well as those received by the departments themselves. Annex B gives full details.

* - These figures relate to those reported as being 'in progress' at the end of the reporting period last year. They are not representative of the timeliness of all public interest tests completed by monitored bodies statistics on this are available in table 15

1 - Public authorities are allowed to extend the standard deadline for responding to an information request (normally 20 working days) to allow for the consideration of public interest issues. See Section 10(2) of the FOI Act.

2 - The totals shown do not include those monitored bodies who were unable to provide information on PIT extension durations (see footnote 3).

3 - The Health and Safety Executive were not able to provide data on non-completed PIT extension durations from 2010 end-year monitoring statistics.

TABLE 17
Monthly number of referrals made to the MOJ Central Clearing House by its customer bodies during 2011

Referring Department	Month												Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Attorney General's Office	0	0	2	0	0	0	0	0	0	0	0	0	2
Cabinet Office/No 10	4	5	2	1	4	7	5	4	17	7	18	2	76
Department for Business, Innovation and Skills	5	6	10	4	8	8	7	4	5	3	7	0	67
Department for Communities and Local Government	1	0	0	1	0	0	1	0	2	0	1	0	6
Department for Culture, Media and Sport	1	1	0	0	0	1	1	1	0	0	0	0	5
Department for Education	1	0	1	0	0	0	1	1	3	0	0	0	7
Department for Environment, Food and Rural Affairs	4	1	3	0	0	0	3	2	0	1	2	0	16
Department for International Development	0	1	1	0	1	1	2	0	1	0	1	1	9
Department for Transport	6	4	4	5	3	2	5	4	3	2	0	1	39
Department for Work and Pensions	1	0	1	0	0	1	0	0	1	0	0	0	4
Department of Energy and Climate Change	0	0	0	0	0	0	0	1	1	0	0	0	2
Department of Health	0	0	0	3	0	1	1	1	1	2	2	0	11
Food Standards Agency	0	0	0	0	0	0	0	0	0	0	0	0	0
Foreign and Commonwealth Office	5	5	1	5	3	8	5	3	3	6	3	1	48
Health and Safety Executive	4	2	0	0	3	2	1	2	2	3	2	0	21
HM Revenue and Customs	0	1	1	1	0	0	0	0	0	1	0	1	5
HM Treasury	0	1	4	0	2	0	1	0	1	1	1	0	11
Home Office	9	6	10	7	7	8	6	5	4	10	5	1	78
Ministry of Defence	3	5	7	3	4	10	5	11	4	6	7	2	67
Ministry of Justice	0	1	2	0	2	2	1	2	8	1	0	1	20
Northern Ireland Office	0	0	0	2	0	2	2	0	2	1	1	0	10
Scotland Office	0	0	0	0	1	1	0	0	0	2	0	0	4
The National Archives	8	3	5	2	5	1	5	3	4	0	5	0	41
Wales Office	0	0	1	1	0	0	0	0	0	0	0	0	2
Other	0	0	1	1	0	3	1	1	1	0	0	0	8
Total	52	42	56	36	43	58	53	45	63	46	55	10	559

Notes

The figures shown in this table count all referrals to the Clearing House, including those Internal Reviews and appeals (whether to the Information Commissioner or the Information Tribunal)

Notes on the tables

Consistency between tables

Statistical tables shown in this report are based on either:

- Aggregates of the four quarterly monitoring returns completed for 2011.
- Annual data for the whole of 2011 collected separately at the end of the year.

For a number of monitored bodies, there are minor discrepancies between these two data sources in their reported numbers of FoI / EIR requests received. As a result the data given in tables that aggregate the four monthly returns is not fully consistent with that given in the other tables of this report. This issue mostly affects tables **1, 4 and 5**.

The nature, size and causes of the discrepancies between these two sources will vary from body to body. However, informal explanations have included:

- information requests being notified to central FoI teams too late for inclusion in quarterly monitoring returns;
- information requests initially counted, but later identified as requiring only routine handling and therefore not within the scope of these statistics;
- requests flagged as requiring a deadline extension at the time of quarterly monitoring by central FoI teams, but later found to have been answered within the standard time limit and a deadline extension was not required.

The overall magnitude of these discrepancies is small. By way of illustration, the reported total number of requests received by monitored bodies during the year (excluding on-hold and lapsed requests) is 47,207 from quarterly data, and 47,141 from annual data - a difference of about 0.1%.

We believe that the annual figures provide a more accurate picture of the overall numbers of FoI / EIR requests received, principally because they were collected more recently, thereby incorporating late-notified requests and any revisions to ensure consistency with monitoring requirements.

Appendix A – Important note on the scope and consistency of the statistics

Defining the scope of Freedom of Information monitoring

Section 1 of the Freedom of Information Act 2000 (Fol) states that (subject to certain conditions):

“Any person making a request for information to a public authority is entitled—

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and

(b) if that is the case, to have that information communicated to him”

Regulation 5 of the Environmental Information Regulations 2004 states that (subject to certain conditions):

“A public authority that holds environmental information shall make it available on request.”

Following their introduction on 1 January 2005, the above provisions apply to all relevant requests for information made to public authorities, no matter how routine and straightforward they may be.

Government departments supply large amounts of information, both on request and proactively, as an established and routine part of their business. This includes information released in the form of leaflets, correspondence exchanges, reports and other published material, and through websites and departmental Fol Publication Schemes. All information released on request is covered by the Freedom of Information Act. However, it would be both uninformative and fundamentally unfeasible to count all such activity in departmental Freedom of Information monitoring returns.

The statistics in this bulletin therefore relate only to **the “non-routine” information requests** that government departments have received. Essentially, this means that departments’ statistics should only count those requests where:

1. it was necessary to take a considered view on how to handle the request under the terms of the Freedom of Information Act, and
2. departmental Freedom of Information officer(s) were informed of the request and logged it in their case management systems.

Defining a request

The full definition of an “information request” for the purposes of inclusion in the Ministry of Justice’s monitoring returns is shown below. This definition was circulated to members of the central government “Freedom of Information Practitioners’ Group” in November 2004.

“[An information request for monitoring purposes is one ...]

1. *Which meets the criteria in section 8 of the Freedom of Information Act and if the request falls under the Environmental Information Regulations it includes requests made in any form or context, including oral requests; **and***
2. *Which is a request for information that is not already reasonably accessible to the applicant by other means; **and***
 - (i) Which results in the release of one or more documents (in any media) or inclusion of extracts of documents in the information released; **or***
 - (ii) Results in information being withheld under an exemption or exception from the right of access (either the Freedom of Information Act or the Environmental Information Regulations); **or***
 - (iii) The request is not processed because the department estimates the cost of complying would exceed the appropriate limit in accordance with section 12 of the Freedom of Information Act; **or***
 - (iv) The request is not processed because the department is relying on the provisions of section 14 of the Freedom of Information Act; **or***
 - (v) Where a search is made for information sought in the request and it is found that none is held.”*

Consistency of the statistics

It is necessary to apply a definition of this sort in order to set a clear boundary to the coverage of our monitoring, and thereby obtain meaningful information from the process. The definition shown above has been widely disseminated to Freedom of Information officers in government and we have tried to ensure that it is applied consistently across all monitored bodies.

However, there is considerable variation in the way these bodies are structured and managed, and in the mechanisms that they have put in place to meet their obligations under the Freedom of Information Act. For example, some bodies operate a centralised Freedom of Information secretariat that co-ordinates responses to all information requests received. Others give a greater degree of autonomy to individual work areas in the handing of information requests.

As a result of these differences, there could be a degree of inconsistency in the way in which bodies have interpreted and applied the definition of an “information request” for monitoring purposes. However, the statistics effectively count those requests which have been dealt with by each monitored body formally under the FOI Act. As such, the statistics report on how many such requests for information each monitored body has received and how they have implemented the Act’s requirements in providing responses. Direct comparisons between the statistics for different monitored bodies can therefore be made on this basis.

In summary, it is important to note that:

- (i) These statistics only cover “non-routine” information requests, and do not give a representative picture of all requests for information received in government.**
- (ii) There is likely to be a degree of inconsistency between monitored bodies’ interpretations of the definition of an “information request” for monitoring purposes. This should be borne in mind when using these statistics.**

Uses of the statistics

The main users of these statistics are departmental FOI teams responsible for coordinating responses and requests, Ministers and officials with responsibility for developing information access policy, and other non-governmental bodies with an interest in the accessibility of government information. The statistics are used to monitor the implementation of the FOI Act by central government, both as a whole and by each individual bodies included in the figures.

Appendix B – Government bodies included in these statistics

The statistics in this bulletin have been derived from monitoring returns completed by Freedom of Information officers in government departments during February 2011. This is the latest set of quarterly Freedom of Information statistics to be published by the Ministry of Justice (MoJ), the government department which now has lead responsibility for the Freedom of Information Act 2000. The first eight bulletins in this series were published by the Department for Constitutional Affairs.

The formal monitoring work covers a total of 43 government bodies, including all major departments of state (i.e. Ministerial departments).

The monitored bodies which are not departments of state nonetheless have significant policymaking, regulatory or information-handling functions. As far as possible, this list includes major non-Ministerial Government Departments (NMGDs) and excludes Executive Agencies, although these classifications are not mutually exclusive and periodic “Machinery of Government” changes make it difficult to define the list precisely.

Coverage within the UK

The Freedom of Information Act 2000 applies in England, Wales and Northern Ireland. The Northern Ireland Office and the Wales Office are included in these statistics. However, we have not collected formal monitoring data from the National Assembly for Wales, or from the bodies that make up the Northern Ireland Civil Service.

The Freedom of Information (Scotland) Act 2002 applies in Scotland. This legislation lies outside the scope of the monitoring work on which this bulletin is based. However, the Scotland Office has been included here because, although it deals with matters relating to Scotland, it is based in England and hence falls under the scope of the Freedom of Information Act 2000 rather than the corresponding Scottish legislation.

The following is a full list of the bodies covered by the monitoring statistics in the fourth quarter of 2011.

Departments of State

- Attorney General’s Office
- Cabinet Office
- Department for Business, Innovation and Skills
- Department for Communities and Local Government
- Department for Culture, Media and Sport
- Department for Education
- Department for Environment, Food and Rural Affairs
- Department for International Development
- Department for Transport
- Department for Work and Pensions
- Department of Energy and Climate Change

Department of Health
Export Credits Guarantee Department
Foreign and Commonwealth Office
HM Treasury
Home Office
Ministry of Defence
Ministry of Justice
Northern Ireland Office
Scotland Office
Wales Office

Other monitored bodies

Central Office of Information
Charity Commission
Child Maintenance and Enforcement Commission
Crown Prosecution Service
Debt Management Office
Food Standards Agency
Health and Safety Executive and Commission
HM Land Registry
HM Revenue and Customs
National Archives
National Savings and Investments
Office for National Statistics
Office for Standards in Education (OFSTED)
Office of Fair Trading
Office of Gas and Electricity Markets (OFGEM)
Office of Rail Regulation
Ordnance Survey
Royal Mint
Rural Payments Agency
Serious Fraud Office
Treasury Solicitor's Department
Water Services Regulation Authority (OFWAT)

Notes

1. The following departmental changes occurred between the beginning of January 2009 and the end of December 2011, the period covered by the in-year performance and volume tables in this bulletin.

The **Department for Business, Innovation and Skills (BIS)** was created on 5 June 2009, bringing together the responsibilities previously held by BERR and Department for Innovation, Universities and Skills (DIUS). The Q2 2009 statistics for BIS include requests received by BERR and DIUS between 1 April and 4 June. The figures in tables showing a time series prior to this change relate to requests received by BERR.

The **Department for Education (DFE)** was formed on 12 May 2010 and is responsible for education and children's services. This wholly replaced the Department for Children, Schools and Families (DCSF). The figures in tables showing a time series prior to this change relate to requests received by DCSF.

2. Cabinet Office figures include requests that were addressed to 10 Downing Street.
3. The figures provided by a number of Departments of State count the non-routine information requests received by one or more of their agencies, as well those received by the departments themselves. The departments and agencies affected are shown below.

Department for Business, Innovation and Skills

Figures include requests received by the following agencies:

Met Office (trading fund)

Department for Transport

Figures include requests received by the following agencies:

Driving Standards Agency
Driver and Vehicle Licensing Agency
Government Cars Despatch Agency
Highways Agency
Marine and Coastguard Agency
Vehicle Certification Agency
Vehicle and Operator Services Agency

Department for Work and Pensions

Figures include requests received by the following agencies:

PDCS – Previously known as Disability Carers Service and Pension Service
Jobcentre plus

Department for Culture Media and Sport

Figures include requests received by the Royal Parks Agency.

HM Treasury

Figures include requests received by the Office for Budget Responsibility.

Home Office

From 2006 onwards, figures include requests received by the Criminal Records Bureau, the Borders and Immigration Agency, and the UK Passport Service. The latter agency was absorbed within the Identity

and Passport Service from 1 April 2006. Previously-supplied figures for the year 2005 only included requests received by the Home Office itself. From 1 April 2011 the National Fraud Authority was included in requests supplied by the Home Office.

Ministry of Defence

Figures include requests received by the following agencies:

- Defence Support Group (DSG),
- Defence Science and Technology Laboratory (Dstl)
- UK Hydrographic Office (UKHO)

Ministry of Justice

Figures include requests received by HM Courts Service where they were referred to the department's Data Access and Compliance Unit.

Explanatory notes

1. The United Kingdom Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods, and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.

2. The statistics in this bulletin relate to the handling by central government bodies of information requests received under the Freedom of Information Act 2000 (Fol Act) and the Environmental Information Regulations 2004 (EIRs). They are collected and published by the Ministry of Justice (MoJ), with assistance from Freedom of Information officers across central government.
3. The Fol Act received Royal Assent on 30 November 2000. Under the Act, anybody may request information from a public authority which has functions in England, Wales and/or Northern Ireland. The Act confers two statutory rights on applicants:
 - To be told whether or not the public authority holds that information; and if so,
 - To have that information communicated to them.

These statutory rights came into force on 1 January 2005. The MoJ is the lead department responsible for the Fol Act. Further information is available at:

<http://www.justice.gov.uk/information-access-rights/foi-guidance-for-practitioners>

4. The (amended) EIRs also came into force on 1 January 2005, to coincide with the Fol Act. They clarify and extend previous rights to environmental information held by public authorities. The Department for Environment, Food and Rural Affairs (Defra) is the lead department responsible for the EIRs. Further information is available from their website at:

<http://archive.defra.gov.uk/corporate/policy/opengov/eir/>

5. These statistics are derived from monitoring returns submitted to MoJ in February 2011. They relate to information requests received during 2011 and the period 1 October to 31 December 2011. The collection of monitoring data began on the 21st working day after the last day of this period (i.e. on 28 January 2012), since 20 working days is the statutory deadline for public authorities to respond to information requests under both the FoI Act and the EIRs.
6. Only “non-routine” information requests are counted in these statistics. Important notes on the scope and consistency of these statistics are given in **Appendix A**.
7. These statistics cover a total of 43 central government bodies. At the commencement of the Act in January 2005 there were 43 bodies covered by the monitoring statistics, but the precise number can change from time to time due to “Machinery of Government” changes. A full list of the monitored bodies in Q4 2011 is shown in **Appendix B**.

Symbols and conventions

The following symbols have been used throughout the tables in this bulletin:

- = Not applicable
- 0 = Nil

Contact points for further information

Press enquires on the implementation of the Freedom of Information Act in a particular government body should be addressed to that body's Press Office.

Press enquiries on the contents of this bulletin should be directed to the Ministry of Justice press office:

Hannah Murdoch
Tel: 020 3334 3548
Email: Hannah.murdoch@justice.gsi.gov.uk

Other enquiries about these statistics should be directed to:

Iain Bell
Chief Statistician
Justice Statistics Analytical Services
Ministry of Justice
7th Floor
102 Petty France
London
SW1H 9AJ
Tel: 020 3334 3737
Email: statistics.enquiries@justice.gsi.gov.uk

Other queries about the Freedom of Information Act 2000 should be directed to:

Information Directorate
Ministry of Justice
6th Floor
102 Petty France
London
SW1H 9AJ
Tel: 020 3334 3625
Email: informationrights@justice.gsi.gov.uk

General enquiries about the statistical work of the Ministry of Justice can be e-mailed to: statistics.enquiries@justice.gsi.gov.uk

General information about the official statistics system of the UK is available from www.statistics.gov.uk

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