

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

**2010 Annual
and
Q4: October - December 2010**

Ministry of Justice
Statistics bulletin

Published 28 April 2011



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Introduction

The Freedom of Information Act 2000 (“Fol 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 2010, along with detailed statistics for the 2010 calendar year.

The previous quarterly and annual bulletins, together covering the period from January 2005 to September 2010, are available via the links on the following pages of the Ministry of Justice and National Archives websites:

<http://www.justice.gov.uk/publications/statistics-and-data/foi/implementation.htm>

<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 44 central government bodies, including all major departments of state. **Appendix B** gives a full list of monitored bodies.

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.

Departmental name changes

Please refer to note 1 in Appendix B for full details of departmental name changes that have occurred since Q4 2008, the period covered by the tables in this bulletin.

Executive summary

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

In 2010 as a whole:

- The monitored central government bodies received a total of 43,921 “non-routine” information requests in 2010 – an 8 per cent increase on the number received in 2009. Of these, 1,408 were handled under the amended Environmental Information Regulations (EIRs) which came into force on 1 January 2005.
- Departments of State received 27,410 requests, while the other monitored bodies received the remaining 16,511.

In the fourth quarter (October to December) of 2010 (“Q4”):

- Across all the monitored bodies, a total of 10,972 non-routine information requests were received in Q4 of 2010, an increase of 14 per cent on the corresponding quarter of 2009. Of these, 324 were handled under the EIRs.
- Although there has been quarter-on-quarter variation, there has generally been an increasing trend in the number of requests received by monitored bodies over the past three years.
- Departments of State reported receiving 6,898 requests during Q4, an increase of 20 per cent on the corresponding quarter of the previous year. Other monitored bodies received 4,074 requests – an increase of 5 per cent compared to the fourth quarter of 2009.

Timeliness of response to requests [see Tables 4, 5] – based on aggregated quarterly data

In 2010 as a whole:

- 91 per cent of the requests received during 2010 were “in time”, in that they either received a response within the statutory deadline¹ or were subject to a permitted deadline extension, an increase on the 86 per cent from 2009.

In Q4 of 2010:

- 92 per cent of all monitored bodies’ requests were “in time”, the same as in the previous quarter. Overall the proportion of requests answered in time has increased slightly over the past year.
- This “in time” figure comprised 86 per cent of all requests receiving a substantive response within the 20 working-day limit, and 5 per cent of requests being subject to a permitted deadline extension.

¹ 20 working days generally, 30 working days for The National Archives.

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

In 2010 as a whole:

- Of all “resolvable” requests received during 2010 (i.e. requests where it was possible to make a substantive decision on whether to release the information being sought), 57 per cent were granted in full. The proportion of requests granted in full has generally followed a flat trend over the last few years.

In Q4 of 2010:

- Some 55 per cent of “resolvable” requests were granted in full, 15 per cent were withheld in part, 25 per cent were withheld in full, and 9 per cent had not yet received a substantive response at the time the statistics were collected.

Exemptions and exceptions [see Table 10]

- Some 10,078 requests received during 2010 were refused, either in full or in part, where one or more exemption or exception was applied.
- The most commonly applied exemption in 2010, as in previous years, was under section 40 (personal information), which was applied to 4,552 requests; however, the profile of exemption usage differed between Departments of State and other monitored bodies.

Internal Reviews and appeals [see Tables 11, 12, 13, 14]

- A total of 1,729 Internal Reviews were requested across all monitored bodies in relation to information requests received in 2010, on the grounds that some or all of the requested information was withheld.
- There were 228 appeals made to the Information Commissioner’s Office (ICO) relating to the refusal of information requests by monitored bodies in 2010 and where the monitored body in question had been notified of the appeal – an increase on the 206 made in 2009.

Commentary

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

In 2010, monitored central government bodies received a total of 43,921 “non-routine” information requests under the Freedom of Information Act and the associated Environmental Information Regulations. This was 8 per cent more than the 40,548 requests received in 2009.

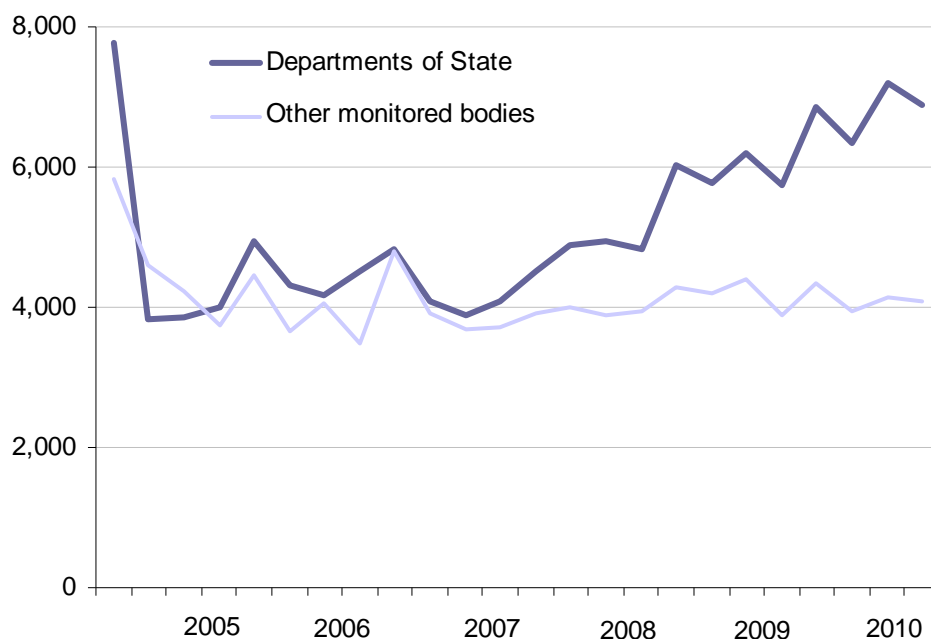
Departments of State received 27,410 of these requests, an increase of 16 per cent compared to 2009. Other monitored bodies received the remaining 16,511 requests, which was 2 per cent less than they received in 2009.

During the fourth quarter (October to December) of 2010 (“Q4”), the monitored central government bodies received 10,972 requests, with Departments of State receiving 6,898 requests and other monitored bodies receiving 4,074 requests.

This overall total for Q4 of 2010 is 14 per cent greater than in the corresponding quarter last year and 3 per cent less 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 three years. As Figure 1 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 about 11,000 per quarter during 2010.

Figure 1: Number of requests received in each quarter



By Monitored Body²

Of the Departments of State, the Ministry of Justice reported having received 3,174 requests during 2010, the highest departmental total. The other departments that received more than 2,000 requests during the year were:

- Department for Work and Pensions – 3,145
- Home Office – 3,069
- Ministry of Defence – 2,956
- Department for Transport – 2,864
- HM Treasury – 2,064
- Department of Health – 2,023

Among other monitored bodies, the Health and Safety Executive reported having received 6,421 requests during 2010, while the National Archives received 3,194. 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 almost 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 1,408 such requests during 2010 and 324 during the fourth quarter of 2010, 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 and the Department for Transport, with more than 200 requests each in 2010, 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.

² 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.

Of the 43,921 requests received by monitored bodies during the year, 976 (2 per cent) were subject to a fee being levied by the authority involved. For 420 of these requests (43 per cent of the fee-charged requests), the fee had been paid and the request processed and 7 requests (1 per cent) were “on hold” awaiting fee payment. A further 485 requests were processed by the receiving monitored body without the fee being paid. The remaining 64 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 Fol / EIR requests during 2010 was £23,595 and the average value of paid fees was £56.

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 2009, 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 8 such requests in total during 2010 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 2010 as a whole are based on the aggregated four quarterly monitoring returns completed for 2010.

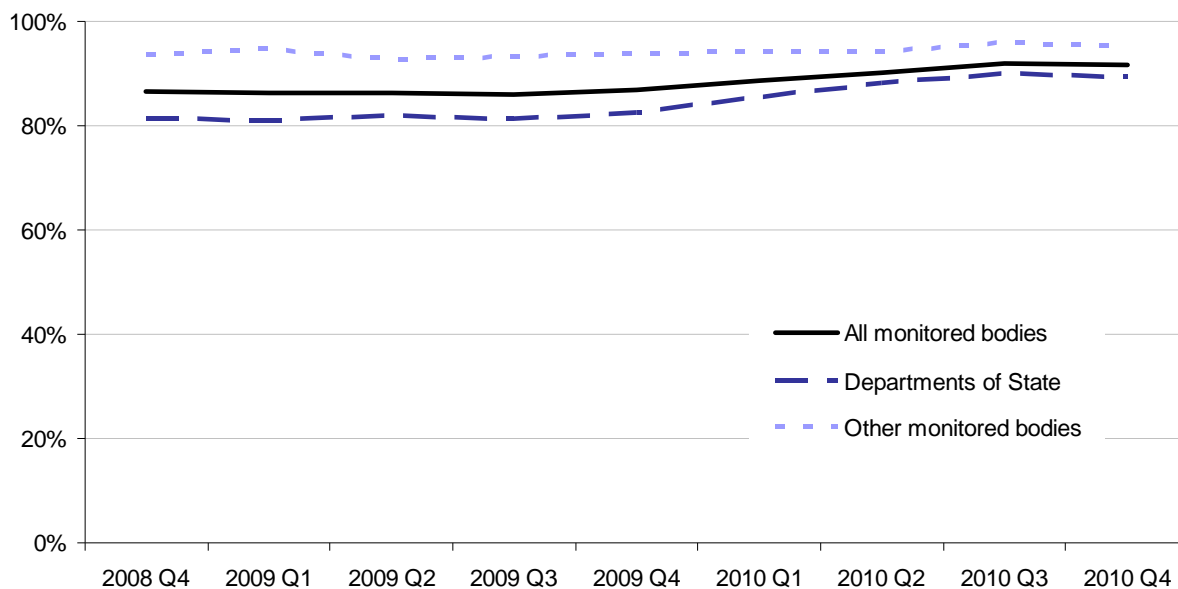
Some 86 per cent of requests received during 2010 were sent a substantive response within this standard deadline - up from 82 per cent in 2009. Overall, 91 per cent of the requests received during 2010 were “in time”, in that they either received a response within the standard deadline or were subject to a permitted deadline extension. This is an increase on the 86 per cent from 2009. The proportion of requests answered in time has generally increased slightly over the past year.

In the fourth quarter of 2010, 92 per cent of request were “in time” (the same as in the third quarter of 2010) and 86 per cent were sent a response within the standard deadline (a slight fall compared to 88 per cent in Q3 2010).

The proportion of requests answered within the 20-day limit during the whole of 2010 was 83 per cent for Departments of State, compared with 91 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

2010 was marginally more closely matched, at 88 per cent for Departments of State and 95 per cent for other monitored bodies.

Figure 2: Percentage of FoI requests processed “in time” by Departments of State and other monitored bodies, quarterly from Q4 2008



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

In the full year of 2010:

Of the 43,921 requests received by all monitored bodies during 2010 as a whole,

- 71 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);
- 8,151 requests sought information that was not held by the Government department in question;
- 3,088 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.

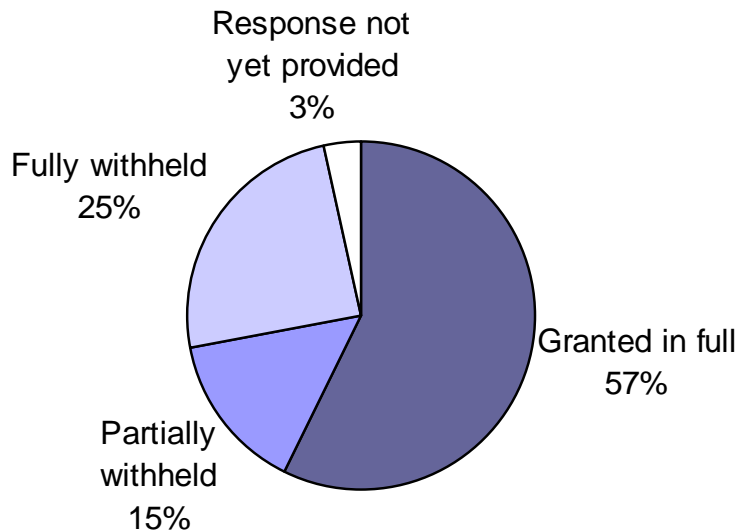
As a result, the remaining 32,611 requests were assumed to be “resolvable”, in that it was possible to give a substantive decision on whether to release the information being sought.

Of the “resolvable” requests received during the year,

- 57 per cent were granted in full, down from 58 per cent in 2009; 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;
- 25 per cent were withheld in full;

- 3 per cent had not yet received a substantive response at the time of monitoring.

Figure 3: 2010 Outcomes



Of the 10,972 requests received by the monitored bodies during the fourth quarter of 2010, 66 were on hold or had lapsed, 1,970 sought information not held, and 691 needed further clarification. Of the 8,245 “resolvable” requests,

- 55 per cent were granted in full, down from 56 per cent in Q3 2010;
- 15 per cent were withheld in part;
- 25 per cent were withheld in full;
- 5 per cent had not yet received a substantive response at the time of monitoring.

Use of exemptions and exceptions [see Table 10]

Under the Fol 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.

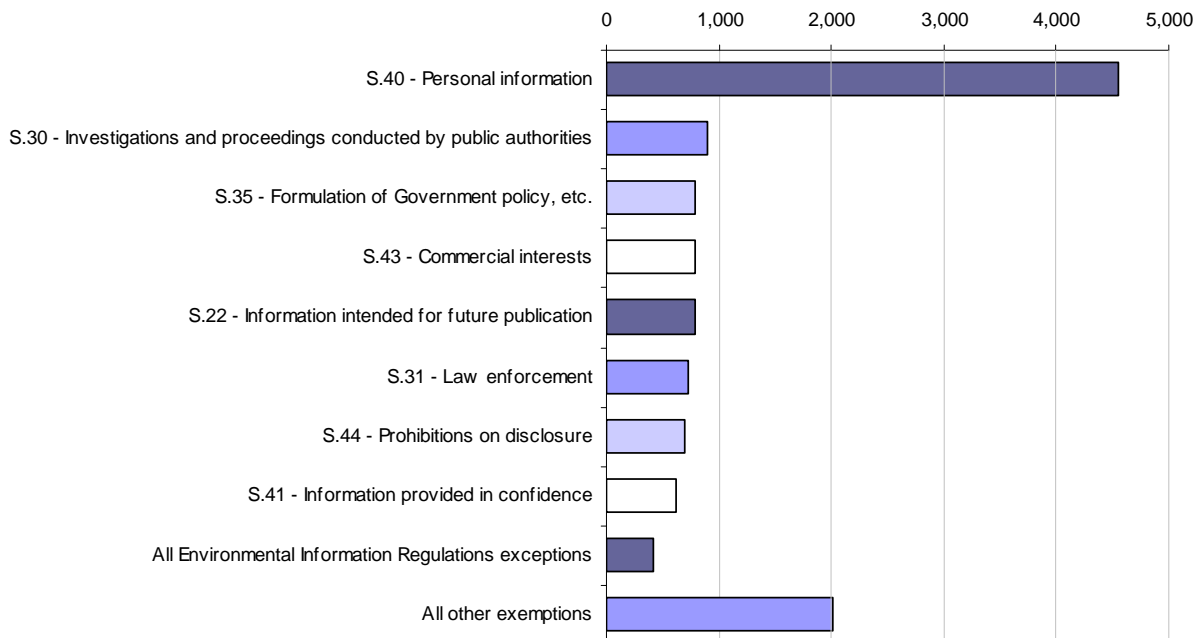
There are similar arrangements that apply to certain types of information under the EIRs. These list a number of “exceptions to the duty to disclose environmental information” in Part 3 of the Regulations.

In 2010, one or more of these exemptions or exceptions was applied to a total of 10,078 requests across all monitored bodies during 2010. The most commonly applied exemptions or exceptions in 2010 were;

- Section 40 of the FoI Act (relating to personal information), which was applied to 4,552 requests,
- Section 30 (investigations and proceedings conducted by public authorities), which was applied to 897 requests,
- Section 35 (formulation of government policy, etc), which was applied to 791 requests.
- Section 43 (commercial interested), which was applied to 785 requests.
- Section 22 (information intended for future publication), which was applied to 783 requests.

Figure 4 illustrates the profile of exemption and exception usage across all monitored bodies during 2010.

Figure 4: Requests where FOI exemptions and EIR exceptions were applied by monitored bodies during 2010



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), Section 41 (information provided in confidence) 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.

Of the 1,957 requests received by monitored bodies in 2010 where a statutory extension was applied to the response deadline and for which extension duration data are available, 1,672 had been processed in full by the time of monitoring. Of these,

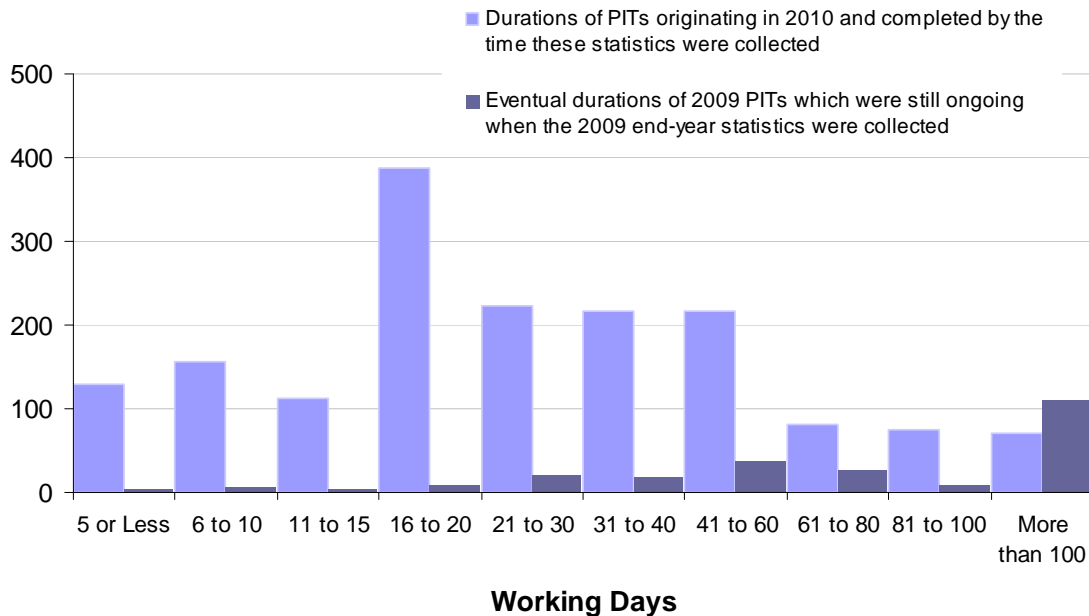
- 47 per cent completed the public interest test consideration in 20 working days or less;
- 39 per cent took between 20 and 60 working days;
- 14 per cent took longer than 60 working days (of which just under a third took more than 100 days).

For the first time this year, new statistics were collected about the eventual duration for those public interest test extensions originating in 2009, which were still ongoing when the 2009 end-year statistics were collected, but which have subsequently been resolved. As a group these are not representative of the duration of all public interest extensions, but these unresolved extensions 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 249 requests that had a statutory extension applied in 2009 but had not been finalised

by the time the annual statistics were collected. Of these, 59 per cent eventually took longer than 60 working days to complete (and 44 per cent took 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 5: Public Interest Test Timeliness



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 1,729 Internal Reviews were reported as having been initiated on information requests initially received during 2010 on the grounds that some or all of the requested information was originally withheld. This is 15 per cent higher than the number in the previous year (1,502).

The outcomes of 1,622 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.

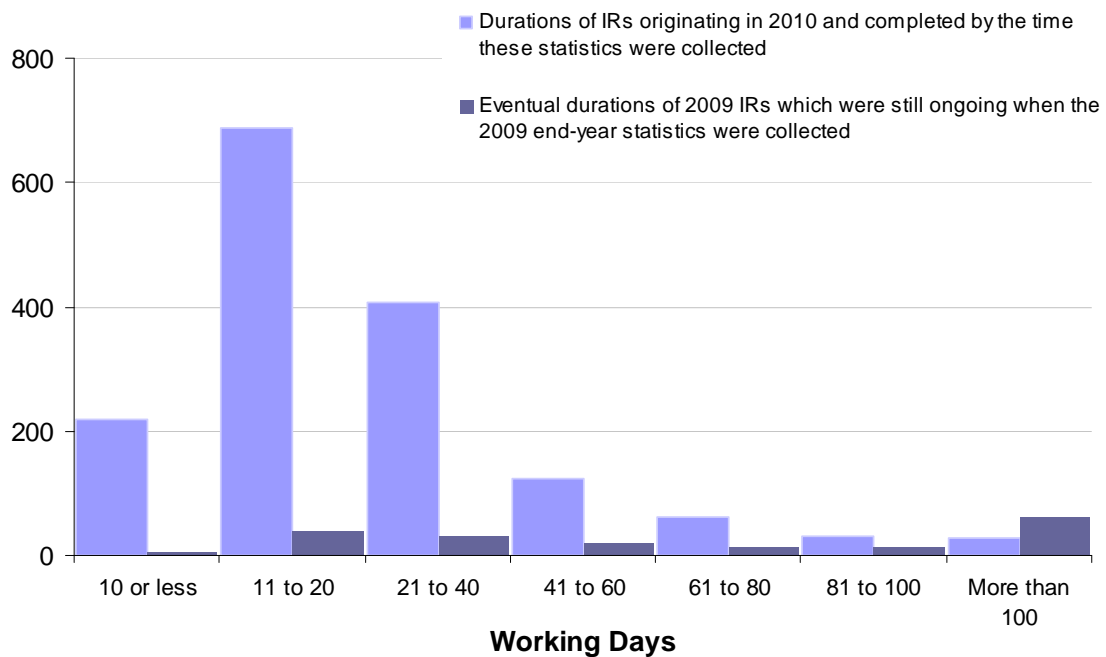
Departments of State were more likely to receive Internal Reviews than other monitored bodies. Departments of State received almost 50 Internal Reviews per 1,000 information requests received during 2010, compared to 23 Internal Reviews per 1,000 requests among other monitored bodies. The proportion 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 (77 per cent).

Durations of Internal Reviews

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 1,729 Internal Reviews on requests initially received in 2010, and 1,622 of these had been completed by the time the statistics were collected.

- 58 per cent of these Internal Reviews took 20 working days or less;
- 34 per cent took between 21 and 60 working days;
- 8 per cent took longer than 60 working days. Of these just over a fifth took more than 100 days in total.

Figure 6: Internal Review Timeliness



For the first time this year, new statistics were collected about the eventual duration for those Internal Reviews originating in 2009, which were still ongoing when the 2009 end-year statistics were collected, but which have subsequently been resolved. 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 185 requests that were subject to an Internal Review which had not reached a conclusion by the time the annual statistics were collected. Of these, 48 per cent eventually took longer than 60 working days to complete (and 34 per cent took 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 2010, there were 228 appeals to the ICO relating to the refusal of information requests by monitored bodies, an increase compared to the 206 in the previous year. Only 116 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 82 cases (71 per cent);
- the initial handling was partially upheld in a further 23 (20 per cent);
- in the remaining 11 (9 per cent) of cases, the applicant's complaint was upheld.

Some 176 of the 228 appeals to the ICO were in relation to requests originally received by Departments of State, suggesting that Departments of State are markedly more likely than other monitored bodies to have information requests appealed. There was a similar finding in relation to Internal Reviews.

Tables

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- Table 4 Timeliness of response to non-routine information requests received by monitored bodies during 2010 and the quarter October – December 2010
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- Table 11 Outcomes of Internal Reviews of non-routine information requests received by monitored bodies during 2010, where the requested information was initially withheld

Table 12 Duration of completed Internal Reviews of non-routine information requests received by monitored bodies during 2010, where the requested information was initially withheld

Table 13 Duration of Internal Reviews of non-routine information requests received by monitored bodies in 2009, where the requested information was initially withheld, and which were reported as not completed in the 2009 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 2010

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 2010

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 2009, and which were reported as not completed in the 2009 end-year monitoring statistics

Table 17 Volume of referrals to the Ministry of Justice Central Clearing House in 2010

Complete sets of figures for the period October-December 2010 and the 2010 calendar year can be found in accompanying files on the Ministry of Justice website at:

<http://www.justice.gov.uk/publications/statistics-and-data/foi/implementation.htm>

TABLE 1
Summary statistics, 2008 to 2010

| | 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 |
| % change, 2009 to 2010 | 16% | -2% | 8% |
| 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% |
| 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% |
| Proportion of "resolvable"⁴ requests granted in full | | | |
| 2008 | 60% | 61% | 60% |
| 2009 | 59% | 57% | 58% |
| 2010 | 59% | 55% | 57% |
| Proportion of "resolvable"⁴ requests withheld in full⁵ | | | |
| 2008 | 21% | 21% | 21% |
| 2009 | 23% | 24% | 23% |
| 2010 | 24% | 27% | 25% |
| 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 |
| 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% |
| 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 |

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 2010 and 1 October - 31 December 2010 with their status at time of monitoring¹

| Government body | 2010 total requests received | Request status at time of | | | | Q4 2010 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 | 43,921 | 42,782 | 71 | 1,068 | 1,408 | 10,972 | 10,502 | 66 | 404 | 324 |
| TOTAL for Departments of State only | 27,410 | 26,494 | 5 | 911 | 780 | 6,898 | 6,588 | 0 | 310 | 193 |
| TOTAL for other monitored bodies | 16,511 | 16,288 | 66 | 157 | 628 | 4,074 | 3,914 | 66 | 94 | 131 |
| Departments of State | | | | | | | | | | |
| Attorney General's Office | 129 | 127 | 0 | 2 | 0 | 29 | 29 | 0 | 0 | 0 |
| Cabinet Office | 1,176 | 983 | 0 | 193 | 0 | 303 | 251 | 0 | 52 | 0 |
| Communities and Local Government | 938 | 924 | 5 | 9 | 182 | 235 | 226 | 0 | 9 | 36 |
| Department for Business, Innovation and Skills | 1,022 | 999 | 0 | 23 | 5 | 280 | 271 | 0 | 9 | 1 |
| Department for Culture, Media and Sport # | 614 | 607 | 0 | 7 | 47 | 158 | 151 | 0 | 7 | 13 |
| Department for Education ⁴ | 880 | 869 | 0 | 11 | 0 | 217 | 214 | 0 | 3 | 0 |
| Department for Environment, Food and Rural Affairs | 551 | 549 | 0 | 2 | 157 | 139 | 137 | 0 | 2 | 38 |
| Department for International Development | 402 | 395 | 0 | 7 | 2 | 86 | 82 | 0 | 4 | 1 |
| Department for Transport # | 2,864 | 2,832 | 0 | 32 | 226 | 753 | 723 | 0 | 30 | 55 |
| Department for Work and Pensions # | 3,145 | 3,142 | 0 | 3 | 1 | 823 | 820 | 0 | 3 | 0 |
| Department of Energy and Climate Change | 573 | 570 | 0 | 3 | 132 | 123 | 122 | 0 | 1 | 48 |
| Department of Health | 2,023 | 2,012 | 0 | 11 | 1 | 526 | 523 | 0 | 3 | 0 |
| Export Credits Guarantee Department | 66 | 64 | 0 | 2 | 1 | 12 | 12 | 0 | 0 | 0 |
| Foreign and Commonwealth Office | 1,184 | 1,143 | 0 | 41 | 4 | 313 | 301 | 0 | 12 | 0 |
| Government Equalities Office | 108 | 108 | 0 | 0 | 0 | 32 | 30 | 0 | 2 | 0 |
| HM Treasury # | 2,064 | 2,022 | 0 | 42 | 5 | 435 | 404 | 0 | 31 | 0 |
| Home Office # | 3,069 | 3,053 | 0 | 16 | 0 | 826 | 810 | 0 | 16 | 0 |
| Ministry of Defence # | 2,956 | 2,486 | 0 | 470 | 8 | 767 | 661 | 0 | 106 | 0 |
| Ministry of Justice # | 3,174 | 3,143 | 0 | 31 | 6 | 707 | 690 | 0 | 17 | 1 |
| Northern Ireland Office | 214 | 213 | 0 | 1 | 2 | 50 | 49 | 0 | 1 | 0 |
| Scotland Office | 139 | 136 | 0 | 3 | 0 | 47 | 47 | 0 | 0 | 0 |
| Wales Office | 119 | 117 | 0 | 2 | 1 | 37 | 35 | 0 | 2 | 0 |

TABLE 2 continued

Number of non-routine information requests received in 2010 and 1 October - 31 December 2010 with their status at time of monitoring¹

| Government body | 2010 total requests received | Request status at time of | | | | Q4 2010 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 | 54 | 54 | 0 | 0 | 0 | 13 | 13 | 0 | 0 | 0 |
| Charity Commission | 882 | 876 | 0 | 6 | 3 | 254 | 248 | 0 | 6 | 0 |
| Child Maintenance and Enforcement Commission | 195 | 195 | 0 | 0 | 0 | 49 | 49 | 0 | 0 | 0 |
| Crown Prosecution Service | 474 | 467 | 0 | 7 | 1 | 107 | 102 | 0 | 5 | 1 |
| Debt Management Office | 45 | 45 | 0 | 0 | 0 | 11 | 11 | 0 | 0 | 0 |
| Food Standards Agency | 166 | 166 | 0 | 0 | 3 | 33 | 33 | 0 | 0 | 0 |
| Health and Safety Executive | 6,421 | 6,342 | 0 | 79 | 307 | 1,617 | 1,581 | 0 | 36 | 54 |
| HM Land Registry | 175 | 173 | 2 | 0 | 1 | 41 | 40 | 1 | 0 | 1 |
| HM Revenue and Customs | 1,624 | 1,606 | 0 | 18 | 6 | 459 | 450 | 0 | 9 | 1 |
| National Archives | 3,194 | 3,083 | 64 | 47 | 1 | 717 | 614 | 65 | 38 | 0 |
| National Savings and Investments | 92 | 92 | 0 | 0 | 1 | 22 | 22 | 0 | 0 | 0 |
| Office for National Statistics | 197 | 197 | 0 | 0 | 0 | 53 | 53 | 0 | 0 | 0 |
| Office for Standards in Education | 1,071 | 1,071 | 0 | 0 | 0 | 238 | 238 | 0 | 0 | 0 |
| Office of Fair Trading | 537 | 537 | 0 | 0 | 0 | 139 | 139 | 0 | 0 | 0 |
| Office of Gas and Electricity Markets (OFGEM) | 151 | 151 | 0 | 0 | 2 | 17 | 17 | 0 | 0 | 0 |
| Office of Rail Regulation | 195 | 195 | 0 | 0 | 2 | 52 | 52 | 0 | 0 | 0 |
| Ordnance Survey | 103 | 103 | 0 | 0 | 2 | 27 | 27 | 0 | 0 | 0 |
| Royal Mint | 21 | 21 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 |
| Rural Payments Agency | 347 | 347 | 0 | 0 | 297 | 84 | 84 | 0 | 0 | 74 |
| Serious Fraud Office | 110 | 110 | 0 | 0 | 0 | 25 | 25 | 0 | 0 | 0 |
| Treasury Solicitor's Department | 374 | 374 | 0 | 0 | 0 | 97 | 97 | 0 | 0 | 0 |
| Water Services Regulation Authority (OFWAT) | 83 | 83 | 0 | 0 | 2 | 14 | 14 | 0 | 0 | 0 |

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 2011

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.

4 - The Department for Education (DFE) was created on 12 May 2010. The figures shown in this and other tables relate to requests received by the department between this date and the end of the year. Before this date DFE includes requests received by Department for Children, Schools and Families.

TABLE 3
Number of non-routine information requests received by monitored bodies, by quarter, since 1 October 2008

| Government body | 2008 | 2009 | | | | 2010 | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 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 | 8,764 | 10,294 | 9,964 | 10,597 | 9,612 | 11,199 | 10,286 | 11,339 | 10,972 |
| TOTAL for Departments of State only | 4,818 | 6,019 | 5,769 | 6,208 | 5,736 | 6,857 | 6,339 | 7,200 | 6,898 |
| TOTAL for other monitored bodies | 3,946 | 4,275 | 4,195 | 4,389 | 3,876 | 4,342 | 3,947 | 4,139 | 4,074 |
| <i>Departments of State</i> | | | | | | | | | |
| Attorney General's Office | 23 | 19 | 28 | 27 | 28 | 28 | 33 | 37 | 29 |
| Cabinet Office | 228 | 274 | 253 | 261 | 193 | 236 | 235 | 307 | 303 |
| Communities and Local Government | 174 | 204 | 200 | 237 | 198 | 243 | 218 | 237 | 235 |
| Department for Business, Innovation and Skills ¹ | 195 | 216 | 269 | 244 | 182 | 279 | 231 | 244 | 280 |
| Department for Culture, Media and Sport # | 110 | 176 | 142 | 164 | 122 | 165 | 119 | 165 | 158 |
| Department for Education ² | 112 | 217 | 213 | 251 | 173 | 180 | 220 | 263 | 217 |
| Department for Environment, Food and Rural Affairs | 108 | 131 | 145 | 159 | 142 | 143 | 127 | 142 | 139 |
| Department for Innovation, Universities and Skills | 59 | 74 | - | - | - | - | - | - | - |
| Department for International Development | 71 | 80 | 70 | 88 | 91 | 92 | 104 | 120 | 86 |
| Department for Transport # | 423 | 586 | 560 | 707 | 629 | 794 | 605 | 735 | 753 |
| Department for Work and Pensions # | 436 | 533 | 596 | 617 | 600 | 797 | 748 | 777 | 823 |
| Department of Energy and Climate Change | 45 | 55 | 54 | 88 | 89 | 171 | 138 | 144 | 123 |
| Department of Health | 332 | 423 | 485 | 503 | 486 | 510 | 465 | 522 | 526 |
| Export Credits Guarantee Department | 20 | 9 | 17 | 12 | 11 | 23 | 10 | 20 | 12 |
| Foreign and Commonwealth Office | 210 | 281 | 231 | 321 | 304 | 311 | 250 | 310 | 313 |
| Government Equalities Office | - | - | - | - | - | 30 | 15 | 29 | 32 |
| HM Treasury # | 350 | 446 | 399 | 315 | 291 | 438 | 523 | 666 | 435 |
| Home Office # | 508 | 643 | 638 | 577 | 637 | 763 | 699 | 781 | 826 |
| Ministry of Defence # | 654 | 758 | 670 | 766 | 724 | 738 | 693 | 718 | 767 |
| Ministry of Justice # | 670 | 757 | 679 | 732 | 731 | 808 | 805 | 854 | 707 |
| Northern Ireland Office | 41 | 65 | 49 | 82 | 59 | 66 | 42 | 56 | 50 |
| Scotland Office | 31 | 58 | 52 | 39 | 30 | 30 | 28 | 34 | 47 |
| Wales Office | 18 | 14 | 19 | 18 | 16 | 12 | 31 | 39 | 37 |

TABLE 3 continued
Number of non-routine information requests received by monitored bodies, by quarter, since 1 October 2008

| Government body | 2009 | | | | | 2010 | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 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 | 10 | 20 | 8 | 14 | 8 | 13 | 12 | 16 | 13 |
| Charity Commission | 142 | 142 | 133 | 149 | 133 | 202 | 185 | 241 | 254 |
| Child Maintenance and Enforcement Commission | - | 33 | 41 | 59 | 62 | 55 | 47 | 44 | 49 |
| Crown Prosecution Service | 111 | 125 | 139 | 119 | 136 | 135 | 103 | 124 | 107 |
| Debt Management Office ³ | 92 | 4 | 6 | 6 | 4 | 10 | 9 | 15 | 11 |
| Food Standards Agency | 29 | 28 | 29 | 36 | 36 | 57 | 29 | 47 | 33 |
| Health and Safety Executive | 1,574 | 1,711 | 1,669 | 1,589 | 1,523 | 1,562 | 1,656 | 1,586 | 1,617 |
| HM Land Registry | 24 | 33 | 41 | 29 | 47 | 49 | 36 | 49 | 41 |
| HM Revenue and Customs | 316 | 323 | 355 | 409 | 339 | 391 | 369 | 403 | 459 |
| National Archives | 950 | 1,056 | 885 | 1,010 | 787 | 927 | 733 | 817 | 717 |
| National Savings and Investments | 11 | 33 | 36 | 44 | 18 | 23 | 20 | 27 | 22 |
| Office for National Statistics | 27 | 32 | 29 | 33 | 37 | 62 | 52 | 30 | 53 |
| Office for Standards in Education | 332 | 318 | 317 | 292 | 272 | 314 | 273 | 246 | 238 |
| Office of Fair Trading | 61 | 79 | 128 | 162 | 139 | 123 | 118 | 157 | 139 |
| Office of Gas and Electricity Markets (OFGEM) | 28 | 53 | 39 | 42 | 45 | 60 | 36 | 38 | 17 |
| Office of Rail Regulation | 50 | 63 | 52 | 59 | 61 | 67 | 43 | 33 | 52 |
| Ordnance Survey | 44 | 37 | 60 | 67 | 41 | 42 | 17 | 17 | 27 |
| Royal Mint | 4 | 5 | 9 | 11 | 4 | 8 | 5 | 3 | 5 |
| Rural Payments Agency | 38 | 73 | 83 | 84 | 75 | 91 | 86 | 83 | 84 |
| Serious Fraud Office | 27 | 27 | 32 | 24 | 23 | 33 | 20 | 33 | 25 |
| Treasury Solicitor's Department | 61 | 55 | 69 | 106 | 64 | 98 | 79 | 100 | 97 |
| Water Services Regulation Authority (OFWAT) | 15 | 25 | 35 | 45 | 22 | 20 | 19 | 30 | 14 |

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.

3 - Requests received by the Debt Management Office have been counted on a different basis in the statistics from Q1 2009 onwards compared to earlier periods. Please see Appendix B for more information.

TABLE 4

Timeliness of response to non-routine information requests received by monitored bodies from 2010 and from 1 October - 31 December 2010

| Government body | 2010 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 | 43,515 | 37,406 | 2,016 | 4,093 | 86% | 91% | 10,906 | 9,414 | 569 | 923 | 86% | 92% |
| TOTAL for Departments of State only | 27,290 | 22,594 | 1,451 | 3,245 | 83% | 88% | 6,898 | 5,743 | 418 | 737 | 83% | 89% |
| TOTAL for other monitored bodies | 16,225 | 14,812 | 565 | 848 | 91% | 95% | 4,008 | 3,671 | 151 | 186 | 92% | 95% |
| Departments of State | | | | | | | | | | | | |
| Attorney General's Office | 127 | 118 | 6 | 3 | 93% | 98% | 29 | 28 | 1 | 0 | 97% | 100% |
| Cabinet Office | 1,081 | 783 | 128 | 170 | 72% | 84% | 303 | 189 | 43 | 71 | 62% | 77% |
| Communities and Local Government | 929 | 825 | 65 | 39 | 89% | 96% | 235 | 208 | 18 | 9 | 89% | 96% |
| Department for Business, Innovation and Skills | 1,034 | 855 | 122 | 57 | 83% | 94% | 280 | 232 | 28 | 20 | 83% | 93% |
| Department for Culture, Media and Sport # | 607 | 516 | 82 | 9 | 85% | 99% | 158 | 145 | 9 | 4 | 92% | 97% |
| Department for Education | 880 | 666 | 22 | 192 | 76% | 78% | 217 | 144 | 5 | 68 | 66% | 69% |
| Department for Environment, Food and Rural Affairs | 551 | 482 | 26 | 43 | 87% | 92% | 139 | 122 | 8 | 9 | 88% | 94% |
| Department for International Development | 402 | 347 | 42 | 13 | 86% | 97% | 86 | 77 | 5 | 4 | 90% | 95% |
| Department for Transport # | 2,887 | 2,564 | 109 | 214 | 89% | 93% | 753 | 635 | 33 | 85 | 84% | 89% |
| Department for Work and Pensions # | 3,145 | 2,731 | 37 | 377 | 87% | 88% | 823 | 788 | 12 | 23 | 96% | 97% |
| Department of Energy and Climate Change | 576 | 487 | 49 | 40 | 85% | 93% | 123 | 101 | 9 | 13 | 82% | 89% |
| Department of Health | 2,023 | 1,998 | 24 | 1 | 99% | 100% | 526 | 522 | 4 | 0 | 99% | 100% |
| Export Credits Guarantee Department | 65 | 55 | 0 | 10 | 85% | 85% | 12 | 8 | 0 | 4 | * | * |
| Foreign and Commonwealth Office | 1,184 | 936 | 171 | 77 | 79% | 93% | 313 | 250 | 42 | 21 | 80% | 93% |
| Government Equalities Office | 106 | 85 | 3 | 18 | 80% | 83% | 32 | 24 | 3 | 5 | 75% | 84% |
| HM Treasury # | 2,062 | 1,950 | 90 | 22 | 95% | 99% | 435 | 386 | 39 | 10 | 89% | 98% |
| Home Office # | 3,069 | 2,354 | 248 | 467 | 77% | 85% | 826 | 674 | 67 | 85 | 82% | 90% |
| Ministry of Defence # | 2,916 | 1,751 | 148 | 1,017 | 60% | 65% | 767 | 477 | 71 | 219 | 62% | 71% |
| Ministry of Justice # | 3,174 | 2,678 | 44 | 452 | 84% | 86% | 707 | 615 | 8 | 84 | 87% | 88% |
| Northern Ireland Office | 214 | 190 | 18 | 6 | 89% | 97% | 50 | 44 | 5 | 1 | 88% | 98% |
| Scotland Office | 139 | 119 | 7 | 13 | 86% | 91% | 47 | 43 | 3 | 1 | 91% | 98% |
| Wales Office | 119 | 104 | 10 | 5 | 87% | 96% | 37 | 31 | 5 | 1 | 84% | 97% |

TABLE 4 continued

Timeliness of response to non-routine information requests received by monitored bodies from 2010 and from 1 October - 31 December 2010

| Government body | 2010 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 | 54 | 54 | 0 | 0 | 100% | 100% | 13 | 13 | 0 | 0 | * | * |
| Charity Commission | 882 | 836 | 0 | 46 | 95% | 95% | 254 | 236 | 0 | 18 | 93% | 93% |
| Child Maintenance and Enforcement Commission | 195 | 172 | 0 | 23 | 88% | 88% | 49 | 47 | 0 | 2 | 96% | 96% |
| Crown Prosecution Service | 469 | 435 | 13 | 21 | 93% | 96% | 107 | 97 | 8 | 2 | 91% | 98% |
| Debt Management Office | 45 | 45 | 0 | 0 | 100% | 100% | 11 | 11 | 0 | 0 | * | * |
| Food Standards Agency | 166 | 139 | 18 | 9 | 84% | 95% | 33 | 29 | 3 | 1 | 88% | 97% |
| Health and Safety Executive | 6,421 | 5,911 | 80 | 430 | 92% | 93% | 1,617 | 1,489 | 21 | 107 | 92% | 93% |
| HM Land Registry | 173 | 168 | 0 | 5 | 97% | 97% | 40 | 40 | 0 | 0 | 100% | 100% |
| HM Revenue and Customs | 1,622 | 1,470 | 7 | 145 | 91% | 91% | 459 | 417 | 3 | 39 | 91% | 92% |
| National Archives ^ | 2,919 | 2,475 | 395 | 49 | 85% | 98% | 652 | 544 | 107 | 1 | 83% | 100% |
| National Savings and Investments | 92 | 87 | 0 | 5 | 95% | 95% | 22 | 21 | 0 | 1 | 95% | 95% |
| Office for National Statistics | 197 | 197 | 0 | 0 | 100% | 100% | 53 | 53 | 0 | 0 | 100% | 100% |
| Office for Standards in Education | 1,071 | 1,058 | 3 | 10 | 99% | 99% | 238 | 238 | 0 | 0 | 100% | 100% |
| Office of Fair Trading | 537 | 514 | 0 | 23 | 96% | 96% | 139 | 133 | 0 | 6 | 96% | 96% |
| Office of Gas and Electricity Markets (OFGEM) | 151 | 132 | 7 | 12 | 87% | 92% | 17 | 15 | 0 | 2 | * | * |
| Office of Rail Regulation | 195 | 166 | 18 | 11 | 85% | 94% | 52 | 47 | 4 | 1 | 90% | 98% |
| Ordnance Survey | 103 | 101 | 2 | 0 | 98% | 100% | 27 | 27 | 0 | 0 | 100% | 100% |
| Royal Mint | 21 | 15 | 0 | 6 | 71% | 71% | 5 | 3 | 0 | 2 | * | * |
| Rural Payments Agency | 344 | 288 | 17 | 39 | 84% | 89% | 84 | 80 | 3 | 1 | 95% | 99% |
| Serious Fraud Office | 111 | 101 | 3 | 7 | 91% | 94% | 25 | 22 | 1 | 2 | 88% | 92% |
| Treasury Solicitor's Department | 374 | 369 | 2 | 3 | 99% | 99% | 97 | 95 | 1 | 1 | 98% | 99% |
| Water Services Regulation Authority (OFWAT) | 83 | 79 | 0 | 4 | 95% | 95% | 14 | 14 | 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 October 2008 (see footnote)

| Government body | 2008 | 2009 | | | | 2010 | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 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 | 87% | 86% | 86% | 86% | 87% | 89% | 90% | 92% | 92% |
| TOTAL for Departments of State only | 81% | 81% | 82% | 81% | 82% | 85% | 88% | 90% | 89% |
| TOTAL for other monitored bodies | 93% | 95% | 93% | 93% | 94% | 94% | 94% | 96% | 95% |
| <i>Departments of State</i> | | | | | | | | | |
| Attorney General's Office | 100% | * | 96% | 96% | 96% | 96% | 94% | 100% | 100% |
| Cabinet Office | 95% | 96% | 95% | 91% | 86% | 90% | 88% | 85% | 77% |
| Communities and Local Government | 92% | 94% | 95% | 95% | 95% | 94% | 96% | 97% | 96% |
| Department for Business, Innovation and Skills ¹ | 77% | 77% | 76% | 79% | 85% | 95% | 95% | 96% | 93% |
| Department for Culture, Media and Sport # | 97% | 100% | 99% | 98% | 98% | 98% | 100% | 99% | 97% |
| Department for Education ² | 91% | 87% | 87% | 80% | 77% | 91% | 89% | 69% | 69% |
| Department for Environment, Food and Rural Affairs | 99% | 91% | 85% | 85% | 88% | 93% | 87% | 94% | 94% |
| Department for Innovation, Universities and Skills | 58% | 66% | - | - | - | - | - | - | - |
| Department for International Development | 99% | 96% | 97% | 98% | 93% | 96% | 97% | 98% | 95% |
| Department for Transport # | 92% | 90% | 90% | 94% | 95% | 94% | 96% | 92% | 89% |
| Department for Work and Pensions # | 75% | 77% | 75% | 79% | 79% | 77% | 82% | 96% | 97% |
| Department of Energy and Climate Change | 71% | 84% | 72% | 80% | 87% | 95% | 96% | 91% | 89% |
| Department of Health | 83% | 89% | 96% | 96% | 100% | 100% | 100% | 100% | 100% |
| Export Credits Guarantee Department | * | * | * | * | * | 96% | * | * | * |
| Foreign and Commonwealth Office | 94% | 96% | 97% | 96% | 93% | 94% | 98% | 90% | 93% |
| Government Equalities Office | - | - | - | - | - | 77% | * | 97% | 84% |
| HM Treasury # | 100% | 99% | 100% | 98% | 99% | 99% | 99% | 99% | 98% |
| Home Office # | 78% | 73% | 65% | 67% | 68% | 81% | 80% | 88% | 90% |
| Ministry of Defence # | 82% | 66% | 69% | 49% | 53% | 55% | 69% | 66% | 71% |
| Ministry of Justice # | 51% | 60% | 71% | 77% | 81% | 81% | 84% | 89% | 88% |
| Northern Ireland Office | 95% | 97% | 84% | 99% | 90% | 95% | 95% | 100% | 98% |
| Scotland Office | 68% | 53% | 67% | 56% | 80% | 73% | 86% | 100% | 98% |
| Wales Office | * | * | * | * | * | * | 97% | 92% | 97% |

TABLE 5 continued

Proportion of non-routine information requests received that were answered "in time", by quarter, since 1 October 2008 (see footnote)

| Government body | 2008 | | | | 2009 | | | | 2010 | | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 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 | Q1: Jan-Mar | Q2: Apr-Jun | Q3: Jul-Sep | Q4: Oct-Dec |
| Other bodies included in monitoring | | | | | | | | | | | | | |
| Central Office of Information | * | * | * | * | * | * | * | * | * | * | * | * | * |
| Charity Commission | 95% | 99% | 89% | 91% | 95% | 93% | 96% | 98% | 93% | 96% | 98% | 93% | 96% |
| Child Maintenance and Enforcement Commission | - | 36% | 59% | 71% | 85% | 64% | 98% | 100% | 64% | 98% | 100% | 96% | 96% |
| Crown Prosecution Service | 100% | 99% | 98% | 96% | 99% | 96% | 92% | 95% | 96% | 92% | 95% | 98% | 98% |
| Debt Management Office ³ | 100% | * | * | * | * | * | * | * | * | * | * | * | * |
| Food Standards Agency | 100% | 100% | 97% | 100% | 97% | 91% | 100% | 94% | 91% | 100% | 94% | 97% | 97% |
| Health and Safety Executive | 91% | 94% | 93% | 92% | 92% | 93% | 93% | 93% | 93% | 93% | 93% | 93% | 93% |
| HM Land Registry | 88% | 94% | 80% | 97% | 94% | 96% | 92% | 100% | 96% | 92% | 100% | 100% | 100% |
| HM Revenue and Customs | 87% | 88% | 83% | 85% | 88% | 89% | 92% | 91% | 89% | 92% | 91% | 92% | 92% |
| National Archives ^ | 96% | 98% | 98% | 97% | 99% | 98% | 97% | 99% | 98% | 97% | 99% | 100% | 100% |
| National Savings and Investments | * | 94% | 100% | 100% | * | 96% | * | 100% | 96% | * | 100% | 95% | 95% |
| Office for National Statistics | 96% | 91% | 93% | 94% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Office for Standards in Education | 96% | 98% | 97% | 99% | 95% | 97% | 99% | 100% | 97% | 99% | 100% | 100% | 100% |
| Office of Fair Trading | 98% | 96% | 95% | 96% | 94% | 98% | 92% | 97% | 98% | 92% | 97% | 96% | 96% |
| Office of Gas and Electricity Markets (OFGEM) | 86% | 91% | 77% | 95% | 87% | 97% | 89% | 89% | 97% | 89% | 89% | * | * |
| Office of Rail Regulation | 98% | 97% | 92% | 100% | 98% | 94% | 88% | 97% | 94% | 88% | 97% | 98% | 98% |
| Ordnance Survey | 93% | 95% | 98% | 97% | 98% | 100% | * | * | 100% | * | * | 100% | 100% |
| Royal Mint | * | * | * | * | * | * | * | * | * | * | * | * | * |
| Rural Payments Agency | 84% | 97% | 88% | 90% | 92% | 75% | 85% | 98% | 75% | 85% | 98% | 99% | 99% |
| Serious Fraud Office | 100% | 85% | 63% | 38% | 96% | 88% | * | 100% | 88% | * | 100% | 92% | 92% |
| Treasury Solicitor's Department | 100% | 98% | 100% | 99% | 97% | 99% | 99% | 100% | 99% | 99% | 100% | 99% | 99% |
| Water Services Regulation Authority (OFWAT) | * | 56% | 74% | 100% | 77% | * | * | 97% | * | * | 97% | * | * |

- 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.

3 - Requests received by the Debt Management Office have been counted on a different basis in the statistics from Q1 2009 onwards compared to earlier periods. 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 2010

| 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 | 43,850 | 3,088 | 8,151 | 32,611 | 18,646 | 4,813 | 8,084 | 1,068 | 57% | 25% |
| TOTAL for Departments of State only | 27,405 | 1,919 | 5,002 | 20,484 | 11,985 | 2,731 | 4,857 | 911 | 59% | 24% |
| TOTAL for other monitored bodies | 16,445 | 1,169 | 3,149 | 12,127 | 6,661 | 2,082 | 3,227 | 157 | 55% | 27% |
| Departments of State | | | | | | | | | | |
| Attorney General's Office | 129 | 0 | 79 | 50 | 29 | 8 | 11 | 2 | 58% | 22% |
| Cabinet Office | 1,176 | 128 | 233 | 815 | 205 | 94 | 323 | 193 | 25% | 40% |
| Communities and Local Government | 933 | 0 | 108 | 825 | 604 | 146 | 66 | 9 | 73% | 8% |
| Department for Business, Innovation and Skills | 1,022 | 76 | 281 | 665 | 362 | 146 | 134 | 23 | 54% | 20% |
| Department for Culture, Media and Sport # | 614 | 52 | 72 | 490 | 339 | 110 | 34 | 7 | 69% | 7% |
| Department for Education | 880 | 62 | 85 | 733 | 549 | 60 | 113 | 11 | 75% | 15% |
| Department for Environment, Food and Rural Affairs | 551 | 26 | 86 | 439 | 295 | 78 | 64 | 2 | 67% | 15% |
| Department for International Development | 402 | 1 | 24 | 377 | 239 | 45 | 86 | 7 | 63% | 23% |
| Department for Transport # | 2,864 | 29 | 679 | 2,156 | 1,570 | 223 | 331 | 32 | 73% | 15% |
| Department for Work and Pensions # | 3,145 | 50 | 234 | 2,861 | 1,885 | 289 | 684 | 3 | 66% | 24% |
| Department of Energy and Climate Change | 573 | 28 | 145 | 400 | 198 | 98 | 101 | 3 | 50% | 25% |
| Department of Health | 2,023 | 39 | 485 | 1,499 | 1,065 | 169 | 254 | 11 | 71% | 17% |
| Export Credits Guarantee Department | 66 | 2 | 1 | 63 | 42 | 10 | 9 | 2 | 67% | 14% |
| Foreign and Commonwealth Office | 1,184 | 93 | 206 | 885 | 284 | 308 | 252 | 41 | 32% | 28% |
| Government Equalities Office | 108 | 0 | 1 | 107 | 84 | 17 | 6 | 0 | 79% | 6% |
| HM Treasury # | 2,064 | 316 | 546 | 1,202 | 703 | 89 | 368 | 42 | 58% | 31% |
| Home Office | 3,069 | 531 | 612 | 1,926 | 1,038 | 342 | 530 | 16 | 54% | 28% |
| Ministry of Defence # | 2,956 | 14 | 374 | 2,568 | 1,628 | 170 | 300 | 470 | 63% | 12% |
| Ministry of Justice # | 3,174 | 461 | 614 | 2,099 | 666 | 281 | 1,121 | 31 | 32% | 53% |
| Northern Ireland Office | 214 | 3 | 61 | 150 | 88 | 29 | 32 | 1 | 59% | 21% |
| Scotland Office | 139 | 0 | 33 | 106 | 60 | 12 | 31 | 3 | 57% | 29% |
| Wales Office | 119 | 8 | 43 | 68 | 52 | 7 | 7 | 2 | 76% | 10% |

TABLE 6 continued
Initial outcomes of non-routine information requests received by monitored bodies during 2010

| 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 | 54 | 0 | 9 | 45 | 43 | 0 | 2 | 0 | 96% | 4% |
| Charity Commission | 882 | 45 | 103 | 734 | 468 | 152 | 108 | 6 | 64% | 15% |
| Child Maintenance and Enforcement Commission | 195 | 7 | 6 | 182 | 110 | 8 | 64 | 0 | 60% | 35% |
| Crown Prosecution Service | 474 | 39 | 99 | 336 | 187 | 27 | 115 | 7 | 56% | 34% |
| Debt Management Office | 45 | 0 | 6 | 39 | 30 | 9 | 0 | 0 | 77% | 0% |
| Food Standards Agency | 166 | 1 | 29 | 136 | 49 | 59 | 28 | 0 | 36% | 21% |
| Health and Safety Executive | 6,421 | 245 | 2,010 | 4,166 | 2,229 | 853 | 1,005 | 79 | 54% | 24% |
| HM Land Registry | 173 | 11 | 10 | 152 | 140 | 5 | 7 | 0 | 92% | 5% |
| HM Revenue and Customs | 1,624 | 47 | 154 | 1,423 | 678 | 110 | 617 | 18 | 48% | 43% |
| National Archives | 3,130 | 526 | 374 | 2,230 | 1,160 | 309 | 714 | 47 | 52% | 32% |
| National Savings and Investments | 92 | 0 | 2 | 90 | 52 | 0 | 38 | 0 | 58% | 42% |
| Office for National Statistics | 197 | 11 | 22 | 164 | 131 | 3 | 30 | 0 | 80% | 18% |
| Office for Standards in Education | 1,071 | 14 | 134 | 923 | 577 | 199 | 147 | 0 | 63% | 16% |
| Office of Fair Trading | 537 | 81 | 25 | 431 | 129 | 80 | 222 | 0 | 30% | 52% |
| Office of Gas and Electricity Markets (OFGEM) | 151 | 21 | 26 | 104 | 71 | 22 | 11 | 0 | 68% | 11% |
| Office of Rail Regulation | 195 | 44 | 35 | 116 | 85 | 18 | 13 | 0 | 73% | 11% |
| Ordnance Survey | 103 | 3 | 33 | 67 | 51 | 12 | 4 | 0 | 76% | 6% |
| Royal Mint | 21 | 0 | 0 | 21 | 19 | 2 | 0 | 0 | 90% | 0% |
| Rural Payments Agency | 347 | 43 | 18 | 286 | 223 | 29 | 34 | 0 | 78% | 12% |
| Serious Fraud Office | 110 | 12 | 12 | 86 | 30 | 13 | 43 | 0 | 35% | 50% |
| Treasury Solicitor's Department | 374 | 9 | 34 | 331 | 141 | 171 | 19 | 0 | 43% | 6% |
| Water Services Regulation Authority (OFWAT) | 83 | 10 | 8 | 65 | 58 | 1 | 6 | 0 | 89% | 9% |

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 2010

| 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 | 10,906 | 691 | 1,970 | 8,245 | 4,570 | 1,243 | 2,028 | 404 | 55% | 25% |
| TOTAL for Departments of State only | 6,898 | 453 | 1,232 | 5,213 | 3,005 | 706 | 1,192 | 310 | 58% | 23% |
| TOTAL for other monitored bodies | 4,008 | 238 | 738 | 3,032 | 1,565 | 537 | 836 | 94 | 52% | 28% |
| Departments of State | | | | | | | | | | |
| Attorney General's Office | 29 | 0 | 15 | 14 | 10 | 3 | 1 | 0 | * | * |
| Cabinet Office | 303 | 28 | 65 | 210 | 55 | 29 | 74 | 52 | 26% | 35% |
| Communities and Local Government | 235 | 0 | 30 | 205 | 132 | 43 | 21 | 9 | 64% | 10% |
| Department for Business, Innovation and Skills | 280 | 19 | 83 | 178 | 95 | 39 | 35 | 9 | 53% | 20% |
| Department for Culture, Media and Sport # | 158 | 13 | 18 | 127 | 92 | 24 | 4 | 7 | 72% | 3% |
| Department for Education | 217 | 15 | 16 | 186 | 134 | 16 | 33 | 3 | 72% | 18% |
| Department for Environment, Food and Rural Affairs | 139 | 3 | 13 | 123 | 76 | 29 | 16 | 2 | 62% | 13% |
| Department for International Development | 86 | 0 | 3 | 83 | 63 | 2 | 14 | 4 | 76% | 17% |
| Department for Transport # | 753 | 8 | 204 | 541 | 388 | 47 | 76 | 30 | 72% | 14% |
| Department for Work and Pensions # | 823 | 4 | 56 | 763 | 498 | 79 | 183 | 3 | 65% | 24% |
| Department of Energy and Climate Change | 123 | 4 | 36 | 83 | 39 | 25 | 18 | 1 | 47% | 22% |
| Department of Health | 526 | 11 | 121 | 394 | 280 | 22 | 89 | 3 | 71% | 23% |
| Export Credits Guarantee Department | 12 | 0 | 0 | 12 | 6 | 4 | 2 | 0 | * | * |
| Foreign and Commonwealth Office | 313 | 30 | 58 | 225 | 88 | 67 | 58 | 12 | 39% | 26% |
| Government Equalities Office | 32 | 0 | 1 | 31 | 19 | 6 | 4 | 2 | 61% | 13% |
| HM Treasury # | 435 | 82 | 105 | 248 | 125 | 23 | 69 | 31 | 50% | 28% |
| Home Office # | 826 | 150 | 152 | 524 | 285 | 97 | 126 | 16 | 54% | 24% |
| Ministry of Defence # | 767 | 13 | 102 | 652 | 408 | 36 | 102 | 106 | 63% | 16% |
| Ministry of Justice # | 707 | 70 | 110 | 527 | 164 | 99 | 247 | 17 | 31% | 47% |
| Northern Ireland Office | 50 | 0 | 20 | 30 | 15 | 9 | 5 | 1 | 50% | 17% |
| Scotland Office | 47 | 0 | 11 | 36 | 16 | 7 | 13 | 0 | 44% | 36% |
| Wales Office | 37 | 3 | 13 | 21 | 17 | 0 | 2 | 2 | 81% | 10% |

TABLE 7 continued

Initial outcomes of non-routine information requests received by monitored bodies from 1 October - 31 December 2010

| 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 | 13 | 0 | 1 | 12 | 10 | 0 | 2 | 0 | * | * |
| Charity Commission | 254 | 14 | 19 | 221 | 133 | 45 | 37 | 6 | 60% | 17% |
| Child Maintenance and Enforcement Commission | 49 | 1 | 2 | 46 | 28 | 3 | 15 | 0 | 61% | 33% |
| Crown Prosecution Service | 107 | 11 | 18 | 78 | 48 | 6 | 19 | 5 | 62% | 24% |
| Debt Management Office | 11 | 0 | 1 | 10 | 6 | 4 | 0 | 0 | * | * |
| Food Standards Agency | 33 | 1 | 6 | 26 | 8 | 12 | 6 | 0 | 31% | 23% |
| Health and Safety Executive | 1,617 | 59 | 506 | 1,052 | 535 | 222 | 259 | 36 | 51% | 25% |
| HM Land Registry | 40 | 3 | 3 | 34 | 32 | 2 | 0 | 0 | 94% | 0% |
| HM Revenue and Customs | 459 | 13 | 45 | 401 | 166 | 31 | 195 | 9 | 41% | 49% |
| National Archives | 652 | 70 | 61 | 521 | 233 | 89 | 161 | 38 | 45% | 31% |
| National Savings and Investments | 22 | 0 | 0 | 22 | 15 | 0 | 7 | 0 | 68% | 32% |
| Office for National Statistics | 53 | 3 | 7 | 43 | 39 | 0 | 4 | 0 | 91% | 9% |
| Office for Standards in Education | 238 | 7 | 33 | 198 | 133 | 39 | 26 | 0 | 67% | 13% |
| Office of Fair Trading | 139 | 30 | 1 | 108 | 26 | 13 | 69 | 0 | 24% | 64% |
| Office of Gas and Electricity Markets (OFGEM) | 17 | 0 | 1 | 16 | 10 | 3 | 3 | 0 | * | * |
| Office of Rail Regulation | 52 | 11 | 13 | 28 | 21 | 6 | 1 | 0 | 75% | 4% |
| Ordnance Survey | 27 | 0 | 4 | 23 | 15 | 5 | 3 | 0 | 65% | 13% |
| Royal Mint | 5 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | * | * |
| Rural Payments Agency | 84 | 8 | 5 | 71 | 51 | 10 | 10 | 0 | 72% | 14% |
| Serious Fraud Office | 25 | 3 | 1 | 21 | 5 | 3 | 13 | 0 | 24% | 62% |
| Treasury Solicitor's Department | 97 | 4 | 10 | 83 | 34 | 44 | 5 | 0 | 41% | 6% |
| Water Services Regulation Authority (OFWAT) | 14 | 0 | 1 | 13 | 12 | 0 | 1 | 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 October 2008 (see footnote)

| Government body | 2008 | 2009 | | | | 2010 | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 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 | 57% | 56% | 55% | 55% | 55% | 54% | 58% | 56% | 55% |
| TOTAL for Departments of State only | 55% | 55% | 56% | 54% | 55% | 53% | 61% | 57% | 58% |
| TOTAL for other monitored bodies | 59% | 59% | 55% | 57% | 55% | 57% | 54% | 53% | 52% |
| <i>Departments of State</i> | | | | | | | | | |
| Attorney General's Office | * | * | * | * | * | * | * | * | * |
| Cabinet Office | 23% | 27% | 23% | 29% | 39% | 24% | 38% | 26% | 26% |
| Communities and Local Government | 78% | 68% | 72% | 69% | 78% | 77% | 73% | 73% | 64% |
| Department for Business, Innovation and Skills ¹ | 25% | 31% | 40% | 46% | 47% | 51% | 50% | 54% | 53% |
| Department for Culture, Media and Sport # | 56% | 60% | 68% | 66% | 66% | 64% | 70% | 56% | 72% |
| Department for Education ² | 72% | 69% | 60% | 70% | 75% | 72% | 82% | 68% | 72% |
| Department for Environment, Food and Rural Affairs | 75% | 66% | 71% | 69% | 65% | 62% | 67% | 70% | 62% |
| Department for Innovation, Universities and Skills | 75% | 65% | - | - | - | - | - | - | - |
| Department for International Development | 89% | 66% | 64% | 66% | 51% | 52% | 52% | 68% | 76% |
| Department for Transport # | 73% | 76% | 65% | 70% | 73% | 74% | 71% | 72% | 72% |
| Department for Work and Pensions # | 77% | 67% | 64% | 64% | 63% | 55% | 72% | 63% | 65% |
| Department of Energy and Climate Change | 39% | 36% | 48% | 50% | 46% | 46% | 53% | 48% | 47% |
| Department of Health | 65% | 68% | 69% | 75% | 76% | 70% | 70% | 73% | 71% |
| Export Credits Guarantee Department | * | * | * | * | * | 52% | * | * | * |
| Foreign and Commonwealth Office | 25% | 28% | 33% | 30% | 33% | 26% | 33% | 28% | 39% |
| Government Equalities Office | - | - | - | - | - | 77% | * | 93% | 61% |
| HM Treasury # | 48% | 41% | 60% | 52% | 56% | 50% | 70% | 60% | 50% |
| Home Office # | 47% | 40% | 41% | 40% | 50% | 47% | 54% | 51% | 54% |
| Ministry of Defence # | 59% | 59% | 61% | 44% | 45% | 46% | 65% | 58% | 63% |
| Ministry of Justice # | 33% | 40% | 36% | 31% | 26% | 28% | 31% | 33% | 31% |
| Northern Ireland Office | 48% | 65% | 53% | 56% | 43% | 45% | 69% | 68% | 50% |
| Scotland Office | 54% | 59% | 67% | 43% | 74% | 55% | * | 58% | 44% |
| Wales Office | * | * | * | * | * | * | * | 73% | 81% |

TABLE 8 continued

Proportion of resolvable non-routine information requests received that were granted in full, by quarter, since 1 October 2008 (see footnote)

| Government body | 2008 | 2009 | | | | 2010 | | | |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 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 | 60% | 65% | 56% | 66% | 64% | 66% | 64% | 64% | 60% |
| Child Maintenance and Enforcement Commission | - | 69% | 58% | 77% | 44% | 66% | 56% | 57% | 61% |
| Crown Prosecution Service | 48% | 56% | 48% | 62% | 66% | 60% | 49% | 51% | 62% |
| Debt Management Office ³ | 100% | * | * | * | * | * | * | * | * |
| Food Standards Agency | 19% | 36% | 40% | 38% | 15% | 39% | 38% | 32% | 31% |
| Health and Safety Executive | 55% | 51% | 55% | 52% | 50% | 53% | 53% | 52% | 51% |
| HM Land Registry | 95% | 97% | 95% | 97% | 88% | 91% | 93% | 91% | 94% |
| HM Revenue and Customs | 63% | 67% | 50% | 45% | 49% | 53% | 49% | 47% | 41% |
| National Archives | 64% | 71% | 60% | 63% | 59% | 56% | 48% | 48% | 45% |
| National Savings and Investments | * | 94% | 74% | 84% | * | 64% | * | 46% | 68% |
| Office for National Statistics | * | 63% | * | 70% | 60% | 77% | 74% | 77% | 91% |
| Office for Standards in Education | 48% | 45% | 46% | 65% | 64% | 61% | 62% | 61% | 67% |
| Office of Fair Trading | 20% | 22% | 21% | 34% | 35% | 41% | 31% | 26% | 24% |
| Office of Gas and Electricity Markets (OFGEM) | * | 62% | 54% | 77% | 70% | 67% | 68% | 67% | * |
| Office of Rail Regulation | 69% | 78% | 87% | 74% | 78% | 82% | 59% | * | 75% |
| Ordnance Survey | 72% | 63% | 66% | 71% | 76% | 100% | * | * | 65% |
| Royal Mint | * | * | * | * | * | * | * | * | * |
| Rural Payments Agency | 72% | 68% | 67% | 77% | 80% | 72% | 90% | 78% | 72% |
| Serious Fraud Office | * | * | * | * | * | 48% | * | * | 24% |
| Treasury Solicitor's Department | 67% | 29% | 63% | 23% | 30% | 37% | 44% | 49% | 41% |
| 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.

3 - Requests received by the Debt Management Office have been counted on a different basis in the statistics from Q1 2009 onwards compared to earlier periods. 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 2010

| 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 |
| TOTAL for all monitored bodies | 32,611 | 8,084 | 69 | 112 | 2,638 | 5,265 |
| TOTAL for Departments of State only | 20,484 | 4,857 | 63 | 98 | 2,225 | 2,471 |
| TOTAL for other monitored bodies | 12,127 | 3,227 | 6 | 14 | 413 | 2,794 |
| Departments of State | | | | | | |
| Attorney General's Office | 50 | 11 | 0 | 0 | 2 | 9 |
| Cabinet Office | 815 | 323 | 3 | 1 | 133 | 186 |
| Communities and Local Government | 825 | 66 | 4 | 2 | 14 | 46 |
| Department for Business, Innovation and Skills | 665 | 134 | 0 | 1 | 70 | 63 |
| Department for Culture, Media and Sport # | 490 | 34 | 0 | 0 | 22 | 12 |
| Department for Education | 733 | 113 | 3 | 0 | 57 | 53 |
| Department for Environment, Food and Rural Affairs | 439 | 64 | 2 | 0 | 22 | 40 |
| Department for International Development | 377 | 86 | 9 | 0 | 57 | 20 |
| Department for Transport # | 2,156 | 331 | 5 | 2 | 160 | 164 |
| Department for Work and Pensions # | 2,861 | 684 | 8 | 71 | 135 | 470 |
| Department of Energy and Climate Change | 400 | 101 | 4 | 0 | 45 | 52 |
| Department of Health | 1,499 | 254 | 4 | 1 | 130 | 119 |
| Export Credits Guarantee Department | 63 | 9 | 0 | 0 | 7 | 2 |
| Foreign and Commonwealth Office | 885 | 252 | 5 | 1 | 127 | 119 |
| Government Equalities Office | 107 | 6 | 0 | 0 | 1 | 5 |
| HM Treasury # | 1,202 | 368 | 0 | 0 | 107 | 261 |
| Home Office | 1,926 | 530 | 11 | 6 | 247 | 266 |
| Ministry of Defence # | 2,568 | 300 | 4 | 0 | 157 | 139 |
| Ministry of Justice # | 2,099 | 1,121 | 1 | 12 | 711 | 397 |
| Northern Ireland Office | 150 | 32 | 0 | 0 | 16 | 16 |
| Scotland Office | 106 | 31 | 0 | 0 | 4 | 27 |
| Wales Office | 68 | 7 | 0 | 1 | 1 | 5 |

TABLE 9 continued

Statutory reasons given by monitored bodies for fully withholding non-routine information requested during 2010

| 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 | 45 | 2 | 0 | 0 | 0 | 2 |
| Charity Commission | 734 | 108 | 0 | 2 | 15 | 91 |
| Child Maintenance and Enforcement Commission | 182 | 64 | 0 | 0 | 4 | 60 |
| Crown Prosecution Service | 336 | 115 | 0 | 0 | 44 | 71 |
| Debt Management Office | 39 | 0 | 0 | 0 | 0 | 0 |
| Food Standards Agency | 136 | 28 | 0 | 0 | 17 | 11 |
| Health and Safety Executive | 4,166 | 1,005 | 0 | 9 | 16 | 980 |
| HM Land Registry | 152 | 7 | 1 | 0 | 2 | 4 |
| HM Revenue and Customs | 1,423 | 617 | 2 | 2 | 252 | 361 |
| National Archives | 2,230 | 714 | 0 | 0 | 0 | 714 |
| National Savings and Investments | 90 | 38 | 0 | 0 | 19 | 19 |
| Office for National Statistics | 164 | 30 | 0 | 0 | 13 | 17 |
| Office for Standards in Education | 923 | 147 | 2 | 0 | 8 | 137 |
| Office of Fair Trading | 431 | 222 | 0 | 1 | 7 | 214 |
| Office of Gas and Electricity Markets (OFGEM) | 104 | 11 | 0 | 0 | 4 | 7 |
| Office of Rail Regulation | 116 | 13 | 0 | 0 | 2 | 11 |
| Ordnance Survey | 67 | 4 | 0 | 0 | 1 | 3 |
| Royal Mint | 21 | 0 | 0 | 0 | 0 | 0 |
| Rural Payments Agency | 286 | 34 | 1 | 0 | 2 | 31 |
| Serious Fraud Office | 86 | 43 | 0 | 0 | 5 | 38 |
| Treasury Solicitor's Department | 331 | 19 | 0 | 0 | 2 | 17 |
| Water Services Regulation Authority (OFWAT) | 65 | 6 | 0 | 0 | 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 2010

| Government body | Total requests where one or more exemptions / exceptions were applied ¹ | Exemptions listed in Part 2 ³ of the FOI Act | | | | | | | | | | | | | | | | | | | | | |
|--|--|---|--|--------------------------|----------------|--------------------------------|--|--------------------|---|------------------------|----------------------------|------------------------|--------------------------------|---|---|--|--------------------------|----------------------------------|-----------------------------|---|-------------------------------------|-----------------------------|-----------------------------------|
| | | 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 | 10,078 | 783 | 336 | 168 | 80 | 390 | 14 | 22 | 897 | 730 | 283 | 18 | 1 | 791 | 248 | 42 | 209 | 4,552 | 613 | 198 | 785 | 693 | 421 |
| TOTAL for Departments of State only | 5,202 | 673 | 246 | 168 | 73 | 324 | 14 | 19 | 100 | 369 | 241 | 1 | 1 | 733 | 220 | 38 | 96 | 1,916 | 219 | 145 | 616 | 68 | 355 |
| TOTAL for other monitored bodies | 4,876 | 110 | 90 | 0 | 7 | 66 | 0 | 3 | 797 | 361 | 42 | 17 | 0 | 58 | 28 | 4 | 113 | 2,636 | 394 | 53 | 169 | 625 | 66 |
| Departments of State | | | | | | | | | | | | | | | | | | | | | | | |
| Attorney General's Office | 17 | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 3 | 1 | 0 | 0 | 6 | 5 | 3 | 0 | 0 | 0 |
| Cabinet Office | 280 | 79 | 39 | 31 | 9 | 28 | 9 | 2 | 0 | 9 | 1 | 1 | 0 | 75 | 19 | 18 | 11 | 84 | 33 | 6 | 30 | 0 | 0 |
| Communities and Local Government | 192 | 21 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 32 | 12 | 1 | 2 | 35 | 8 | 11 | 23 | 2 | 65 |
| Department for Business, Innovation and Skills | 209 | 28 | 1 | 3 | 0 | 11 | 0 | 2 | 8 | 8 | 0 | 0 | 0 | 45 | 23 | 3 | 2 | 106 | 26 | 18 | 58 | 3 | 8 |
| Department for Education | 113 | 29 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 40 | 20 | 0 | 3 | 26 | 7 | 5 | 15 | 1 | 0 |
| Department for Culture, Media and Sport # | 122 | 8 | 1 | 2 | 0 | 2 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 24 | 16 | 3 | 3 | 36 | 17 | 8 | 15 | 2 | 11 |
| Department for Environment, Food and Rural Affairs | 118 | 6 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 15 | 1 | 1 | 2 | 22 | 3 | 6 | 6 | 0 | 52 |
| Department for International Development | 65 | 20 | 1 | 2 | 0 | 18 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 23 | 0 | 1 | 4 | 37 | 5 | 8 | 24 | 0 | 0 |
| Department for Transport # | 387 | 39 | 3 | 14 | 0 | 11 | 0 | 1 | 7 | 44 | 0 | 0 | 0 | 28 | 26 | 2 | 6 | 130 | 19 | 14 | 73 | 26 | 78 |
| Department for Work and Pensions # | 759 | 25 | 0 | 0 | 0 | 0 | 0 | 0 | 70 | 4 | 1 | 0 | 0 | 15 | 6 | 0 | 3 | 521 | 8 | 5 | 103 | 4 | 0 |
| Department of Energy and Climate Change | 150 | 18 | 0 | 3 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16 | 3 | 0 | 1 | 48 | 6 | 2 | 29 | 0 | 120 |
| Department of Health | 288 | 66 | 0 | 4 | 0 | 1 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 46 | 6 | 2 | 1 | 96 | 13 | 4 | 38 | 0 | 0 |
| Export Credits Guarantee Department | 12 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 4 | 2 | 2 | 5 | 0 | 2 |
| Foreign and Commonwealth Office | 427 | 42 | 70 | 23 | 5 | 153 | 1 | 0 | 1 | 6 | 2 | 0 | 0 | 47 | 4 | 3 | 12 | 145 | 29 | 15 | 29 | 1 | 0 |
| Government Equalities Office | 22 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 8 | 0 | 6 | 1 | 1 | 0 |
| HM Treasury # | 350 | 75 | 8 | 2 | 0 | 10 | 0 | 13 | 0 | 4 | 0 | 0 | 0 | 138 | 4 | 1 | 0 | 63 | 6 | 1 | 11 | 8 | 6 |
| Home Office | 608 | 87 | 98 | 62 | 1 | 42 | 1 | 1 | 3 | 199 | 2 | 0 | 0 | 64 | 55 | 2 | 18 | 213 | 19 | 16 | 76 | 7 | 0 |
| Ministry of Defence # | 309 | 21 | 19 | 17 | 58 | 26 | 0 | 0 | 10 | 8 | 0 | 0 | 0 | 34 | 8 | 0 | 14 | 112 | 9 | 5 | 59 | 4 | 8 |
| Ministry of Justice # | 678 | 91 | 1 | 0 | 0 | 6 | 0 | 0 | 0 | 54 | 235 | 0 | 0 | 44 | 6 | 1 | 2 | 197 | 2 | 8 | 17 | 9 | 5 |
| Northern Ireland Office | 45 | 5 | 4 | 4 | 0 | 4 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 6 | 8 | 0 | 8 | 22 | 2 | 2 | 3 | 0 | 0 |
| Scotland Office | 39 | 3 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 1 | 26 | 0 | 0 | 1 | 5 | 0 | 0 | 0 | 0 | 0 |
| Wales Office | 12 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 3 | 0 | 0 | 0 | 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 2010

| 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 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Charity Commission | 243 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 59 | 15 | 1 | 0 | 0 | 0 | 0 | 0 | 140 | 22 | 11 | 10 | 0 | 0 | 0 |
| Child Maintenance and Enforcement Commission | 68 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 61 | 0 | 0 | 1 | 0 | 0 | 0 |
| Crown Prosecution Service | 98 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 41 | 2 | 2 | 0 | 2 | 2 | 0 | 2 | 0 | 75 | 1 | 3 | 5 | 1 | 0 | 0 |
| Debt Management Office | 9 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| Food Standards Agency | 70 | 7 | 0 | 0 | 0 | 6 | 0 | 0 | 4 | 5 | 0 | 0 | 10 | 1 | 0 | 4 | 0 | 44 | 4 | 2 | 22 | 1 | 11 | 0 |
| Health and Safety Executive | 1,833 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 728 | 102 | 10 | 0 | 0 | 0 | 0 | 1 | 0 | 939 | 161 | 9 | 22 | 4 | 0 | 0 |
| HM Land Registry | 9 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 2 | 0 | 0 | 0 |
| HM Revenue and Customs | 471 | 15 | 4 | 0 | 0 | 1 | 0 | 2 | 0 | 31 | 1 | 0 | 13 | 3 | 0 | 2 | 0 | 79 | 13 | 17 | 9 | 356 | 0 | 0 |
| National Archives | 1,023 | 0 | 86 | 0 | 0 | 54 | 0 | 0 | 0 | 47 | 8 | 0 | 2 | 3 | 4 | 95 | 0 | 879 | 97 | 0 | 3 | 0 | 0 | 0 |
| National Savings and Investments | 19 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 8 | 6 | 0 | 0 |
| Office for National Statistics | 20 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 3 | 0 | 0 | 0 | 5 | 0 | 0 | 1 | 3 | 0 | 0 |
| Office for Standards in Education | 336 | 38 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 9 | 0 | 16 | 0 | 1 | 3 | 0 | 8 | 247 | 28 | 1 | 26 | 0 | 0 | 0 |
| Office of Fair Trading | 294 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 74 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 8 | 6 | 3 | 5 | 235 | 0 | 0 |
| Office of Gas and Electricity Markets (OFGEM) | 29 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 15 | 10 | 0 | 0 |
| Office of Rail Regulation | 29 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 1 | 1 | 0 | 8 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 4 | 0 | 0 |
| Ordnance Survey | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 8 | 0 | 0 | 0 |
| Royal Mint | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| Rural Payments Agency | 60 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 4 | 0 | 1 | 2 | 0 | 54 | 0 |
| Serious Fraud Office | 51 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 16 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 11 | 5 | 0 | 4 | 0 | 0 | 0 |
| Treasury Solicitor's Department | 188 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 15 | 4 | 0 | 3 | 3 | 0 | 1 | 0 | 122 | 57 | 6 | 25 | 0 | 0 | 0 |
| Water Services Regulation Authority (OFWAT) | 7 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 1 | 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 exceptions listed above.

TABLE 11

Outcomes of Internal Reviews¹ of non-routine information requests received by monitored bodies during 2010, 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 | 1,729 | 1,622 | 1,249 | 245 | 128 | 77% |
| TOTAL for Departments of State only | 1,349 | 1,259 | 964 | 195 | 100 | 77% |
| TOTAL for other monitored bodies | 380 | 363 | 285 | 50 | 28 | 79% |
| Departments of State | | | | | | |
| Attorney General's Office | 5 | 4 | 4 | 0 | 0 | * |
| Cabinet Office | 146 | 118 | 108 | 7 | 3 | 92% |
| Communities and Local Government | 43 | 41 | 33 | 6 | 2 | 80% |
| Department for Business, Innovation and Skills | 45 | 43 | 30 | 12 | 1 | 70% |
| Department for Culture, Media and Sport # | 24 | 23 | 12 | 9 | 2 | 52% |
| Department for Education | 32 | 32 | 29 | 3 | 0 | 91% |
| Department for Environment, Food and Rural Affairs | 22 | 19 | 12 | 4 | 3 | * |
| Department for International Development | 20 | 20 | 17 | 3 | 0 | * |
| Department for Transport # | 101 | 99 | 66 | 16 | 17 | 67% |
| Department for Work and Pensions # | 249 | 249 | 185 | 41 | 23 | 74% |
| Department of Energy and Climate Change | 37 | 35 | 25 | 10 | 0 | 71% |
| Department of Health | 70 | 67 | 53 | 7 | 7 | 79% |
| Export Credits Guarantee Department | 4 | 2 | 2 | 0 | 0 | * |
| Foreign and Commonwealth Office | 89 | 69 | 51 | 13 | 5 | 74% |
| Government Equalities Office | 3 | 3 | 1 | 2 | 0 | * |
| HM Treasury # | 42 | 32 | 23 | 5 | 4 | 72% |
| Home Office | 166 | 165 | 128 | 25 | 12 | 78% |
| Ministry of Defence # | 85 | 79 | 50 | 19 | 10 | 63% |
| Ministry of Justice # | 136 | 136 | 124 | 10 | 2 | 91% |
| Northern Ireland Office | 8 | 8 | 5 | 2 | 1 | * |
| Scotland Office | 16 | 9 | 1 | 0 | 8 | * |
| Wales Office | 6 | 6 | 5 | 1 | 0 | * |

TABLE 11 continued

Outcomes of Internal Reviews¹ of non-routine information requests received by monitored bodies during 2010, 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 | Overtaken | |
| Other bodies included in monitoring | | | | | | |
| Central Office of Information | 2 | 2 | 2 | 0 | 0 | * |
| Charity Commission | 28 | 28 | 15 | 10 | 3 | 54% |
| Child Maintenance and Enforcement Commission | 8 | 8 | 3 | 3 | 2 | * |
| Crown Prosecution Service | 32 | 30 | 17 | 11 | 2 | 57% |
| Debt Management Office | 0 | 0 | 0 | 0 | 0 | * |
| Food Standards Agency | 9 | 8 | 6 | 2 | 0 | * |
| Health and Safety Executive | 63 | 63 | 49 | 7 | 7 | 78% |
| HM Land Registry | 8 | 8 | 4 | 2 | 2 | * |
| HM Revenue and Customs | 124 | 111 | 106 | 4 | 1 | 95% |
| National Archives | 24 | 23 | 20 | 3 | 0 | 87% |
| National Savings and Investments | 2 | 2 | 2 | 0 | 0 | * |
| Office for National Statistics | 3 | 3 | 3 | 0 | 0 | * |
| Office for Standards in Education | 16 | 16 | 13 | 1 | 2 | * |
| Office of Fair Trading | 17 | 17 | 14 | 3 | 0 | * |
| Office of Gas and Electricity Markets (OFGEM) | 3 | 3 | 2 | 1 | 0 | * |
| Office of Rail Regulation | 4 | 4 | 2 | 2 | 0 | * |
| Ordnance Survey | 1 | 1 | 1 | 0 | 0 | * |
| Royal Mint | 0 | 0 | 0 | 0 | 0 | * |
| Rural Payments Agency | 11 | 11 | 6 | 0 | 5 | * |
| Serious Fraud Office | 12 | 12 | 12 | 0 | 0 | * |
| Treasury Solicitor's Department | 10 | 10 | 5 | 1 | 4 | * |
| Water Services Regulation Authority (OFWAT) | 3 | 3 | 3 | 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 2010, 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 | 1,666 | 1,559 | 218 | 689 | 407 | 124 | 61 | 32 | 28 |
| As a percentage of total requests received ³ | 4.5% | 4.2% | 0.6% | 1.8% | 1.1% | 0.3% | 0.2% | 0.1% | 0.1% |
| TOTAL for Departments of State only | 1,349 | 1,259 | 192 | 551 | 308 | 101 | 53 | 28 | 26 |
| As a percentage of total requests received ⁴ | 4.9% | 4.6% | 0.7% | 2.0% | 1.1% | 0.4% | 0.2% | 0.1% | 0.1% |
| TOTAL for other monitored bodies² | 317 | 300 | 26 | 138 | 99 | 23 | 8 | 4 | 2 |
| As a percentage of total requests received ³ | 3.2% | 3.0% | 0.3% | 1.4% | 1.0% | 0.2% | 0.1% | 0.0% | 0.0% |
| Departments of State | | | | | | | | | |
| Attorney General's Office | 5 | 4 | 1 | 1 | 1 | 0 | 0 | 0 | 1 |
| Cabinet Office | 146 | 118 | 1 | 23 | 33 | 18 | 16 | 15 | 12 |
| Communities and Local Government | 43 | 41 | 4 | 32 | 5 | 0 | 0 | 0 | 0 |
| Department for Business, Innovation and Skills | 45 | 43 | 3 | 20 | 10 | 5 | 5 | 0 | 0 |
| Department for Culture, Media and Sport # | 24 | 23 | 1 | 8 | 9 | 3 | 0 | 1 | 1 |
| Department for Education | 32 | 32 | 4 | 12 | 8 | 2 | 3 | 1 | 2 |
| Department for Environment, Food and Rural Affairs | 22 | 19 | 1 | 13 | 2 | 3 | 0 | 0 | 0 |
| Department for International Development | 20 | 20 | 7 | 12 | 0 | 1 | 0 | 0 | 0 |
| Department for Transport # | 101 | 99 | 21 | 50 | 20 | 8 | 0 | 0 | 0 |
| Department for Work and Pensions # | 249 | 249 | 72 | 130 | 39 | 5 | 2 | 0 | 1 |
| Department of Energy and Climate Change | 37 | 35 | 1 | 16 | 16 | 1 | 0 | 1 | 0 |
| Department of Health | 70 | 67 | 29 | 32 | 3 | 1 | 2 | 0 | 0 |
| Export Credits Guarantee Department | 4 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Foreign and Commonwealth Office | 89 | 69 | 4 | 20 | 30 | 8 | 3 | 2 | 2 |
| Government Equalities Office | 3 | 3 | 0 | 1 | 2 | 0 | 0 | 0 | 0 |
| HM Treasury # | 42 | 32 | 3 | 1 | 11 | 4 | 7 | 4 | 2 |
| Home Office | 166 | 165 | 0 | 69 | 60 | 22 | 12 | 2 | 0 |
| Ministry of Defence # | 85 | 79 | 14 | 27 | 25 | 10 | 0 | 0 | 3 |
| Ministry of Justice # | 136 | 136 | 23 | 76 | 26 | 4 | 3 | 2 | 2 |
| Northern Ireland Office | 8 | 8 | 2 | 3 | 2 | 1 | 0 | 0 | 0 |
| Scotland Office | 16 | 9 | 1 | 2 | 1 | 5 | 0 | 0 | 0 |
| Wales Office | 6 | 6 | 0 | 3 | 3 | 0 | 0 | 0 | 0 |

TABLE 12 continued

Duration of completed Internal Reviews¹ of non-routine information requests received by monitored bodies during 2010, 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 | 2 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 |
| Charity Commission | 28 | 28 | 1 | 17 | 9 | 0 | 0 | 1 | 0 |
| Child Maintenance and Enforcement Commission | 8 | 8 | 1 | 6 | 0 | 1 | 0 | 0 | 0 |
| Crown Prosecution Service | 32 | 30 | 4 | 9 | 12 | 4 | 0 | 0 | 1 |
| Debt Management Office | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Food Standards Agency | 9 | 8 | 1 | 1 | 4 | 2 | 0 | 0 | 0 |
| Health and Safety Executive ⁵ | - | - | - | - | - | - | - | 0 | 0 |
| HM Land Registry | 8 | 8 | 3 | 4 | 0 | 0 | 1 | 0 | 0 |
| HM Revenue and Customs | 124 | 111 | 11 | 44 | 40 | 11 | 5 | 0 | 0 |
| National Archives | 24 | 23 | 0 | 12 | 7 | 1 | 1 | 1 | 1 |
| National Savings and Investments | 2 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 |
| Office for National Statistics | 3 | 3 | 0 | 1 | 2 | 0 | 0 | 0 | 0 |
| Office for Standards in Education | 16 | 16 | 1 | 7 | 7 | 0 | 0 | 1 | 0 |
| Office of Fair Trading | 17 | 17 | 0 | 9 | 7 | 0 | 0 | 1 | 0 |
| Office of Gas and Electricity Markets (OFGEM) | 3 | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| Office of Rail Regulation | 4 | 4 | 0 | 2 | 2 | 0 | 0 | 0 | 0 |
| Ordnance Survey | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Royal Mint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Rural Payments Agency | 11 | 11 | 2 | 2 | 4 | 3 | 0 | 0 | 0 |
| Serious Fraud Office | 12 | 12 | 0 | 12 | 0 | 0 | 0 | 0 | 0 |
| Treasury Solicitor's Department | 10 | 10 | 1 | 8 | 0 | 1 | 0 | 0 | 0 |
| Water Services Regulation Authority (OFWAT) | 3 | 3 | 1 | 0 | 1 | 0 | 1 | 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 6.

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 2010.

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

5 - The Health and Safety Executive was not able to provide data on Internal Review durations in 2010.

TABLE 13

Duration of Internal Reviews¹ of non-routine information requests received by monitored bodies in 2009, where the requested information was initially withheld, and which were reported as not completed* in the 2009 end-year monitoring statistics

| Government body | Internal Reviews with unknown outcome (at time of end-of-year monitoring in 2009) 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 bodies² | 185 | 7 | 38 | 31 | 21 | 13 | 13 | 62 |
| TOTAL for Departments of State only | 172 | 7 | 36 | 26 | 20 | 11 | 12 | 60 |
| TOTAL for other monitored bodies² | 13 | 0 | 2 | 5 | 1 | 2 | 1 | 2 |
| Departments of State | | | | | | | | |
| Attorney General's Office | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Cabinet Office ³ | - | - | - | - | - | - | - | - |
| Communities and Local Government | 5 | 0 | 5 | 0 | 0 | 0 | 0 | 0 |
| Department for Business, Innovation and Skills | 5 | 0 | 0 | 0 | 1 | 0 | 0 | 4 |
| Department for Culture, Media and Sport # | 6 | 0 | 0 | 3 | 1 | 0 | 2 | 0 |
| Department for Education | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| Department for Environment, Food and Rural Affairs | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Department for International Development | 5 | 0 | 0 | 0 | 0 | 2 | 0 | 3 |
| Department for Transport # | 3 | 0 | 0 | 1 | 1 | 0 | 1 | 0 |
| Department for Work and Pensions # | 3 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| Department of Energy and Climate Change | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Department of Health | 8 | 2 | 4 | 0 | 1 | 1 | 0 | 0 |
| Export Credits Guarantee Department | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Foreign and Commonwealth Office | 36 | 4 | 9 | 9 | 3 | 2 | 2 | 7 |
| Government Equalities Office | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HM Treasury # | 16 | 0 | 0 | 0 | 1 | 0 | 2 | 13 |
| Home Office | 36 | 1 | 1 | 3 | 8 | 2 | 2 | 19 |
| Ministry of Defence # | 9 | 0 | 1 | 3 | 0 | 0 | 1 | 4 |
| Ministry of Justice # | 32 | 0 | 15 | 6 | 3 | 0 | 1 | 7 |
| Northern Ireland Office | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Scotland Office | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 0 |
| 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 2009, where the requested information was initially withheld, and which were reported as not completed* in the 2009 end-year monitoring statistics

| Government body | Internal Reviews with unknown outcome (at time of end-of-year monitoring 2009) 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 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Crown Prosecution Service | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Debt Management Office | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Food Standards Agency | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Health and Safety Executive ³ | - | - | - | - | - | - | - | - |
| HM Land Registry | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| HM Revenue and Customs | 5 | 0 | 0 | 3 | 0 | 1 | 0 | 1 |
| National Archives | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| National Savings and Investments | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Office for National Statistics | 1 | 0 | 1 | 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) | 1 | 0 | 1 | 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 | 0 | 0 | 0 | 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 5)

3 - The Cabinet Office and the Health and Safety Executive were not able to provide data on non-completed Internal Review durations from 2009 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 2010

| 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 |
| TOTAL for all monitored bodies | 228 | 116 | 82 | 23 | 11 |
| TOTAL for Departments of State only | 176 | 89 | 64 | 17 | 8 |
| TOTAL for other monitored bodies | 52 | 27 | 18 | 6 | 3 |
| <i>Departments of State</i> | | | | | |
| Attorney General's Office | 3 | 2 | 2 | 0 | 0 |
| Cabinet Office | 24 | 16 | 12 | 3 | 1 |
| Communities and Local Government | 11 | 3 | 1 | 2 | 0 |
| Department for Business, Innovation and Skills | 12 | 9 | 8 | 1 | 0 |
| Department for Culture, Media and Sport # | 6 | 1 | 0 | 1 | 0 |
| Department for Education | 14 | 11 | 7 | 1 | 3 |
| Department for Environment, Food and Rural Affairs | 4 | 3 | 2 | 1 | 0 |
| Department for International Development | 2 | 0 | 0 | 0 | 0 |
| Department for Transport # | 5 | 3 | 2 | 1 | 0 |
| Department for Work and Pensions # | 3 | 2 | 0 | 2 | 0 |
| Department of Energy and Climate Change | 9 | 6 | 6 | 0 | 0 |
| Department of Health | 7 | 3 | 1 | 0 | 2 |
| Export Credits Guarantee Department | 2 | 0 | 0 | 0 | 0 |
| Foreign and Commonwealth Office | 17 | 0 | 0 | 0 | 0 |
| Government Equalities Office | 0 | 0 | 0 | 0 | 0 |
| HM Treasury # | 1 | 0 | 0 | 0 | 0 |
| Home Office | 17 | 4 | 2 | 2 | 0 |
| Ministry of Defence # | 12 | 1 | 1 | 0 | 0 |
| Ministry of Justice # | 27 | 25 | 20 | 3 | 2 |
| Northern Ireland Office | 0 | 0 | 0 | 0 | 0 |
| Scotland Office | 0 | 0 | 0 | 0 | 0 |
| Wales Office | 0 | 0 | 0 | 0 | 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 2010

| 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 | Overturned |
| <i>Other bodies included in monitoring</i> | | | | | |
| Central Office of Information | 1 | 0 | 0 | 0 | 0 |
| Charity Commission | 1 | 1 | 1 | 0 | 0 |
| Child Maintenance and Enforcement Commission | 0 | 0 | 0 | 0 | 0 |
| Crown Prosecution Service | 11 | 4 | 3 | 1 | 0 |
| Debt Management Office | 0 | 0 | 0 | 0 | 0 |
| Food Standards Agency | 1 | 1 | 1 | 0 | 0 |
| Health and Safety Executive | 3 | 2 | 1 | 1 | 0 |
| HM Land Registry | 0 | 0 | 0 | 0 | 0 |
| HM Revenue and Customs | 16 | 6 | 4 | 2 | 0 |
| National Archives | 4 | 0 | 0 | 0 | 0 |
| National Savings and Investments | 0 | 0 | 0 | 0 | 0 |
| Office for National Statistics | 1 | 1 | 1 | 0 | 0 |
| Office for Standards in Education | 3 | 3 | 2 | 0 | 1 |
| Office of Fair Trading | 0 | 0 | 0 | 0 | 0 |
| Office of Gas and Electricity Markets (OFGEM) | 0 | 0 | 0 | 0 | 0 |
| Office of Rail Regulation | 1 | 1 | 1 | 0 | 0 |
| Ordnance Survey | 0 | 0 | 0 | 0 | 0 |
| Royal Mint | 0 | 0 | 0 | 0 | 0 |
| Rural Payments Agency | 3 | 3 | 2 | 0 | 1 |
| Serious Fraud Office | 1 | 0 | 0 | 0 | 0 |
| Treasury Solicitor's Department | 6 | 5 | 2 | 2 | 1 |
| 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 2010

| 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 | 1,957 | 1,672 | 130 | 157 | 112 | 388 | 223 | 216 | 217 | 82 | 76 | 71 |
| As a percentage of total requests received ³ | 5.7% | 4.9% | 0.4% | 0.5% | 0.3% | 1.1% | 0.7% | 0.6% | 0.6% | 0.2% | 0.2% | 0.2% |
| TOTAL for Departments of State only | 1,501 | 1,260 | 108 | 127 | 88 | 342 | 153 | 169 | 157 | 45 | 43 | 28 |
| As a percentage of total requests received ⁴ | 5.5% | 4.6% | 0.4% | 0.5% | 0.3% | 1.2% | 0.6% | 0.6% | 0.6% | 0.2% | 0.2% | 0.1% |
| TOTAL for other monitored bodies | 456 | 412 | 22 | 30 | 24 | 46 | 70 | 47 | 60 | 37 | 33 | 43 |
| As a percentage of total requests received ³ | 6.6% | 6.0% | 0.3% | 0.4% | 0.3% | 0.7% | 1.0% | 0.7% | 0.9% | 0.5% | 0.5% | 0.6% |
| Departments of State | | | | | | | | | | | | |
| Attorney General's Office | 8 | 6 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 |
| Cabinet Office | 165 | 96 | 31 | 17 | 19 | 13 | 2 | 7 | 1 | 1 | 1 | 4 |
| Communities and Local Government | 72 | 66 | 3 | 2 | 5 | 24 | 17 | 11 | 3 | 0 | 1 | 0 |
| Department for Business, Innovation and Skills | 121 | 103 | 2 | 3 | 1 | 43 | 7 | 16 | 31 | 0 | 0 | 0 |
| Department for Culture, Media and Sport # | 70 | 63 | 3 | 6 | 5 | 24 | 3 | 8 | 10 | 3 | 0 | 1 |
| Department for Education | 22 | 22 | 4 | 4 | 3 | 4 | 2 | 1 | 3 | 0 | 0 | 1 |
| Department for Environment, Food and Rural Affairs | 22 | 20 | 1 | 1 | 0 | 18 | 0 | 0 | 0 | 0 | 0 | 0 |
| Department for International Development | 42 | 37 | 0 | 6 | 2 | 12 | 4 | 7 | 2 | 1 | 1 | 2 |
| Department for Transport # | 88 | 82 | 11 | 20 | 6 | 30 | 6 | 7 | 2 | 0 | 0 | 0 |
| Department for Work and Pensions # | 37 | 36 | 2 | 4 | 5 | 16 | 0 | 5 | 3 | 0 | 1 | 0 |
| Department of Energy and Climate Change | 47 | 44 | 0 | 6 | 3 | 24 | 0 | 5 | 6 | 0 | 0 | 0 |
| Department of Health | 32 | 29 | 0 | 11 | 0 | 17 | 1 | 0 | 0 | 0 | 0 | 0 |
| Export Credits Guarantee Department | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Foreign and Commonwealth Office | 173 | 135 | 6 | 13 | 9 | 44 | 23 | 22 | 13 | 4 | 1 | 0 |
| Government Equalities Office | 3 | 3 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| HM Treasury # | 92 | 61 | 14 | 9 | 5 | 7 | 7 | 7 | 12 | 0 | 0 | 0 |
| Home Office | 247 | 238 | 13 | 17 | 22 | 53 | 28 | 28 | 26 | 13 | 35 | 3 |
| Ministry of Defence # | 182 | 148 | 0 | 0 | 0 | 1 | 45 | 31 | 39 | 18 | 3 | 11 |
| Ministry of Justice # | 44 | 43 | 15 | 3 | 0 | 7 | 5 | 8 | 1 | 1 | 0 | 3 |
| Northern Ireland Office | 18 | 17 | 1 | 1 | 1 | 2 | 2 | 0 | 4 | 4 | 0 | 2 |
| Scotland Office | 8 | 5 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 |
| Wales Office | 8 | 6 | 0 | 3 | 0 | 2 | 1 | 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 2010

| 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 | 2 | 2 | 0 | 2 | 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 | 14 | 9 | 1 | 1 | 0 | 4 | 2 | 1 | 0 | 0 | 0 | 0 |
| Debt Management Office | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Food Standards Agency | 19 | 19 | 1 | 5 | 2 | 9 | 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 | 0 | 0 | 2 | 1 | 2 | 1 | 0 | 0 | 0 | 0 |
| National Archives | 362 | 324 | 2 | 11 | 13 | 17 | 65 | 43 | 60 | 37 | 33 | 43 |
| 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 | 3 | 3 | 1 | 1 | 1 | 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) | 7 | 7 | 3 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Office of Rail Regulation | 18 | 18 | 2 | 3 | 4 | 9 | 0 | 0 | 0 | 0 | 0 | 0 |
| Ordnance Survey | 2 | 2 | 1 | 1 | 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 | 17 | 17 | 11 | 2 | 0 | 3 | 0 | 1 | 0 | 0 | 0 | 0 |
| Serious Fraud Office | 3 | 3 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| Treasury Solicitor's Department | 2 | 2 | 0 | 1 | 1 | 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.

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 2009 (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 2010.

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 2009, and which were reported as not completed* in the 2009 end-year monitoring statistics

| Government body | Uncompleted extended requests (at time of end-of-year monitoring 2009) 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 | 249 | 4 | 6 | 5 | 9 | 21 | 19 | 38 | 28 | 9 | 110 |
| TOTAL for Departments of State only | 194 | 3 | 3 | 5 | 8 | 15 | 15 | 26 | 16 | 5 | 98 |
| TOTAL for other monitored bodies | 55 | 1 | 3 | 0 | 1 | 6 | 4 | 12 | 12 | 4 | 12 |
| Departments of State | | | | | | | | | | | |
| Attorney General's Office | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Cabinet Office ³ | - | - | - | - | - | - | - | - | - | - | - |
| Communities and Local Government | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 |
| Department for Business, Innovation and Skills | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 7 |
| Department for Culture, Media and Sport # | 11 | 0 | 1 | 0 | 0 | 1 | 4 | 2 | 2 | 0 | 1 |
| Department for Education | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Department for Environment, Food and Rural Affairs | 6 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 4 |
| Department for International Development | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 3 |
| Department for Transport # | 9 | 0 | 0 | 0 | 1 | 3 | 0 | 3 | 1 | 1 | 0 |
| Department for Work and Pensions # | 2 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Department of Energy and Climate Change | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| Department of Health | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Export Credits Guarantee Department | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Foreign and Commonwealth Office | 47 | 2 | 0 | 3 | 5 | 6 | 5 | 12 | 4 | 1 | 9 |
| Government Equalities Office | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| HM Treasury # | 13 | 0 | 2 | 1 | 1 | 1 | 0 | 3 | 1 | 0 | 4 |
| Home Office | 29 | 1 | 0 | 0 | 0 | 1 | 3 | 0 | 3 | 1 | 20 |
| Ministry of Defence # | 39 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 39 |
| Ministry of Justice # | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Northern Ireland Office | 12 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 2 | 1 | 6 |
| Scotland Office | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Wales Office | 0 | 0 | 0 | 0 | 0 | 0 | 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 2009, and which were reported as not completed* in the 2009 end-year monitoring statistics

| Government body | Uncompleted extended requests (at time of end-of-year monitoring 2009) 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 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 | 0 | 0 | 1 |
| National Archives | 44 | 0 | 0 | 0 | 0 | 6 | 2 | 12 | 11 | 4 | 9 | 0 |
| 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) | 4 | 0 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Office of Rail Regulation | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| 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 | 4 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 |
| Serious Fraud Office | 0 | 0 | 0 | 0 | 0 | 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 5).

3 - The Cabinet Office and the Health and Safety Executive were not able to provide data on non-completed PIT extension durations from 2009 end-year monitoring statistics.

TABLE 17
Monthly number of referrals made to the MOJ Central Clearing House by its customer bodies during 2010

| Referring Department | Month | | | | | | | | | | | | Total |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | |
| Attorney General's Office | 2 | 3 | 3 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 11 |
| Cabinet Office/No 10 | 4 | 2 | 0 | 3 | 0 | 2 | 4 | 7 | 7 | 4 | 5 | 12 | 50 |
| Communities and Local Government | 1 | 1 | 2 | 0 | 2 | 2 | 2 | 3 | 0 | 0 | 1 | 0 | 14 |
| Crown Prosecution Service | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Department for Business, Innovation and Skills | 5 | 14 | 6 | 5 | 7 | 11 | 8 | 3 | 3 | 5 | 9 | 3 | 79 |
| Department for Culture, Media and Sport | 0 | 0 | 0 | 1 | 1 | 2 | 0 | 3 | 0 | 1 | 0 | 0 | 8 |
| Department for Education | 1 | 2 | 3 | 0 | 0 | 2 | 2 | 2 | 2 | 1 | 1 | 0 | 16 |
| Department for Environment, Food and Rural Affairs | 2 | 0 | 4 | 2 | 1 | 5 | 0 | 4 | 1 | 2 | 1 | 0 | 22 |
| Department for International Development | 0 | 2 | 0 | 1 | 0 | 0 | 1 | 3 | 1 | 1 | 0 | 2 | 11 |
| Department for Transport | 3 | 3 | 6 | 4 | 5 | 10 | 6 | 4 | 4 | 4 | 2 | 2 | 53 |
| Department for Work and Pensions | 1 | 2 | 2 | 2 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 10 |
| Department of Health | 3 | 3 | 1 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 2 | 13 |
| Food Standards Agency | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 3 |
| Foreign and Commonwealth Office | 11 | 12 | 13 | 5 | 6 | 3 | 3 | 5 | 2 | 2 | 3 | 1 | 66 |
| Health and Safety Executive | 1 | 2 | 1 | 0 | 0 | 0 | 3 | 2 | 0 | 2 | 3 | 0 | 14 |
| HM Revenue and Customs | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 1 | 0 | 0 | 1 | 0 | 6 |
| HM Treasury | 2 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 9 |
| Home Office | 3 | 4 | 5 | 4 | 5 | 6 | 14 | 5 | 10 | 3 | 8 | 4 | 71 |
| Ministry of Defence | 8 | 5 | 9 | 2 | 6 | 6 | 4 | 7 | 2 | 6 | 8 | 5 | 68 |
| Ministry of Justice | 1 | 1 | 3 | 1 | 4 | 2 | 3 | 3 | 6 | 0 | 1 | 0 | 25 |
| National Archives | 7 | 2 | 6 | 9 | 8 | 7 | 2 | 4 | 5 | 5 | 4 | 1 | 60 |
| Northern Ireland Office | 0 | 0 | 1 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 2 | 9 |
| Scotland Office | 3 | 0 | 1 | 1 | 0 | 2 | 2 | 0 | 0 | 0 | 1 | 0 | 10 |
| Wales Office | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Other | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 2 | 0 | 0 | 1 | 3 | 12 |
| Total | 58 | 61 | 69 | 42 | 53 | 73 | 58 | 59 | 45 | 38 | 50 | 38 | 644 |

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 2010.
- Annual data for the whole of 2010 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 43,796 from quarterly data, and 43,921 from annual data - a difference of about 0.3%.

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 44 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 2010.

Departments of State

- Attorney General’s Office
- Cabinet Office
- Communities and Local Government
- Department for Business, Innovation and Skills
- 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
Government Equalities 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 October 2008 and the end of December 2010, the period covered by the in-year performance and volume tables in this bulletin.

The **Department of Energy and Climate Change (DECC)** was created on 3 October 2008, bringing together responsibilities previously held by Department for Business, Enterprise and Regulatory Reform (BERR) and the Department for Environment, Food and Rural Affairs (Defra). The Q4 2008 figures for DECC relate to information requests received by the department between 3 October 2008 and 31 December 2008.

Information requests relating to these responsibilities received on 1 and 2 October are counted under BERR or Defra as appropriate.

The **Child Maintenance and Enforcement Commission (CMEC)** was created in October 2008, and has assumed responsibility for the Child Support Agency (CSA), previously an executive agency of the Department for Work and Pensions (DWP) whose requests were included within the DWP statistics. Requests to CMEC in Q4 2008 were included under the figures for DWP. Requests to CMEC are separately identified for the first time in the Q1 2009 statistics.

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 **Government Equalities Office (GEO)** was created in October 2007. Figures for requests received by the GEO were included in the statistics for the first time in Q1 2010. Requests to the GEO were not included in the statistics up to and including Q4 2009. The GEO's inclusion should therefore be borne in mind when comparing 2010 data for the Departments of State and all monitored bodies groups with earlier quarters. However, the small volume of requests received by the GEO means that the GEO constitutes a very small proportion of the total requests received by these groups as a whole, and so direct comparisons with earlier quarters can still be made.

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 statistics on requests received by the Debt Management Office (DMO) have been counted on a different basis from Q1 2009 onwards compared to earlier quarters. It was identified that the figures for 2008 and earlier years included a significant number of public enquiries which do not fall under the definition of "non-routine" used for these monitoring statistics. For Q1 2009 onwards, the DMO's figures only report on "non-routine" information requests as required, but it has not been possible to revise figures for previous quarters. This definitional difference should be borne in mind when comparing DMO's statistics since Q1 2009 with those for earlier periods.
4. 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 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:

- Appeals Agency
- Disability Carers Service
- Jobcentre plus
- Pension Service
- Rent Service

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.

Ministry of Defence

Figures include requests received by the following agencies:

- ABRO (Army Base Repair Organisation) (Trading Fund)
- Armed Forces Personnel Administration Agency
- Army Training and Recruiting Agency
- British Forces Post Office
- Defence Analytical Services Agency
- Defence Aviation Repair Agency (Trading Fund)
- Defence Bills Agency

Defence Communications Services Agency
Defence Estates
Defence Medical Education and Training Agency
Defence Procurement Agency
Defence Science and Technology Laboratory (Trading Fund)
Defence Storage and Distribution Agency
Defence Transport and Movements Agency
Defence Vetting Agency
Disposal Services Agency
Duke of York's Royal Military School
Met Office (Trading Fund)
Ministry of Defence Police and Guarding Agency
Naval Recruiting and Training Agency
Pay and Personnel Agency
RAF Training Group Defence Agency
Service Children's Education
UK Hydrographic Office (Trading Fund)
Veterans Agency

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/guidance/freedom-and-rights/freedom-of-information/index.htm>

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 2010 and the period 1 October to 31 December 2010. The collection of monitoring data began on the 21st working day after the last day of this period (i.e. on 28 January 2011), 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 44 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 2010 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:

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Other enquiries about these statistics should be directed to:

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

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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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