

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

Revisions

These statistics have been revised on 28 April 2021 to correct some incorrect figures identified and to incorporate revisions already made to the csv data file but were not reflected in these tables.

1 Figure has been amended across 1 table. Full details of the changes can be found in the "Full revisions" tab. (the right most tab in this file)

These changes are also reflected in the statistical bulletin found here:

<https://www.gov.uk/government/statistics/freedom-of-information-statistics-annual-2017>

The original published versions of all affected files can be provided on request - please email foistatistics@cabinetoffice.gov.uk

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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 of Bulletin gives full details
*	Percentage not supplied because the number of qualifying requests is 20 or fewer (only applicable to pre 2014 publications).
(r)	Figures have been updated in the annual return from the previous quarterly values.

TABLE 1
Summary statistics, 2014 to 2017

	Departments of State	Other monitored bodies	TOTAL
Initial handling of requests			
Total number of non-routine information requests received by monitored bodies			
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
% change, 2016 to 2017	4%	0%	3%
Proportion of requests received (excluding on-hold or lapsed¹) where response was provided within 20-day deadline²			
2014	85%	90%	87%
2015	83%	90%	85%
2016	83%	89%	85%
2017	85%	90%	87%
Proportion of requests received (excluding on-hold or lapsed¹) where response was provided "in time"³			
2014	90%	94%	91%
2015	88%	94%	90%
2016	89%	95%	91%
2017	91%	95%	92%
Proportion of "resolvable"⁴ requests granted in full			
2014	52%	47%	50%
2015	49%	45%	47%
2016	46%	46%	46%
2017	46%	47%	46%
Proportion of "resolvable"⁴ requests withheld in full⁵			
2014	33%	34%	33%
2015	36%	36%	36%
2016	38%	36%	37%
2017	38%	34%	37%
Internal Reviews			
Total number of Internal Reviews⁶ on non-routine information requests, where requested information was initially withheld			
2014	2,145	470	2,615
2015	2,395	569	2,964
2016	2,290	510	2,800
2017	2,408	453	2,861
Proportion of Internal Reviews⁶ with a known outcome where initial handling was upheld in full			
2014	78%	82%	79%
2015	79%	84%	80%
2016	77%	88%	79%
2017	76%	85%	78%
Appeals to the Information Commissioner			
Total number of appeals to the Information Commissioner's Office⁷ on non-routine information requests received			
2014	320	75	395
2015	352	76	428
2016	386	75	461
2017	304	73	377

Notes

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

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

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

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

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

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

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

TABLE 1
Summary statistics, 2005 to 2017

	Departments of State	Other monitored bodies	TOTAL
Initial handling of requests			
Total number of non-routine information requests received by monitored bodies			
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
% change, 2016 to 2017	4%	0%	3%
Total number of non-routine information requests received by monitored bodies by quarter			
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	(r) 8,341	(r) 3,948	(r) 12,289
2017 Q2	(r) 7,413	3,517	(r) 10,930
2017 Q3	7,941	(r) 3,618	(r) 11,559
2017 Q4	8,252	3,631	11,883

Proportion of requests received (excluding on-hold or lapsed¹) where response was provided within 20-day deadline²

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%

Proportion of requests received (excluding on-hold or lapsed¹) where response was provided "in time"³

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%

Proportion of "resolvable"⁴ 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%

Proportion of "resolvable"⁴ requests withheld in full¹

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%

Internal Reviews

Total number of Internal Reviews¹ on non-routine information requests, where requested information was initially withheld

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

Proportion of Internal Reviews⁴ with a known outcome where initial handling was upheld in full

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

Appeals to the Information Commissioner

Total number of appeals to the Information Commissioner's Office⁷ on non-routine information requests received

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

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.

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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 2016 and 1 October - 31 December 2017 with their status at time of monitoring¹

Government body	2017 total requests received	Request status at time of monitoring ¹				Q4 2017 requests received	Request status at time of monitoring ¹			
		Processed	"On hold" or lapsed ²	Still being processed	Number handled under EIRs ³		Processed	"On hold" or lapsed ²	Still being processed	Number handled under EIRs ³
TOTAL for all monitored bodies	46,681	45,501	9	1,171	1,489	11,883	11,157	9	717	327
TOTAL for Departments of State only	31,992	31,076	0	916	753	8,252	7,717	0	535	172
TOTAL for other monitored bodies	14,689	14,425	9	255	736	3,631	3,440	9	182	155
Departments of State										
Attorney General's Office	210	210	0	0	0	54	54	0	0	0
Cabinet Office#	1,537	1,518	0	19	1	412	399	0	13	1
Communities and Local Government	814	803	0	11	195	208	199	0	9	34
Department for Business, Energy & Industrial Strategy	869	852	0	17	132	227	214	0	13	13
Department for Culture, Media and Sport	529	528	0	1	14	144	143	0	1	5
Department for Education#	2,201	2,189	0	12	12	521	512	0	9	4
Department for Environment, Food and Rural Affairs	788	770	0	18	242	242	225	0	17	67
Department for Exiting the European Union	769	728	0	41	3	271	230	0	41	1
Department for International Development	485	473	0	12	9	147	136	0	11	5
Department for International Trade	462	433	0	29	3	183	159	0	24	1
Department for Transport#	2,533	2,510	0	23	65	645	630	0	15	19
Department for Work and Pensions	4,741	4,699	0	42	3	1,074	1,043	0	31	0
Department of Health	1,063	1,057	0	6	0	269	263	0	6	0
Foreign and Commonwealth Office#	1,260	1,210	0	50	20	334	294	0	40	11
HM Treasury#	1,026	999	0	27	29	286	273	0	13	5
Home Office	3,584	3,340	0	244	0	907	825	0	82	0
Ministry of Defence#	4,367	4,148	0	219	17	1,090	920	0	170	6
Ministry of Justice#	4,059	3,921	0	138	8	1,022	989	0	33	0
Northern Ireland Office	206	206	0	0	0	64	64	0	0	0
Scotland Office	241	235	0	6	0	74	68	0	6	0
UK Export Finance	102	101	0	1	0	24	23	0	1	0
Wales Office	146	146	0	0	0	54	54	0	0	0

TABLE 2 continued

Number of non-routine information requests received in 2017 and 1 October - 31 December 2017 with their status at time of monitoring¹

Government body	2017 total requests received	Request status at time of monitoring ¹				Q4 2017 requests received	Request status at time of monitoring ¹			
		Processed	"On hold" or lapsed ²	Still being processed	Number handled under EIRs ³		Processed	"On hold" or lapsed ²	Still being processed	Number handled under EIRs ³
Other bodies included in monitoring										
Charity Commission	618	612	0	6	0	171	165	0	6	0
Competition and Markets Authority	119	119	0	0	0	29	29	0	0	0
Crown Prosecution Service	751	747	0	4	0	210	206	0	4	0
Debt Management Office	58	58	0	0	0	11	11	0	0	0
Food Standards Agency	170	170	0	0	0	48	48	0	0	0
Government Legal Department	400	400	0	0	0	92	92	0	0	0
Health and Safety Executive	4,883	4,785	0	98	210	1,157	1,101	0	56	45
HM Land Registry	357	357	0	0	0	72	72	0	0	0
HM Revenue and Customs	1,970	1,954	0	16	9	475	470	0	5	4
National Archives	3,024	2,889	9	126	0	763	646	9	108	0
National Savings and Investments	77	75	0	2	0	18	16	0	2	0
Office for National Statistics	433	431	0	2	0	135	135	0	0	0
Office for Standards in Education, Children's Services and Skills	526	526	0	0	0	148	148	0	0	0
Office of Gas and Electricity Markets	574	573	0	1	196	152	151	0	1	45
Office of Rail and Road	143	143	0	0	0	33	33	0	0	0
Rural Payments Agency	332	332	0	0	299	54	54	0	0	50
Serious Fraud Office	141	141	0	0	0	36	36	0	0	0
Water Services Regulation Authority	113	113	0	0	22	27	27	0	0	11

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 2017

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 2015

Government body	2015				2016				2017			
	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec
TOTAL for all monitored bodies	12,884	11,499	11,971	11,039	12,795	11,031	10,561	10,892	(r) 12,289	(r) 10,930	(r) 11,559	11,883
TOTAL for Departments of State only	8,715	7,692	8,138	7,211	8,725	7,350	6,967	7,496	(r) 8,341	(r) 7,413	7,941	8,252
TOTAL for other monitored bodies	4,169	3,807	3,833	3,828	4,070	3,681	3,594	3,396	(r) 3,948	3,517	(r) 3,618	3,631
Departments of State												
Attorney General's Office	62	69	49	41	59	57	57	61	43	39	51	54
Cabinet Office#	439	404	478	423	473	424	375	377	391	391	341	412
Communities and Local Government	302	209	210	212	283	200	192	173	217	189	203	208
Department for Business, Energy & Industrial Strategy	-	-	-	-	-	-	195	282	226	206	210	227
Department for Business, Innovation and Skills	280	217	220	229	270	224	24	-	-	-	-	-
Department for Culture, Media and Sport	157	146	137	113	164	143	124	122	119	130	138	144
Department for Education#	554	510	484	461	552	476	489	506	598	496	586	521
Department for Environment, Food and Rural Affairs	275	174	183	153	224	126	158	173	166	187	195	242
Department for Exiting the European Union	-	-	-	-	-	-	54	118	183	126	207	271
Department for International Development	143	115	148	93	103	84	111	105	122	109	107	147
Department for International Trade	-	-	-	-	-	-	42	100	99	65	115	183
Department for Transport#	828	524	621	605	677	517	515	587	781	540	568	645
Department for Work and Pensions	1,248	1,271	1,322	988	1,181	901	1,093	1,101	1,326	1,109	1,217	1,074
Department of Energy and Climate Change#	189	155	183	165	185	170	20	-	-	-	-	-
Department of Health	443	407	383	389	470	382	274	337	283	253	258	269
Foreign and Commonwealth Office#	334	323	324	281	370	270	278	272	323	318	284	334
HM Treasury#	275	248	285	258	281	202	172	212	259	235	242	286
Home Office	906	798	899	772	905	882	836	865	867	885	931	907
Ministry of Defence#	1,049	920	973	909	1,226	1,085	961	975	(r) 1,144	(r) 1,018	1,116	1,090
Ministry of Justice#	1,036	979	1,086	988	1,149	1,105	876	976	1,056	953	1,001	1,022
Northern Ireland Office	65	61	58	49	50	30	34	56	40	52	50	64
Scotland Office	61	76	37	35	44	30	36	40	56	50	55	74
UK Export Finance	18	32	17	20	21	20	25	25	19	28	31	24
Wales Office	51	54	41	27	38	22	26	33	23	34	35	54

TABLE 3 continued
Number of non-routine information requests received by monitored bodies, by quarter, since 1 January 2015

Government body	2015				2016				2017			
	Q1: Jan-Mar	Q2: Apr-Jun	Q3: Jul-Sep	Q4: Oct-Dec	Q1: Jan-Mar	Q2: Apr-Jun	Q3: Jul-Sep	Q4: Oct-Dec	Q1: Jan-Mar	Q2: Apr-Jun	Q3: Jul-Sep	Q4: Oct-Dec
Other bodies included in monitoring												
Charity Commission	161	162	163	151	175	161	166	133	176	134	137	171
Competition and Markets Authority	50	34	38	28	40	25	30	21	28	30	32	29
Crown Prosecution Service	173	181	166	192	195	178	192	207	(r) 182	164	(r) 195	210
Debt Management Office	18	23	20	22	17	13	12	17	18	13	16	11
Food Standards Agency	54	38	34	36	40	30	35	53	40	33	47	48
Government Legal Department	108	147	113	103	129	103	105	89	120	85	103	92
Health and Safety Executive	1,338	1,200	1,215	1,189	1,272	1,136	1,167	1,082	1,260	1,222	1,236	1,157
HM Land Registry	83	111	112	94	125	97	133	85	107	94	84	72
HM Revenue and Customs	545	474	596	575	565	526	459	457	569	432	501	475
National Archives	825	736	713	819	834	742	713	633	782	737	742	763
National Savings and Investments	36	37	8	24	18	17	24	17	24	24	11	18
Office for National Statistics	106	86	85	78	99	96	84	99	101	96	101	135
Office for Standards in Education, Children's Services and Skills	216	255	191	138	174	148	116	127	149	110	119	148
Office of Gas and Electricity Markets	126	103	102	100	145	146	121	148	190	133	128	152
Office of Rail and Road	52	39	40	29	37	30	42	42	47	36	27	33
Ordnance Survey	28	24	22	39	27	24	19	19	-	-	-	-
Royal Mint	5	8	5	14	13	7	9	11	-	-	-	-
Rural Payments Agency	174	91	107	133	92	109	107	79	95	108	73	54
Serious Fraud Office	35	26	29	34	33	46	30	47	43	30	33	36
Water Services Regulation Authority	36	32	74	30	40	47	30	30	17	36	33	27

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 from 2017 and from 1 October - 31 December 2017

Government body	2017 requests received (excluding on-hold and lapsed ¹)	Timeliness of response				Percentage meeting deadline	Percentage meeting deadline or with permitted extension ²	Q4 requests received (excluding on-hold and lapsed ¹)	Timeliness of response				Percentage meeting deadline or with permitted extension ²
		20-day deadline met	Permitted extension ² to deadline	Late response (i.e. deadline missed)	Percentage meeting deadline				20-day deadline met	Permitted extension ² to deadline	Late response (i.e. deadline missed)	Percentage meeting deadline	
TOTAL for all monitored bodies	46,672	40,549	2,425	3,698	87%	92%	11,874	10,054	636	1,184	85%	90%	
TOTAL for Departments of State only	31,992	27,293	1,719	2,980	85%	91%	8,252	6,799	474	979	82%	88%	
TOTAL for other monitored bodies	14,680	13,256	706	718	90%	95%	3,622	3,255	162	205	90%	94%	
Departments of State													
Attorney General's Office	210	208	2	0	99%	100%	54	52	1	1	96%	98%	
Cabinet Office#	1,537	1,318	86	133	86%	91%	412	349	20	43	85%	90%	
Communities and Local Government	814	542	112	160	67%	80%	208	171	28	9	82%	96%	
Department for Business, Energy & Industrial Strategy	869	628	76	165	72%	81%	227	138	18	71	61%	69%	
Department for Culture, Media and Sport	529	485	23	21	92%	96%	144	134	6	4	93%	97%	
Department for Education#	2,201	1,856	55	290	84%	87%	521	410	14	97	79%	81%	
Department for Environment, Food and Rural Affairs	788	664	58	66	84%	92%	242	177	20	45	73%	81%	
Department for Exiting the European Union	769	642	51	76	83%	90%	271	178	28	65	66%	76%	
Department for International Development	485	422	55	8	87%	98%	147	126	17	4	86%	97%	
Department for International Trade	462	282	55	125	61%	73%	183	113	22	48	62%	74%	
Department for Transport#	2,533	2,349	90	94	93%	96%	645	589	24	32	91%	95%	
Department for Work and Pensions	4,741	4,394	28	319	93%	93%	1,074	956	5	113	89%	89%	
Department of Health	1,063	998	34	31	94%	97%	269	242	9	18	90%	93%	
Foreign and Commonwealth Office#	1,260	918	267	75	73%	94%	334	232	75	27	69%	92%	
HM Treasury#	1,026	927	46	53	90%	95%	286	259	10	17	91%	94%	
Home Office	3,584	2,819	361	404	79%	89%	907	753	54	100	83%	89%	
Ministry of Defence#	4,367	3,621	264	482	83%	89%	1,090	784	103	203	72%	81%	
Ministry of Justice#	4,059	3,574	22	463	88%	89%	1,022	938	4	80	92%	92%	
Northern Ireland Office	206	191	10	5	93%	98%	64	58	4	2	91%	97%	
Scotland Office	241	217	18	6	90%	98%	74	66	8	0	89%	100%	
UK Export Finance	102	93	5	4	91%	96%	24	20	4	0	83%	100%	
Wales Office	146	145	1	0	99%	100%	54	54	0	0	100%	100%	

TABLE 4 continued

Timeliness of response to non-routine information requests received by monitored bodies from 2017 and from 1 October - 31 December 2017

Government body	2017 requests received (excluding on-hold and lapsed ¹)	Timeliness of response			Percentage meeting deadline	Percentage meeting deadline or with permitted extension ²	Q4 requests received (excluding on-hold and lapsed ¹)	Timeliness of response			Percentage meeting deadline	Percentage meeting deadline or with permitted extension ²
		20-day deadline met	Permitted extension ² to deadline	Late response (i.e. deadline missed)				20-day deadline met	Permitted extension ² to deadline	Late response (i.e. deadline missed)		
Other bodies included in monitoring												
Charity Commission	618	570	0	48	92%	92%	171	148	0	23	87%	87%
Competition and Markets Authority	119	115	0	4	97%	97%	29	29	0	0	100%	100%
Crown Prosecution Service	751	703	11	37	94%	95%	210	195	6	9	93%	96%
Debt Management Office	58	58	0	0	100%	100%	11	11	0	0	100%	100%
Food Standards Agency	170	155	13	2	91%	99%	48	47	1	0	98%	100%
Government Legal Department	400	393	0	7	98%	98%	92	90	0	2	98%	98%
Health and Safety Executive	4,883	4,642	44	197	95%	96%	1,157	1,064	13	80	92%	93%
HM Land Registry	357	351	2	4	98%	99%	72	71	0	1	99%	99%
HM Revenue and Customs	1,970	1,812	0	158	92%	92%	475	465	0	10	98%	98%
National Archives [^]	3,015	2,357	526	132	78%	96%	754	589	124	41	78%	95%
National Savings and Investments	77	63	2	12	82%	84%	18	14	0	4	78%	78%
Office for National Statistics	433	404	0	29	93%	93%	135	121	0	14	90%	90%
Office for Standards in Education, Children's Services and Skills	526	493	15	18	94%	97%	148	136	5	7	92%	95%
Office of Gas and Electricity Markets	574	451	72	51	79%	91%	152	128	13	11	84%	93%
Office of Rail and Road	143	124	10	9	87%	94%	33	32	0	1	97%	97%
Rural Payments Agency	332	324	0	8	98%	98%	54	52	0	2	96%	96%
Serious Fraud Office	141	128	11	2	91%	99%	36	36	0	0	100%	100%
Water Services Regulation Authority	113	113	0	0	100%	100%	27	27	0	0	100%	100%

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.

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

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

2 - "Permitted extensions" include:

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

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

TABLE 5
Proportion of non-routine information requests received that were answered "in time", by quarter, since 1 January 2015¹

Government body	2015				2016				2017			
	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec
TOTAL for all monitored bodies	90%	90%	89%	89%	92%	91%	89%	89%	92%	93%	92%	90%
TOTAL for Departments of State only	89%	89%	87%	86%	91%	89%	86%	87%	91%	92%	91%	88%
TOTAL for other monitored bodies	92%	93%	94%	94%	93%	93%	95%	95%	96%	95%	94%	94%
Departments of State												
Attorney General's Office	100%	100%	96%	98%	97%	93%	98%	100%	100%	100%	98%	98%
Cabinet Office#	94%	90%	91%	85%	93%	91%	94%	97%	96%	95%	91%	90%
Communities and Local Government	94%	100%	100%	100%	100%	99%	57%	44%	57%	80%	88%	96%
Department for Business, Energy & Industrial Strategy	-	-	-	-	-	-	75%	76%	78%	90%	87%	69%
Department for Business, Innovation and Skills	99%	87%	87%	87%	81%	65%	54%	-	-	-	-	-
Department for Culture, Media and Sport	71%	84%	92%	100%	94%	89%	98%	96%	93%	95%	98%	97%
Department for Education#	86%	83%	91%	85%	86%	88%	86%	83%	88%	89%	89%	81%
Department for Environment, Food and Rural Affairs	79%	83%	74%	80%	87%	92%	94%	94%	92%	96%	93%	81%
Department for Exiting the European Union	-	-	-	-	-	-	72%	97%	98%	96%	96%	76%
Department for International Development	100%	99%	99%	99%	98%	98%	100%	98%	98%	99%	99%	97%
Department for International Trade	-	-	-	-	-	-	86%	85%	79%	77%	63%	74%
Department for Transport#	96%	98%	98%	96%	97%	96%	97%	95%	98%	98%	96%	95%
Department for Work and Pensions	94%	93%	84%	83%	91%	78%	78%	88%	95%	94%	95%	89%
Department of Energy and Climate Change#	93%	93%	92%	92%	92%	85%	65%	-	-	-	-	-
Department of Health	100%	100%	99%	100%	100%	100%	100%	100%	100%	99%	96%	93%
Foreign and Commonwealth Office#	88%	90%	89%	87%	94%	92%	87%	94%	95%	96%	95%	92%
HM Treasury#	92%	96%	93%	90%	92%	87%	95%	96%	96%	95%	95%	94%
Home Office	86%	87%	84%	81%	87%	86%	81%	86%	87%	89%	88%	89%
Ministry of Defence#	87%	91%	91%	91%	93%	93%	93%	89%	(r) 91%	93%	90%	81%
Ministry of Justice#	76%	70%	65%	73%	85%	93%	79%	71%	85%	87%	89%	92%
Northern Ireland Office	89%	85%	98%	98%	90%	93%	100%	98%	100%	98%	96%	97%
Scotland Office	90%	86%	84%	74%	61%	77%	83%	98%	98%	100%	91%	100%
UK Export Finance	100%	84%	88%	90%	100%	95%	92%	96%	95%	96%	94%	100%
Wales Office	94%	100%	100%	96%	97%	95%	100%	100%	96%	100%	100%	100%

TABLE 5 continued

Proportion of non-routine information requests received that were answered "in time", by quarter, since 1 January 2015¹

Government body	2015				2016				2017			
	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec	Q1: Jan–Mar	Q2: Apr–Jun	Q3: Jul–Sep	Q4: Oct–Dec
Other bodies included in monitoring												
Charity Commission	92%	94%	94%	93%	93%	86%	92%	86%	94%	96%	92%	87%
Competition and Markets Authority	96%	91%	89%	100%	93%	96%	100%	100%	100%	90%	97%	100%
Crown Prosecution Service	91%	94%	96%	94%	92%	87%	91%	95%	97%	95%	93%	96%
Debt Management Office	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Food Standards Agency	96%	97%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%
Government Legal Department	95%	97%	100%	99%	98%	99%	100%	100%	98%	100%	97%	98%
Health and Safety Executive	93%	95%	95%	96%	96%	97%	95%	96%	96%	96%	94%	93%
HM Land Registry	100%	99%	99%	94%	98%	96%	100%	100%	99%	98%	100%	99%
HM Revenue and Customs	80%	83%	91%	91%	85%	89%	86%	89%	91%	88%	89%	98%
National Archives ^A	98%	95%	96%	96%	93%	90%	98%	97%	97%	96%	95%	95%
National Savings and Investments	94%	100%	63%	46%	44%	88%	96%	94%	83%	88%	91%	78%
Office for National Statistics	96%	97%	79%	88%	93%	95%	95%	98%	96%	98%	91%	90%
Office for Standards in Education, Children's Services and Skill	95%	97%	93%	100%	98%	99%	100%	98%	99%	98%	94%	95%
Office of Gas and Electricity Markets	83%	75%	91%	100%	99%	98%	100%	98%	95%	90%	88%	93%
Office of Rail and Road	96%	97%	88%	97%	97%	97%	93%	95%	96%	89%	93%	97%
Ordnance Survey	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	-
Royal Mint	80%	88%	100%	43%	77%	43%	100%	100%	-	-	-	-
Rural Payments Agency	95%	93%	91%	90%	97%	93%	98%	94%	97%	100%	99%	96%
Serious Fraud Office	89%	92%	97%	97%	91%	93%	93%	100%	98%	100%	97%	100%
Water Services Regulation Authority	94%	100%	72%	73%	98%	100%	100%	97%	100%	100%	100%	100%

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.

^A - 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 2017

Government body	Total requests received (excluding on-hold and lapsed ¹)	Requests where advice and assistance ² provided	Requests where information not held	Total "resolvable" requests ³	Initial outcome of request				Percentage of resolvable requests granted in full	Percentage of resolvable requests withheld in full
					Granted in full	Partially withheld	Fully withheld ⁴	Response not yet provided ⁵		
TOTAL for all monitored bodies	11,874	855	2,319	8,700	3,846	1,034	3,103	717	44%	36%
TOTAL for Departments of State only	8,252	678	1,533	6,041	2,587	670	2,249	535	43%	37%
TOTAL for other monitored bodies	3,622	177	786	2,659	1,259	364	854	182	47%	32%
Departments of State										
Attorney General's Office	54	1	22	31	13	7	11	0	42%	35%
Cabinet Office#	412	28	126	258	87	9	149	13	34%	58%
Communities and Local Government	208	11	38	159	66	21	63	9	42%	40%
Department for Business, Energy & Industrial Strategy	227	9	49	169	47	42	67	13	28%	40%
Department for Culture, Media and Sport	144	3	49	92	18	33	40	1	20%	43%
Department for Education#	521	68	99	354	207	54	84	9	58%	24%
Department for Environment, Food and Rural Affairs	242	41	60	141	53	36	35	17	38%	25%
Department for Exiting the European Union	271	43	41	187	27	29	90	41	14%	48%
Department for International Development	147	3	13	131	57	14	49	11	44%	37%
Department for International Trade	183	2	22	159	24	23	88	24	15%	55%
Department for Transport#	645	0	100	545	324	50	156	15	59%	29%
Department for Work and Pensions	1,074	122	73	879	496	63	289	31	56%	33%
Department of Health	269	14	124	131	50	18	57	6	38%	44%
Foreign and Commonwealth Office#	334	13	66	255	49	63	103	40	19%	40%
HM Treasury#	286	31	78	177	44	27	93	13	25%	53%
Home Office	907	105	177	625	250	54	239	82	40%	38%
Ministry of Defence#	1,090	98	199	793	379	74	170	170	48%	21%
Ministry of Justice#	1,022	81	140	801	306	37	425	33	38%	53%
Northern Ireland Office	64	0	27	37	21	3	13	0	57%	35%
Scotland Office	74	1	17	56	34	6	10	6	61%	18%
UK Export Finance	24	2	0	22	7	4	10	1	32%	45%
Wales Office	54	2	13	39	28	3	8	0	72%	21%

TABLE 6 continued

Initial outcomes of non-routine information requests received by monitored bodies from 1 October - 31 December 2017

Government body	Total requests received (excluding on-hold and lapsed ¹)	Requests where advice and assistance ² provided	Requests where information not held	Total "resolvable" requests ³	Initial outcome of request				Percentage of resolvable requests granted in full	Percentage of resolvable requests withheld in full
					Granted in full	Partially withheld	Fully withheld ⁴	Response not yet provided ⁵		
Other bodies included in monitoring										
Charity Commission	171	8	42	121	36	31	48	6	30%	40%
Competition and Markets Authority	29	2	2	25	12	4	9	0	48%	36%
Crown Prosecution Service	210	26	17	167	61	13	89	4	37%	53%
Debt Management Office	11	0	2	9	5	3	1	0	56%	11%
Food Standards Agency	48	1	3	44	30	6	8	0	68%	18%
Government Legal Department	92	0	16	76	30	12	34	0	39%	45%
Health and Safety Executive	1,157	5	439	713	354	137	166	56	50%	23%
HM Land Registry	72	2	18	52	39	8	5	0	75%	10%
HM Revenue and Customs	475	39	77	359	103	17	234	5	29%	65%
National Archives	754	49	47	658	328	66	156	108	50%	24%
National Savings and Investments	18	0	2	16	11	3	0	2	69%	0%
Office for National Statistics	135	0	62	73	56	14	3	0	77%	4%
Office for Standards in Education, Children's Services and Skills	148	19	14	115	13	26	76	0	11%	66%
Office of Gas and Electricity Markets	152	0	12	140	130	3	6	1	93%	4%
Office of Rail and Road	33	7	7	19	10	5	4	0	53%	21%
Rural Payments Agency	54	11	9	34	21	9	4	0	62%	12%
Serious Fraud Office	36	6	4	26	10	5	11	0	38%	42%
Water Services Regulation Authority	27	2	13	12	10	2	0	0	83%	0%

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 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 2017

Government body	Total requests received (excluding on-hold and lapsed ¹)	Requests where advice and assistance ² provided	Requests where information not held	Total "resolvable" requests ³	Initial outcome of request				Percentage of resolvable requests granted in full	Percentage of resolvable requests withheld in full
					Granted in full	Partially withheld	Fully withheld ⁴	Response not yet provided ⁵		
TOTAL for all monitored bodies	46,672	3,512	9,023	34,137	15,657	4,666	12,643	1,171	46%	37%
TOTAL for Departments of State only	31,992	2,702	5,921	23,369	10,647	2,829	8,977	916	46%	38%
TOTAL for other monitored bodies	14,680	810	3,102	10,768	5,010	1,837	3,666	255	47%	34%
Departments of State										
Attorney General's Office	210	5	80	125	57	20	48	0	46%	38%
Cabinet Office#	1,537	94	563	880	232	79	550	19	26%	63%
Communities and Local Government	814	29	171	614	246	119	238	11	40%	39%
Department for Business, Energy & Industrial Strategy	869	35	179	655	176	174	288	17	27%	44%
Department for Culture, Media and Sport	529	17	179	333	103	88	141	1	31%	42%
Department for Education#	2,201	273	386	1,542	944	221	365	12	61%	24%
Department for Environment, Food and Rural Affairs	788	151	178	459	184	139	118	18	40%	26%
Department for Exiting the European Union	769	70	162	537	92	77	327	41	17%	61%
Department for International Development	485	14	36	435	208	39	176	12	48%	40%
Department for International Trade	462	6	75	381	79	103	170	29	21%	45%
Department for Transport#	2,533	1	431	2,101	1,303	208	567	23	62%	27%
Department for Work and Pensions	4,741	585	243	3,913	2,305	202	1,364	42	59%	35%
Department of Health	1,063	51	427	585	231	97	251	6	39%	43%
Foreign and Commonwealth Office#	1,260	53	254	953	214	286	403	50	22%	42%
HM Treasury#	1,026	108	315	603	178	100	298	27	30%	49%
Home Office	3,584	430	694	2,460	897	256	1,063	244	36%	43%
Ministry of Defence#	4,367	423	782	3,162	1,789	335	819	219	57%	26%
Ministry of Justice#	4,059	346	598	3,115	1,098	220	1,659	138	35%	53%
Northern Ireland Office	206	0	58	148	79	10	59	0	53%	40%
Scotland Office	241	2	58	181	117	24	34	6	65%	19%
UK Export Finance	102	5	8	89	37	26	25	1	42%	28%
Wales Office	146	4	44	98	78	6	14	0	80%	14%

TABLE 7 continued
Initial outcomes of non-routine information requests received by monitored bodies during 2017

Government body	Total requests received (excluding on-hold and lapsed ¹)	Requests where advice and assistance ² provided	Requests where information not held	Total "resolvable" requests ³	Initial outcome of request				Percentage of resolvable requests granted in full	Percentage of resolvable requests withheld in full
					Granted in full	Partially withheld	Fully withheld ⁴	Response not yet provided ⁵		
Other bodies included in monitoring										
Charity Commission	618	21	131	466	174	133	153	6	37%	33%
Competition and Markets Authority	119	4	18	97	40	14	43	0	41%	44%
Crown Prosecution Service	751	67	72	612	249	58	301	4	41%	49%
Debt Management Office	58	0	11	47	26	15	6	0	55%	13%
Food Standards Agency	170	4	16	150	81	30	39	0	54%	26%
Government Legal Department	400	0	66	334	111	63	160	0	33%	48%
Health and Safety Executive	4,883	26	1,779	3,078	1,454	768	758	98	47%	25%
HM Land Registry	357	16	68	273	210	37	26	0	77%	10%
HM Revenue and Customs	1,970	178	284	1,508	483	95	914	16	32%	61%
National Archives	3,015	282	243	2,490	1,174	375	815	126	47%	33%
National Savings and Investments	77	1	17	59	45	5	7	2	76%	12%
Office for National Statistics	433	0	189	244	194	29	19	2	80%	8%
Office for Standards in Education, Children's Services and Skills	526	71	59	396	61	92	243	0	15%	61%
Office of Gas and Electricity Markets	574	5	18	551	473	21	56	1	86%	10%
Office of Rail and Road	143	25	27	91	38	34	19	0	42%	21%
Rural Payments Agency	332	95	55	182	88	37	57	0	48%	31%
Serious Fraud Office	141	11	19	111	38	23	50	0	34%	45%
Water Services Regulation Authority	113	4	30	79	71	8	0	0	90%	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 - Requests "on hold" or "lapsed" are those where a fee has been charged but no payment has been received. These requests are effectively suspended since public authorities are not obliged to respond until payment has been made.

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

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

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

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

TABLE 8
Proportion of resolvable non-routine information requests received that were granted in full, by quarter, since 1 January 2015 ¹

Government body	2015				2016				2017			
	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:	Q1:	Q2:	Q3:	Q4:
	Jan–Mar	Apr–Jun	Jul–Sep	Oct–Dec	Jan–Mar	Apr–Jun	Jul–Sep	Oct–Dec	Jan–Mar	Apr–Jun	Jul–Sep	Oct–Dec
TOTAL for all monitored bodies	48%	46%	45%	45%	44%	44%	44%	44%	45%	45%	44%	44%
TOTAL for Departments of State only	49%	48%	46%	46%	44%	45%	43%	44%	(r) 45%	(r) 45%	45%	43%
TOTAL for other monitored bodies	46%	41%	44%	44%	44%	44%	46%	45%	45%	45%	43%	47%
Departments of State												
Attorney General's Office	21%	68%	31%	36%	39%	42%	66%	66%	50%	28%	43%	42%
Cabinet Office#	24%	17%	21%	24%	15%	28%	25%	30%	27%	17%	24%	34%
Communities and Local Government	56%	57%	47%	59%	40%	48%	27%	31%	38%	35%	29%	42%
Department for Business, Energy & Industrial Strategy	-	-	-	-	-	-	31%	26%	27%	27%	20%	28%
Department for Business, Innovation and Skills	32%	32%	28%	22%	24%	24%	27%	-	-	-	-	-
Department for Culture, Media and Sport	51%	52%	55%	46%	34%	40%	57%	37%	37%	31%	37%	20%
Department for Education#	64%	57%	59%	64%	64%	63%	60%	64%	69%	62%	54%	58%
Department for Environment, Food and Rural Affairs	41%	46%	33%	39%	24%	31%	45%	25%	35%	39%	41%	38%
Department for Exiting the European Union	-	-	-	-	-	-	42%	18%	10%	15%	28%	14%
Department for International Development	52%	49%	57%	50%	58%	52%	49%	57%	44%	50%	51%	44%
Department for International Trade	-	-	-	-	-	-	30%	26%	18%	39%	18%	15%
Department for Transport#	77%	68%	69%	68%	63%	64%	61%	68%	63%	65%	61%	59%
Department for Work and Pensions	64%	62%	58%	62%	61%	60%	53%	55%	58%	55%	63%	56%
Department of Energy and Climate Change#	35%	36%	38%	34%	31%	18%	32%	-	-	-	-	-
Department of Health	53%	52%	56%	32%	43%	31%	37%	44%	37%	44%	37%	38%
Foreign and Commonwealth Office#	27%	26%	22%	20%	15%	20%	24%	29%	25%	21%	20%	19%
HM Treasury#	30%	24%	23%	28%	23%	31%	28%	28%	30%	32%	29%	25%
Home Office	34%	35%	31%	34%	37%	33%	33%	28%	30%	34%	31%	40%
Ministry of Defence#	50%	53%	55%	54%	52%	60%	58%	55%	(r) 56%	(r) 58%	58%	48%
Ministry of Justice#	29%	32%	33%	32%	30%	32%	24%	25%	26%	32%	35%	38%
Northern Ireland Office	74%	85%	58%	55%	59%	50%	45%	58%	59%	38%	57%	57%
Scotland Office	82%	62%	55%	80%	76%	88%	67%	67%	78%	73%	55%	61%
UK Export Finance	69%	62%	35%	89%	79%	67%	72%	47%	47%	48%	44%	32%
Wales Office	86%	95%	83%	81%	81%	77%	73%	100%	93%	90%	74%	72%

TABLE 8 continued

Proportion of resolvable non-routine information requests received that were granted in full, by quarter, since 1 January 2015 ¹

Government body	2015				2016				2017			
	Q1: Jan-Mar	Q2: Apr-Jun	Q3: Jul-Sep	Q4: Oct-Dec	Q1: Jan-Mar	Q2: Apr-Jun	Q3: Jul-Sep	Q4: Oct-Dec	Q1: Jan-Mar	Q2: Apr-Jun	Q3: Jul-Sep	Q4: Oct-Dec
Other bodies included in monitoring												
Charity Commission	39%	40%	40%	43%	40%	40%	40%	35%	43%	40%	33%	30%
Competition and Markets Authority	61%	50%	59%	57%	40%	47%	45%	53%	29%	38%	42%	48%
Crown Prosecution Service	38%	29%	30%	29%	39%	46%	55%	49%	(r) 50%	37%	36%	37%
Debt Management Office	44%	50%	45%	56%	33%	44%	80%	59%	53%	44%	64%	56%
Food Standards Agency	57%	70%	53%	64%	46%	52%	54%	49%	55%	41%	41%	68%
Government Legal Department	36%	27%	20%	15%	17%	26%	27%	19%	33%	31%	30%	39%
Health and Safety Executive	47%	41%	45%	45%	47%	44%	50%	47%	45%	45%	49%	50%
HM Land Registry	94%	85%	83%	88%	86%	76%	81%	86%	73%	86%	73%	75%
HM Revenue and Customs	31%	32%	26%	25%	28%	27%	26%	32%	30%	32%	31%	29%
National Archives	45%	44%	45%	52%	45%	44%	45%	47%	51%	45%	40%	50%
National Savings and Investments	87%	61%	63%	42%	56%	85%	74%	79%	85%	67%	67%	69%
Office for National Statistics	80%	79%	82%	86%	86%	89%	92%	82%	72%	86%	80%	77%
Office for Standards in Education, Children's Services and Skills	27%	17%	33%	25%	23%	20%	22%	19%	13%	19%	20%	11%
Office of Gas and Electricity Markets	54%	51%	77%	62%	74%	79%	67%	64%	69%	70%	60%	93%
Office of Rail and Road	57%	30%	41%	50%	39%	30%	38%	36%	39%	32%	50%	53%
Ordnance Survey	81%	53%	33%	44%	50%	42%	50%	58%	-	-	-	-
Royal Mint	60%	29%	60%	100%	92%	71%	50%	64%	-	-	-	-
Rural Payments Agency	47%	70%	51%	45%	52%	49%	40%	42%	53%	42%	43%	62%
Serious Fraud Office	70%	43%	50%	46%	46%	46%	44%	35%	29%	27%	40%	38%
Water Services Regulation Authority	69%	69%	99%	64%	86%	63%	59%	57%	83%	94%	96%	83%

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.

TABLE 9
Statutory reasons given by monitored bodies for fully withholding non-routine information requested during 2017

Government body	Total "resolvable" requests ¹	Total requests where information was fully withheld	Reason for fully withholding information			
			Vexatious Fol request ²	Repeated Fol request ²	Cost of response would exceed cost limit ³	Information is exempt / excepted ⁴
TOTAL for all monitored bodies	34,137	12,643	272	135	5,090	7,146
TOTAL for Departments of State only	23,369	8,977	230	97	4,390	4,260
TOTAL for other monitored bodies	10,768	3,666	42	38	700	2,886
<i>Departments of State</i>						
Attorney General's Office	125	48	5	2	7	34
Cabinet Office#	880	550	27	9	191	323
Communities and Local Government	614	238	9	3	73	153
Department for Business, Energy & Industrial Strategy	655	288	5	2	175	106
Department for Culture, Media and Sport	333	141	9	0	63	69
Department for Education#	1,542	365	6	0	162	197
Department for Environment, Food and Rural Affairs	459	118	1	0	3	114
Department for Exiting the European Union	537	327	48	0	101	178
Department for International Development	435	176	1	0	140	35
Department for International Trade	381	170	1	2	117	50
Department for Transport#	2,101	567	12	1	215	339
Department for Work and Pensions	3,913	1,364	4	28	546	786
Department of Health	585	251	13	2	154	82
Foreign and Commonwealth Office#	953	403	11	5	198	189
HM Treasury#	603	298	17	2	139	140
Home Office	2,460	1,063	13	7	580	463
Ministry of Defence#	3,162	819	19	9	487	304
Ministry of Justice#	3,115	1,659	23	25	996	615
Northern Ireland Office	148	59	1	0	22	36
Scotland Office	181	34	3	0	8	23
UK Export Finance	89	25	0	0	6	19
Wales Office	98	14	2	0	7	5

TABLE 9 continued

Statutory reasons given by monitored bodies for fully withholding non-routine information requested during 2017

Government body	Total "resolvable" requests ¹	Total requests where information was fully withheld	Reason for fully withholding information			
			Vexatious FoI request ²	Repeated FoI request ²	Cost of response would exceed cost limit ³	Information is exempt / excepted ⁴
Other bodies included in monitoring						
Charity Commission	466	153	1	2	25	125
Competition and Markets Authority	97	43	1	0	6	36
Crown Prosecution Service	612	301	9	9	195	88
Debt Management Office	47	6	0	0	3	3
Food Standards Agency	150	39	2	0	21	16
Government Legal Department	334	160	0	0	3	157
Health and Safety Executive	3,078	758	1	3	37	717
HM Land Registry	273	26	4	2	2	18
HM Revenue and Customs	1,508	914	19	17	344	534
National Archives	2,490	815	2	0	5	808
National Savings and Investments	59	7	0	0	3	4
Office for National Statistics	244	19	0	0	0	19
Office for Standards in Education, Children's Services and Skills	396	243	2	2	16	223
Office of Gas and Electricity Markets	551	56	0	0	21	35
Office of Rail and Road	91	19	0	2	2	15
Rural Payments Agency	182	57	1	1	3	52
Serious Fraud Office	111	50	0	0	14	36
Water Services Regulation Authority	79	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 - "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 2017

Government body	Total requests where one or more exemptions / exceptions were applied ¹	Exemptions listed in Part 2 of the FoI Act ²																						
		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 exceptions
TOTAL for all monitored bodies	11,812	993	7	362	464	169	684	38	141	631	1,305	292	97	6	817	348	118	501	5,569	577	140	829	701	833
TOTAL for Departments of State only	7,089	843	7	308	454	166	607	38	138	41	734	258	10	6	781	325	77	162	3,020	282	108	718	172	508
TOTAL for other monitored bodies	4,723	150	0	54	10	3	77	0	3	590	571	34	87	0	36	23	41	339	2,549	295	32	111	529	325
Departments of State																								
Attorney General's Office	54	2	0	3	0	5	5	3	0	0	10	0	0	3	5	2	4	0	5	2	5	0	0	0
Cabinet Office#	402	87	0	52	77	10	43	3	3	0	31	0	4	0	63	10	43	3	55	20	7	59	0	1
Communities and Local Government	272	14	0	1	0	0	3	1	3	0	20	0	0	0	44	4	2	2	54	3	3	11	0	142
Department for Business, Energy & Industrial Strategy	280	26	0	2	12	0	14	0	3	1	19	0	0	0	49	9	1	1	106	13	7	53	1	102
Department for Culture, Media and Sport	157	21	0	3	0	0	6	0	0	0	15	0	0	0	47	2	2	3	49	15	8	13	0	16
Department for Education#	418	79	0	0	0	0	5	1	1	1	42	0	2	0	31	132	0	1	164	18	7	40	2	12
Department for Environment, Food and Rural Affairs	253	6	0	0	3	0	15	3	12	1	21	0	0	0	24	1	1	15	50	2	5	19	0	154
Department for Exiting the European Union	255	73	0	0	4	0	107	4	73	0	16	2	0	1	99	5	0	2	42	3	6	12	1	3
Department for International Development	74	15	0	5	1	0	22	0	2	0	18	0	0	0	14	0	0	3	28	4	1	23	0	7
Department for International Trade	153	32	0	0	5	0	25	1	1	0	7	1	0	0	29	13	0	2	48	15	1	56	0	2
Department for Transport#	547	49	1	0	20	2	10	4	4	5	61	1	0	0	45	14	1	3	283	67	8	86	29	32
Department for Work and Pensions	988	46	2	1	21	0	4	2	1	12	29	3	2	0	27	5	0	3	817	16	8	42	20	0
Department of Health	179	26	0	0	18	0	9	1	3	0	20	2	2	0	40	1	0	1	75	8	3	13	0	0
Foreign and Commonwealth Office#	475	27	0	96	66	2	193	1	5	0	30	1	0	0	41	3	11	40	221	48	10	39	0	1
HM Treasury#	240	36	0	2	5	2	28	3	15	0	23	0	0	0	85	12	5	0	88	10	3	42	2	25
Home Office	719	102	0	63	105	0	41	0	0	1	188	2	0	1	55	91	2	22	219	13	14	57	5	0
Ministry of Defence#	639	38	0	69	97	145	59	1	3	19	75	1	0	0	26	13	0	45	294	9	7	89	4	10
Ministry of Justice#	835	150	0	3	1	0	4	1	0	0	78	245	0	1	26	6	4	10	391	8	4	45	108	1
Northern Ireland Office	46	5	4	8	19	0	4	0	1	1	13	0	0	0	4	2	1	4	6	0	0	0	0	0
Scotland Office	47	0	0	0	0	0	9	8	7	0	2	0	0	0	23	0	0	2	12	0	1	9	0	0
UK Export Finance	45	8	0	0	0	0	1	0	1	0	16	0	0	0	2	0	0	0	8	8	0	8	0	0
Wales Office	11	1	0	0	0	0	0	1	0	0	0	0	0	0	2	0	0	0	5	0	0	2	0	0

TABLE 10 continued
Exemptions (FOI) and exceptions (EIRs) applied by monitored bodies when withholding non-routine information requested during 2017

Government body	Total requests where one or more exemptions / exceptions were applied ¹	Exemptions listed in Part 2 of the FoI Act ²																							
		S.22 - Information intended for future publication	S. 22A - Research intended for future publication	S.23 - Information supplied by, or relating to, bodies with executive functions	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 exceptions	
Other bodies included in monitoring																									
Charity Commission	258	7	0	0	0	0	0	0	0	1	104	15	0	0	0	1	0	0	147	53	10	1	0	0	
Competition and Markets Authority	50	0	0	0	0	0	0	0	0	3	15	10	0	0	1	1	0	0	5	0	4	1	33	0	
Crown Prosecution Service	146	33	0	2	1	0	2	0	0	13	13	3	0	0	0	2	0	5	96	0	7	6	2	0	
Debt Management Office	18	0	0	0	0	0	1	0	2	0	7	0	0	0	0	0	0	12	1	0	5	0	0		
Food Standards Agency	46	8	0	0	0	0	1	0	1	5	10	0	0	0	2	0	0	7	20	1	0	10	3	0	
Government Legal Department	220	9	0	0	0	0	0	0	0	0	98	2	0	0	0	0	0	113	68	6	20	0	0		
Health and Safety Executive	1,485	0	0	0	0	0	0	0	0	534	69	3	0	0	1	0	0	794	85	1	13	0	148		
HM Land Registry	55	0	0	0	0	0	0	0	0	0	18	0	0	0	2	3	0	30	1	1	0	0	0		
HM Revenue and Customs	629	34	0	7	0	0	2	0	0	0	54	0	0	0	21	2	0	43	3	0	24	447	10		
National Archives	1,183	2	0	43	8	2	69	0	0	0	49	1	0	0	1	1	41	323	1,068	54	0	4	2	0	
National Savings and Investments	9	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	3	0	0	0	0	3		
Office for National Statistics	48	10	0	1	0	0	0	0	0	1	4	0	0	0	0	7	0	18	2	1	1	17	0		
Office for Standards in Education, Children's Services and Skills	315	38	0	0	0	1	0	0	0	0	83	0	87	0	1	5	0	143	21	1	13	1	0		
Office of Gas and Electricity Markets	56	3	0	0	0	0	0	0	0	1	1	0	0	0	4	0	0	7	0	0	5	17	18		
Office of Rail and Road	49	2	0	0	0	0	0	0	0	11	7	0	0	0	3	0	0	35	4	0	2	7	0		
Rural Payments Agency	89	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	3	0	146		
Serious Fraud Office	59	2	0	1	1	0	2	0	0	20	34	0	0	0	0	1	0	13	0	1	1	0	0		
Water Services Regulation Authority	8	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	1	2	0	2	0	0		

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

TABLE 11

Section 21 exemptions¹ applied by monitored bodies when dealing with routine information requests received from 1 October - 31 December 2017

Government body	Number of requests where a Section 21 exemption was applied ²	Timeliness of response		Percentage of requests meeting 20-day deadline
		20-day deadline met	Late response (i.e. 20-day deadline missed)	
TOTAL for all monitored bodies	548	514	34	94%
TOTAL for Departments of State only	419	386	33	92%
TOTAL for other monitored bodies	129	128	1	99%
Departments of State				
Attorney General's Office	2	2	0	100%
Cabinet Office#	28	26	2	93%
Communities and Local Government	1	1	0	100%
Department for Business, Energy & Industrial Strategy	21	14	7	67%
Department for Culture, Media and Sport	1	1	0	100%
Department for Education#	44	42	2	95%
Department for Environment, Food and Rural Affairs	6	6	0	100%
Department for Exiting the European Union	13	13	0	100%
Department for International Development	2	2	0	100%
Department for International Trade	3	1	2	33%
Department for Transport#	51	48	3	94%
Department for Work and Pensions	5	4	1	80%
Department of Health	17	15	2	88%
Foreign and Commonwealth Office#	12	12	0	100%
HM Treasury#	31	28	3	90%
Home Office	63	58	5	92%
Ministry of Defence#	37	33	4	89%
Ministry of Justice#	79	77	2	97%
Northern Ireland Office	1	1	0	100%
Scotland Office	0	0	0	-
UK Export Finance	1	1	0	100%
Wales Office	1	1	0	100%

TABLE 11 Continued

Section 21 exemptions¹ applied by monitored bodies when dealing with routine information requests received from 1 October - 31 December 2017

Government body	Number of requests where a Section 21 exemption was applied ²	Timeliness of response		Percentage of requests meeting 20-day deadline
		20-day deadline met	Late response (i.e. 20-day deadline missed)	
Other bodies included in monitoring				
Charity Commission	11	11	0	100%
Competition and Markets Authority	2	2	0	100%
Crown Prosecution Service	2	2	0	100%
Debt Management Office	0	0	0	-
Food Standards Agency	0	0	0	-
Government Legal Department	15	15	0	100%
Health and Safety Executive	5	5	0	100%
HM Land Registry	14	14	0	100%
HM Revenue and Customs	30	30	0	100%
National Archives	0	0	0	-
National Savings and Investments	1	0	1	0%
Office for National Statistics	29	29	0	100%
Office for Standards in Education, Children's Services and Skill	11	11	0	100%
Office of Gas and Electricity Markets	6	6	0	100%
Office of Rail and Road	1	1	0	100%
Rural Payments Agency	0	0	0	-
Serious Fraud Office	1	1	0	100%
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 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

TABLE 12
Section 21 exemptions¹ applied by monitored bodies when dealing with routine information requests received in 2017

Government body	Number of requests where a Section 21 exemption was applied ²			Percentage of requests fully exempted where S21 was applied ³	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)	
TOTAL for all monitored bodies	2227	362	1844	84%	2,080	147	93%
TOTAL for Departments of State only	1737	251	1486	86%	1,600	137	92%
TOTAL for other monitored bodies	490	111	358	76%	480	10	98%
Departments of State							
Attorney General's Office	4	0	4	100%	4	0	100%
Cabinet Office#	118	31	87	74%	106	12	90%
Communities and Local Government	18	7	11	61%	11	7	61%
Department for Business, Energy & Industrial Strategy	41	4	37	90%	32	9	78%
Department for Culture, Media and Sport	16	11	5	31%	16	0	100%
Department for Education#	206	0	206	100%	194	12	94%
Department for Environment, Food and Rural Affairs	19	15	4	21%	17	2	89%
Department for Exiting the European Union	36	2	34	94%	34	2	94%
Department for International Development	5	0	5	100%	5	0	100%
Department for Transport#	156	23	133	85%	148	8	95%
Department for Work and Pensions	31	0	31	100%	28	3	90%
Department of Health	112	0	112	100%	108	4	96%
Department for International Trade	19	2	17	89%	17	2	89%
Foreign and Commonwealth Office#	37	4	33	89%	35	2	95%
HM Treasury#	97	0	97	100%	93	4	96%
Home Office	268	0	268	100%	234	34	87%
Ministry of Defence#	186	69	117	63%	172	14	92%
Ministry of Justice#	343	77	266	78%	321	22	94%
Northern Ireland Office	6	0	6	100%	6	0	100%
Scotland Office	5	1	4	80%	5	0	100%
UK Export Finance	4	3	1	25%	4	0	100%
Wales Office	10	2	8	80%	10	0	100%

TABLE 12 Continued
Section 21 exemptions¹ applied by monitored bodies when dealing with routine information requests received in 2017

Government body	Number of requests where a Section 21 exemption was applied ²			Percentage of requests fully exempted where S21 was applied ³	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)	
Other bodies included in monitoring							
Charity Commission	39	14	25	64%	36	3	92%
Competition and Markets Authority	4	0	4	100%	4	0	100%
Crown Prosecution Service	12	5	7	58%	12	0	100%
Debt Management Office	0	0	0	-	0	0	-
Food Standards Agency	0	0	0	-	0	0	-
Government Legal Department	69	0	69	100%	69	0	100%
Health and Safety Executive ⁴	21	-	-	-	21	0	100%
HM Land Registry	62	7	55	89%	62	0	100%
HM Revenue and Customs	143	0	143	100%	137	6	96%
National Archives	2	0	2	100%	2	0	100%
National Savings and Investments	1	1	0	0%	0	1	0%
Office for National Statistics	80	68	12	15%	80	0	100%
Office for Standards in Education, Children's Services and Sk	31	14	17	55%	31	0	100%
Office of Gas and Electricity Markets	12	0	12	100%	12	0	100%
Office of Rail and Road	7	0	7	100%	7	0	100%
Rural Payments Agency	3	0	3	100%	3	0	100%
Serious Fraud Office	3	1	2	67%	3	0	100%
Water Services Regulation Authority	1	1	0	0%	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 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 Reviews¹ of non-routine information requests received by monitored bodies during 2017, 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	
TOTAL for all monitored bodies	2,861	2,467	1,918	312	237	78%
TOTAL for Departments of State only	2,408	2,061	1,573	276	212	76%
TOTAL for other monitored bodies	453	406	345	36	25	85%
Departments of State						
Attorney General's Office	17	17	16	0	1	94%
Cabinet Office#	180	141	139	1	1	99%
Communities and Local Government	59	55	36	14	5	65%
Department for Business, Energy & Industrial Strategy	60	50	34	13	3	68%
Department for Culture, Media and Sport	29	29	19	5	5	66%
Department for Education#	86	83	66	10	7	80%
Department for Environment, Food and Rural Affairs	28	6	4	0	2	67%
Department for Exiting the European Union	70	33	18	6	9	55%
Department for International Development	43	36	29	6	1	81%
Department for International Trade	23	19	14	3	2	74%
Department for Transport#	108	104	73	18	13	70%
Department for Work and Pensions	632	605	442	72	91	73%
Department of Health	66	46	44	1	1	96%
Foreign and Commonwealth Office#	130	111	91	18	2	82%
HM Treasury#	93	93	77	9	7	83%
Home Office	286	233	182	31	20	78%
Ministry of Defence#	121	87	49	25	13	56%
Ministry of Justice#	343	282	211	42	29	75%
Northern Ireland Office	8	8	8	0	0	100%
Scotland Office	16	13	11	2	0	85%
UK Export Finance	4	4	4	0	0	100%
Wales Office	6	6	6	0	0	100%

TABLE 13 continued

Outcomes of Internal Reviews¹ of non-routine information requests received by monitored bodies during 2017, 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	
Other bodies included in monitoring						
Charity Commission	28	25	18	5	2	72%
Competition and Markets Authority	5	5	5	0	0	100%
Crown Prosecution Service	37	37	35	1	1	95%
Debt Management Office	0	0	0	0	0	-
Food Standards Agency	7	7	7	0	0	100%
Government Legal Department	4	3	3	0	0	100%
Health and Safety Executive	49	47	34	3	10	72%
HM Land Registry	32	32	29	2	1	91%
HM Revenue and Customs	151	118	106	7	5	90%
National Archives	69	64	52	9	3	81%
National Savings and Investments	1	1	0	1	0	0%
Office for National Statistics	4	4	4	0	0	100%
Office for Standards in Education, Children's Services and Skill	27	24	21	3	0	88%
Office of Gas and Electricity Markets	9	9	5	4	0	56%
Office of Rail and Road	7	7	5	0	2	71%
Rural Payments Agency	15	15	14	1	0	93%
Serious Fraud Office	7	7	6	0	1	86%
Water Services Regulation Authority	1	1	1	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.

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 Reviews¹ of non-routine information requests received by monitored bodies during 2017, 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
TOTAL for all monitored bodies	2,861	2,467	324	1,034	638	197	81	62	62
As a percentage of total requests received ²	6.1%	5.3%	0.7%	2.2%	1.4%	0.4%	0.2%	0.1%	0.1%
TOTAL for Departments of State only	2,408	2,061	248	900	525	154	71	49	45
As a percentage of total requests received ²	7.5%	6.4%	0.8%	2.8%	1.6%	0.5%	0.2%	0.2%	0.1%
TOTAL for other monitored bodies	453	406	76	134	113	43	10	13	17
As a percentage of total requests received ²	3.1%	2.8%	0.5%	0.9%	0.8%	0.3%	0.1%	0.1%	0.1%
Departments of State									
Attorney General's Office	17	17	10	7	0	0	0	0	0
Cabinet Office#	180	141	6	16	74	13	10	4	18
Communities and Local Government	59	55	5	8	26	12	3	0	1
Department for Business, Energy & Industrial Strategy ³	60	50	-	-	-	-	-	-	-
Department for Culture, Media and Sport	29	29	5	23	1	0	0	0	0
Department for Education#	86	83	4	35	32	7	1	3	1
Department for Environment, Food and Rural Affairs	28	6	0	3	1	2	0	0	0
Department for Exiting the European Union	70	33	3	2	8	8	9	3	0
Department for International Development	43	36	3	23	9	1	0	0	0
Department for International Trade ³	23	19	-	-	-	-	-	-	-
Department for Transport#	108	104	11	54	31	4	0	4	0
Department for Work and Pensions	632	605	133	352	87	23	8	2	0
Department of Health	66	46	3	1	4	9	13	10	6
Foreign and Commonwealth Office#	130	111	5	59	32	7	2	2	4
HM Treasury#	93	93	20	57	14	1	1	0	0
Home Office	286	233	11	50	91	44	16	12	9
Ministry of Defence#	121	87	2	50	18	9	3	3	2
Ministry of Justice#	343	282	27	140	91	10	5	5	4
Northern Ireland Office	8	8	0	7	1	0	0	0	0
Scotland Office	16	13	0	6	3	3	0	1	0
UK Export Finance	4	4	0	1	2	1	0	0	0
Wales Office	6	6	0	6	0	0	0	0	0

TABLE 14 continued

Duration of completed Internal Reviews¹ of non-routine information requests received by monitored bodies during 2017, where the requested information was initially withheld

Government body	Total Internal Reviews	Internal Reviews with known outcome (at time of end-of-year monitoring)	Of completed Internal Reviews, number where the duration of the review period was:						
			10 days or less	Between 11 and 20 days	Between 21 and 40 days	Between 41 and 60 days	Between 61 and 80 days	Between 81 and 100 days	More than 100 days
Other bodies included in monitoring									
Charity Commission	28	25	2	13	10	0	0	0	0
Competition and Markets Authority	5	5	1	3	0	1	0	0	0
Crown Prosecution Service	37	37	14	20	2	1	0	0	0
Debt Management Office	0	0	0	0	0	0	0	0	0
Food Standards Agency	7	7	0	1	5	1	0	0	0
Government Legal Department	4	3	0	3	0	0	0	0	0
Health and Safety Executive	49	47	15	29	3	0	0	0	0
HM Land Registry	32	32	16	16	0	0	0	0	0
HM Revenue and Customs	151	118	3	10	40	25	10	13	17
National Archives	69	64	20	11	26	7	0	0	0
National Savings and Investments	1	1	0	0	0	1	0	0	0
Office for National Statistics	4	4	0	2	2	0	0	0	0
Office for Standards in Education, Children's Services and Skills	27	24	0	17	6	1	0	0	0
Office of Gas and Electricity Markets	9	9	2	1	1	5	0	0	0
Office of Rail and Road	7	7	0	3	4	0	0	0	0
Rural Payments Agency	15	15	1	0	13	1	0	0	0
Serious Fraud Office	7	7	2	4	1	0	0	0	0
Water Services Regulation Authority	1	1	0	1	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.

3 - The Department for Business, Energy & Industrial Strategy and Department for International Trade were not able to provide timeliness data for Internal Review durations.

TABLE 15 continued

Duration of Internal Reviews¹ of non-routine information requests received by monitored bodies in 2016, where the requested information was initially withheld, and which were reported as not completed* in the 2016 end-year monitoring statistics

Government body	Internal Reviews with unknown outcome (at time of end-of-year monitoring 2016) ²	Of completed Internal Reviews, number where the duration of the review period was:						
		10 days or less	Between 11 and 20 days	Between 21 and 40 days	Between 41 and 60 days	Between 61 and 80 days	Between 81 and 100 days	More than 100 days
Other bodies included in monitoring								
Charity Commission	3	0	1	1	0	0	0	1
Competition and Markets Authority	0	0	0	0	0	0	0	0
Crown Prosecution Service	4	0	0	0	0	0	0	0
Debt Management Office	0	0	0	0	0	0	0	0
Food Standards Agency	1	0	0	0	0	1	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	0	0	0	0	0	0	0	0
HM Revenue and Customs	5	0	0	0	0	0	0	5
National Archives	1	0	0	1	0	0	0	0
National Savings and Investments	2	1	0	0	0	1	0	0
Office for National Statistics	1	0	1	0	0	0	0	0
Office for Standards in Education, Children's Services and Skills	1	0	1	0	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	1	0	0	0	1	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.
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.

3 - The Department for Business, Energy & Industrial Strategy and Department for International Trade were not able to provide timeliness data for Internal Review durations.

TABLE 16

Outcomes of appeals to the Information Commissioner's Office (ICO)¹ about the handling of non-routine information requests received by monitored bodies during 2017

Government body	Total ICO Appeals	ICO Appeals with known outcome (at time of end-of-year monitoring)	Of ICO Appeals with known outcome, number where initial handling of request was:		
			Upheld in full	Upheld in part	Overtaken
TOTAL for all monitored bodies	377	223	166	14	43
TOTAL for Departments of State only	304	176	135	12	29
TOTAL for other monitored bodies	73	47	31	2	14
Departments of State					
Attorney General's Office	3	3	3	0	0
Cabinet Office#	36	13	8	1	4
Communities and Local Government	5	3	2	0	1
Department for Business, Energy & Industrial Strategy	4	1	1	0	0
Department for Culture, Media and Sport	6	3	2	1	0
Department for Education#	37	36	28	1	7
Department for Environment, Food and Rural Affairs	1	0	0	0	0
Department for Exiting the European Union	6	2	1	1	0
Department for International Development	7	6	5	1	0
Department for International Trade	1	0	0	0	0
Department for Transport#	20	14	10	3	1
Department for Work and Pensions	47	20	14	0	6
Department of Health	9	4	2	0	2
Foreign and Commonwealth Office#	14	6	6	0	0
HM Treasury#	11	4	3	0	1
Home Office	20	11	6	2	3
Ministry of Defence#	16	11	11	0	0
Ministry of Justice#	58	39	33	2	4
Northern Ireland Office	0	0	0	0	0
Scotland Office	1	0	0	0	0
UK Export Finance	2	0	0	0	0
Wales Office	0	0	0	0	0

TABLE 16 continued

Outcomes of appeals to the Information Commissioner's Office (ICO)¹ about the handling of non-routine information requests received by monitored bodies during 2017

Government body	Total ICO Appeals	ICO Appeals with known outcome (at time of end-of-year monitoring)	Of ICO Appeals with known outcome, number where initial handling of request was:		
			Upheld in full	Upheld in part	Overtured
<i>Other bodies included in monitoring</i>					
Charity Commission	5	2	2	0	0
Competition and Markets Authority	1	1	1	0	0
Crown Prosecution Service	10	10	10	0	0
Debt Management Office	0	0	0	0	0
Food Standards Agency	1	0	0	0	0
Government Legal Department	3	2	2	0	0
Health and Safety Executive	7	6	3	0	3
HM Land Registry	7	5	4	0	1
HM Revenue and Customs	13	2	1	0	1
National Archives	7	4	2	2	0
National Savings and Investments	0	0	0	0	0
Office for National Statistics	0	0	0	0	0
Office for Standards in Education, Children's Services and Skills	3	2	2	0	0
Office of Gas and Electricity Markets	3	1	1	0	0
Office of Rail and Road	0	0	0	0	0
Rural Payments Agency	12	12	3	0	9
Serious Fraud Office	1	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

Duration of deadline extensions to allow for the consideration of Public Interest¹ which were applied to non-routine information requests received by monitored bodies during 2017

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
TOTAL for all monitored bodies	2,376	1,914	132	124	175	513	242	200	173	88	47	67
As a percentage of total requests received ²	5.1%	4.1%	0.3%	0.3%	0.4%	1.2%	0.6%	0.5%	0.4%	0.2%	0.1%	0.2%
TOTAL for Departments of State only	1,738	1,386	82	92	136	392	184	130	116	51	37	55
As a percentage of total requests received ²	5.4%	4.3%	0.3%	0.3%	0.4%	1.2%	0.6%	0.4%	0.4%	0.2%	0.1%	0.2%
TOTAL for other monitored bodies	638	528	50	32	39	121	58	70	57	37	10	12
As a percentage of total requests received ²	4.3%	3.6%	0.5%	0.3%	0.4%	1.2%	0.6%	0.7%	0.6%	0.4%	0.1%	0.1%
Departments of State												
Attorney General's Office	5	5	0	5	0	0	0	0	0	0	0	0
Cabinet Office#	86	78	2	0	6	33	9	6	7	5	7	3
Communities and Local Government	112	103	21	8	11	27	11	7	8	8	0	2
Department for Business, Energy & Industrial Strategy ²	76	68	-	-	-	-	-	-	-	-	-	-
Department for Culture, Media and Sport	29	28	3	10	9	6	0	0	0	0	0	0
Department for Education#	55	51	4	3	13	17	9	4	0	0	1	0
Department for Environment, Food and Rural Affairs	58	51	1	3	7	20	6	5	4	5	0	0
Department for Exiting the European Union	51	31	0	0	0	2	24	0	5	0	0	0
Department for International Development	55	45	3	9	2	13	8	2	3	0	2	3
Department for International Trade ³	55	43	-	-	-	-	-	-	-	-	-	-
Department for Transport#	103	96	2	6	15	19	32	10	11	1	0	0
Department for Work and Pensions	28	24	1	2	2	11	1	1	1	2	0	3
Department of Health	34	29	0	0	0	19	0	6	3	0	1	0
Foreign and Commonwealth Office#	267	227	10	10	16	73	10	46	32	10	12	8
HM Treasury#	46	35	2	1	1	12	5	4	5	3	0	2
Home Office	360	244	17	20	18	29	49	28	23	16	11	33
Ministry of Defence#	267	189	15	14	32	89	16	11	8	1	2	1
Ministry of Justice#	20	15	0	0	0	9	0	0	5	0	1	0
Northern Ireland Office	8	8	1	1	1	5	0	0	0	0	0	0
Scotland Office	18	12	0	0	1	6	4	0	1	0	0	0
UK Export Finance	4	3	0	0	1	2	0	0	0	0	0	0
Wales Office	1	1	0	0	1	0	0	0	0	0	0	0

TABLE 17 continued

Duration of deadline extensions to allow for the consideration of Public Interest¹ which were applied to non-routine information requests received by monitored bodies during 2017

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
Other bodies included in monitoring												
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	11	7	0	0	0	5	0	2	0	0	0	0
Debt Management Office	0	0	0	0	0	0	0	0	0	0	0	0
Food Standards Agency	13	13	0	0	0	9	0	2	0	2	0	0
Government Legal Department	0	0	0	0	0	0	0	0	0	0	0	0
Health and Safety Executive ³	44	42	-	-	-	-	-	-	-	-	-	-
HM Land Registry	2	2	1	1	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	524	420	43	26	35	92	52	61	56	34	10	11
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	15	15	3	2	3	3	4	0	0	0	0	0
Office of Gas and Electricity Markets	8	8	0	0	0	8	0	0	0	0	0	0
Office of Rail and Road	10	10	2	3	1	1	1	2	0	0	0	0
Rural Payments Agency	0	0	0	0	0	0	0	0	0	0	0	0
Serious Fraud Office	11	11	1	0	0	3	1	3	1	1	0	1
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 2016 (see footnote 3).

3 - The Health and Safety Executive, Department for Business, Energy & Industrial Strategy and Department for International Trade were not able to provide timeliness data on PIT extension durations in 2017.

TABLE 18 continued

Duration of deadline extensions to allow for the consideration of Public Interest¹ which were applied to non-routine information requests received by monitored bodies during 2016, and which were reported as not completed* in the 2016 end-year monitoring statistics

Government body	Uncompleted extended requests (at time of end-of-year monitoring 2016) ²	Of extended requests processed in full, number where the extension to the deadline was:										
		5 days or less	Between 6 and 10 days	Between 11 and 15 days	Between 16 and 20 days	Between 21 and 30 days	Between 31 and 40 days	Between 41 and 60 days	Between 61 and 80 days	Between 81 and 100 days	More than 100 days	
Other bodies included in monitoring												
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	0	0	0	0	0	0	0	0	0	0	0	0
Debt Management Office	0	0	0	0	0	0	0	0	0	0	0	0
Food Standards Agency	4	0	0	0	1	1	0	1	0	0	0	1
Government Legal Department	0	0	0	0	0	0	0	0	0	0	0	0
Health and Safety Executive	6	0	1	0	0	0	1	3	1	0	0	0
HM Land Registry	0	0	0	0	0	0	0	0	0	0	0	0
HM Revenue and Customs	1	0	0	0	0	0	0	0	0	0	0	1
National Archives	70	0	3	0	6	15	5	11	10	1	19	
National Savings and Investments	1	0	0	0	0	0	0	0	0	0	1	
Office for National Statistics	0	0	0	0	0	0	0	0	0	0	0	0
Office for Standards in Education, Children's Services & Skills	0	0	0	0	0	0	0	0	0	0	0	0
Office of Gas and Electricity Markets	2	0	0	0	2	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.

3 - Department for Business, Energy & Industrial Strategy and Department for International Trade were not able to provide timeliness data on PIT extension durations.

Table	Previous value	Revised value	Cell Ref
8	44%	45%	Table 8: M7