

**Latest annual (2, 4, 6, 8, 9, 10, 11, 12, 14, 15) and year on year (1, 1 (Expanded), 3, 5, 7a, 7b, 13, 16) tables**

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**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 2019**

	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	47,386
2016	30,664	14,751	45,415
2017	31,992	14,689	46,681
2018	34,452	15,509	49,961
2019	33,954	15,485	49,439
% change, 2018 to 2019	-1%	0%	-1%
<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%	85%
2016	83%	89%	85%
2017	85%	90%	87%
2018	85%	89%	87%
2019	86%	88%	87%
<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%	90%
2016	89%	95%	91%
2017	91%	95%	92%
2018	91%	93%	91%
2019	92%	94%	93%
<b>Proportion of "resolvable"<sup>4</sup> requests granted in full</b>			
2015	49%	45%	47%
2016	46%	46%	46%
2017	46%	47%	46%
2018	42%	45%	43%
2019	43%	43%	43%
<b>Proportion of "resolvable"<sup>4</sup> requests withheld in full<sup>5</sup></b>			
2015	36%	36%	36%
2016	38%	36%	37%
2017	38%	34%	37%
2018	41%	34%	39%
2019	40%	35%	39%
<b>Proportion of "resolvable"<sup>4</sup> requests excluding "procedural refusals"<sup>8</sup> granted in full</b>			
2015	61%	49%	56%
2016	57%	50%	54%
2017	57%	50%	55%
2018	56%	49%	54%
2019	56%	46%	52%
<b>Proportion of "resolvable"<sup>4</sup> requests excluding "procedural refusals"<sup>8</sup> withheld in full<sup>9</sup></b>			
2015	20%	31%	24%
2016	23%	31%	26%
2017	23%	29%	25%
2018	22%	29%	24%
2019	22%	30%	25%
<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	2,964
2016	2,290	510	2,800
2017	2,408	453	2,861
2018	2,334	495	2,829
2019	2,092	437	2,529
<b>Proportion of Internal Reviews<sup>6</sup> with a known outcome where initial handling was upheld in full</b>			
2015	79%	84%	80%
2016	77%	88%	79%
2017	76%	85%	78%
2018	76%	80%	77%
2019	81%	78%	81%
<b>Known complaints to the Information Commissioner</b>			
<b>Total number of known complaints to the Information Commissioner's Office<sup>7</sup> on information requests received</b>			
2015	352	76	428
2016	386	75	461
2017	304	73	377
2018	394	88	482
2019	424	55	479

**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 appropriate limit.

6 - Applicants are able to ask a public authority for an "Internal Review" if they are not content with the public authority's initial decision on whether to release requested information. This process should be a fair and impartial review of the initial decision. Requesters who remain dissatisfied with the outcome of the Internal Review can apply to the Information Commissioner for a decision on whether or not a public authority has handled their request properly (see Section 50 of the FOI Act).

7 - Requesters who remain dissatisfied with the outcome of a public authority's Internal Review can apply to the Information Commissioner for a decision on whether or not a public authority has handled their request properly. 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.

8 - "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 1 (Expanded)  
Summary statistics, 2005 to 2019

	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
2019	33,954	15,485	49,439
% change, 2018 to 2019	-1%	0%	-1%
<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
2019 Q1	8,918	4,306	13,224
2019 Q2	7,431	3,706	11,137
2019 Q3	9,221	3,715	12,936
2019 Q4	8,139	3,746	11,885

**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%
2018	85%	89%	87%
2019	86%	88%	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%
2018	91%	93%	91%
2019	92%	94%	93%

**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%
2018	42%	45%	43%
2019	43%	43%	43%

**Proportion of "resolvable" requests withheld in full<sup>8</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%
2018	41%	34%	39%
2019	40%	35%	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%
2018	56%	49%	54%
2019	56%	46%	52%

**Proportion of "resolvable" requests excluding "procedural refusals" withheld in full<sup>8</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%
2018	22%	29%	24%
2019	22%	30%	25%

### Internal Reviews

<b>Total number of Internal Reviews* on non-routine information requests, where requested information was initially withheld</b>			
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>
2019	2,092	437	<b>2,529</b>

<b>Proportion of Internal Reviews* with a known outcome where initial handling was upheld in full</b>			
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>
2019	81%	78%	<b>81%</b>

### Known complaints to the Information Commissioner

<b>Total number of known complaints to the Information Commissioner's Office<sup>7</sup> on information requests received</b>			
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>
2019	424	55	<b>479</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 appropriate limit.

6 - Applicants are able to ask a public authority for an "Internal Review" if they are not content with the public authority's initial decision on whether to release requested information. This process should be a fair and impartial review of the initial decision. Requesters who remain dissatisfied with the outcome of the Internal Review can apply to the Information Commissioner for a decision on whether or not a public authority has handled their request properly (see Section 50 of the FOI Act).

7 - Requesters who remain dissatisfied with the outcome of a public authority's Internal Review can apply to the Information Commissioner for a decision on whether or not a public authority has handled their request properly. 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.

8 - "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 2****Number of non-routine information requests received in 2019, and their status at time of monitoring<sup>1</sup>**

<b>Government body</b>	<b>Total requests received</b>	<b>Request status at time of monitoring<sup>1</sup></b>			
		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>49,439</b>	<b>48,533</b>	<b>12</b>	<b>894</b>	<b>1,647</b>
<b>TOTAL for Departments of State only</b>	<b>33,954</b>	<b>33,433</b>	<b>0</b>	<b>521</b>	<b>790</b>
<b>TOTAL for other monitored bodies</b>	<b>15,485</b>	<b>15,100</b>	<b>12</b>	<b>373</b>	<b>857</b>
<b><i>Departments of State</i></b>					
Attorney General's Office	270	269	0	1	2
Cabinet Office#	1,757	1,676	0	81	4
Department for Business, Energy and Industrial Strategy#	863	852	0	11	131
Department for Digital, Culture, Media and Sport	549	543	0	6	3
Department for Education#	3,202	3,197	0	5	62
Department for Environment, Food and Rural Affairs	785	785	0	0	299
Department for Exiting the European Union	404	403	0	1	2
Department for International Development#	436	434	0	2	8
Department for International Trade	489	489	0	0	0
Department for Transport#	2,490	2,472	0	18	56
Department for Work and Pensions	3,654	3,648	0	6	3
Department of Health and Social Care	933	928	0	5	0
Foreign and Commonwealth Office#	1,229	1,190	0	39	8
HM Treasury#	1,009	1,001	0	8	12
Home Office	4,972	4,840	0	132	2
Ministry of Defence#	4,354	4,166	0	188	15
Ministry of Housing, Communities and Local Government	879	875	0	4	165
Ministry of Justice#	4,943	4,931	0	12	6
Northern Ireland Office	260	260	0	0	1
Scotland Office	232	232	0	0	0
UK Export Finance	79	77	0	2	6
Wales Office	165	165	0	0	5

**TABLE 2 continued**

**Number of non-routine information requests received in 2019, and their status at time of monitoring<sup>1</sup>**

Government body	Total 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>
<b><i>Other bodies included in monitoring</i></b>					
Charity Commission	698	698	0	0	0
Competition and Markets Authority	134	134	0	0	0
Crown Prosecution Service	605	604	0	1	0
Debt Management Office	34	34	0	0	0
Food Standards Agency	170	169	0	1	1
Government Legal Department	199	199	0	0	0
Health and Safety Executive	4,731	4,695	0	36	242
HM Land Registry	374	374	0	0	0
HM Revenue and Customs#	2,311	2,307	0	4	8
National Archives	3,832	3,494	12	326	5
National Savings and Investments	65	65	0	0	1
Office for National Statistics	530	530	0	0	0
Office for Standards in Education, Children's Services and Skills	499	498	0	1	0
Office of Gas and Electricity Markets	489	487	0	2	223
Office of Rail and Road	161	161	0	0	0
Rural Payments Agency	356	354	0	2	351
Serious Fraud Office	152	152	0	0	0
Water Services Regulation Authority	145	145	0	0	26

**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 2019

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 year, since 2015**

<b>Government body</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
<b>TOTAL for all monitored bodies</b>	<b>47,386</b>	<b>45,415</b>	<b>46,681</b>	<b>49,961</b>	<b>49,439</b>
<b>TOTAL for Departments of State only</b>	<b>31,726</b>	<b>30,664</b>	<b>31,992</b>	<b>34,452</b>	<b>33,954</b>
<b>TOTAL for other monitored bodies</b>	<b>15,660</b>	<b>14,751</b>	<b>14,689</b>	<b>15,509</b>	<b>15,485</b>
<b><i>Departments of State</i></b>					
Attorney General's Office	220	236	210	226	270
Cabinet Office#	1,740	1,649	1,537	1,573	1,757
Department for Business, Energy and Industrial Strategy#	-	477	869	914	863
Department for Business, Innovation and Skills	949	539	-	-	-
Department for Digital, Culture, Media and Sport	553	555	529	564	549
Department for Education#	2,009	2,023	2,201	3,014	3,202
Department for Environment, Food and Rural Affairs	788	684	788	872	785
Department for Exiting the European Union	-	172	769	597	404
Department for International Development#	499	403	485	490	436
Department for International Trade	-	142	462	476	489
Department for Transport#	2,607	2,375	2,533	2,484	2,490
Department for Work and Pensions	4,832	4,285	4,741	4,826	3,654
Department of Energy and Climate Change#	694	389	-	-	-
Department of Health and Social Care	1,622	1,463	1,063	976	933
Foreign and Commonwealth Office#	1,265	1,191	1,260	1,378	1,229
HM Treasury#	1,062	867	1,026	990	1,009
Home Office	3,375	3,488	3,584	4,316	4,972
Ministry of Defence#	3,843	4,251	4,367	4,389	4,354
Ministry of Housing, Communities and Local Government	933	848	814	926	879
Ministry of Justice#	4,034	4,097	4,059	4,645	4,943
Northern Ireland Office	233	170	206	289	260
Scotland Office	209	151	241	238	232
UK Export Finance	86	90	102	96	79
Wales Office	173	119	146	173	165

**TABLE 3 continued**

**Number of non-routine information requests received by monitored bodies, by year, since 2015**

<b>Government body</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
<b><i>Other bodies included in monitoring</i></b>					
Charity Commission	637	636	618	700	698
Competition and Markets Authority	150	116	119	131	134
Crown Prosecution Service	712	772	751	842	605
Debt Management Office	83	59	58	60	34
Food Standards Agency	162	158	170	190	170
Government Legal Department	471	426	400	257	199
Health and Safety Executive	4,942	4,661	4,883	4,837	4,731
HM Land Registry	400	440	357	381	374
HM Revenue and Customs#	2,194	2,002	1,970	2,329	2,311
National Archives	3,085	2,922	3,024	3,395	3,832
National Savings and Investments	132	81	77	74	65
Office for National Statistics	355	378	433	512	530
Office for Standards in Education, Children's Services and Skills	800	565	526	576	499
Office of Gas and Electricity Markets	431	560	574	435	489
Office of Rail and Road	160	151	143	174	161
Ordnance Survey	113	89	-	-	-
Royal Mint	32	40	-	-	-
Rural Payments Agency	505	393	332	275	356
Serious Fraud Office	124	156	141	188	152
Water Services Regulation Authority	172	146	113	153	145

**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.

TABLE 4

## Timeliness of response to non-routine information requests received by monitored bodies during 2019

Government body	Total 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)		
<b>TOTAL for all monitored bodies</b>	<b>49,427</b>	<b>42,882</b>	<b>2,843</b>	<b>3,702</b>	<b>87%</b>	<b>93%</b>
<b>TOTAL for Departments of State only</b>	<b>33,954</b>	<b>29,307</b>	<b>1,844</b>	<b>2,803</b>	<b>86%</b>	<b>92%</b>
<b>TOTAL for other monitored bodies</b>	<b>15,473</b>	<b>13,575</b>	<b>999</b>	<b>899</b>	<b>88%</b>	<b>94%</b>
<b>Departments of State</b>						
Attorney General's Office	270	259	9	2	96%	99%
Cabinet Office#	1,757	1,364	90	303	78%	83%
Department for Business, Energy and Industrial Strategy#	863	577	104	182	67%	79%
Department for Digital, Culture, Media and Sport	549	479	34	36	87%	93%
Department for Education#	3,202	2,800	93	309	87%	90%
Department for Environment, Food and Rural Affairs	785	742	28	15	95%	98%
Department for Exiting the European Union	404	376	17	11	93%	97%
Department for International Development#	436	397	33	6	91%	99%
Department for International Trade	489	421	35	33	86%	93%
Department for Transport#	2,490	2,308	85	97	93%	96%
Department for Work and Pensions	3,654	3,454	18	182	95%	95%
Department of Health and Social Care	933	838	32	63	90%	93%
Foreign and Commonwealth Office#	1,229	872	274	83	71%	93%
HM Treasury#	1,009	945	21	43	94%	96%
Home Office	4,972	4,031	461	480	81%	90%
Ministry of Defence#	4,354	3,421	341	592	79%	86%
Ministry of Housing, Communities and Local Government	879	711	109	59	81%	93%
Ministry of Justice#	4,943	4,622	26	295	94%	94%
Northern Ireland Office	260	236	16	8	91%	97%
Scotland Office	232	226	6	0	97%	100%
UK Export Finance	79	64	11	4	81%	95%
Wales Office	165	164	1	0	99%	100%

**TABLE 4 continued**

**Timeliness of response to non-routine information requests received by monitored bodies during 2019**

Government body	Total 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)		
<b>Other bodies included in monitoring</b>						
Charity Commission	698	665	3	30	95%	96%
Competition and Markets Authority	134	130	0	4	97%	97%
Crown Prosecution Service	605	570	10	25	94%	96%
Debt Management Office	34	34	0	0	100%	100%
Food Standards Agency	170	157	11	2	92%	99%
Government Legal Department	199	178	0	21	89%	89%
Health and Safety Executive	4,731	4,472	47	212	95%	96%
HM Land Registry	374	359	8	7	96%	98%
HM Revenue and Customs	2,311	2,199	2	110	95%	95%
National Archives <sup>^</sup>	3,820	2,565	866	389	67%	90%
National Savings and Investments	65	63	0	2	97%	97%
Office for National Statistics	530	507	0	23	96%	96%
Office for Standards in Education, Children's Services and Skills	499	483	9	7	97%	99%
Office of Gas and Electricity Markets	489	453	15	21	93%	96%
Office of Rail and Road	161	146	7	8	91%	95%
Rural Payments Agency	356	312	11	33	88%	91%
Serious Fraud Office	152	146	5	1	96%	99%
Water Services Regulation Authority	145	136	5	4	94%	97%

**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 since 2015 that were answered 'in time', by year<sup>1</sup>

Government body	2015	2016	2017	2018	2019
<b>TOTAL for all monitored bodies</b>	<b>90%</b>	<b>91%</b>	<b>92%</b>	<b>91%</b>	<b>93%</b>
<b>TOTAL for Departments of State only</b>	<b>88%</b>	<b>89%</b>	<b>91%</b>	<b>91%</b>	<b>92%</b>
<b>TOTAL for other monitored bodies</b>	<b>94%</b>	<b>95%</b>	<b>95%</b>	<b>93%</b>	<b>94%</b>
<b><i>Departments of State</i></b>					
Attorney General's Office	98%	97%	100%	98%	99%
Cabinet Office#	88%	94%	91%	92%	83%
Department for Business, Energy and Industrial Strategy#	-	76%	81%	82%	79%
Department for Business, Innovation and Skills	91%	73%	-	-	-
Department for Digital, Culture, Media and Sport	87%	94%	96%	94%	93%
Department for Education#	86%	86%	87%	85%	90%
Department for Environment, Food and Rural Affairs	77%	89%	92%	95%	98%
Department for Exiting the European Union	-	91%	90%	96%	97%
Department for International Development#	99%	99%	98%	99%	99%
Department for International Trade	-	85%	73%	75%	93%
Department for Transport#	97%	97%	96%	97%	96%
Department for Work and Pensions	89%	84%	93%	92%	95%
Department of Energy and Climate Change#	92%	88%	-	-	-
Department of Health and Social Care	100%	100%	97%	95%	93%
Foreign and Commonwealth Office#	88%	92%	94%	87%	93%
HM Treasury#	93%	92%	95%	95%	96%
Home Office	85%	86%	89%	87%	90%
Ministry of Defence#	90%	93%	89%	87%	86%
Ministry of Housing, Communities and Local Government	98%	80%	80%	85%	93%
Ministry of Justice#	74%	83%	89%	94%	94%
Northern Ireland Office	92%	95%	98%	99%	97%
Scotland Office	91%	79%	98%	97%	100%
UK Export Finance	90%	97%	96%	99%	95%
Wales Office	99%	98%	100%	99%	100%

**TABLE 5 continued**

**Percentage of non-routine information requests received since 2015 that were answered 'in time', by year<sup>1</sup>**

<b>Government body</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
<b><i>Other bodies included in monitoring</i></b>					
Charity Commission	93%	89%	92%	75%	96%
Competition and Markets Authority	94%	97%	97%	98%	97%
Crown Prosecution Service	94%	91%	95%	96%	96%
Debt Management Office	100%	100%	100%	100%	100%
Food Standards Agency	98%	100%	99%	98%	99%
Government Legal Department	98%	98%	98%	96%	89%
Health and Safety Executive	96%	96%	96%	93%	96%
HM Land Registry	100%	98%	99%	98%	98%
HM Revenue and Customs	86%	87%	92%	96%	95%
National Archives <sup>^</sup>	97%	96%	96%	95%	90%
National Savings and Investments	78%	84%	84%	99%	97%
Office for National Statistics	90%	95%	93%	97%	96%
Office for Standards in Education, Children's Services and Skills	96%	98%	97%	97%	99%
Office of Gas and Electricity Markets	91%	98%	91%	76%	96%
Office of Rail and Road	94%	95%	94%	97%	95%
Ordnance Survey	100%	100%	-	-	-
Royal Mint	69%	83%	-	-	-
Rural Payments Agency	94%	94%	98%	94%	91%
Serious Fraud Office	94%	95%	99%	99%	99%
Water Services Regulation Authority	82%	99%	100%	85%	97%

**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.

<sup>1</sup> - 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 during 2019

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>49,427</b>	<b>4,239</b>	<b>9,815</b>	<b>35,373</b>	<b>15,168</b>	<b>5,674</b>	<b>13,637</b>	<b>894</b>	<b>43%</b>	<b>39%</b>	<b>28,906</b>	<b>15,168</b>	<b>5,674</b>	<b>7,170</b>	<b>894</b>	<b>52%</b>	<b>25%</b>
<b>TOTAL for Departments of State only</b>	<b>33,954</b>	<b>3,163</b>	<b>6,473</b>	<b>24,318</b>	<b>10,426</b>	<b>3,603</b>	<b>9,768</b>	<b>521</b>	<b>43%</b>	<b>40%</b>	<b>18,651</b>	<b>10,426</b>	<b>3,603</b>	<b>4,101</b>	<b>521</b>	<b>56%</b>	<b>22%</b>
<b>TOTAL for other monitored bodies</b>	<b>15,473</b>	<b>1,076</b>	<b>3,342</b>	<b>11,055</b>	<b>4,742</b>	<b>2,071</b>	<b>3,869</b>	<b>373</b>	<b>43%</b>	<b>35%</b>	<b>10,255</b>	<b>4,742</b>	<b>2,071</b>	<b>3,069</b>	<b>373</b>	<b>46%</b>	<b>30%</b>
<b>Departments of State</b>																	
Attorney General's Office	270	6	135	129	58	10	60	1	45%	47%	111	58	10	42	1	52%	38%
Cabinet Office#	1,757	60	549	1,148	311	161	595	81	27%	52%	921	311	161	368	81	34%	40%
Department for Business, Energy and Industrial Strategy#	863	31	183	649	219	142	277	11	34%	43%	489	219	142	117	11	45%	24%
Department for Digital, Culture, Media and Sport	549	25	179	345	86	85	168	6	25%	49%	224	86	85	47	6	38%	21%
Department for Education#	3,202	383	465	2,354	1,358	476	515	5	58%	22%	2,030	1,358	476	191	5	67%	9%
Department for Environment, Food and Rural Affairs	785	26	198	561	169	141	251	0	30%	45%	436	169	141	126	0	39%	29%
Department for Exiting the European Union	404	30	123	251	92	79	79	1	37%	31%	218	92	79	46	1	42%	21%
Department for International Development#	436	24	50	362	173	38	149	2	48%	41%	235	173	38	22	2	74%	9%
Department for International Trade	489	1	89	399	124	98	177	0	31%	44%	298	124	98	76	0	42%	26%
Department for Transport#	2,490	10	409	2,071	1,120	296	637	18	54%	31%	1,800	1,120	296	366	18	62%	20%
Department for Work and Pensions	3,654	430	515	2,709	1,411	156	1,136	6	52%	42%	2,062	1,411	156	489	6	68%	24%
Department of Health and Social Care	933	39	341	553	183	113	252	5	33%	46%	368	183	113	67	5	50%	18%
Foreign and Commonwealth Office#	1,229	40	267	922	217	282	384	39	24%	42%	702	217	282	164	39	31%	23%
HM Treasury#	1,009	69	261	679	243	118	310	8	36%	46%	506	243	118	137	8	48%	27%
Home Office	4,972	831	809	3,332	1,313	325	1,562	132	39%	47%	2,391	1,313	325	621	132	55%	26%
Ministry of Defence#	4,354	542	768	3,044	1,414	498	944	188	46%	31%	2,425	1,414	498	325	188	58%	13%
Ministry of Housing, Communities and Local Government	879	12	180	687	271	127	285	4	39%	41%	592	271	127	190	4	46%	32%
Ministry of Justice#	4,943	595	785	3,563	1,378	389	1,784	12	39%	50%	2,413	1,378	389	634	12	57%	26%
Northern Ireland Office	260	2	32	226	85	20	121	0	38%	54%	151	85	20	46	0	56%	30%
Scotland Office	232	5	58	169	107	20	42	0	63%	25%	135	107	20	8	0	79%	6%
UK Export Finance	79	1	25	53	12	23	16	2	23%	30%	47	12	23	10	2	26%	21%
Wales Office	165	1	52	112	82	6	24	0	73%	21%	97	82	6	9	0	85%	9%

**TABLE 6 continued**  
**Initial outcomes of non-routine information requests received by monitored bodies during 2019**

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>6</sup>				Granted in full	Partially withheld	Fully withheld (excluding procedural refusals <sup>4</sup> )	Response not yet provided <sup>6</sup>		
<b>Other bodies included in monitoring</b>																	
Charity Commission	698	17	127	554	146	174	234	0	26%	42%	518	146	174	198	0	28%	38%
Competition and Markets Authority	134	0	11	123	37	35	51	0	30%	41%	116	37	35	44	0	32%	38%
Crown Prosecution Service	605	96	52	457	159	54	243	1	35%	53%	274	159	54	60	1	58%	22%
Debt Management Office	34	0	5	29	12	15	2	0	41%	7%	28	12	15	1	0	43%	4%
Food Standards Agency	170	12	34	124	73	27	23	1	59%	19%	108	73	27	7	1	68%	6%
Government Legal Department	199	0	34	165	66	44	55	0	40%	33%	154	66	44	44	0	43%	29%
Health and Safety Executive	4,731	49	1,779	2,903	1,292	864	711	36	45%	24%	2,882	1,292	864	690	36	45%	24%
HM Land Registry	374	9	54	311	237	27	47	0	76%	15%	300	237	27	36	0	79%	12%
HM Revenue and Customs	2,311	107	266	1,938	800	92	1,042	4	41%	54%	1,505	800	92	609	4	53%	40%
National Archives	3,820	529	423	2,868	1,164	423	955	326	41%	33%	2,863	1,164	423	950	326	41%	33%
National Savings and Investments	65	0	4	61	48	9	4	0	79%	7%	59	48	9	2	0	81%	3%
Office for National Statistics	530	0	299	231	185	24	22	0	80%	10%	229	185	24	20	0	81%	9%
Office for Standards in Education, Children's Services and Skills	499	89	41	369	47	80	241	1	13%	65%	335	47	80	207	1	14%	62%
Office of Gas and Electricity Markets	489	0	56	433	240	82	109	2	55%	25%	423	240	82	99	2	57%	23%
Office of Rail and Road	161	21	41	99	31	46	22	0	31%	22%	94	31	46	17	0	33%	18%
Rural Payments Agency	356	145	74	137	59	42	34	2	43%	25%	135	59	42	32	2	44%	24%
Serious Fraud Office	152	2	5	145	70	22	53	0	48%	37%	125	70	22	33	0	56%	26%
Water Services Regulation Authority	145	0	37	108	76	11	21	0	70%	19%	107	76	11	20	0	71%	19%

**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.
- 6 - "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 7a

Percentage of resolvable non-routine information requests received that were granted in full, by year, since 2015<sup>1</sup>

Government body	2015	2016	2017	2018	2019
<b>TOTAL for all monitored bodies</b>	<b>47%</b>	<b>46%</b>	<b>46%</b>	<b>43%</b>	<b>43%</b>
<b>TOTAL for Departments of State only</b>	<b>49%</b>	<b>46%</b>	<b>46%</b>	<b>42%</b>	<b>43%</b>
<b>TOTAL for other monitored bodies</b>	<b>45%</b>	<b>46%</b>	<b>47%</b>	<b>45%</b>	<b>43%</b>
<b><i>Departments of State</i></b>					
Attorney General's Office	44%	56%	46%	59%	45%
Cabinet Office#	22%	25%	26%	27%	27%
Department for Business, Energy and Industrial Strategy#	-	29%	27%	35%	34%
Department for Business, Innovation and Skills	29%	30%	-	-	-
Department for Digital, Culture, Media and Sport	52%	40%	31%	34%	25%
Department for Education#	62%	64%	61%	55%	58%
Department for Environment, Food and Rural Affairs	37%	29%	40%	40%	30%
Department for Exiting the European Union	-	34%	17%	25%	37%
Department for International Development#	54%	54%	48%	47%	48%
Department for International Trade	-	27%	21%	29%	31%
Department for Transport#	71%	65%	62%	58%	54%
Department for Work and Pensions	63%	60%	59%	49%	52%
Department of Energy and Climate Change#	36%	29%	-	-	-
Department of Health and Social Care	48%	39%	39%	34%	33%
Foreign and Commonwealth Office#	25%	21%	22%	23%	24%
HM Treasury#	27%	28%	30%	41%	36%
Home Office	36%	36%	36%	40%	39%
Ministry of Defence#	55%	58%	57%	41%	46%
Ministry of Housing, Communities and Local Government	55%	41%	40%	41%	39%
Ministry of Justice#	36%	30%	35%	36%	39%
Northern Ireland Office	67%	54%	53%	43%	38%
Scotland Office	72%	75%	65%	63%	63%
UK Export Finance	66%	69%	42%	51%	23%
Wales Office	88%	85%	80%	73%	73%

**TABLE 7a continued**

**Percentage of resolvable non-routine information requests received that were granted in full, by year, since 2015<sup>1</sup>**

<b>Government body</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
<b><i>Other bodies included in monitoring</i></b>					
Charity Commission	41%	39%	37%	32%	26%
Competition and Markets Authority	57%	45%	41%	42%	30%
Crown Prosecution Service	32%	47%	41%	43%	35%
Debt Management Office	49%	56%	55%	50%	41%
Food Standards Agency	60%	50%	54%	51%	59%
Government Legal Department	24%	22%	33%	44%	40%
Health and Safety Executive	46%	48%	47%	46%	45%
HM Land Registry	87%	82%	77%	76%	76%
HM Revenue and Customs#	29%	31%	32%	36%	41%
National Archives	48%	47%	47%	44%	41%
National Savings and Investments	73%	85%	76%	78%	79%
Office for National Statistics	83%	88%	80%	80%	80%
Office for Standards in Education, Children's Services and Skills	26%	21%	15%	16%	13%
Office of Gas and Electricity Markets	62%	72%	86%	73%	55%
Office of Rail and Road	46%	36%	42%	36%	31%
Ordnance Survey	54%	49%	-	-	-
Royal Mint	71%	72%	-	-	-
Rural Payments Agency	51%	45%	48%	53%	43%
Serious Fraud Office	55%	42%	34%	28%	48%
Water Services Regulation Authority	84%	65%	90%	82%	70%

**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.

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.

TABLE 7b

Percentage of resolvable non-routine information requests received excluding procedural refusals<sup>2</sup> that were granted in full, by year, since 2015<sup>1</sup>

Government body	2015	2016	2017	2018	2019
<b>TOTAL for all monitored bodies</b>	<b>56%</b>	<b>54%</b>	<b>55%</b>	<b>54%</b>	<b>52%</b>
<b>TOTAL for Departments of State only</b>	<b>61%</b>	<b>57%</b>	<b>57%</b>	<b>56%</b>	<b>56%</b>
<b>TOTAL for other monitored bodies</b>	<b>49%</b>	<b>50%</b>	<b>50%</b>	<b>49%</b>	<b>46%</b>
<b><i>Departments of State</i></b>					
Attorney General's Office	48%	65%	51%	74%	52%
Cabinet Office#	32%	36%	36%	37%	34%
Department for Business, Energy and Industrial Strategy#	-	38%	37%	45%	45%
Department for Business, Innovation and Skills	41%	44%	-	-	-
Department for Digital, Culture, Media and Sport	67%	49%	39%	47%	38%
Department for Education#	69%	71%	69%	64%	67%
Department for Environment, Food and Rural Affairs	43%	35%	40%	49%	39%
Department for Exiting the European Union	-	40%	24%	33%	42%
Department for International Development#	76%	72%	71%	71%	74%
Department for International Trade	-	35%	30%	42%	42%
Department for Transport#	76%	71%	70%	67%	62%
Department for Work and Pensions	75%	71%	69%	68%	68%
Department of Energy and Climate Change#	47%	36%	-	-	-
Department of Health and Social Care	62%	57%	56%	50%	50%
Foreign and Commonwealth Office#	30%	27%	29%	30%	31%
HM Treasury#	37%	39%	40%	58%	48%
Home Office	48%	46%	48%	57%	55%
Ministry of Defence#	69%	70%	68%	50%	58%
Ministry of Housing, Communities and Local Government	60%	47%	47%	48%	46%
Ministry of Justice#	50%	44%	53%	55%	57%
Northern Ireland Office	72%	66%	63%	64%	56%
Scotland Office	76%	79%	69%	74%	79%
UK Export Finance	66%	72%	45%	52%	26%
Wales Office	91%	89%	88%	90%	85%

**TABLE 7b continued**

**Percentage of resolvable non-routine information requests received excluding procedural refusals<sup>2</sup> that were granted in full, by year, since 2015<sup>1</sup>**

<b>Government body</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
<b><i>Other bodies included in monitoring</i></b>					
Charity Commission	45%	41%	40%	36%	28%
Competition and Markets Authority	59%	50%	44%	45%	32%
Crown Prosecution Service	46%	63%	62%	64%	58%
Debt Management Office	49%	68%	59%	50%	43%
Food Standards Agency	63%	58%	64%	57%	68%
Government Legal Department	25%	22%	34%	46%	43%
Health and Safety Executive	46%	48%	48%	47%	45%
HM Land Registry	89%	84%	79%	79%	79%
HM Revenue and Customs#	40%	41%	43%	48%	53%
National Archives	48%	47%	47%	45%	41%
National Savings and Investments	79%	91%	80%	78%	81%
Office for National Statistics	84%	90%	80%	81%	81%
Office for Standards in Education, Children's Services and Skills	27%	23%	16%	17%	14%
Office of Gas and Electricity Markets	63%	76%	89%	74%	57%
Office of Rail and Road	49%	40%	44%	38%	33%
Ordnance Survey	61%	56%	-	-	-
Royal Mint	71%	76%	-	-	-
Rural Payments Agency	60%	46%	50%	53%	44%
Serious Fraud Office	57%	52%	39%	37%	56%
Water Services Regulation Authority	90%	65%	90%	83%	71%

**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.

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 8

Statutory reasons given by monitored bodies for fully withholding non-routine information requested during 2019

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 request <sup>2</sup>	Fol request <sup>2</sup>	Repeated Fol request <sup>2</sup>	
<b>TOTAL for all monitored bodies</b>	<b>35,373</b>	<b>13,637</b>	<b>276</b>	<b>239</b>	<b>5,952</b>	<b>7,170</b>
<b>TOTAL for Departments of State only</b>	<b>24,318</b>	<b>9,768</b>	<b>254</b>	<b>194</b>	<b>5,219</b>	<b>4,101</b>
<b>TOTAL for other monitored bodies</b>	<b>11,055</b>	<b>3,869</b>	<b>22</b>	<b>45</b>	<b>733</b>	<b>3,069</b>
<b>Departments of State</b>						
Attorney General's Office	129	60	2	9	7	42
Cabinet Office#	1,148	595	13	13	201	368
Department for Business, Energy and Industrial Strategy#	649	277	1	0	159	117
Department for Digital, Culture, Media and Sport	345	168	11	7	103	47
Department for Education#	2,354	515	7	0	317	191
Department for Environment, Food and Rural Affairs	561	251	11	14	100	126
Department for Exiting the European Union	251	79	6	1	26	46
Department for International Development#	362	149	4	0	123	22
Department for International Trade	399	177	11	1	89	76
Department for Transport#	2,071	637	32	10	229	366
Department for Work and Pensions	2,709	1,136	42	39	566	489
Department of Health and Social Care	553	252	3	5	177	67
Foreign and Commonwealth Office#	922	384	19	3	198	164
HM Treasury#	679	310	8	0	165	137
Home Office	3,332	1,562	14	13	914	621
Ministry of Defence#	3,044	944	37	17	565	325
Ministry of Housing, Communities and Local Government	687	285	3	1	91	190
Ministry of Justice#	3,563	1,784	18	24	1,108	634
Northern Ireland Office	226	121	0	10	65	46
Scotland Office	169	42	9	15	10	8
UK Export Finance	53	16	3	0	3	10
Wales Office	112	24	0	12	3	9

**TABLE 8 continued**

**Statutory reasons given by monitored bodies for fully withholding non-routine information requested during 2019**

Government body	Total "resolvable" requests <sup>1</sup>	Total requests where information was fully withheld	Reason for fully withholding information			
			Vexatious FoI request <sup>2</sup>	Repeated FoI request <sup>2</sup>	Cost of response would exceed cost limit <sup>3</sup>	Information is exempt / excepted <sup>4</sup>
<b><i>Other bodies included in monitoring</i></b>						
Charity Commission	554	234	1	3	32	198
Competition and Markets Authority	123	51	0	0	7	44
Crown Prosecution Service	457	243	1	2	180	60
Debt Management Office	29	2	0	0	1	1
Food Standards Agency	124	23	0	0	16	7
Government Legal Department	165	55	0	0	11	44
Health and Safety Executive	2,903	711	1	5	15	690
HM Land Registry	311	47	4	0	7	36
HM Revenue and Customs	1,938	1,042	7	24	402	609
National Archives	2,868	955	0	0	5	950
National Savings and Investments	61	4	0	1	1	2
Office for National Statistics	231	22	0	0	2	20
Office for Standards in Education, Children's Services and Skills	369	241	5	4	25	207
Office of Gas and Electricity Markets	433	109	3	0	7	99
Office of Rail and Road	99	22	0	3	2	17
Rural Payments Agency	137	34	0	2	0	32
Serious Fraud Office	145	53	0	0	20	33
Water Services Regulation Authority	108	21	0	1	0	20

**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 9

Exemptions and exceptions<sup>1</sup> applied by monitored bodies when withholding non-routine information requests received during 2019

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>12,844</b>	<b>1,074</b>	<b>8</b>	<b>343</b>	<b>484</b>	<b>287</b>	<b>657</b>	<b>18</b>	<b>22</b>	<b>646</b>	<b>1,308</b>	<b>291</b>	<b>106</b>	<b>8</b>	<b>825</b>	<b>304</b>	<b>113</b>	<b>699</b>	<b>6,381</b>	<b>604</b>	<b>146</b>	<b>932</b>	<b>878</b>	<b>###</b>
<b>TOTAL for Departments of State only</b>	<b>7,704</b>	<b>944</b>	<b>3</b>	<b>262</b>	<b>443</b>	<b>281</b>	<b>414</b>	<b>18</b>	<b>22</b>	<b>42</b>	<b>719</b>	<b>263</b>	<b>0</b>	<b>7</b>	<b>798</b>	<b>290</b>	<b>65</b>	<b>245</b>	<b>3,553</b>	<b>248</b>	<b>101</b>	<b>839</b>	<b>224</b>	<b>527</b>
<b>TOTAL for other monitored bodies</b>	<b>5,140</b>	<b>130</b>	<b>5</b>	<b>81</b>	<b>41</b>	<b>6</b>	<b>243</b>	<b>0</b>	<b>0</b>	<b>604</b>	<b>589</b>	<b>28</b>	<b>106</b>	<b>1</b>	<b>27</b>	<b>14</b>	<b>48</b>	<b>454</b>	<b>2,828</b>	<b>356</b>	<b>45</b>	<b>93</b>	<b>654</b>	<b>474</b>
<b>Departments of State</b>																								
Attorney General's Office	52	6	0	0	1	0	0	0	0	3	7	2	0	0	27	0	0	2	10	2	4	1	0	1
Cabinet Office#	529	115	2	35	30	10	28	6	4	2	30	3	0	2	67	7	37	2	90	26	8	48	0	5
Department for Business, Energy and Industrial Strategy#	259	34	0	0	16	3	7	0	4	2	24	0	0	1	39	3	1	5	94	8	2	62	2	71
Department for Digital, Culture, Media and Sport	132	15	0	1	4	0	2	2	0	0	7	0	0	0	41	9	5	3	62	15	5	17	0	2
Department for Education#	667	57	0	0	1	0	0	0	0	3	70	0	0	0	27	115	1	2	412	28	9	60	9	57
Department for Environment, Food and Rural Affairs	267	19	0	0	0	0	5	0	2	0	4	0	0	0	35	0	1	4	55	5	1	15	0	170
Department for Exiting the European Union	125	25	0	2	17	0	24	0	1	0	19	0	0	0	48	6	0	5	46	2	6	3	0	0
Department for International Development#	60	7	0	1	1	0	8	0	0	0	4	0	0	0	9	0	2	6	32	4	0	12	0	7
Department for International Trade	174	24	0	2	6	0	37	0	3	0	14	0	0	0	35	12	1	11	72	28	2	52	0	0
Department for Transport#	662	76	0	0	12	0	3	1	0	7	68	0	0	0	50	22	0	4	369	41	13	119	23	43
Department for Work and Pensions	645	65	1	0	10	0	2	1	0	4	29	1	0	0	27	5	0	1	490	3	4	31	12	0
Department of Health and Social Care	180	20	0	0	9	0	4	0	2	0	11	3	0	1	55	5	0	5	96	7	5	41	0	0
Foreign and Commonwealth Office#	446	28	0	74	88	6	144	1	0	1	22	4	0	0	43	2	8	28	239	22	16	56	0	4
HM Treasury#	255	67	0	4	2	0	16	0	3	1	14	0	0	0	71	3	3	1	83	11	1	42	5	3
Home Office	946	145	0	63	92	0	47	1	0	2	194	2	0	0	73	78	2	52	379	14	10	98	4	0
Ministry of Defence#	823	70	0	72	131	259	81	3	1	15	95	7	0	0	16	3	3	54	362	7	5	84	7	19
Ministry of Housing, Communities and Local Government	317	23	0	1	4	0	0	0	0	0	7	0	0	0	66	1	0	25	59	4	1	24	1	134
Ministry of Justice#	1,023	131	0	1	3	0	1	0	0	1	73	241	0	3	41	10	1	23	533	11	7	57	161	5
Northern Ireland Office	66	9	0	6	14	3	1	0	0	1	16	0	0	0	10	3	0	8	40	1	0	1	0	0
Scotland Office	28	1	0	0	1	0	2	3	2	0	1	0	0	0	13	5	0	3	14	1	1	4	0	0
UK Export Finance	33	6	0	0	0	0	2	0	0	0	6	0	0	0	3	0	0	0	11	7	1	12	0	6
Wales Office	15	1	0	0	1	0	0	0	0	0	4	0	0	0	2	1	0	1	5	1	0	0	0	0

TABLE 9 continued

Exemptions and exceptions<sup>1</sup> applied by monitored bodies when withholding non-routine information requests received during 2019

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	372	12	0	0	0	0	0	0	0	0	184	8	0	0	0	1	0	0	241	45	13	2	0	0
Competition and Markets Authority	79	1	0	0	5	0	0	0	0	5	23	5	0	0	4	0	0	0	17	0	0	8	35	0
Crown Prosecution Service	114	16	0	1	1	0	3	0	0	23	13	4	0	0	1	1	0	3	61	3	12	3	0	0
Debt Management Office	16	0	0	0	0	0	0	0	0	0	12	0	0	0	0	0	0	0	9	0	1	3	0	0
Food Standards Agency	34	1	1	0	0	0	2	0	0	9	17	0	0	0	1	1	0	5	13	0	1	11	0	1
Government Legal Department	88	0	0	3	0	0	0	0	0	0	13	4	0	0	0	0	0	0	53	14	5	22	0	0
Health and Safety Executive	1,554	3	0	0	0	0	0	0	0	533	53	5	0	0	0	0	0	0	804	71	3	12	0	254
HM Land Registry	63	11	0	0	0	0	0	0	0	0	23	0	0	0	0	0	0	0	33	0	0	2	0	0
HM Revenue and Customs#	701	53	0	2	0	0	6	0	0	0	58	0	0	0	18	3	0	2	28	2	2	8	533	3
National Archives	1,373	1	0	75	35	5	231	0	0	0	79	0	0	0	0	7	48	443	1,357	197	4	0	14	2
National Savings and Investments	11	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2	0	0	0	1	5
Office for National Statistics	44	1	0	0	0	0	0	0	0	0	2	0	0	0	0	1	0	0	17	3	0	2	18	0
Office for Standards in Education, Children's Services and Skills	287	16	0	0	0	1	0	0	0	0	70	0	106	0	0	0	0	1	119	18	3	8	0	0
Office of Gas and Electricity Markets	181	0	4	0	0	0	1	0	0	1	3	2	0	0	2	0	0	0	7	0	0	5	45	111
Office of Rail and Road	63	2	0	0	0	0	0	0	0	14	10	0	0	0	0	0	0	0	50	2	0	2	5	0
Rural Payments Agency	74	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	73
Serious Fraud Office	55	8	0	0	0	0	0	0	0	19	25	0	0	1	1	0	0	0	12	1	1	3	1	0
Water Services Regulation Authority	31	3	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	4	0	0	2	2	25

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 10**  
**Section 21 exemptions<sup>1</sup> applied by monitored bodies when dealing with routine information requests received during 2019**

Government body	Number of requests where a Section 21 exemption was applied <sup>2</sup>			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>2,649</b>	<b>690</b>	<b>1931</b>	<b>74%</b>	<b>2,443</b>	<b>206</b>	<b>92%</b>
<b>TOTAL for Departments of State only</b>	<b>2,014</b>	<b>420</b>	<b>1594</b>	<b>79%</b>	<b>1,821</b>	<b>193</b>	<b>90%</b>
<b>TOTAL for other monitored bodies</b>	<b>635</b>	<b>270</b>	<b>337</b>	<b>56%</b>	<b>622</b>	<b>13</b>	<b>98%</b>
<b>Departments of State</b>							
Attorney General's Office	8	3	5	63%	8	0	100%
Cabinet Office#	59	17	42	71%	58	1	98%
Department for Business, Energy and Industrial Strategy#	54	9	45	83%	41	13	76%
Department for Digital, Culture, Media and Sport	21	5	16	76%	19	2	90%
Department for Education#	187	0	187	100%	176	11	94%
Department for Environment, Food and Rural Affairs	25	13	12	48%	24	1	96%
Department for Exiting the European Union	36	17	19	53%	34	2	94%
Department for International Development#	2	0	2	100%	2	0	100%
Department for International Trade	21	11	10	48%	17	4	81%
Department for Transport#	189	103	86	46%	184	5	97%
Department for Work and Pensions	215	0	215	100%	211	4	98%
Department of Health and Social Care	63	17	46	73%	61	2	97%
Foreign and Commonwealth Office#	31	15	16	52%	30	1	97%
HM Treasury#	49	24	25	51%	49	0	100%
Home Office	326	0	326	100%	220	106	67%
Ministry of Defence#	227	59	168	74%	207	20	91%
Ministry of Housing, Communities and Local Government	31	5	26	84%	31	0	100%
Ministry of Justice#	435	106	329	76%	414	21	95%
Northern Ireland Office	8	3	5	63%	8	0	100%
Scotland Office	11	7	4	36%	11	0	100%
UK Export Finance	8	4	4	50%	8	0	100%
Wales Office	8	2	6	75%	8	0	100%

**TABLE 10 Continued**  
**Section 21 exemptions<sup>1</sup> applied by monitored bodies when dealing with routine information requests received during 2019**

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	142	15	127	89%	142	0	100%	
Competition and Markets Authority	6	2	4	67%	6	0	100%	
Crown Prosecution Service	15	10	5	33%	15	0	100%	
Debt Management Office	0	0	0	-	0	0	-	
Food Standards Agency	2	1	1	50%	2	0	100%	
Government Legal Department	182	56	126	69%	175	7	96%	
Health and Safety Executive <sup>4</sup>	4	-	-	-	4	0	100%	
HM Land Registry	67	56	11	16%	65	2	97%	
HM Revenue and Customs	118	118	0	0%	117	1	99%	
National Archives	2	1	1	50%	2	0	100%	
National Savings and Investments	0	0	0	-	0	0	-	
Office for National Statistics <sup>4</sup>	24	-	-	-	21	3	88%	
Office for Standards in Education, Children's Services and Ski	18	6	12	67%	18	0	100%	
Office of Gas and Electricity Markets	27	0	27	100%	27	0	100%	
Office of Rail and Road	10	2	8	80%	10	0	100%	
Rural Payments Agency	0	0	0	-	0	0	-	
Serious Fraud Office	7	0	7	100%	7	0	100%	
Water Services Regulation Authority	11	3	8	73%	11	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 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 11

Outcomes of Internal Reviews<sup>1</sup> of non-routine information requests received by monitored bodies during 2019, where the requested information was initially withheld

Government body	Total Internal Reviews	Internal Reviews with known outcome (at time of end-of-year monitoring)	Of Internal Reviews with known outcome, number where initial handling of request was:			Percentage of Internal Reviews where initial handling was upheld in full
			Upheld in full	Upheld in part	Overturned	
<b>TOTAL for all monitored bodies</b>	<b>2,529</b>	<b>2,306</b>	<b>1,861</b>	<b>285</b>	<b>160</b>	<b>81%</b>
<b>TOTAL for Departments of State only</b>	<b>2,092</b>	<b>1,896</b>	<b>1,540</b>	<b>224</b>	<b>132</b>	<b>81%</b>
<b>TOTAL for other monitored bodies</b>	<b>437</b>	<b>410</b>	<b>321</b>	<b>61</b>	<b>28</b>	<b>78%</b>
<b>Departments of State</b>						
Attorney General's Office	20	20	18	2	0	90%
Cabinet Office#	205	158	154	2	2	97%
Department for Business, Energy and Industrial Strategy#	74	69	56	9	4	81%
Department for Digital, Culture, Media and Sport	36	36	23	11	2	64%
Department for Education#	63	63	53	4	6	84%
Department for Environment, Food and Rural Affairs	43	40	32	4	4	80%
Department for Exiting the European Union	23	23	20	2	1	87%
Department for International Development#	22	22	16	3	3	73%
Department for International Trade	29	26	24	0	2	92%
Department for Transport#	139	122	96	7	19	79%
Department for Work and Pensions	244	234	168	53	13	72%
Department of Health and Social Care	59	59	55	0	4	93%
Foreign and Commonwealth Office#	99	92	77	15	0	84%
HM Treasury#	70	46	42	3	1	91%
Home Office	320	262	221	24	17	84%
Ministry of Defence#	131	113	78	20	15	69%
Ministry of Housing, Communities and Local Government	85	81	64	11	6	79%
Ministry of Justice#	380	380	299	48	33	79%
Northern Ireland Office	22	22	21	1	0	95%
Scotland Office	14	14	10	4	0	71%
UK Export Finance	5	5	4	1	0	80%
Wales Office	9	9	9	0	0	100%

**TABLE 11 continued**

**Outcomes of Internal Reviews<sup>1</sup> of non-routine information requests received by monitored bodies during 2019, where the requested information was initially withheld**

Government body	Total Internal Reviews	Internal Reviews with known outcome (at time of end-of-year monitoring)	Of Internal Reviews with known outcome, number where initial handling of request was:			Percentage of Internal Reviews where initial handling was upheld in full
			Upheld in full	Upheld in part	Overturned	
<b><i>Other bodies included in monitoring</i></b>						
Charity Commission	57	54	35	17	2	65%
Competition and Markets Authority	10	9	7	0	2	78%
Crown Prosecution Service	38	38	32	3	3	84%
Debt Management Office	1	1	1	0	0	100%
Food Standards Agency	2	2	1	1	0	50%
Government Legal Department	3	3	3	0	0	100%
Health and Safety Executive	48	48	38	5	5	79%
HM Land Registry	22	22	17	4	1	77%
HM Revenue and Customs#	126	113	94	10	9	83%
National Archives	50	43	28	13	2	65%
National Savings and Investments	3	3	3	0	0	100%
Office for National Statistics	3	3	3	0	0	100%
Office for Standards in Education, Children's Services and Skill	25	23	17	5	1	74%
Office of Gas and Electricity Markets	21	21	18	1	2	86%
Office of Rail and Road	4	4	3	1	0	75%
Rural Payments Agency	8	7	5	1	1	71%
Serious Fraud Office	13	13	13	0	0	100%
Water Services Regulation Authority	3	3	3	0	0	100%

**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.

<sup>1</sup> - Applicants who remain dissatisfied with the outcome of the Internal Review can apply to the Information Commissioner for a decision on whether or not a public authority has handled their request properly (see Section 50 of the FOI Act).

TABLE 12

Duration of completed Internal Reviews<sup>1</sup> of non-routine information requests received by monitored bodies during 2019, 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>2,529</b>	<b>2,306</b>	<b>175</b>	<b>1,171</b>	<b>524</b>	<b>214</b>	<b>73</b>	<b>24</b>	<b>56</b>
As a percentage of total requests received <sup>2</sup>	5.1%	4.7%	0.4%	2.4%	1.1%	0.4%	0.1%	0.0%	0.1%
<b>TOTAL for Departments of State only</b>	<b>2,092</b>	<b>1,896</b>	<b>143</b>	<b>963</b>	<b>421</b>	<b>171</b>	<b>60</b>	<b>19</b>	<b>50</b>
As a percentage of total requests received <sup>2</sup>	6.2%	5.6%	0.4%	2.8%	1.2%	0.5%	0.2%	0.1%	0.1%
<b>TOTAL for other monitored bodies</b>	<b>437</b>	<b>410</b>	<b>32</b>	<b>208</b>	<b>103</b>	<b>43</b>	<b>13</b>	<b>5</b>	<b>6</b>
As a percentage of total requests received <sup>2</sup>	2.8%	2.6%	0.2%	1.3%	0.7%	0.3%	0.1%	0.0%	0.0%
<b>Departments of State</b>									
Attorney General's Office	20	20	2	15	3	0	0	0	0
Cabinet Office#	205	158	7	39	63	24	11	4	10
Department for Business, Energy and Industrial Strategy# <sup>3</sup>	74	69	-	-	-	-	-	-	-
Department for Digital, Culture, Media and Sport	36	36	2	22	9	2	1	0	0
Department for Education#	63	63	5	34	17	5	1	1	0
Department for Environment, Food and Rural Affairs	43	40	6	7	17	7	2	1	0
Department for Exiting the European Union	23	23	0	18	3	1	0	0	1
Department for International Development#	22	22	3	15	4	0	0	0	0
Department for International Trade	29	26	1	1	10	2	2	5	5
Department for Transport#	139	122	8	56	35	12	3	0	8
Department for Work and Pensions	244	234	69	130	28	5	1	1	0
Department of Health and Social Care	59	59	7	30	18	3	0	0	1
Foreign and Commonwealth Office#	99	92	6	44	31	8	2	1	0
HM Treasury#	70	46	0	3	17	9	5	1	11
Home Office	320	262	12	60	85	60	29	5	11
Ministry of Defence#	131	113	5	71	27	8	1	0	1
Ministry of Housing, Communities and Local Government	85	81	8	30	25	14	2	0	2
Ministry of Justice#	380	380	0	353	16	11	0	0	0
Northern Ireland Office	22	22	0	18	4	0	0	0	0
Scotland Office	14	14	2	4	8	0	0	0	0
UK Export Finance	5	5	0	4	1	0	0	0	0
Wales Office	9	9	0	9	0	0	0	0	0

**TABLE 12 continued**

**Duration of completed Internal Reviews<sup>1</sup> of non-routine information requests received by monitored bodies during 2019, 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	57	54	3	41	6	3	1	0	0
Competition and Markets Authority	10	9	0	6	3	0	0	0	0
Crown Prosecution Service	38	38	4	24	9	1	0	0	0
Debt Management Office	1	1	0	1	0	0	0	0	0
Food Standards Agency	2	2	0	1	1	0	0	0	0
Government Legal Department	3	3	0	2	1	0	0	0	0
Health and Safety Executive	48	48	12	9	8	12	4	1	2
HM Land Registry	22	22	4	14	4	0	0	0	0
HM Revenue and Customs#	126	113	3	66	25	10	4	2	3
National Archives	50	43	1	10	19	10	2	1	0
National Savings and Investments	3	3	0	1	0	1	0	1	0
Office for National Statistics	3	3	2	1	0	0	0	0	0
Office for Standards in Education, Children's Services and Skills	25	23	1	16	6	0	0	0	0
Office of Gas and Electricity Markets	21	21	2	5	10	2	1	0	1
Office of Rail and Road	4	4	0	3	1	0	0	0	0
Rural Payments Agency	8	7	0	1	4	1	1	0	0
Serious Fraud Office	13	13	0	4	6	3	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 remain dissatisfied with the outcome of the Internal Review can apply to the Information Commissioner for a decision on whether or not a public authority has handled their request properly (see Section 50 of the FOI Act).

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

3 - These departments were not able to provide timeliness data on Internal Review durations in 2019. As such, totals do not sum.





**TABLE 13 continued**

**Duration of Internal Reviews<sup>1</sup> of non-routine information requests received by monitored bodies during 2018, where the requested information was initially withheld, and which were reported as not completed\* in the 2018 end-year monitoring statistics**

Government body	Internal Reviews with unknown outcome (at time of end-of-year monitoring 2018) <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	4	0	2	2	0	0	0	0
Competition and Markets Authority	0	0	0	0	0	0	0	0
Crown Prosecution Service	6	0	2	2	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	0	0	0	0	0	0	0	0
Health and Safety Executive	0	0	0	0	0	0	0	0
HM Land Registry	21	5	9	7	0	0	0	0
HM Revenue and Customs#	0	0	0	0	0	0	0	0
National Archives	24	0	0	0	4	5	2	10
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	2	0	1	1	0	0	0	0
Office of Gas and Electricity Markets	2	0	0	1	1	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 remain dissatisfied with the outcome of the Internal Review can apply to the Information Commissioner for a decision on whether or not a public authority has handled their request properly (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 14**

**Number of known complaints<sup>1</sup> to the Information Commissioner's Office (ICO)<sup>2</sup> about the handling of information requests received by monitored bodies during 2019**

<b>Government body</b>	<b>Number of cases known to be referred to the ICO (during calendar year)</b>
<b>TOTAL for all monitored bodies</b>	<b>479</b>
<b>TOTAL for Departments of State only</b>	<b>424</b>
<b>TOTAL for other monitored bodies</b>	<b>55</b>
<b><i>Departments of State</i></b>	
Attorney General's Office	3
Cabinet Office#	86
Department for Business, Energy and Industrial Strategy#	12
Department for Digital, Culture, Media and Sport	4
Department for Education#	26
Department for Environment, Food and Rural Affairs	8
Department for Exiting the European Union	12
Department for International Development#	5
Department for International Trade	3
Department for Transport#	37
Department for Work and Pensions	36
Department of Health and Social Care	23
Foreign and Commonwealth Office#	17
HM Treasury#	13
Home Office	44
Ministry of Defence#	18
Ministry of Housing, Communities and Local Government	17
Ministry of Justice#	57
Northern Ireland Office	2
Scotland Office	1
UK Export Finance	0
Wales Office	0

**TABLE 14 continued****Number of known complaints<sup>1</sup> to the Information Commissioner's Office (ICO)<sup>2</sup> about the handling of information requests received by monitored bodies during 2019**

<b>Government body</b>	<b>Number of cases known to be referred to the ICO (during calendar year)</b>
<b><i>Other bodies included in monitoring</i></b>	
Charity Commission	6
Competition and Markets Authority	1
Crown Prosecution Service	14
Debt Management Office	0
Food Standards Agency	0
Government Legal Department	0
Health and Safety Executive	6
HM Land Registry	3
HM Revenue and Customs#	4
National Archives	9
National Savings and Investments	0
Office for National Statistics	1
Office for Standards in Education, Children's Services and Skills	4
Office of Gas and Electricity Markets	4
Office of Rail and Road	0
Rural Payments Agency	1
Serious Fraud Office	2
Water Services Regulation Authority	0

## Notes

# - Figures supplied by these departments of state count 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 - In previous annual publications, this table referred to "ICO appeals"; this terminology has now been amended to "known complaints to the ICO".

### Reasons for amendments:

Statistics for how many complaints are referred to the ICO about the handling of requests is held by the ICO and reported on in their annual report (a parliamentary paper).

Departments are not necessarily always aware of all the cases about them that are referred to the ICO. This is because the ICO has the discretion whether or not to accept a case and some of those will be ineligible for investigation (e.g. they are premature/or out of scope) or will be withdrawn before a department is made aware. The figures that departments report on are the number of cases where a complaint has been made to the ICO and the departments are made aware of that complaint. They are not therefore a complete picture of all possible complaints.

The terminology used in the revised wording is that used in legislation and by the ICO. Decisions made by the ICO may be appealed to the upper tribunal and as such it is important to keep this legal distinction.

2 - Where an individual remains dissatisfied with the outcome of the internal review, he or she may apply to the Information Commissioner for a decision on whether or not a public authority has handled his or her request properly. 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.

From this year (2019 annual publication) and going forward, data on the outcome of complaints to the ICO will be collected and presented one year in arrears. As such, outcome data for complaints to the ICO in the year 2019 shown in the table above will be collected and presented in the 2020 annual publication. This change will significantly reduce the number of complaints that do not have a reported outcome (i.e. 'unknown outcome').

From this year (2019 annual publication) and going forward, the date at which ICO complaints are received by departments will be used to determine the collection year they are counted under. This is a change from the previous years definition where the date that the original FOI request was received determined the collection year. As such, complaints made to the ICO do not necessarily relate to cases dealt with by central departments in the same year.



TABLE 15 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 2019

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	3	3	0	0	0	1	2	0	0	0	0	0
Competition and Markets Authority	0	0	0	0	0	0	0	0	0	0	0	0
Crown Prosecution Service	10	9	2	2	2	2	0	1	0	0	0	0
Debt Management Office	0	0	0	0	0	0	0	0	0	0	0	0
Food Standards Agency	11	10	0	0	0	7	0	2	1	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>	43	39	-	-	-	-	-	-	-	-	-	-
HM Land Registry	0	0	0	0	0	0	0	0	0	0	0	0
HM Revenue and Customs <sup>#</sup>	3	3	0	0	0	2	1	0	0	0	0	0
National Archives	869	650	80	32	36	85	81	105	86	40	27	78
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 Skill:	9	8	1	1	1	1	3	0	0	1	0	0
Office of Gas and Electricity Markets	1	1	0	0	0	1	0	0	0	0	0	0
Office of Rail and Road	7	7	1	1	3	1	1	0	0	0	0	0
Rural Payments Agency	11	10	0	0	0	10	0	0	0	0	0	0
Serious Fraud Office	5	5	0	0	0	1	2	0	1	1	0	0
Water Services Regulation Authority	5	5	1	4	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 2019 (see footnote 3).

3 - These departments were not able to provide timeliness data on PIT extension durations in 2019. As such, totals do not sum.





TABLE 16 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, and which were reported as not completed\* in the 2018 end-year monitoring statistics

Government body	Uncompleted extended requests (at time of end-of-year monitoring 2018) <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
Competition and Markets Authority	0	0	0	0	0	0	0	0	0	0	0
Crown Prosecution Service	2	0	0	0	0	0	0	2	0	0	0
Debt Management Office	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
Government Legal Department	0	0	0	0	0	0	0	0	0	0	0
Health and Safety Executive	9	0	0	0	0	0	0	3	2	0	4
HM Land Registry	1	1	0	0	0	0	0	0	0	0	0
HM Revenue and Customs#	0	0	0	0	0	0	0	0	0	0	0
National Archives	155	1	0	0	7	3	7	13	17	8	98
National Savings and Investments	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
Office for Standards in Education, Children's Services and Skills	3	0	0	2	0	0	0	1	0	0	0
Office of Gas and Electricity Markets	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
Rural Payments Agency	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
Water Services Regulation Authority	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.