

**Latest quarterly (2, 3, 4, 5, 6, 8, 11) and annual (1, 1 (Expanded), 2, 4, 7, 9, 10, 12, 13, 14, 15, 16, 17, 18) tables**

<a href="#">Table 1</a>	Summary statistics, 2015 to 2018
<a href="#">Table 1 (Expanded)</a>	Summary statistics, 2005 to 2018
<a href="#">Table 2</a>	Number of non-routine information requests received in 2018 and 1 October - 31 December 2018 with their status at time of monitoring
<a href="#">Table 3</a>	Number of non-routine information requests received by monitored bodies, by quarter, since 1 January 2016
<a href="#">Table 4</a>	Timeliness of response to non-routine information requests received by monitored bodies during 2018 and 1 October - 31 December 2018
<a href="#">Table 5</a>	Percentage of non-routine information requests received that were answered "in time", by quarter, since 1 January 2016
<a href="#">Table 6</a>	Initial outcomes of non-routine information requests received by monitored bodies from 1 October - 31 December 2018
<a href="#">Table 7</a>	Initial outcomes of non-routine information requests received by monitored bodies during 2018
<a href="#">Table 8a</a>	Percentage of resolvable non-routine information requests received that were granted in full, by quarter, since 1 January 2016
<a href="#">Table 8b</a>	Percentage of resolvable non-routine information requests received (excluding procedural refusals) that were granted in full, by quarter, since 1 January 2016
<a href="#">Table 9</a>	Statutory reasons given by monitored bodies for fully withholding non-routine information requested during 2018
<a href="#">Table 10</a>	Exemptions (FOI) and exceptions (EIRs) applied by monitored bodies when withholding non-routine information requested during 2018
<a href="#">Table 11</a>	Section 21 exemptions applied by monitored bodies when dealing with routine information requests received from 1 October - 31 December 2018
<a href="#">Table 12</a>	Section 21 exemptions applied by monitored bodies when dealing with routine information requests received in 2018
<a href="#">Table 13</a>	Outcomes of Internal Reviews of non-routine information requests received by monitored bodies during 2018, where the requested information was initially withheld
<a href="#">Table 14</a>	Duration of completed Internal Reviews of non-routine information requests received by monitored bodies during 2018, where the requested information was initially withheld
<a href="#">Table 15</a>	Duration of Internal Reviews of non-routine information requests received by monitored bodies in 2017, where the requested information was initially withheld, and which were reported as not completed in the 2017 end-year monitoring statistics
<a href="#">Table 16</a>	Outcomes of appeals to the Information Commissioner's Office (ICO) about the handling of non-routine information requests received by monitored bodies during 2018
<a href="#">Table 17</a>	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 2017
<a href="#">Table 18</a>	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 2017, and which were reported as not completed in the 2017 end-year monitoring statistics

**Symbols and conventions**

-	Not applicable
0	Nil
#	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. The bulletin gives full details
(r)	Figures have been updated in the annual return from the previous quarterly values.

**TABLE 1**  
**Summary statistics, 2015 to 2018**

	Departments of State	Other monitored bodies	TOTAL
<b>Initial handling of requests</b>			
<b>Total number of non-routine information requests received by monitored bodies</b>			
2015	31,726	15,660	<b>47,386</b>
2016	30,664	14,751	<b>45,415</b>
2017	31,992	14,689	<b>46,681</b>
2018	34,452	15,509	<b>49,961</b>
% change, 2017 to 2018	8%	6%	7%
<b>Proportion of requests received (excluding on-hold or lapsed<sup>1</sup>) where response was provided within 20-day deadline<sup>2</sup></b>			
2015	83%	90%	<b>85%</b>
2016	83%	89%	<b>85%</b>
2017	85%	90%	<b>87%</b>
2018	85%	89%	<b>87%</b>
<b>Proportion of requests received (excluding on-hold or lapsed<sup>1</sup>) where response was provided "in time"<sup>3</sup></b>			
2015	88%	94%	<b>90%</b>
2016	89%	95%	<b>91%</b>
2017	91%	95%	<b>92%</b>
2018	91%	93%	<b>91%</b>
<b>Proportion of "resolvable"<sup>4</sup> requests granted in full</b>			
2015	49%	45%	<b>47%</b>
2016	46%	46%	<b>46%</b>
2017	46%	47%	<b>46%</b>
2018	42%	45%	<b>43%</b>
<b>Proportion of "resolvable"<sup>4</sup> requests withheld in full<sup>5</sup></b>			
2015	36%	36%	<b>36%</b>
2016	38%	36%	<b>37%</b>
2017	38%	34%	<b>37%</b>
2018	41%	34%	<b>39%</b>
<b>Proportion of "resolvable"<sup>4</sup> requests excluding "procedural refusals"<sup>8</sup> granted in full</b>			
2015	61%	49%	<b>56%</b>
2016	57%	50%	<b>54%</b>
2017	57%	50%	<b>55%</b>
2018	56%	49%	<b>54%</b>
<b>Proportion of "resolvable"<sup>4</sup> requests excluding "procedural refusals"<sup>8</sup> withheld in full<sup>5</sup></b>			
2015	20%	31%	<b>24%</b>
2016	23%	31%	<b>26%</b>
2017	23%	29%	<b>25%</b>
2018	22%	29%	<b>24%</b>
<b>Internal Reviews</b>			
<b>Total number of Internal Reviews<sup>6</sup> on non-routine information requests, where requested information was initially withheld</b>			
2015	2,395	569	<b>2,964</b>
2016	2,290	510	<b>2,800</b>
2017	2,408	453	<b>2,861</b>
2018	2,334	495	<b>2,829</b>
<b>Proportion of Internal Reviews<sup>6</sup> with a known outcome where initial handling was upheld in full</b>			
2015	79%	84%	<b>80%</b>
2016	77%	88%	<b>79%</b>
2017	76%	85%	<b>78%</b>
2018	76%	80%	<b>77%</b>
<b>Appeals to the Information Commissioner</b>			
<b>Total number of appeals to the Information Commissioner's Office<sup>7</sup> on non-routine information requests received</b>			
2015	352	76	<b>428</b>
2016	386	75	<b>461</b>
2017	304	73	<b>377</b>
2018	394	88	<b>482</b>

**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 for being vexatious or repeated, along with those refused because it was estimated that the cost of complying with the request was too high.

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 1 (Expanded)**  
**Summary statistics, 2005 to 2018**

	Departments of State	Other monitored bodies	TOTAL
<b>Initial handling of requests</b>			
<b>Total number of non-routine information requests received by monitored bodies</b>			
2005	19,783	18,325	38,108
2006	17,999	15,689	33,688
2007	16,903	16,075	32,978
2008	19,175	15,775	34,950
2009	23,721	16,827	40,548
2010	27,410	16,511	43,921
2011	30,531	16,610	47,141
2012	32,828	16,636	49,464
2013	35,179	16,517	51,696
2014	30,991	15,815	46,806
2015	31,726	15,660	47,386
2016	30,664	14,751	45,415
2017	31,992	14,689	46,681
2018	34,452	15,509	49,961
% change, 2017 to 2018	8%	6%	7%
<b>Total number of non-routine information requests received by monitored bodies by quarter</b>			
2005 Q1	7,767	5,836	13,603
2005 Q2	3,830	4,610	8,440
2005 Q3	3,853	4,224	8,077
2005 Q4	3,988	3,741	7,729
2006 Q1	4,934	4,464	9,398
2006 Q2	4,307	3,669	7,976
2006 Q3	4,159	4,050	8,209
2006 Q4	4,517	3,482	7,999
2007 Q1	4,838	4,806	9,644
2007 Q2	4,084	3,904	7,988
2007 Q3	3,883	3,697	7,580
2007 Q4	4,078	3,726	7,804
2008 Q1	4,526	3,903	8,429
2008 Q2	4,879	3,986	8,865
2008 Q3	4,938	3,887	8,825
2008 Q4	4,818	3,946	8,764
2009 Q1	6,019	4,275	10,294
2009 Q2	5,769	4,195	9,964
2009 Q3	6,208	4,389	10,597
2009 Q4	5,736	3,876	9,612
2010 Q1	6,857	4,342	11,199
2010 Q2	6,339	3,947	10,286
2010 Q3	7,200	4,139	11,339
2010 Q4	6,898	4,074	10,972
2011 Q1	7,783	4,345	12,128
2011 Q2	7,124	3,905	11,029
2011 Q3	7,738	4,091	11,829
2011 Q4	7,942	4,279	12,221
2012 Q1	9,452	4,664	14,116
2012 Q2	7,468	4,166	11,634
2012 Q3	7,646	3,917	11,563
2012 Q4	8,251	3,908	12,159
2013 Q1	9,312	4,400	13,712
2013 Q2	8,536	4,131	12,667
2013 Q3	9,145	4,225	13,370
2013 Q4	8,400	3,740	12,140
2014 Q1	9,099	4,486	13,585
2014 Q2	7,811	3,878	11,689
2014 Q3	7,239	3,828	11,067
2014 Q4	6,973	3,776	10,749
2015 Q1	8,715	4,169	12,884

2015 Q2	7,692	3,807	11,499
2015 Q3	8,138	3,833	11,971
2015 Q4	7,211	3,828	11,039
2016 Q1	8,725	4,070	12,795
2016 Q2	7,350	3,681	11,031
2016 Q3	6,967	3,594	10,561
2016 Q4	7,496	3,396	10,892
2017 Q1	8,341	3,948	12,289
2017 Q2	7,413	3,517	10,930
2017 Q3	7,941	3,618	11,559
2017 Q4	8,252	3,631	11,883
2018 Q1	9,731	3,884	13,615
2018 Q2	8,280	3,889	12,169
2018 Q3	8,226	3,897	12,123
2018 Q4	8,227	3,839	12,066

**Proportion of requests received (excluding on-hold or lapsed<sup>1</sup>) where response was provided within 20-day deadline<sup>2</sup>**

2005	70%	85%	77%
2006	79%	90%	84%
2007	79%	90%	84%
2008	76%	89%	82%
2009	75%	91%	82%
2010	83%	91%	86%
2011	85%	93%	87%
2012	86%	92%	88%
2013	85%	90%	86%
2014	85%	90%	87%
2015	83%	90%	85%
2016	83%	89%	85%
2017	85%	90%	87%
2018	85%	89%	87%

**Proportion of requests received (excluding on-hold or lapsed<sup>1</sup>) where response was provided "in time"<sup>3</sup>**

2005	81%	93%	87%
2006	89%	94%	91%
2007	89%	93%	91%
2008	84%	93%	88%
2009	81%	94%	86%
2010	88%	95%	91%
2011	90%	95%	92%
2012	91%	95%	92%
2013	90%	92%	91%
2014	90%	94%	91%
2015	88%	94%	90%
2016	89%	95%	91%
2017	91%	95%	92%
2018	91%	93%	91%

**Proportion of "resolvable"<sup>4</sup> requests granted in full**

2005	60%	72%	66%
2006	63%	61%	62%
2007	62%	64%	63%
2008	60%	61%	60%
2009	59%	57%	58%
2010	59%	55%	57%
2011	56%	55%	56%
2012	55%	53%	54%
2013	57%	51%	55%
2014	52%	47%	50%
2015	49%	45%	47%
2016	46%	46%	46%
2017	46%	47%	46%
2018	42%	45%	43%

**Proportion of "resolvable"<sup>4</sup> requests withheld in full<sup>1</sup>**

2005	21%	15%	18%
2006	19%	18%	19%
2007	22%	18%	20%

2008	21%	21%	21%
2009	23%	24%	23%
2010	24%	27%	25%
2011	27%	26%	27%
2012	30%	28%	29%
2013	29%	30%	30%
2014	33%	34%	33%
2015	36%	36%	36%
2016	38%	36%	37%
2017	38%	34%	37%
2018	41%	34%	39%

**Proportion of "resolvable" requests excluding "procedural refusals" granted in full**

2010	66%	57%	63%
2011	66%	57%	63%
2012	64%	56%	61%
2013	68%	55%	63%
2014	63%	50%	59%
2015	61%	49%	56%
2016	57%	50%	54%
2017	57%	50%	55%
2018	56%	49%	54%

**Proportion of "resolvable" requests excluding "procedural refusals" withheld in full<sup>1</sup>**

2010	14%	24%	18%
2011	14%	22%	17%
2012	18%	24%	20%
2013	16%	25%	19%
2014	18%	29%	22%
2015	20%	31%	24%
2016	23%	31%	26%
2017	23%	29%	25%
2018	22%	29%	24%

## Internal Reviews

### Total number of Internal Reviews<sup>1</sup> on non-routine information requests, where requested information was initially withheld

2005	1,003	264	<b>1,267</b>
2006	838	247	<b>1,085</b>
2007	659	198	<b>857</b>
2008	712	247	<b>959</b>
2009	1,204	298	<b>1,502</b>
2010	1,349	380	<b>1,729</b>
2011	1,709	405	<b>2,114</b>
2012	2,274	450	<b>2,724</b>
2013	2,385	447	<b>2,832</b>
2014	2,145	470	<b>2,615</b>
2015	2,395	569	<b>2,964</b>
2016	2,290	510	<b>2,800</b>
2017	2,408	453	<b>2,861</b>
2018	2,334	495	<b>2,829</b>

### Proportion of Internal Reviews<sup>4</sup> with a known outcome where initial handling was upheld in full

2005	77%	77%	<b>77%</b>
2006	78%	73%	<b>77%</b>
2007	74%	74%	<b>74%</b>
2008	75%	81%	<b>76%</b>
2009	76%	75%	<b>75%</b>
2010	77%	79%	<b>77%</b>
2011	76%	79%	<b>77%</b>
2012	73%	84%	<b>75%</b>
2013	75%	83%	<b>76%</b>
2014	78%	82%	<b>79%</b>
2015	79%	84%	<b>80%</b>
2016	77%	88%	<b>79%</b>
2017	76%	85%	<b>78%</b>
2018	76%	80%	<b>77%</b>

## Appeals to the Information Commissioner

### Total number of appeals to the Information Commissioner's Office<sup>5</sup> on non-routine information requests received

2005	103	24	<b>127</b>
2006	307	77	<b>384</b>
2007	186	36	<b>222</b>
2008	117	36	<b>153</b>
2009	160	46	<b>206</b>
2010	176	52	<b>228</b>
2011	286	64	<b>350</b>
2012	285	66	<b>351</b>
2013	315	93	<b>408</b>
2014	320	75	<b>395</b>
2015	352	76	<b>428</b>
2016	386	75	<b>461</b>
2017	304	73	<b>377</b>
2018	394	88	<b>482</b>

## 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 for being vexatious or repeated, along with those refused because it was estimated that the cost of complying with the request would exceed the public interest.

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 2018 and 1 October - 31 December 2018 with their status at time of monitoring<sup>1</sup>

Government body	2018 total requests received	Request status at time of monitoring <sup>1</sup>				Q4 2018 requests received	Request status at time of monitoring <sup>1</sup>			
		Processed	"On hold" or lapsed <sup>2</sup>	Still being processed	Number handled under EIRs <sup>3</sup>		Processed	"On hold" or lapsed <sup>2</sup>	Still being processed	Number handled under EIRs <sup>3</sup>
<b>TOTAL for all monitored bodies</b>	<b>49,961</b>	<b>48,484</b>	<b>21</b>	<b>1,456</b>	<b>1,466</b>	<b>12,066</b>	<b>11,449</b>	<b>21</b>	<b>596</b>	<b>388</b>
<b>TOTAL for Departments of State only</b>	<b>34,452</b>	<b>33,401</b>	<b>0</b>	<b>1,051</b>	<b>817</b>	<b>8,227</b>	<b>7,864</b>	<b>0</b>	<b>363</b>	<b>222</b>
<b>TOTAL for other monitored bodies</b>	<b>15,509</b>	<b>15,083</b>	<b>21</b>	<b>405</b>	<b>649</b>	<b>3,839</b>	<b>3,585</b>	<b>21</b>	<b>233</b>	<b>166</b>
<b>Departments of State</b>										
Attorney General's Office	226	226	0	0	1	61	61	0	0	0
Cabinet Office#	1,573	1,531	0	42	4	407	384	0	23	0
Department for Business, Energy and Industrial Strategy	914	889	0	25	134	241	226	0	15	48
Department for Digital, Culture, Media and Sport	564	555	0	9	10	148	139	0	9	6
Department for Education#	3,014	2,992	0	22	17	694	673	0	21	6
Department for Environment, Food and Rural Affairs	872	870	0	2	314	193	191	0	2	78
Department for Exiting the European Union	597	591	0	6	0	130	124	0	6	0
Department for International Development#	490	484	0	6	6	126	122	0	4	1
Department for International Trade	476	476	0	0	1	91	91	0	0	1
Department for Transport#	2,484	2,473	0	11	71	609	599	0	10	14
Department for Work and Pensions	4,826	4,814	0	12	2	937	925	0	12	2
Department of Health and Social Care	976	971	0	5	0	213	209	0	4	0
Foreign and Commonwealth Office#	1,378	1,314	0	64	6	310	273	0	37	1
HM Treasury#	990	970	0	20	8	275	262	0	13	4
Home Office	4,316	4,233	0	83	3	1,126	1,070	0	56	1
Ministry of Defence#	4,389	3,701	0	688	41	1,051	944	0	107	10
Ministry of Housing, Communities and Local Government	926	912	0	14	194	245	231	0	14	50
Ministry of Justice#	4,645	4,605	0	40	2	1,196	1,168	0	28	0
Northern Ireland Office	289	289	0	0	1	60	60	0	0	0
Scotland Office	238	236	0	2	0	53	51	0	2	0
UK Export Finance	96	96	0	0	1	19	19	0	0	0
Wales Office	173	173	0	0	1	42	42	0	0	0

TABLE 2 continued

Number of non-routine information requests received in 2018 and 1 October - 31 December 2018 with their status at time of monitoring<sup>1</sup>

Government body	2018 total requests received	Request status at time of monitoring <sup>1</sup>				Q4 2018 requests received	Request status at time of monitoring <sup>1</sup>			
		Processed	"On hold" or lapsed <sup>2</sup>	Still being processed	Number handled under EIRs <sup>3</sup>		Processed	"On hold" or lapsed <sup>2</sup>	Still being processed	Number handled under EIRs <sup>3</sup>
<b>Other bodies included in monitoring</b>										
Charity Commission	700	698	0	2	0	178	176	0	2	0
Competition and Markets Authority	131	131	0	0	0	36	36	0	0	0
Crown Prosecution Service	842	837	0	5	0	181	176	0	5	0
Debt Management Office	60	60	0	0	0	11	11	0	0	0
Food Standards Agency	190	190	0	0	0	52	52	0	0	0
Government Legal Department	257	257	0	0	0	55	55	0	0	0
Health and Safety Executive	4,837	4,684	0	153	214	1,159	1,100	0	59	58
HM Land Registry	381	381	0	0	6	88	88	0	0	6
HM Revenue and Customs#	2,329	2,323	0	6	5	572	566	0	6	1
National Archives	3,395	3,143	21	231	3	926	749	21	156	0
National Savings and Investments	74	74	0	0	0	17	17	0	0	0
Office for National Statistics	512	511	0	1	1	138	138	0	0	0
Office for Standards in Education, Children's Services and Skills	576	573	0	3	0	130	127	0	3	0
Office of Gas and Electricity Markets	435	432	0	3	135	101	99	0	2	34
Office of Rail and Road	174	174	0	0	0	46	46	0	0	0
Rural Payments Agency	275	274	0	1	263	69	69	0	0	64
Serious Fraud Office	188	188	0	0	0	33	33	0	0	0
Water Services Regulation Authority	153	153	0	0	22	47	47	0	0	3

**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. The bulletin gives full details.

1 - Monitoring returns were submitted to the Cabinet Office (CO) during February 2018

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

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

**TABLE 3**  
**Number of non-routine information requests received by monitored bodies, by quarter, since 1 January 2016**

Government body	2016				2017				2018			
	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:
	Jan–Mar	Apr–Jun	Jul–Sep	Oct–Dec	Jan–Mar	Apr–Jun	Jul–Sep	Oct–Dec	Jan–Mar	Apr–Jun	Jul–Sep	Oct–Dec
<b>TOTAL for all monitored bodies</b>	<b>12,795</b>	<b>11,031</b>	<b>10,561</b>	<b>10,892</b>	<b>12,289</b>	<b>10,930</b>	<b>11,559</b>	<b>11,883</b>	<b>13,615</b>	<b>12,169</b>	<b>12,123</b>	<b>12,066</b>
<b>TOTAL for Departments of State only</b>	<b>8,725</b>	<b>7,350</b>	<b>6,967</b>	<b>7,496</b>	<b>8,341</b>	<b>7,413</b>	<b>7,941</b>	<b>8,252</b>	<b>9,731</b>	<b>8,280</b>	<b>8,226</b>	<b>8,227</b>
<b>TOTAL for other monitored bodies</b>	<b>4,070</b>	<b>3,681</b>	<b>3,594</b>	<b>3,396</b>	<b>3,948</b>	<b>3,517</b>	<b>3,618</b>	<b>3,631</b>	<b>3,884</b>	<b>3,889</b>	<b>3,897</b>	<b>3,839</b>
<b>Departments of State</b>												
Attorney General's Office	59	57	57	61	43	39	51	54	45	49	72	61
Cabinet Office#	473	424	375	377	391	391	341	412	437	359	370	407
Department for Business, Energy and Industrial Strategy#	-	-	195	282	226	206	210	227	241	219	207	241
Department for Business, Innovation and Skills	270	224	24	-	-	-	-	-	-	-	-	-
Department for Digital, Culture, Media and Sport	164	143	124	122	119	130	138	144	143	141	131	148
Department for Education#	552	476	489	506	598	496	586	521	898	760	662	694
Department for Environment, Food and Rural Affairs	224	126	158	173	166	187	195	242	262	192	224	193
Department for Exiting the European Union	-	-	54	118	183	126	207	271	172	136	164	130
Department for International Development#	103	84	111	105	122	109	107	147	132	100	132	126
Department for International Trade	-	-	42	100	99	65	115	183	153	105	127	91
Department for Transport#	677	517	515	587	781	540	568	645	688	576	613	609
Department for Work and Pensions	1,181	901	1,093	1,101	1,326	1,109	1,217	1,074	1,681	1,171	1,033	937
Department of Energy and Climate Change#	185	170	20	-	-	-	-	-	-	-	-	-
Department of Health and Social Care	470	382	274	337	283	253	258	269	313	248	202	213
Foreign and Commonwealth Office#	370	270	278	272	323	318	284	334	357	342	369	310
HM Treasury#	281	202	172	212	259	235	242	286	262	213	241	275
Home Office	905	882	836	865	867	885	931	907	1,053	1,135	1,007	1,126
Ministry of Defence#	1,226	1,085	961	975	1,144	1,018	1,116	1,090	1,245	1,089	1,017	1,051
Ministry of Housing, Communities and Local Government	283	200	192	173	217	189	203	208	250	210	221	245
Ministry of Justice#	1,149	1,105	876	976	1,056	953	1,001	1,022	1,145	1,044	1,263	1,196
Northern Ireland Office	50	30	34	56	40	52	50	64	91	73	67	60
Scotland Office	44	30	36	40	56	50	55	74	84	55	43	53
UK Export Finance	21	20	25	25	19	28	31	24	26	27	22	19
Wales Office	38	22	26	33	23	34	35	54	53	36	39	42

**TABLE 3 continued**  
**Number of non-routine information requests received by monitored bodies, by quarter, since 1 January 2016**

Government body	2016				2017				2018			
	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:
	Jan–Mar	Apr–Jun	Jul–Sep	Oct–Dec	Jan–Mar	Apr–Jun	Jul–Sep	Oct–Dec	Jan–Mar	Apr–Jun	Jul–Sep	Oct–Dec
<b>Other bodies included in monitoring</b>												
Charity Commission	175	161	166	133	176	134	137	171	195	175	152	178
Competition and Markets Authority	40	25	30	21	28	30	32	29	31	31	33	36
Crown Prosecution Service	195	178	192	207	182	164	195	210	283	197	184	181
Debt Management Office	17	13	12	17	18	13	16	11	15	13	21	11
Food Standards Agency	40	30	35	53	40	33	47	48	48	39	54	52
Government Legal Department	129	103	105	89	120	85	103	92	69	74	59	55
Health and Safety Executive	1,272	1,136	1,167	1,082	1,260	1,222	1,236	1,157	1,224	1,235	1,214	1,159
HM Land Registry	125	97	133	85	107	94	84	72	88	102	103	88
HM Revenue and Customs#	565	526	459	457	569	432	501	475	595	557	604	572
National Archives	834	742	713	633	782	737	742	763	730	858	881	926
National Savings and Investments	18	17	24	17	24	24	11	18	26	18	13	17
Office for National Statistics	99	96	84	99	101	96	101	135	125	118	131	138
Office for Standards in Education, Children's Services and Skills	174	148	116	127	149	110	119	148	146	175	123	130
Office of Gas and Electricity Markets	145	146	121	148	190	133	128	152	121	110	109	101
Office of Rail and Road	37	30	42	42	47	36	27	33	38	47	43	46
Ordnance Survey	27	24	19	19	-	-	-	-	-	-	-	-
Royal Mint	13	7	9	11	-	-	-	-	-	-	-	-
Rural Payments Agency	92	109	107	79	95	108	73	54	77	64	61	69
Serious Fraud Office	33	46	30	47	43	30	33	36	40	42	73	33
Water Services Regulation Authority	40	47	30	30	17	36	33	27	33	34	39	47

**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. The bulletin gives full details.

(r) - Figures have been updated in the annual return from the previous quarterly values.

TABLE 4

Timeliness of response to non-routine information requests received by monitored bodies during 2018 and 1 October - 31 December 2018

Government body	2018 requests received (excluding on-hold and lapsed <sup>1</sup> )	Timeliness of response				Percentage meeting deadline	Percentage meeting deadline or with permitted extension <sup>2</sup>	Q4 requests received (excluding on-hold and lapsed <sup>1</sup> )	Timeliness of response				Percentage meeting deadline	Percentage meeting deadline or with permitted extension <sup>2</sup>
		20-day deadline met	Permitted extension <sup>2</sup> to deadline	Late response (i.e. deadline missed)					20-day deadline met	Permitted extension <sup>2</sup> to deadline	Late response (i.e. deadline missed)			
<b>TOTAL for all monitored bodies</b>	<b>49,940</b>	<b>43,255</b>	<b>2,412</b>	<b>4,273</b>	<b>87%</b>	<b>91%</b>	<b>12,045</b>	<b>10,310</b>	<b>665</b>	<b>1,070</b>	<b>86%</b>	<b>91%</b>		
<b>TOTAL for Departments of State only</b>	<b>34,452</b>	<b>29,414</b>	<b>1,785</b>	<b>3,253</b>	<b>85%</b>	<b>91%</b>	<b>8,227</b>	<b>7,001</b>	<b>440</b>	<b>786</b>	<b>85%</b>	<b>90%</b>		
<b>TOTAL for other monitored bodies</b>	<b>15,488</b>	<b>13,841</b>	<b>627</b>	<b>1,020</b>	<b>89%</b>	<b>93%</b>	<b>3,818</b>	<b>3,309</b>	<b>225</b>	<b>284</b>	<b>87%</b>	<b>93%</b>		
<b>Departments of State</b>														
Attorney General's Office	226	222	0	4	98%	98%	61	59	0	2	97%	97%		
Cabinet Office#	1,573	1,340	113	120	85%	92%	407	362	17	28	89%	93%		
Department for Business, Energy and Industrial Strategy#	914	629	125	160	69%	82%	241	162	38	41	67%	83%		
Department for Digital, Culture, Media and Sport	564	506	23	35	90%	94%	148	122	11	15	82%	90%		
Department for Education#	3,014	2,462	96	456	82%	85%	694	537	24	133	77%	81%		
Department for Environment, Food and Rural Affairs	872	793	39	40	91%	95%	193	185	5	3	96%	98%		
Department for Exiting the European Union	597	511	64	22	86%	96%	130	116	9	5	89%	96%		
Department for International Development#	490	430	53	7	88%	99%	126	111	12	3	88%	98%		
Department for International Trade	476	318	38	120	67%	75%	91	75	9	7	82%	92%		
Department for Transport#	2,484	2,323	94	67	94%	97%	609	579	22	8	95%	99%		
Department for Work and Pensions	4,826	4,401	18	407	91%	92%	937	837	5	95	89%	90%		
Department of Health and Social Care	976	888	40	48	91%	95%	213	178	11	24	84%	89%		
Foreign and Commonwealth Office#	1,378	881	321	176	64%	87%	310	187	80	43	60%	86%		
HM Treasury#	990	908	34	48	92%	95%	275	248	14	13	90%	95%		
Home Office	4,316	3,483	276	557	81%	87%	1,126	939	74	113	83%	90%		
Ministry of Defence#	4,389	3,535	292	562	81%	87%	1,051	827	75	149	79%	86%		
Ministry of Housing, Communities and Local Government	926	683	100	143	74%	85%	245	196	20	29	80%	88%		
Ministry of Justice#	4,645	4,352	26	267	94%	94%	1,196	1,116	8	72	93%	94%		
Northern Ireland Office	289	276	10	3	96%	99%	60	59	1	0	98%	100%		
Scotland Office	238	215	15	8	90%	97%	53	48	2	3	91%	94%		
UK Export Finance	96	89	6	1	93%	99%	19	18	1	0	95%	100%		
Wales Office	173	169	2	2	98%	99%	42	40	2	0	95%	100%		

TABLE 4 continued

## Timeliness of response to non-routine information requests received by monitored bodies during 2018 and 1 October - 31 December 2018

Government body	2018 requests received (excluding on-hold and lapsed <sup>1</sup> )	Timeliness of response				Percentage meeting deadline	Percentage meeting deadline or with permitted extension <sup>2</sup>	Q4 requests received (excluding on-hold and lapsed <sup>1</sup> )	Timeliness of response				Percentage meeting deadline	Percentage meeting deadline or with permitted extension <sup>2</sup>
		20-day deadline met	Permitted extension <sup>2</sup> to deadline	Late response (i.e. deadline missed)					20-day deadline met	Permitted extension <sup>2</sup> to deadline	Late response (i.e. deadline missed)			
<b>Other bodies included in monitoring</b>														
Charity Commission	700	525	1	174	75%	75%	178	159	1	18	89%	90%		
Competition and Markets Authority	131	128	0	3	98%	98%	36	36	0	0	100%	100%		
Crown Prosecution Service	842	798	10	34	95%	96%	181	167	4	10	92%	94%		
Debt Management Office	60	60	0	0	100%	100%	11	11	0	0	100%	100%		
Food Standards Agency	190	171	15	4	90%	98%	52	46	5	1	88%	98%		
Government Legal Department	257	246	0	11	96%	96%	55	55	0	0	100%	100%		
Health and Safety Executive	4,837	4,457	47	333	92%	93%	1,159	1,020	18	121	88%	90%		
HM Land Registry	381	374	0	7	98%	98%	88	87	0	1	99%	99%		
HM Revenue and Customs	2,329	2,241	0	88	96%	96%	572	555	0	17	97%	97%		
National Archives <sup>^</sup>	3,374	2,679	515	180	79%	95%	905	624	191	90	69%	90%		
National Savings and Investments	74	73	0	1	99%	99%	17	17	0	0	100%	100%		
Office for National Statistics	512	496	0	16	97%	97%	138	137	0	1	99%	99%		
Office for Standards in Education, Children's Services and Skills	576	541	17	18	94%	97%	130	126	4	0	97%	100%		
Office of Gas and Electricity Markets	435	320	10	105	74%	76%	101	87	1	13	86%	87%		
Office of Rail and Road	174	158	10	6	91%	97%	46	44	1	1	96%	98%		
Rural Payments Agency	275	259	0	16	94%	94%	69	68	0	1	99%	99%		
Serious Fraud Office	188	185	2	1	98%	99%	33	32	0	1	97%	97%		
Water Services Regulation Authority	153	130	0	23	85%	85%	47	38	0	9	81%	81%		

## 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. The bulletin gives full details.

<sup>^</sup> - 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

Percentage of non-routine information requests received that were answered "in time", by quarter, since 1 January 2016<sup>1</sup>

Government body	2016				2017				2018			
	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:
	Jan–Mar	Apr–Jun	Jul–Sep	Oct–Dec	Jan–Mar	Apr–Jun	Jul–Sep	Oct–Dec	Jan–Mar	Apr–Jun	Jul–Sep	Oct–Dec
<b>TOTAL for all monitored bodies</b>	<b>92%</b>	<b>91%</b>	<b>89%</b>	<b>89%</b>	<b>92%</b>	<b>93%</b>	<b>92%</b>	<b>90%</b>	<b>92%</b>	<b>91%</b>	<b>92%</b>	<b>91%</b>
<b>TOTAL for Departments of State only</b>	<b>91%</b>	<b>89%</b>	<b>86%</b>	<b>87%</b>	<b>91%</b>	<b>92%</b>	<b>91%</b>	<b>88%</b>	<b>91%</b>	<b>90%</b>	<b>91%</b>	<b>90%</b>
<b>TOTAL for other monitored bodies</b>	<b>93%</b>	<b>93%</b>	<b>95%</b>	<b>95%</b>	<b>96%</b>	<b>95%</b>	<b>94%</b>	<b>94%</b>	<b>95%</b>	<b>93%</b>	<b>93%</b>	<b>93%</b>
<b>Departments of State</b>												
Attorney General's Office	97%	93%	98%	100%	100%	100%	98%	98%	100%	98%	99%	97%
Cabinet Office#	93%	91%	94%	97%	96%	95%	91%	90%	92%	92%	90%	93%
Department for Business, Energy and Industrial Strategy#	-	-	75%	76%	78%	90%	87%	69%	76%	83%	90%	83%
Department for Business, Innovation and Skills	81%	65%	54%	-	-	-	-	-	-	-	-	-
Department for Digital, Culture, Media and Sport	94%	89%	98%	96%	93%	95%	98%	97%	94%	95%	96%	90%
Department for Education#	86%	88%	86%	83%	88%	89%	89%	81%	89%	87%	81%	81%
Department for Environment, Food and Rural Affairs	87%	92%	94%	94%	92%	96%	93%	81%	98%	90%	98%	98%
Department for Exiting the European Union	-	-	72%	97%	98%	96%	96%	76%	96%	99%	96%	96%
Department for International Development#	98%	98%	100%	98%	98%	99%	99%	97%	99%	100%	98%	98%
Department for International Trade	-	-	86%	85%	79%	77%	63%	74%	56%	66%	90%	92%
Department for Transport#	97%	96%	97%	95%	98%	98%	96%	95%	95%	98%	98%	99%
Department for Work and Pensions	91%	78%	78%	88%	95%	94%	95%	89%	95%	93%	86%	90%
Department of Energy and Climate Change#	92%	85%	65%	-	-	-	-	-	-	-	-	-
Department of Health and Social Care	100%	100%	100%	100%	100%	99%	96%	93%	96%	97%	97%	89%
Foreign and Commonwealth Office#	94%	92%	87%	94%	95%	96%	95%	92%	89%	85%	90%	86%
HM Treasury#	92%	87%	95%	96%	96%	95%	95%	94%	94%	95%	95%	95%
Home Office	87%	86%	81%	86%	87%	89%	88%	89%	89%	80%	89%	90%
Ministry of Defence#	93%	93%	93%	89%	91%	93%	90%	81%	85%	88%	91%	86%
Ministry of Housing, Communities and Local Government	100%	99%	57%	44%	57%	80%	88%	96%	90%	85%	80%	88%
Ministry of Justice#	85%	93%	79%	71%	85%	87%	89%	92%	93%	94%	95%	94%
Northern Ireland Office	90%	93%	100%	98%	100%	98%	96%	97%	99%	99%	99%	100%
Scotland Office	61%	77%	83%	98%	98%	100%	91%	100%	96%	100%	95%	94%
UK Export Finance	100%	95%	92%	96%	95%	96%	94%	100%	100%	96%	100%	100%
Wales Office	97%	95%	100%	100%	96%	100%	100%	100%	100%	97%	100%	100%

TABLE 5 continued

Percentage of non-routine information requests received that were answered "in time", by quarter, since 1 January 2016<sup>1</sup>

Government body	2016				2017				2018			
	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:
	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
<b>Other bodies included in monitoring</b>												
Charity Commission	93%	86%	92%	86%	94%	96%	92%	87%	67%	67%	76%	90%
Competition and Markets Authority	93%	96%	100%	100%	100%	90%	97%	100%	100%	90%	100%	100%
Crown Prosecution Service	92%	87%	91%	95%	97%	95%	93%	96%	96%	98%	98%	94%
Debt Management Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Food Standards Agency	100%	100%	100%	100%	100%	100%	98%	100%	98%	97%	98%	98%
Government Legal Department	98%	99%	100%	100%	98%	100%	97%	98%	94%	93%	95%	100%
Health and Safety Executive	96%	97%	95%	96%	96%	96%	94%	93%	95%	92%	92%	90%
HM Land Registry	98%	96%	100%	100%	99%	98%	100%	99%	99%	96%	100%	99%
HM Revenue and Customs	85%	89%	86%	89%	91%	88%	89%	98%	96%	96%	96%	97%
National Archives <sup>^</sup>	93%	90%	98%	97%	97%	96%	95%	95%	97%	97%	95%	90%
National Savings and Investments	44%	88%	96%	94%	83%	88%	91%	78%	96%	100%	100%	100%
Office for National Statistics	93%	95%	95%	98%	96%	98%	91%	90%	94%	96%	98%	99%
Office for Standards in Education, Children's Services and Skills	98%	99%	100%	98%	99%	98%	94%	95%	97%	97%	94%	100%
Office of Gas and Electricity Markets	99%	98%	100%	98%	95%	90%	88%	93%	92%	65%	61%	87%
Office of Rail and Road	97%	97%	93%	95%	96%	89%	93%	97%	100%	94%	95%	98%
Ordnance Survey	100%	100%	100%	100%	-	-	-	-	-	-	-	-
Royal Mint	77%	43%	100%	100%	-	-	-	-	-	-	-	-
Rural Payments Agency	97%	93%	98%	94%	97%	100%	99%	96%	99%	94%	90%	99%
Serious Fraud Office	91%	93%	93%	100%	98%	100%	97%	100%	100%	100%	100%	97%
Water Services Regulation Authority	98%	100%	100%	97%	100%	100%	100%	100%	100%	100%	64%	81%

**Notes**

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

<sup>^</sup> - 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.

(r) - Figures have been updated in the annual return from the previous quarterly values.

1 - A request is "in time" if it was answered within the statutory response deadline, or within a permitted extension to this deadline, which 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 6**  
Initial outcomes of non-routine information requests received by monitored bodies from 1 October - 31 December 2018

Government body	Total requests received (excluding on-hold and lapsed <sup>1</sup> )	Requests where advice and assistance <sup>2</sup> provided	Requests where information not held	Total "resolvable" requests <sup>3</sup>	Initial outcome of request				Percentage of resolvable requests granted in full	Percentage of resolvable requests withheld in full	Total "resolvable" requests excluding procedural refusals <sup>4</sup>	Initial outcome of request				Percentage of resolvable requests excluding procedural refusals <sup>4</sup> granted in full	Percentage of resolvable requests excluding procedural refusals <sup>4</sup> withheld in full
					Granted in full	Partially withheld	Fully withheld <sup>4</sup>	Response not yet provided <sup>5</sup>				Granted in full	Partially withheld	Fully withheld (excluding procedural refusals <sup>4</sup> )	Response not yet provided <sup>5</sup>		
<b>TOTAL for all monitored bodies</b>	<b>12,045</b>	<b>1,016</b>	<b>2,426</b>	<b>8,603</b>	<b>3,716</b>	<b>1,227</b>	<b>3,064</b>	<b>596</b>	<b>43%</b>	<b>36%</b>	<b>7,050</b>	<b>3,716</b>	<b>1,227</b>	<b>1,511</b>	<b>596</b>	<b>53%</b>	<b>21%</b>
<b>TOTAL for Departments of State only</b>	<b>8,227</b>	<b>752</b>	<b>1,596</b>	<b>5,879</b>	<b>2,530</b>	<b>787</b>	<b>2,199</b>	<b>363</b>	<b>43%</b>	<b>37%</b>	<b>4,536</b>	<b>2,530</b>	<b>787</b>	<b>856</b>	<b>363</b>	<b>56%</b>	<b>19%</b>
<b>TOTAL for other monitored bodies</b>	<b>3,818</b>	<b>264</b>	<b>830</b>	<b>2,724</b>	<b>1,186</b>	<b>440</b>	<b>865</b>	<b>233</b>	<b>44%</b>	<b>32%</b>	<b>2,514</b>	<b>1,186</b>	<b>440</b>	<b>655</b>	<b>233</b>	<b>47%</b>	<b>26%</b>
<b>Departments of State</b>																	
Attorney General's Office	61	2	25	34	24	1	9	0	71%	26%	31	24	1	6	0	77%	19%
Cabinet Office#	407	14	154	239	72	27	117	23	30%	49%	176	72	27	54	23	41%	31%
Department for Business, Energy and Industrial Strategy#	241	4	49	188	74	24	75	15	39%	40%	143	74	24	30	15	52%	21%
Department for Digital, Culture, Media and Sport	148	10	46	92	22	14	47	9	24%	51%	56	22	14	11	9	39%	20%
Department for Education#	694	100	103	491	279	102	89	21	57%	18%	439	279	102	37	21	64%	8%
Department for Environment, Food and Rural Affairs	193	10	60	123	41	28	52	2	33%	42%	84	41	28	13	2	49%	15%
Department for Exiting the European Union	130	12	42	76	28	11	31	6	37%	41%	60	28	11	15	6	47%	25%
Department for International Development#	126	4	12	110	57	11	38	4	52%	35%	76	57	11	4	4	75%	5%
Department for International Trade	91	0	25	66	23	17	26	0	35%	39%	47	23	17	7	0	49%	15%
Department for Transport#	609	0	128	481	272	68	131	10	57%	27%	417	272	68	67	10	65%	16%
Department for Work and Pensions	937	78	88	771	415	36	308	12	54%	40%	610	415	36	147	12	68%	24%
Department of Health and Social Care	213	12	74	127	34	20	69	4	27%	54%	77	34	20	19	4	44%	25%
Foreign and Commonwealth Office#	310	3	60	247	45	72	93	37	18%	38%	190	45	72	36	37	24%	19%
HM Treasury#	275	15	81	179	63	30	73	13	35%	41%	129	63	30	23	13	49%	18%
Home Office	1,126	225	193	708	314	83	255	56	44%	36%	574	314	83	121	56	55%	21%
Ministry of Defence#	1,051	130	194	727	295	102	223	107	41%	31%	582	295	102	78	107	51%	13%
Ministry of Housing, Communities and Local Government	245	3	45	197	82	33	68	14	42%	35%	180	82	33	51	14	46%	28%
Ministry of Justice#	1,196	127	181	888	301	92	467	28	34%	53%	549	301	92	128	28	55%	23%
Northern Ireland Office	60	0	13	47	25	2	20	0	53%	43%	34	25	2	7	0	74%	21%
Scotland Office	53	0	13	40	25	9	4	2	63%	10%	36	25	9	0	2	69%	0%
UK Export Finance	19	3	4	12	6	4	2	0	50%	17%	11	6	4	1	0	55%	9%
Wales Office	42	0	6	36	33	1	2	0	92%	6%	35	33	1	1	0	94%	3%

**TABLE 6 continued**  
**Initial outcomes of non-routine information requests received by monitored bodies from 1 October - 31 December 2018**

Government body	Total requests received (excluding on-hold and lapsed <sup>1</sup> )	Requests where advice and assistance <sup>2</sup> provided	Requests where information not held	Total "resolvable" requests <sup>3</sup>	Initial outcome of request				Percentage of resolvable requests granted in full	Percentage of resolvable requests withheld in full	Total "resolvable" requests excluding Procedural refusals <sup>4</sup>	Initial outcome of request				Percentage of resolvable requests excluding procedural refusals <sup>4</sup> granted in full	Percentage of resolvable requests excluding procedural refusals <sup>4</sup> withheld in full
					Granted in full	Partially withheld	Fully withheld <sup>4</sup>	Response not yet provided <sup>5</sup>				Granted in full	Partially withheld	Fully withheld <sup>4</sup> (excluding procedural refusals <sup>4</sup> )	Response not yet provided <sup>5</sup>		
<b>Other bodies included in monitoring</b>																	
Charity Commission	178	9	35	134	60	34	38	2	45%	28%	125	60	34	29	2	48%	23%
Competition and Markets Authority	36	0	3	33	14	5	14	0	42%	42%	29	14	5	10	0	48%	34%
Crown Prosecution Service	181	25	3	153	51	15	82	5	33%	54%	99	51	15	28	5	52%	28%
Debt Management Office	11	0	0	11	4	6	1	0	36%	9%	11	4	6	1	0	36%	9%
Food Standards Agency	52	1	16	35	18	12	5	0	51%	14%	32	18	12	2	0	56%	6%
Government Legal Department	55	0	15	40	16	10	14	0	40%	35%	40	16	10	14	0	40%	35%
Health and Safety Executive	1,159	14	429	716	302	176	179	59	42%	25%	711	302	176	174	59	42%	24%
HM Land Registry	88	9	14	65	54	3	8	0	83%	12%	63	54	3	6	0	86%	10%
HM Revenue and Customs	572	32	106	434	178	11	239	6	41%	55%	319	178	11	124	6	56%	39%
National Archives	905	113	81	711	276	97	182	156	39%	26%	709	276	97	180	156	39%	25%
National Savings and Investments	17	0	3	14	13	1	0	0	93%	0%	14	13	1	0	0	93%	0%
Office for National Statistics	138	0	65	73	67	4	2	0	92%	3%	73	67	4	2	0	92%	3%
Office for Standards in Education, Children's Services and Skills	130	22	10	98	13	25	57	3	13%	58%	86	13	25	45	3	15%	52%
Office of Gas and Electricity Markets	101	0	13	88	61	8	17	2	69%	19%	87	61	8	16	2	70%	18%
Office of Rail and Road	46	6	8	32	11	14	7	0	34%	22%	32	11	14	7	0	34%	22%
Rural Payments Agency	69	31	12	26	15	9	2	0	58%	8%	26	15	9	2	0	58%	8%
Serious Fraud Office	33	1	2	30	10	6	14	0	33%	47%	28	10	6	12	0	36%	43%
Water Services Regulation Authority	47	1	15	31	23	4	4	0	74%	13%	30	23	4	3	0	77%	10%

**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. The bulletin 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 for being vexatious or repeated, along with those 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 during 2018

Government body	Total requests received (excluding on-hold and lapsed <sup>1</sup> )	Requests where advice and assistance <sup>2</sup> provided	Requests where information not held	Total "resolvable" <sup>3</sup> requests <sup>3</sup>	Initial outcome of request				Percentage of resolvable requests granted in full	Percentage of resolvable requests withheld in full	Total "resolvable" <sup>3</sup> requests excluding procedural refusals <sup>4</sup>	Initial outcome of request				Percentage of resolvable requests excluding procedural refusals <sup>4</sup> granted in full	Percentage of resolvable requests excluding procedural refusals <sup>4</sup> withheld in full
					Granted in full	Partially withheld	Fully withheld <sup>4</sup>	Response not yet provided <sup>5</sup>				Granted in full	Partially withheld	Fully withheld (excluding procedural refusals <sup>4</sup> )	Response not yet provided <sup>5</sup>		
<b>TOTAL for all monitored bodies</b>	<b>49,940</b>	<b>3,856</b>	<b>9,586</b>	<b>36,498</b>	<b>15,772</b>	<b>5,086</b>	<b>14,184</b>	<b>1,456</b>	<b>43%</b>	<b>39%</b>	<b>29,403</b>	<b>15,772</b>	<b>5,086</b>	<b>7,089</b>	<b>1,456</b>	<b>54%</b>	<b>24%</b>
<b>TOTAL for Departments of State only</b>	<b>34,452</b>	<b>2,852</b>	<b>6,206</b>	<b>25,394</b>	<b>10,780</b>	<b>3,185</b>	<b>10,378</b>	<b>1,051</b>	<b>42%</b>	<b>41%</b>	<b>19,180</b>	<b>10,780</b>	<b>3,185</b>	<b>4,164</b>	<b>1,051</b>	<b>56%</b>	<b>22%</b>
<b>TOTAL for other monitored bodies</b>	<b>15,488</b>	<b>1,004</b>	<b>3,380</b>	<b>11,104</b>	<b>4,992</b>	<b>1,901</b>	<b>3,806</b>	<b>405</b>	<b>45%</b>	<b>34%</b>	<b>10,223</b>	<b>4,992</b>	<b>1,901</b>	<b>2,925</b>	<b>405</b>	<b>49%</b>	<b>29%</b>
<b>Departments of State</b>																	
Attorney General's Office	226	5	78	143	84	15	44	0	59%	31%	113	84	15	14	0	74%	12%
Cabinet Office#	1,573	86	532	955	256	103	554	42	27%	58%	692	256	103	291	42	37%	42%
Department for Business, Energy and Industrial Strategy#	914	34	203	677	234	130	288	25	35%	43%	522	234	130	133	25	45%	25%
Department for Digital, Culture, Media and Sport	564	27	188	349	117	71	152	9	34%	44%	248	117	71	51	9	47%	21%
Department for Education#	3,014	414	487	2,113	1,158	424	509	22	55%	24%	1,800	1,158	424	196	22	64%	11%
Department for Environment, Food and Rural Affairs	872	83	246	543	216	131	194	2	40%	36%	445	216	131	96	2	49%	22%
Department for Exiting the European Union	597	38	133	426	107	81	232	6	25%	54%	324	107	81	130	6	33%	40%
Department for International Development#	490	30	48	412	194	52	160	6	47%	39%	274	194	52	22	6	71%	8%
Department for International Trade	476	5	107	364	104	72	188	0	29%	52%	247	104	72	71	0	42%	29%
Department for Transport#	2,484	6	461	2,017	1,179	246	581	11	58%	29%	1,770	1,179	246	334	11	67%	19%
Department for Work and Pensions	4,826	480	298	4,048	1,996	170	1,870	12	49%	46%	2,940	1,996	170	762	12	68%	26%
Department of Health and Social Care	976	78	361	537	184	76	272	5	34%	51%	366	184	76	101	5	50%	28%
Foreign and Commonwealth Office#	1,378	60	283	1,035	238	325	408	64	23%	39%	802	238	325	175	64	30%	22%
HM Treasury#	990	56	237	697	284	103	290	20	41%	42%	492	284	103	85	20	58%	17%
Home Office	4,316	444	754	3,118	1,249	311	1,475	83	40%	47%	2,201	1,249	311	558	83	57%	25%
Ministry of Defence#	4,389	483	764	3,142	1,294	342	818	688	41%	26%	2,578	1,294	342	254	688	50%	10%
Ministry of Housing, Communities and Local Government	926	15	191	720	295	131	280	14	41%	39%	610	295	131	170	14	48%	28%
Ministry of Justice#	4,645	497	665	3,483	1,242	345	1,856	40	36%	53%	2,271	1,242	345	644	40	55%	28%
Northern Ireland Office	289	0	64	225	97	14	114	0	43%	51%	151	97	14	40	0	64%	26%
Scotland Office	238	5	50	183	116	24	41	2	63%	22%	156	116	24	14	2	74%	9%
UK Export Finance	96	5	26	65	33	14	18	0	51%	28%	63	33	14	16	0	52%	25%
Wales Office	173	1	30	142	103	5	34	0	73%	24%	115	103	5	7	0	90%	6%

**TABLE 7 continued**  
**Initial outcomes of non-routine information requests received by monitored bodies during 2018**

Government body	Total requests received (excluding on-hold and lapsed <sup>1</sup> )	Requests where advice and assistance <sup>2</sup> provided	Requests where information not held	Total "resolvable" requests <sup>3</sup>	Initial outcome of request				Percentage of resolvable requests granted in full	Percentage of resolvable requests withheld in full	Total "resolvable" requests excluding procedural refusals <sup>4</sup>	Initial outcome of request				Percentage of resolvable requests excluding procedural refusals <sup>4</sup> granted in full	Percentage of resolvable requests excluding procedural refusals <sup>4</sup> withheld in full
					Granted in full	Partially withheld	Fully withheld <sup>4</sup>	Response not yet provided <sup>5</sup>				Granted in full	Partially withheld	Fully withheld (excluding procedural refusals <sup>5</sup> )	Response not yet provided <sup>5</sup>		
<b>Other bodies included in monitoring</b>																	
Charity Commission	700	33	164	503	162	122	217	2	32%	43%	456	162	122	170	2	36%	37%
Competition and Markets Authority	131	0	7	124	52	16	56	0	42%	45%	116	52	16	48	0	45%	41%
Crown Prosecution Service	842	115	37	690	299	63	323	5	43%	47%	467	299	63	100	5	64%	21%
Debt Management Office	60	0	10	50	25	23	2	0	50%	4%	50	25	23	2	0	50%	4%
Food Standards Agency	190	4	45	141	72	43	26	0	51%	18%	127	72	43	12	0	57%	9%
Government Legal Department	257	0	74	183	80	31	72	0	44%	39%	175	80	31	64	0	46%	37%
Health and Safety Executive	4,837	31	1,809	2,997	1,393	763	688	153	46%	23%	2,977	1,393	763	668	153	47%	22%
HM Land Registry	381	19	77	285	218	35	32	0	76%	11%	277	218	35	24	0	79%	9%
HM Revenue and Customs	2,329	204	313	1,812	653	92	1,061	6	36%	59%	1,361	653	92	610	6	48%	45%
National Archives	3,374	373	307	2,694	1,197	434	832	231	44%	31%	2,686	1,197	434	824	231	45%	31%
National Savings and Investments	74	0	10	64	50	10	4	0	78%	6%	64	50	10	4	0	78%	6%
Office for National Statistics	512	0	258	254	204	27	22	1	80%	9%	253	204	27	21	1	81%	8%
Office for Standards in Education, Children's Services and Skills	576	102	57	417	65	103	246	3	16%	59%	373	65	103	202	3	17%	54%
Office of Gas and Electricity Markets	435	6	52	377	274	19	81	3	73%	21%	371	274	19	75	3	74%	20%
Office of Rail and Road	174	30	31	113	41	50	22	0	36%	19%	108	41	50	17	0	38%	16%
Rural Payments Agency	275	74	63	138	73	29	35	1	53%	25%	137	73	29	34	1	53%	25%
Serious Fraud Office	188	11	26	151	43	27	81	0	28%	54%	116	43	27	46	0	37%	40%
Water Services Regulation Authority	153	2	40	111	91	14	6	0	82%	5%	109	91	14	4	0	83%	4%

**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. The bulletin 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 for being vexatious or repeated, along with those 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

Percentage of resolvable non-routine information requests received that were granted in full, by quarter, since 1 January 2016 <sup>1</sup>

Government body	2016				2017				2018			
	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
<b>TOTAL for all monitored bodies</b>	<b>44%</b>	<b>44%</b>	<b>44%</b>	<b>44%</b>	<b>45%</b>	<b>45%</b>	<b>44%</b>	<b>44%</b>	<b>43%</b>	<b>44%</b>	<b>42%</b>	<b>43%</b>
<b>TOTAL for Departments of State only</b>	<b>44%</b>	<b>45%</b>	<b>43%</b>	<b>44%</b>	<b>45%</b>	<b>45%</b>	<b>45%</b>	<b>43%</b>	<b>41%</b>	<b>44%</b>	<b>42%</b>	<b>43%</b>
<b>TOTAL for other monitored bodies</b>	<b>44%</b>	<b>44%</b>	<b>46%</b>	<b>45%</b>	<b>45%</b>	<b>45%</b>	<b>43%</b>	<b>47%</b>	<b>47%</b>	<b>44%</b>	<b>43%</b>	<b>44%</b>
<b>Departments of State</b>												
Attorney General's Office	39%	42%	66%	66%	50%	28%	43%	42%	83%	62%	30%	71%
Cabinet Office#	15%	28%	25%	30%	27%	17%	24%	34%	22%	27%	25%	30%
Department for Business, Energy and Industrial Strategy#	-	-	31%	26%	27%	27%	20%	28%	37%	32%	27%	39%
Department for Business, Innovation and Skills	24%	24%	27%	-	-	-	-	-	-	-	-	-
Department for Digital, Culture, Media and Sport	34%	40%	57%	37%	37%	31%	37%	20%	45%	32%	35%	24%
Department for Education#	64%	63%	60%	64%	69%	62%	54%	58%	49%	54%	55%	57%
Department for Environment, Food and Rural Affairs	24%	31%	45%	25%	35%	39%	41%	38%	43%	38%	39%	33%
Department for Exiting the European Union	-	-	42%	18%	10%	15%	28%	14%	26%	17%	22%	37%
Department for International Development#	58%	52%	49%	57%	44%	50%	51%	44%	42%	48%	40%	52%
Department for International Trade	-	-	30%	26%	18%	39%	18%	15%	26%	27%	23%	35%
Department for Transport#	63%	64%	61%	68%	63%	65%	61%	59%	60%	59%	59%	57%
Department for Work and Pensions	61%	60%	53%	55%	58%	55%	63%	56%	39%	55%	50%	54%
Department of Energy and Climate Change#	31%	18%	32%	-	-	-	-	-	-	-	-	-
Department of Health and Social Care	43%	31%	37%	44%	37%	44%	37%	38%	41%	38%	29%	27%
Foreign and Commonwealth Office#	15%	20%	24%	29%	25%	21%	20%	19%	25%	22%	22%	18%
HM Treasury#	23%	31%	28%	28%	30%	32%	29%	25%	44%	44%	37%	35%
Home Office	37%	33%	33%	28%	30%	34%	31%	40%	39%	36%	35%	44%
Ministry of Defence#	52%	60%	58%	55%	56%	58%	58%	48%	48%	49%	49%	41%
Ministry of Housing, Communities and Local Government	40%	48%	27%	31%	38%	35%	29%	42%	34%	37%	41%	42%
Ministry of Justice#	30%	32%	24%	25%	26%	32%	35%	38%	32%	36%	38%	34%
Northern Ireland Office	59%	50%	45%	58%	59%	38%	57%	57%	42%	66%	30%	53%
Scotland Office	76%	88%	67%	67%	78%	73%	55%	61%	69%	70%	48%	63%
UK Export Finance	79%	67%	72%	47%	47%	48%	44%	32%	43%	73%	54%	50%
Wales Office	81%	77%	73%	100%	93%	90%	74%	72%	75%	59%	55%	92%

TABLE 8 continued

Percentage of resolvable non-routine information requests received that were granted in full, by quarter, since 1 January 2016 <sup>1</sup>

Government body	2016				2017				2018			
	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:
	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
<b>Other bodies included in monitoring</b>												
Charity Commission	40%	40%	40%	35%	43%	40%	33%	30%	25%	26%	21%	45%
Competition and Markets Authority	40%	47%	45%	53%	29%	38%	42%	48%	55%	43%	28%	42%
Crown Prosecution Service	39%	46%	55%	49%	50%	37%	36%	37%	47%	41%	48%	33%
Debt Management Office	33%	44%	80%	59%	53%	44%	64%	56%	82%	22%	53%	36%
Food Standards Agency	46%	52%	54%	49%	55%	41%	41%	68%	53%	52%	43%	51%
Government Legal Department	17%	26%	27%	19%	33%	31%	30%	39%	43%	43%	39%	40%
Health and Safety Executive	47%	44%	50%	47%	45%	45%	49%	50%	51%	45%	45%	42%
HM Land Registry	86%	76%	81%	86%	73%	86%	73%	75%	67%	74%	81%	83%
HM Revenue and Customs#	28%	27%	26%	32%	30%	32%	31%	29%	33%	30%	37%	41%
National Archives	45%	44%	45%	47%	51%	45%	40%	50%	47%	52%	43%	39%
National Savings and Investments	56%	85%	74%	79%	85%	67%	67%	69%	72%	81%	67%	93%
Office for National Statistics	86%	89%	92%	82%	72%	86%	80%	77%	71%	74%	82%	92%
Office for Standards in Education, Children's Services and Skills	23%	20%	22%	19%	13%	19%	20%	11%	22%	8%	22%	13%
Office of Gas and Electricity Markets	74%	79%	67%	64%	69%	70%	60%	93%	82%	66%	64%	69%
Office of Rail and Road	39%	30%	38%	36%	39%	32%	50%	53%	42%	44%	24%	34%
Ordnance Survey	50%	42%	50%	58%	-	-	-	-	-	-	-	-
Royal Mint	92%	71%	50%	64%	-	-	-	-	-	-	-	-
Rural Payments Agency	52%	49%	40%	42%	53%	42%	43%	62%	68%	41%	41%	58%
Serious Fraud Office	46%	46%	44%	35%	29%	27%	40%	38%	33%	31%	22%	33%
Water Services Regulation Authority	86%	63%	59%	57%	83%	94%	96%	83%	83%	86%	86%	74%

**Notes**

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

(r) - Figures have been updated in the annual return from the previous quarterly values.

<sup>1</sup> - "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 8b

Percentage of resolvable non-routine information requests received excluding procedural refusals<sup>2</sup> that were granted in full, by quarter, since 1 January 2016 <sup>1</sup>

Government body	2016				2017				2018			
	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:
	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
<b>TOTAL for all monitored bodies</b>	<b>53%</b>	<b>53%</b>	<b>51%</b>	<b>52%</b>	<b>53%</b>	<b>52%</b>	<b>52%</b>	<b>54%</b>	<b>54%</b>	<b>53%</b>	<b>52%</b>	<b>53%</b>
<b>TOTAL for Departments of State only</b>	<b>55%</b>	<b>56%</b>	<b>52%</b>	<b>54%</b>	<b>56%</b>	<b>55%</b>	<b>55%</b>	<b>55%</b>	<b>55%</b>	<b>57%</b>	<b>55%</b>	<b>56%</b>
<b>TOTAL for other monitored bodies</b>	<b>48%</b>	<b>47%</b>	<b>49%</b>	<b>48%</b>	<b>49%</b>	<b>48%</b>	<b>46%</b>	<b>51%</b>	<b>51%</b>	<b>48%</b>	<b>47%</b>	<b>47%</b>
<b>Departments of State</b>												
Attorney General's Office	41%	56%	72%	71%	50%	32%	50%	45%	86%	72%	56%	77%
Cabinet Office#	22%	38%	31%	41%	38%	21%	32%	47%	29%	39%	32%	41%
Department for Business, Energy and Industrial Strategy#	-	-	39%	37%	38%	35%	30%	38%	44%	42%	36%	52%
Department for Business, Innovation and Skills	37%	34%	40%	-	-	-	-	-	-	-	-	-
Department for Digital, Culture, Media and Sport	48%	49%	65%	44%	48%	39%	44%	27%	53%	43%	54%	39%
Department for Education#	70%	74%	65%	71%	74%	69%	59%	71%	61%	65%	61%	64%
Department for Environment, Food and Rural Affairs	28%	31%	46%	27%	35%	42%	44%	42%	44%	50%	49%	49%
Department for Exiting the European Union	-	-	43%	22%	18%	20%	30%	19%	29%	32%	28%	47%
Department for International Development#	83%	72%	62%	69%	69%	70%	79%	61%	61%	71%	66%	75%
Department for International Trade	-	-	35%	34%	25%	44%	22%	29%	30%	38%	46%	49%
Department for Transport#	69%	67%	68%	76%	70%	71%	71%	66%	68%	67%	66%	65%
Department for Work and Pensions	73%	69%	60%	66%	68%	66%	72%	67%	68%	67%	60%	68%
Department of Energy and Climate Change#	39%	23%	38%	-	-	-	-	-	-	-	-	-
Department of Health and Social Care	62%	52%	53%	58%	50%	62%	54%	53%	57%	51%	43%	44%
Foreign and Commonwealth Office#	20%	24%	30%	36%	32%	27%	24%	26%	31%	27%	31%	24%
HM Treasury#	32%	44%	38%	38%	44%	41%	38%	34%	61%	59%	58%	49%
Home Office	45%	42%	40%	36%	39%	44%	41%	52%	52%	49%	51%	55%
Ministry of Defence#	65%	71%	69%	67%	68%	70%	69%	55%	61%	61%	60%	51%
Ministry of Housing, Communities and Local Government	49%	52%	28%	36%	39%	40%	33%	51%	40%	45%	52%	46%
Ministry of Justice#	44%	48%	34%	35%	40%	46%	50%	59%	46%	54%	58%	55%
Northern Ireland Office	65%	59%	62%	68%	61%	40%	77%	75%	64%	91%	50%	74%
Scotland Office	76%	93%	75%	75%	84%	76%	58%	65%	77%	81%	64%	69%
UK Export Finance	79%	71%	78%	50%	47%	55%	48%	35%	43%	79%	54%	55%
Wales Office	81%	77%	92%	100%	93%	95%	81%	85%	90%	84%	89%	94%

TABLE 8b continued

Percentage of resolvable non-routine information requests received excluding procedural refusals<sup>2</sup> that were granted in full, by quarter, since 1 January 2016<sup>1</sup>

Government body	2016				2017				2018			
	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:
	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
<b>Other bodies included in monitoring</b>												
Charity Commission	42%	42%	40%	37%	45%	43%	35%	32%	28%	28%	22%	48%
Competition and Markets Authority	50%	50%	46%	56%	29%	43%	46%	52%	57%	45%	30%	48%
Crown Prosecution Service	63%	67%	61%	53%	69%	59%	55%	62%	66%	64%	68%	52%
Debt Management Office	38%	67%	100%	67%	57%	44%	69%	63%	82%	22%	53%	36%
Food Standards Agency	59%	59%	59%	54%	58%	46%	58%	77%	59%	52%	53%	56%
Government Legal Department	18%	27%	27%	19%	33%	33%	32%	41%	45%	43%	43%	40%
Health and Safety Executive	47%	44%	50%	47%	45%	46%	49%	50%	51%	45%	46%	42%
HM Land Registry	86%	78%	83%	88%	76%	87%	77%	75%	70%	76%	82%	86%
HM Revenue and Customs	37%	36%	33%	43%	40%	40%	39%	40%	43%	41%	48%	56%
National Archives	45%	44%	45%	47%	51%	45%	40%	50%	47%	52%	43%	39%
National Savings and Investments	56%	100%	74%	100%	94%	67%	80%	69%	72%	81%	67%	93%
Office for National Statistics	89%	90%	92%	85%	73%	86%	81%	77%	71%	75%	82%	92%
Office for Standards in Education, Children's Services and Skills	26%	21%	24%	19%	14%	20%	21%	12%	24%	10%	23%	15%
Office of Gas and Electricity Markets	77%	84%	71%	66%	76%	75%	62%	97%	85%	67%	66%	70%
Office of Rail and Road	43%	35%	44%	38%	40%	33%	54%	56%	45%	47%	25%	34%
Ordnance Survey	56%	50%	50%	78%	-	-	-	-	-	-	-	-
Royal Mint	92%	100%	50%	64%	-	-	-	-	-	-	-	-
Rural Payments Agency	52%	49%	41%	43%	57%	42%	43%	66%	68%	41%	41%	58%
Serious Fraud Office	50%	59%	50%	45%	32%	33%	45%	42%	37%	32%	43%	36%
Water Services Regulation Authority	86%	63%	59%	57%	83%	94%	96%	83%	83%	90%	86%	77%

**Notes**

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

(r) - Figures have been updated in the annual return from the previous quarterly values.

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 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.

2 - "Procedural refusals" are all those which were refused for being vexatious or repeated, along with those refused because it was estimated that the cost of complying with the request would exceed the appropriate limit.



TABLE 9

Statutory reasons given by monitored bodies for fully withholding non-routine information requested during 2018

Government body	Total "resolvable" requests <sup>1</sup>	Total requests where information was fully withheld	Reason for fully withholding information			
			Procedural refusals <sup>5</sup>			Information is exempt / excepted <sup>4</sup>
			Vexatious Fol request <sup>2</sup>	Repeated Fol request <sup>2</sup>	Cost of response would exceed cost limit <sup>3</sup>	
<b>TOTAL for all monitored bodies</b>	<b>36,498</b>	<b>14,184</b>	<b>423</b>	<b>147</b>	<b>6,525</b>	<b>7,089</b>
<b>TOTAL for Departments of State only</b>	<b>25,394</b>	<b>10,378</b>	<b>348</b>	<b>109</b>	<b>5,757</b>	<b>4,164</b>
<b>TOTAL for other monitored bodies</b>	<b>11,104</b>	<b>3,806</b>	<b>75</b>	<b>38</b>	<b>768</b>	<b>2,925</b>
<b><i>Departments of State</i></b>						
Attorney General's Office	143	44	22	0	8	14
Cabinet Office#	955	554	14	3	246	291
Department for Business, Energy and Industrial Strategy#	677	288	14	4	137	133
Department for Digital, Culture, Media and Sport	349	152	11	2	88	51
Department for Education#	2,113	509	12	0	301	196
Department for Environment, Food and Rural Affairs	543	194	10	0	88	96
Department for Exiting the European Union	426	232	16	1	85	130
Department for International Development#	412	160	5	0	133	22
Department for International Trade	364	188	11	4	102	71
Department for Transport#	2,017	581	16	3	228	334
Department for Work and Pensions	4,048	1,870	34	46	1,028	762
Department of Health and Social Care	537	272	18	2	151	101
Foreign and Commonwealth Office#	1,035	408	32	3	198	175
HM Treasury#	697	290	20	1	184	85
Home Office	3,118	1,475	25	11	881	558
Ministry of Defence#	3,142	818	19	10	535	254
Ministry of Housing, Communities and Local Government	720	280	15	1	94	170
Ministry of Justice#	3,483	1,856	28	16	1,168	644
Northern Ireland Office	225	114	8	0	66	40
Scotland Office	183	41	8	2	17	14
UK Export Finance	65	18	0	0	2	16
Wales Office	142	34	10	0	17	7

TABLE 9 continued

## Statutory reasons given by monitored bodies for fully withholding non-routine information requested during 2018

Government body	Total "resolvable" requests <sup>1</sup>	Total requests where information was fully withheld	Reason for fully withholding information			Information is exempt / excepted <sup>4</sup>
			Vexatious FoI request <sup>2</sup>	Repeated FoI request <sup>2</sup>	Cost of response would exceed cost limit <sup>3</sup>	
<b>Other bodies included in monitoring</b>						
Charity Commission	503	217	1	1	45	170
Competition and Markets Authority	124	56	0	0	8	48
Crown Prosecution Service	690	323	10	10	203	100
Debt Management Office	50	2	0	0	0	2
Food Standards Agency	141	26	0	0	14	12
Government Legal Department	183	72	0	0	8	64
Health and Safety Executive	2,997	688	3	4	13	668
HM Land Registry	285	32	3	0	5	24
HM Revenue and Customs	1,812	1,061	20	18	413	610
National Archives	2,694	832	2	0	6	824
National Savings and Investments	64	4	0	0	0	4
Office for National Statistics	254	22	0	0	1	21
Office for Standards in Education, Children's Services and Skills	417	246	7	2	35	202
Office of Gas and Electricity Markets	377	81	0	0	6	75
Office of Rail and Road	113	22	1	2	2	17
Rural Payments Agency	138	35	0	0	1	34
Serious Fraud Office	151	81	28	0	7	46
Water Services Regulation Authority	111	6	0	1	1	4

## 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. The bulletin gives full details.

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 2018

Government body	Total requests where one or more exemptions / exceptions were applied <sup>1</sup>	Exemptions listed in Part 2 of the FoI Act <sup>2</sup>																						
		S.22 - Information intended for future publication	S. 22A - Research 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.40 - Personal information	S.41 - Information provided in confidence	S.42 - Legal professional privilege	S.43 - Commercial interests	S.44 - Prohibitions on disclosure	All EIR exemptions
<b>TOTAL for all monitored bodies</b>	<b>12,175</b>	<b>936</b>	<b>2</b>	<b>332</b>	<b>395</b>	<b>226</b>	<b>631</b>	<b>17</b>	<b>51</b>	<b>597</b>	<b>1,205</b>	<b>333</b>	<b>97</b>	<b>14</b>	<b>841</b>	<b>290</b>	<b>86</b>	<b>646</b>	<b>5,995</b>	<b>535</b>	<b>156</b>	<b>770</b>	<b>939</b>	<b>721</b>
<b>TOTAL for Departments of State only</b>	<b>7,349</b>	<b>814</b>	<b>2</b>	<b>270</b>	<b>378</b>	<b>223</b>	<b>512</b>	<b>17</b>	<b>50</b>	<b>52</b>	<b>618</b>	<b>290</b>	<b>1</b>	<b>14</b>	<b>799</b>	<b>276</b>	<b>58</b>	<b>203</b>	<b>3,428</b>	<b>276</b>	<b>101</b>	<b>675</b>	<b>331</b>	<b>432</b>
<b>TOTAL for other monitored bodies</b>	<b>4,826</b>	<b>122</b>	<b>0</b>	<b>62</b>	<b>17</b>	<b>3</b>	<b>119</b>	<b>0</b>	<b>1</b>	<b>545</b>	<b>587</b>	<b>43</b>	<b>96</b>	<b>0</b>	<b>42</b>	<b>14</b>	<b>28</b>	<b>443</b>	<b>2,567</b>	<b>259</b>	<b>55</b>	<b>95</b>	<b>608</b>	<b>289</b>
<b>Departments of State</b>																								
Attorney General's Office	29	1	0	1	0	0	2	0	0	2	5	3	0	0	7	1	0	0	7	0	8	1	0	0
Cabinet Office#	394	77	0	65	67	14	42	2	0	0	27	0	0	0	81	6	35	6	49	38	4	61	2	4
Department for Business, Energy and Industrial Strategy#	263	36	0	1	13	0	19	0	8	3	18	32	0	0	50	5	1	3	80	13	6	51	5	83
Department for Digital, Culture, Media and Sport	122	16	0	1	2	0	8	1	0	0	0	0	0	0	26	12	1	1	54	13	3	13	0	6
Department for Education#	620	76	0	0	0	0	0	0	3	35	1	0	0	33	94	1	1	319	32	15	38	8	18	
Department for Environment, Food and Rural Affairs	227	10	0	1	2	0	8	0	2	5	0	0	0	35	0	0	1	49	4	1	7	0	102	
Department for Exiting the European Union	211	29	0	2	12	0	64	0	16	0	21	1	0	3	82	7	0	3	81	7	9	18	0	0
Department for International Development#	74	18	0	1	1	0	17	0	1	0	8	0	0	0	8	0	1	12	46	3	0	21	0	7
Department for International Trade	143	23	0	5	7	0	32	0	4	0	1	0	0	0	29	22	0	8	54	18	0	40	0	1
Department for Transport#	580	49	0	0	11	1	6	0	0	11	49	0	0	0	36	9	0	3	358	48	7	88	26	44
Department for Work and Pensions	932	32	2	1	17	0	4	2	0	10	40	2	0	0	25	8	1	1	768	19	3	35	40	0
Department of Health and Social Care	177	29	0	0	5	0	15	0	0	0	10	5	0	0	42	5	0	7	54	7	4	34	0	0
Foreign and Commonwealth Office#	500	42	0	71	74	16	170	1	0	0	26	1	0	1	44	3	9	41	261	27	7	34	0	0
HM Treasury#	188	36	0	3	1	0	18	0	12	0	5	0	0	0	79	3	2	1	82	7	7	34	5	5
Home Office	869	114	0	63	87	2	58	0	0	2	216	1	0	0	94	83	3	34	288	13	10	71	13	0
Ministry of Defence#	596	39	0	46	68	190	27	0	1	21	45	7	0	0	8	3	1	37	266	5	6	54	19	7
Ministry of Housing, Communities and Local Government	301	17	0	0	1	0	4	0	2	0	9	0	0	0	52	2	1	15	61	5	0	10	0	155
Ministry of Justice#	989	154	0	3	2	0	1	0	0	0	83	236	0	10	35	6	1	20	485	9	9	51	213	0
Northern Ireland Office	54	7	0	5	7	0	2	3	0	0	7	1	1	0	10	4	0	7	21	3	1	1	0	0
Scotland Office	38	4	0	1	1	0	7	8	4	0	3	0	0	0	18	3	0	2	23	0	0	2	0	0
UK Export Finance	30	4	0	0	0	0	8	0	0	0	5	0	0	0	4	0	0	0	13	5	1	11	0	0
Wales Office	12	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	9	0	0	0	0	0

TABLE 10 continued

Exemptions (FOI) and exceptions (EIRs) applied by monitored bodies when withholding non-routine information requested during 2018

Government body	Total requests where one or more exemptions / exceptions were applied <sup>1</sup>	Exemptions listed in Part 2 of the FoI Act <sup>2</sup>																						
		S.22 - Information intended for future publication	S. 22A - Research 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.40 - Personal information	S.41 - Information provided in confidence	S.42 - Legal professional privilege	S.43 - Commercial interests	S.44 - Prohibitions on disclosure	All EIR exemptions
<b>Other bodies included in monitoring</b>																								
Charity Commission	292	4	0	0	2	0	0	0	0	0	121	29	0	0	0	2	0	0	175	41	12	5	0	0
Competition and Markets Authority	64	2	0	0	0	0	0	0	0	2	13	3	0	0	2	0	0	0	8	0	2	4	44	0
Crown Prosecution Service	163	21	0	2	2	0	6	0	0	30	22	4	0	0	0	3	0	6	92	1	23	6	1	0
Debt Management Office	25	1	0	0	0	0	0	0	0	0	10	0	0	0	0	0	0	0	23	0	0	1	0	0
Food Standards Agency	55	8	0	0	0	0	1	0	0	14	18	0	0	0	1	0	0	2	15	2	0	16	1	0
Government Legal Department	95	4	0	0	1	0	0	0	0	0	19	1	0	0	0	0	0	0	52	34	8	13	0	0
Health and Safety Executive	1,431	2	0	1	0	0	0	0	0	451	71	2	0	0	0	0	0	788	90	5	8	0	173	
HM Land Registry	59	2	0	0	0	0	0	0	0	0	5	0	0	0	4	0	0	0	46	0	0	5	0	0
HM Revenue and Customs#	702	35	0	0	0	0	8	0	0	0	83	0	0	0	28	2	0	0	58	5	1	9	492	5
National Archives	1,258	0	0	59	12	3	99	0	1	0	84	1	0	0	0	3	28	435	1,068	72	0	0	0	3
National Savings and Investments	14	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	7	0	1	2	1	0
Office for National Statistics	48	9	0	0	0	0	0	0	0	0	1	0	0	0	1	1	0	0	12	1	1	1	20	1
Office for Standards in Education, Children's Services and Skills	305	23	0	0	0	0	0	0	0	0	80	0	96	0	0	3	0	0	139	8	0	15	1	0
Office of Gas and Electricity Markets	94	3	0	0	0	0	0	0	0	0	13	0	0	0	1	0	0	0	3	0	0	3	33	38
Office of Rail and Road	67	5	0	0	0	0	1	0	0	19	16	0	0	0	3	0	0	0	61	1	1	2	7	0
Rural Payments Agency	63	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	0	63
Serious Fraud Office	73	3	0	0	0	0	4	0	0	29	28	3	0	0	2	0	0	0	11	3	1	0	4	0
Water Services Regulation Authority	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	1	0	3	4	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. The bulletin 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.

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.

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

Section 21 exemptions<sup>1</sup> applied by monitored bodies when dealing with routine information requests received from 1 October - 31 December 2018

Government body	Number of requests where a Section 21 exemption was applied <sup>2</sup>	Timeliness of response		Percentage of requests meeting 20-day deadline
		20-day deadline met	Late response (i.e. 20-day deadline missed)	
<b>TOTAL for all monitored bodies</b>	<b>677</b>	<b>648</b>	<b>29</b>	<b>96%</b>
<b>TOTAL for Departments of State only</b>	<b>518</b>	<b>495</b>	<b>23</b>	<b>96%</b>
<b>TOTAL for other monitored bodies</b>	<b>159</b>	<b>153</b>	<b>6</b>	<b>96%</b>
<b>Departments of State</b>				
Attorney General's Office	2	2	0	100%
Cabinet Office#	13	13	0	100%
Department for Business, Energy and Industrial Strategy#	6	4	2	67%
Department for Digital, Culture, Media and Sport	6	5	1	83%
Department for Education#	57	51	6	89%
Department for Environment, Food and Rural Affairs	5	5	0	100%
Department for Exiting the European Union	10	10	0	100%
Department for International Development#	1	1	0	100%
Department for International Trade	4	4	0	100%
Department for Transport#	40	40	0	100%
Department for Work and Pensions	36	35	1	97%
Department of Health and Social Care	23	22	1	96%
Foreign and Commonwealth Office#	8	5	3	63%
HM Treasury#	12	12	0	100%
Home Office	73	68	5	93%
Ministry of Defence#	76	72	4	95%
Ministry of Housing, Communities and Local Government	4	4	0	100%
Ministry of Justice#	131	131	0	100%
Northern Ireland Office	2	2	0	100%
Scotland Office	3	3	0	100%
UK Export Finance	1	1	0	100%
Wales Office	5	5	0	100%

**TABLE 11 Continued**

**Section 21 exemptions<sup>1</sup> applied by monitored bodies when dealing with routine information requests received from 1 October - 31 December 2018**

Government body	Number of requests where a Section 21 exemption was applied <sup>2</sup>	Timeliness of response		Percentage of requests meeting 20-day deadline
		20-day deadline met	Late response (i.e. 20-day deadline missed)	
<b>Other bodies included in monitoring</b>				
Charity Commission	49	46	3	94%
Competition and Markets Authority	1	1	0	100%
Crown Prosecution Service	2	2	0	100%
Debt Management Office	0	0	0	-
Food Standards Agency	0	0	0	-
Government Legal Department	29	27	2	93%
Health and Safety Executive	4	4	0	100%
HM Land Registry	3	3	0	100%
HM Revenue and Customs#	35	35	0	100%
National Archives	0	0	0	-
National Savings and Investments	0	0	0	-
Office for National Statistics	23	23	0	100%
Office for Standards in Education, Children's Services and Skills	3	3	0	100%
Office of Gas and Electricity Markets	8	7	1	88%
Office of Rail and Road	1	1	0	100%
Rural Payments Agency	0	0	0	-
Serious Fraud Office	0	0	0	-
Water Services Regulation Authority	1	1	0	100%

**Notes**

# - Figures supplied by these bodies count requests received by one or more of their agencies, as well as those received by the departments themselves. The bulletin of Bulletin gives full details.

1 - A section 21 exemption is defined as information available by other means. Section 21 is an absolute exemption, which means that no consideration of the public interest test is required

2 - These tables cover requests that were exempted either fully or in part under Section 21, where a Section 21 was the only exemption used

**TABLE 12**  
**Section 21 exemptions<sup>1</sup> applied by monitored bodies when dealing with routine information requests received in 2018**

Government body	Number of requests where a Section 21 exemption was applied <sup>2</sup>	Exemption status		Percentage of requests fully exempted where S21 was applied <sup>3</sup>	Timeliness of response		Percentage of requests meeting 20-day deadline
		Partly Exempted	Fully Exempted		20-day deadline met	Late response (i.e. 20-day deadline missed)	
<b>TOTAL for all monitored bodies</b>	<b>2,605</b>	<b>357</b>	<b>2223</b>	<b>86%</b>	<b>2,421</b>	<b>184</b>	<b>93%</b>
<b>TOTAL for Departments of State only</b>	<b>2,002</b>	<b>308</b>	<b>1694</b>	<b>85%</b>	<b>1,844</b>	<b>158</b>	<b>92%</b>
<b>TOTAL for other monitored bodies</b>	<b>603</b>	<b>49</b>	<b>529</b>	<b>92%</b>	<b>577</b>	<b>26</b>	<b>96%</b>
<b>Departments of State</b>							
Attorney General's Office	4	2	2	50%	4	0	100%
Cabinet Office#	77	21	56	73%	73	4	95%
Department for Business, Energy and Industrial Strategy#	36	19	17	47%	22	14	61%
Department for Digital, Culture, Media and Sport	25	15	10	40%	23	2	92%
Department for Education#	231	0	231	100%	212	19	92%
Department for Environment, Food and Rural Affairs	28	8	20	71%	26	2	93%
Department for Exiting the European Union	35	4	31	89%	35	0	100%
Department for International Development#	6	0	6	100%	6	0	100%
Department for International Trade	25	8	17	68%	17	8	68%
Department for Transport#	179	29	150	84%	176	3	98%
Department for Work and Pensions	78	0	78	100%	74	4	95%
Department of Health and Social Care	97	0	97	100%	92	5	95%
Foreign and Commonwealth Office#	58	28	30	52%	44	14	76%
HM Treasury#	55	22	33	60%	53	2	96%
Home Office	309	0	309	100%	276	33	89%
Ministry of Defence#	287	65	222	77%	258	29	90%
Ministry of Housing, Communities and Local Government	15	3	12	80%	13	2	87%
Ministry of Justice#	422	73	349	83%	406	16	96%
Northern Ireland Office	6	2	4	67%	6	0	100%
Scotland Office	7	3	4	57%	7	0	100%
UK Export Finance	5	0	5	100%	5	0	100%
Wales Office	17	6	11	65%	16	1	94%

**TABLE 12 Continued**  
**Section 21 exemptions<sup>1</sup> applied by monitored bodies when dealing with routine information requests received in 2018**

Government body	Number of requests where a Section 21 exemption was applied <sup>2</sup>	Exemption status		Percentage of requests fully exempted where S21 was applied <sup>3</sup>	Timeliness of response		Percentage of requests meeting 20-day deadline
		Partly Exempted	Fully Exempted		20-day deadline met	Late response (i.e. 20-day deadline missed)	
<b>Other bodies included in monitoring</b>							
Charity Commission	120	12	108	90%	111	9	93%
Competition and Markets Authority	2	0	2	100%	2	0	100%
Crown Prosecution Service	15	3	12	80%	15	0	100%
Debt Management Office	1	1	0	0%	1	0	100%
Food Standards Agency	2	0	2	100%	2	0	100%
Government Legal Department	107	0	107	100%	99	8	93%
Health and Safety Executive*	25	-	-	-	25	0	100%
HM Land Registry	47	2	45	96%	47	0	100%
HM Revenue and Customs	135	0	135	100%	129	6	96%
National Archives	4	1	3	75%	4	0	100%
National Savings and Investments	2	0	2	100%	2	0	100%
Office for National Statistics	95	21	74	78%	95	0	100%
Office for Standards in Education, Children's Services and Skills	20	5	15	75%	20	0	100%
Office of Gas and Electricity Markets	17	0	17	100%	16	1	94%
Office of Rail and Road	5	3	2	40%	4	1	80%
Rural Payments Agency	1	0	1	100%	1	0	100%
Serious Fraud Office	3	0	3	100%	3	0	100%
Water Services Regulation Authority	2	1	1	50%	1	1	50%

**Notes**

# - Figures supplied by these bodies count requests received by one or more of their agencies, as well as those received by the departments themselves. The bulletin of Bulletin gives full details.

1 - A section 21 exemption is defined as information available by other means. Section 21 is an absolute exemption, which means that no consideration of the public interest test is required to withhold information.

2 - These tables cover requests that were exempted either fully or in part under Section 21, where a Section 21 was the only exemption used

3 - As a proportion of section 21 requests on which fully/partial exemption data was available, where a section 21 exemption was applied.

4 - These departments were unable to provide data on whether the request was fully or partially exempted under S21. As such, totals do not sum.



**TABLE 13**  
**Outcomes of Internal Reviews<sup>1</sup> of non-routine information requests received by monitored bodies during 2018, 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	Overtured	
<b>TOTAL for all monitored bodies</b>	<b>2,829</b>	<b>2,525</b>	<b>1,948</b>	<b>341</b>	<b>236</b>	<b>77%</b>
<b>TOTAL for Departments of State only</b>	<b>2,334</b>	<b>2,084</b>	<b>1,594</b>	<b>280</b>	<b>210</b>	<b>76%</b>
<b>TOTAL for other monitored bodies</b>	<b>495</b>	<b>441</b>	<b>354</b>	<b>61</b>	<b>26</b>	<b>80%</b>
<b><i>Departments of State</i></b>						
Attorney General's Office	16	16	15	1	0	94%
Cabinet Office#	212	164	154	3	7	94%
Department for Business, Energy and Industrial Strategy#	55	51	34	11	6	67%
Department for Digital, Culture, Media and Sport	29	28	24	2	2	86%
Department for Education#	79	79	56	19	4	71%
Department for Environment, Food and Rural Affairs	51	37	32	3	2	86%
Department for Exiting the European Union	44	40	26	11	3	65%
Department for International Development#	23	21	14	3	4	67%
Department for International Trade	31	29	26	0	3	90%
Department for Transport#	98	94	75	9	10	80%
Department for Work and Pensions	583	569	400	76	93	70%
Department of Health and Social Care	52	37	35	1	1	95%
Foreign and Commonwealth Office#	120	93	82	11	0	88%
HM Treasury#	51	36	29	3	4	81%
Home Office	306	261	202	43	16	77%
Ministry of Defence#	161	116	75	23	18	65%
Ministry of Housing, Communities and Local Government	77	75	62	7	6	83%
Ministry of Justice#	320	312	230	51	31	74%
Northern Ireland Office	12	12	11	1	0	92%
Scotland Office	8	8	7	1	0	88%
UK Export Finance	5	5	4	1	0	80%
Wales Office	1	1	1	0	0	100%

**TABLE 13 continued**

**Outcomes of Internal Reviews<sup>1</sup> of non-routine information requests received by monitored bodies during 2018, 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	
<b><i>Other bodies included in monitoring</i></b>						
Charity Commission	50	46	29	13	4	63%
Competition and Markets Authority	14	14	10	3	1	71%
Crown Prosecution Service	46	40	34	4	2	85%
Debt Management Office	1	1	0	0	1	0%
Food Standards Agency	5	5	2	1	2	40%
Government Legal Department	2	2	2	0	0	100%
Health and Safety Executive	52	52	40	6	6	77%
HM Land Registry	21	21	18	1	2	86%
HM Revenue and Customs#	130	114	100	9	5	88%
National Archives	101	77	67	9	1	87%
National Savings and Investments	1	1	1	0	0	100%
Office for National Statistics	4	4	4	0	0	100%
Office for Standards in Education, Children's Services and Skills	29	27	18	8	1	67%
Office of Gas and Electricity Markets	18	16	11	5	0	69%
Office of Rail and Road	4	4	3	1	0	75%
Rural Payments Agency	6	6	6	0	0	100%
Serious Fraud Office	8	8	7	1	0	88%
Water Services Regulation Authority	3	3	2	0	1	67%

**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. The bulletin 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).

TABLE 14

Duration of completed Internal Reviews<sup>1</sup> of non-routine information requests received by monitored bodies during 2018, 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
<b>TOTAL for all monitored bodies</b>	<b>2,829</b>	<b>2,525</b>	<b>231</b>	<b>1,017</b>	<b>745</b>	<b>181</b>	<b>133</b>	<b>62</b>	<b>105</b>
As a percentage of total requests received <sup>2</sup>	5.7%	5.1%	0.5%	2.0%	1.5%	0.4%	0.3%	0.1%	0.2%
<b>TOTAL for Departments of State only</b>	<b>2,334</b>	<b>2,084</b>	<b>197</b>	<b>835</b>	<b>595</b>	<b>145</b>	<b>105</b>	<b>54</b>	<b>102</b>
As a percentage of total requests received <sup>2</sup>	6.8%	6.0%	0.6%	2.4%	1.7%	0.4%	0.3%	0.2%	0.3%
<b>TOTAL for other monitored bodies</b>	<b>495</b>	<b>441</b>	<b>34</b>	<b>182</b>	<b>150</b>	<b>36</b>	<b>28</b>	<b>8</b>	<b>3</b>
As a percentage of total requests received <sup>2</sup>	3.2%	2.8%	0.2%	1.2%	1.0%	0.2%	0.2%	0.1%	0.0%
<b>Departments of State</b>									
Attorney General's Office	16	16	3	11	2	0	0	0	0
Cabinet Office#	212	164	8	26	83	25	9	6	7
Department for Business, Energy and Industrial Strategy#	55	51	0	0	0	0	0	0	0
Department for Digital, Culture, Media and Sport	29	28	2	8	16	0	2	0	0
Department for Education#	79	79	3	43	26	5	0	0	2
Department for Environment, Food and Rural Affairs	51	37	0	11	9	7	2	1	7
Department for Exiting the European Union	44	40	1	4	4	4	7	8	12
Department for International Development#	23	21	2	9	4	4	1	1	0
Department for International Trade	31	29	0	11	14	0	4	0	0
Department for Transport#	98	94	6	69	12	3	2	2	0
Department for Work and Pensions	583	569	115	303	106	24	14	4	3
Department of Health and Social Care	52	37	0	0	2	4	3	2	26
Foreign and Commonwealth Office#	120	93	0	37	38	9	6	1	2
HM Treasury#	51	36	3	7	8	7	3	4	4
Home Office	306	261	11	59	97	27	30	19	18
Ministry of Defence#	161	116	8	63	22	8	3	4	8
Ministry of Housing, Communities and Local Government	77	75	9	6	40	10	7	0	3
Ministry of Justice#	320	312	26	146	109	8	11	2	10
Northern Ireland Office	12	12	0	12	0	0	0	0	0
Scotland Office	8	8	0	8	0	0	0	0	0
UK Export Finance	5	5	0	1	3	0	1	0	0
Wales Office	1	1	0	1	0	0	0	0	0

**TABLE 14 continued**

**Duration of completed Internal Reviews<sup>1</sup> of non-routine information requests received by monitored bodies during 2018, 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
<b>Other bodies included in monitoring</b>									
Charity Commission	50	46	0	8	19	9	7	3	0
Competition and Markets Authority	14	14	0	11	3	0	0	0	0
Crown Prosecution Service	46	40	5	26	7	1	0	0	1
Debt Management Office	1	1	0	1	0	0	0	0	0
Food Standards Agency	5	5	1	0	4	0	0	0	0
Government Legal Department	2	2	0	2	0	0	0	0	0
Health and Safety Executive	52	52	11	21	20	0	0	0	0
HM Land Registry	21	21	5	9	7	0	0	0	0
HM Revenue and Customs <sup>#</sup>	130	114	11	64	27	5	5	1	1
National Archives	101	77	0	3	40	18	14	2	0
National Savings and Investments	1	1	0	1	0	0	0	0	0
Office for National Statistics	4	4	0	0	2	1	1	0	0
Office for Standards in Education, Children's Services and Skills	29	27	0	21	6	0	0	0	0
Office of Gas and Electricity Markets	18	16	0	4	6	2	1	2	1
Office of Rail and Road	4	4	0	2	2	0	0	0	0
Rural Payments Agency	6	6	0	1	5	0	0	0	0
Serious Fraud Office	8	8	1	5	2	0	0	0	0
Water Services Regulation Authority	3	3	0	3	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. The bulletin 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 - Excluding "on-hold" and "lapsed" requests.



**TABLE 15 continued**

**Duration of Internal Reviews<sup>1</sup> of non-routine information requests received by monitored bodies in 2017, where the requested information was initially withheld, and which were reported as not completed\* in the 2017 end-year monitoring statistics**

Government body	Internal Reviews with unknown outcome (at time of end-of-year monitoring 2017) <sup>2</sup>	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
<b>Other bodies included in monitoring</b>								
Charity Commission	3	0	1	2	0	0	0	0
Competition and Markets Authority	0	0	0	0	0	0	0	0
Crown Prosecution Service	0	0	0	0	0	0	0	0
Debt Management Office	0	0	0	0	0	0	0	0
Food Standards Agency	0	0	0	0	0	0	0	0
Government Legal Department	1	0	0	1	0	0	0	0
Health and Safety Executive	2	0	2	0	0	0	0	0
HM Land Registry	0	0	0	0	0	0	0	0
HM Revenue and Customs#	33	3	4	8	3	5	1	9
National Archives	5	0	0	1	4	0	0	0
National Savings and Investments	0	0	0	0	0	0	0	0
Office for National Statistics	0	0	0	0	0	0	0	0
Office for Standards in Education, Children's Services and Skills	3	0	1	2	0	0	0	0
Office of Gas and Electricity Markets	0	0	0	0	0	0	0	0
Office of Rail and Road	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
Water Services Regulation Authority	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. The bulletin 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 14

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 Internal Reviews that have not been completed as of the current monitoring period, and therefore do not have a listed duration.

TABLE 16

Outcomes of appeals to the Information Commissioner's Office (ICO)<sup>1</sup> about the handling of non-routine information requests received by monitored bodies during 2018

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
<b>TOTAL for all monitored bodies</b>	<b>482</b>	<b>277</b>	<b>203</b>	<b>26</b>	<b>48</b>
<b>TOTAL for Departments of State only</b>	<b>394</b>	<b>232</b>	<b>172</b>	<b>21</b>	<b>39</b>
<b>TOTAL for other monitored bodies</b>	<b>88</b>	<b>45</b>	<b>31</b>	<b>5</b>	<b>9</b>
<b><i>Departments of State</i></b>					
Attorney General's Office	4	3	3	0	0
Cabinet Office#	88	56	32	12	12
Department for Business, Energy and Industrial Strategy#	10	8	6	2	0
Department for Digital, Culture, Media and Sport	3	2	1	0	1
Department for Education#	39	27	25	0	2
Department for Environment, Food and Rural Affairs	2	0	0	0	0
Department for Exiting the European Union	12	5	3	2	0
Department for International Development#	4	4	4	0	0
Department for International Trade	0	0	0	0	0
Department for Transport#	28	20	18	1	1
Department for Work and Pensions	68	39	24	0	15
Department of Health and Social Care	10	7	7	0	0
Foreign and Commonwealth Office#	20	7	6	1	0
HM Treasury#	2	0	0	0	0
Home Office	24	10	7	0	3
Ministry of Defence#	16	12	12	0	0
Ministry of Housing, Communities and Local Government	6	4	3	1	0
Ministry of Justice#	52	23	18	1	4
Northern Ireland Office	2	2	2	0	0
Scotland Office	3	2	0	1	1
UK Export Finance	1	1	1	0	0
Wales Office	0	0	0	0	0

TABLE 16 continued

**Outcomes of appeals to the Information Commissioner's Office (ICO)<sup>1</sup> about the handling of non-routine information requests received by monitored bodies during 2018**

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
<b><i>Other bodies included in monitoring</i></b>					
Charity Commission	3	2	0	1	1
Competition and Markets Authority	2	2	2	0	0
Crown Prosecution Service	20	15	12	2	1
Debt Management Office	0	0	0	0	0
Food Standards Agency	1	1	0	0	1
Government Legal Department	2	2	2	0	0
Health and Safety Executive	4	3	2	0	1
HM Land Registry	4	2	2	0	0
HM Revenue and Customs#	22	5	5	0	0
National Archives	18	2	2	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, Children's Services and Skills	3	2	2	0	0
Office of Gas and Electricity Markets	2	2	1	1	0
Office of Rail and Road	2	2	0	0	2
Rural Payments Agency	4	4	0	1	3
Serious Fraud Office	0	0	0	0	0
Water Services Regulation Authority	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. The bulletin 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 17 continued

Duration of deadline extensions to allow for the consideration of Public Interest<sup>1</sup> which were applied to non-routine information requests received by monitored bodies during 2018

Government body	Total requests extended	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
<b>Other bodies included in monitoring</b>												
Charity Commission	1	1	0	0	1	0	0	0	0	0	0	0
Competition and Markets Authority	0	0	0	0	0	0	0	0	0	0	0	0
Crown Prosecution Service	21	19	0	0	0	16	2	0	1	0	0	0
Debt Management Office	0	0	0	0	0	0	0	0	0	0	0	0
Food Standards Agency	15	15	1	1	0	8	4	1	0	0	0	0
Government Legal Department	0	0	0	0	0	0	0	0	0	0	0	0
Health and Safety Executive <sup>3</sup>	61	52	-	-	-	-	-	-	-	-	-	-
HM Land Registry	1	1	1	0	0	0	0	0	0	0	0	0
HM Revenue and Customs <sup>#</sup>	0	0	0	0	0	0	0	0	0	0	0	0
National Archives	690	535	49	44	35	75	92	86	73	38	20	23
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, Children's Services and Skills	17	14	7	2	2	2	1	0	0	0	0	0
Office of Gas and Electricity Markets	0	0	0	0	0	0	0	0	0	0	0	0
Office of Rail and Road	10	10	1	0	0	6	2	0	1	0	0	0
Rural Payments Agency	0	0	0	0	0	0	0	0	0	0	0	0
Serious Fraud Office	2	2	0	0	2	0	0	0	0	0	0	0
Water Services Regulation Authority	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. The bulletin 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 - Excluding "on-hold" and "lapsed" requests, and where appropriate requests received by those other monitored bodies which were not able to provide data on PIT extension durations in 2018 (see footnote 3).

3 - The Health and Safety Executive were not able to provide timeliness data on PIT extension durations in 2018



TABLE 18 continued

Duration of deadline extensions to allow for the consideration of Public Interest<sup>1</sup> which were applied to non-routine information requests received by monitored bodies during 2017, and which were reported as not completed\* in the 2017 end-year monitoring statistics

Government body	Uncompleted extended requests (at time of end-of-year monitoring 2017) <sup>2</sup>	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	
<b>Other bodies included in monitoring</b>												
Charity Commission	0	0	0	0	0	0	0	0	0	0	0	0
Competition and Markets Authority	0	0	0	0	0	0	0	0	0	0	0	0
Crown Prosecution Service	4	0	0	0	1	3	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
Government Legal Department	0	0	0	0	0	0	0	0	0	0	0	0
Health and Safety Executive	2	1	0	0	0	0	0	0	1	0	0	0
HM Land Registry	0	0	0	0	0	0	0	0	0	0	0	0
HM Revenue and Customs#	0	0	0	0	0	0	0	0	0	0	0	0
National Archives	104	0	2	0	2	4	9	24	25	14	23	
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, Children's Services and Skills	0	0	0	0	0	0	0	0	0	0	0	0
Office of Gas and Electricity Markets	0	0	0	0	0	0	0	0	0	0	0	0
Office of Rail and Road	0	0	0	0	0	0	0	0	0	0	0	0
Rural Payments Agency	0	0	0	0	0	0	0	0	0	0	0	0
Serious Fraud Office	0	0	0	0	0	0	0	0	0	0	0	0
Water Services Regulation Authority	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. The bulletin 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 17

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 include PIT extensions that have not been completed as of the current monitoring period, and therefore do not have a listed duration.