

Freedom of Information Statistics in Central Government (2020) 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

TABLE 1
Summary statistics, 2016 to 2020

	Departments of State	Other monitored bodies	TOTAL
<u>Initial handling of requests</u>			
Total number of non-routine information requests received by monitored bodies			
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
2020	30,592	13,603	44,195
% change, 2019 to 2020	-10%	-12%	-11%
Proportion of requests received (excluding on-hold or lapsed¹) where response was provided within 20-day deadline²			
2016	83%	89%	85%
2017	85%	90%	87%
2018	85%	89%	87%
2019	86%	88%	87%
2020	80%	84%	81%
Proportion of requests received (excluding on-hold or lapsed¹) where response was provided "in time"³			
2016	89%	95%	91%
2017	91%	95%	92%
2018	91%	93%	91%
2019	92%	94%	93%
2020	86%	88%	87%
Proportion of "resolvable"⁴ requests granted in full			
2016	46%	46%	46%
2017	46%	47%	46%
2018	42%	45%	43%
2019	43%	43%	43%
2020	42%	40%	41%
Proportion of "resolvable"⁴ requests withheld in full⁵			
2016	38%	36%	37%
2017	38%	34%	37%
2018	41%	34%	39%
2019	40%	35%	39%
2020	38%	37%	38%
Proportion of "resolvable"⁴ requests excluding "procedural refusals" granted in full			
2016	57%	50%	54%
2017	57%	50%	55%
2018	56%	49%	54%
2019	56%	46%	52%
2020	53%	43%	50%
Proportion of "resolvable"⁴ requests excluding "procedural refusals" withheld in full⁵			
2016	23%	31%	26%
2017	23%	29%	25%
2018	22%	29%	24%
2019	22%	30%	25%
2020	21%	33%	25%

Internal Reviews

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

2016	2,290	510	2,800
2017	2,408	453	2,861
2018	2,334	495	2,829
2019	2,092	437	2,529
2020	2,009	440	2,449

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

2016	77%	88%	79%
2017	76%	85%	78%
2018	76%	80%	77%
2019	81%	78%	81%
2020	78%	83%	79%

Known complaints to the Information Commissioner

Total number of known complaints to the Information Commissioner's Office' on information requests received

2016	386	75	461
2017	304	73	377
2018	394	88	482
2019	423	56	479
2020	320	41	361

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 2020

	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
2018	34,452	15,509	49,961
2019	33,954	15,485	49,439
2020	30,592	13,603	44,195
% change, 2019 to 2020	-10%	-12%	-11%
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	3,462	7,979
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	8,214	3,908	12,122
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	9,178	4,486	13,664
2014 Q2	7,811	3,878	11,689
2014 Q3	7,406	3,828	11,234
2014 Q4	8,373	3,776	12,149
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
2020 Q1	8,520	3,888	12,408
2020 Q2	6,433	2,772	9,205
2020 Q3	7,915	3,127	11,042
2020 Q4	7,845	3,787	11,632

Proportion of requests received (excluding on-hold or lapsed) 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	82%	90%	85%
2011	85%	91%	87%
2012	86%	91%	87%
2013	85%	90%	86%
2014	85%	90%	87%
2015	83%	90%	85%
2016	83%	89%	85%
2017	85%	90%	87%
2018	85%	89%	87%
2019	86%	88%	87%
2020	80%	84%	81%

Proportion of requests received (excluding on-hold or lapsed) 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%	94%	90%
2011	90%	94%	91%
2012	91%	94%	92%
2013	90%	92%	91%
2014	90%	94%	91%
2015	88%	94%	90%
2016	89%	95%	91%
2017	91%	95%	92%
2018	91%	93%	91%
2019	92%	94%	93%
2020	86%	88%	87%

Proportion of "resolvable" requests granted in full

2005	60%	72%	66%
2006	63%	61%	62%
2007	62%	64%	63%
2008	60%	61%	60%
2009	59%	57%	58%
2010	59%	55%	57%
2011	56%	55%	56%
2012	55%	53%	54%
2013	57%	51%	55%
2014	52%	47%	50%
2015	49%	45%	47%
2016	46%	46%	46%
2017	46%	47%	46%
2018	42%	45%	43%
2019	43%	43%	43%
2020	42%	40%	41%

Proportion of "resolvable" requests withheld in full

2005	21%	15%	18%
2006	19%	18%	19%
2007	22%	18%	20%
2008	21%	21%	21%
2009	23%	24%	23%
2010	24%	27%	25%
2011	27%	26%	27%
2012	30%	28%	29%
2013	29%	30%	30%
2014	33%	34%	33%
2015	36%	36%	36%
2016	38%	36%	37%
2017	38%	34%	37%
2018	41%	34%	39%
2019	40%	35%	39%
2020	38%	37%	38%

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

2010	66%	57%	63%
2011	66%	57%	63%
2012	64%	56%	61%
2013	68%	55%	63%
2014	63%	50%	59%
2015	61%	49%	56%
2016	57%	50%	54%
2017	57%	50%	55%
2018	56%	49%	54%
2019	56%	46%	52%
2020	53%	43%	50%

Proportion of "resolvable" requests excluding "procedural refusals" withheld in full

2010	14%	24%	18%
2011	14%	22%	17%
2012	18%	24%	20%
2013	16%	25%	19%
2014	18%	29%	22%
2015	20%	31%	24%
2016	23%	31%	26%
2017	23%	29%	25%
2018	22%	29%	24%
2019	22%	30%	25%
2020	21%	33%	25%

Internal Reviews

Total number of Internal Reviews* 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
2018	2,334	495	2,829
2019	2,092	437	2,529
2020	2,009	440	2,449

Proportion of Internal Reviews* 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%
2018	76%	80%	77%
2019	81%	78%	81%
2020	78%	83%	79%

Known complaints to the Information Commissioner

Total number of known complaints to the Information Commissioner's Office' on 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
2018	394	88	482
2019	423	56	479
2020	320	41	361

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 2020, and their status at time of monitoring¹

Government body	Total requests received	Request status at time of monitoring ¹			Number handled under EIRs ³
		Processed	"On hold" or lapsed ²	Still being processed	
TOTAL for all monitored bodies	44,195	42,782	4	1,409	1,914
TOTAL for Departments of State only	30,592	29,575	0	1,017	920
TOTAL for other monitored bodies	13,603	13,207	4	392	994
Departments of State					
Attorney General's Office	232	232	0	0	1
Cabinet Office#	2,210	2,060	0	150	17
Department for Business, Energy and Industrial Strategy	849	825	0	24	176
Department for Digital, Culture, Media and Sport	610	579	0	31	5
Department for Education#	2,292	2,248	0	44	36
Department for Environment, Food and Rural Affairs	732	732	0	0	264
Department for Exiting the European Union ⁴	35	35	0	0	1
Department for International Development ⁵	288	286	0	2	4
Department for International Trade	461	457	0	4	10
Department for Transport#	2,274	2,259	0	15	120
Department for Work and Pensions	2,391	2,371	0	20	2
Department of Health and Social Care	2,288	2,157	0	131	2
Foreign and Commonwealth Office ⁶ #	828	739	0	89	5
Foreign, Commonwealth and Development Office ⁶ #	352	292	0	60	8
HM Treasury#	917	899	0	18	12
Home Office	4,061	3,907	0	154	4
Ministry of Defence#	4,096	3,869	0	227	8
Ministry of Housing, Communities and Local Government	970	965	0	5	217
Ministry of Justice	4,074	4,034	0	40	5
Northern Ireland Office	200	200	0	0	1
Scotland Office	178	177	0	1	0
UK Export Finance	141	139	0	2	21
Wales Office	113	113	0	0	1

TABLE 2 continued
Number of non-routine information requests received in 2020, and their status at time of monitoring¹

Government body	Total requests received	Request status at time of monitoring ¹			Number handled under EIRs ³
		Processed	"On hold" or lapsed ²	Still being processed	
Other bodies included in monitoring					
Charity Commission	1,135	1,131	0	4	0
Competition and Markets Authority	139	139	0	0	0
Crown Prosecution Service	631	631	0	0	0
Debt Management Office	46	46	0	0	1
Food Standards Agency	140	140	0	0	0
Government Legal Department	188	187	0	1	0
Health and Safety Executive	4,080	3,970	0	110	350
HM Land Registry	296	296	0	0	1
HM Revenue and Customs [#]	2,161	2,154	0	7	7
National Archives	2,243	1,987	3	253	2
National Savings and Investments	85	85	0	0	1
Office for National Statistics	910	910	0	0	0
Office for Standards in Education, Children's Services and Skills	312	312	0	0	0
Office of Gas and Electricity Markets	427	423	0	4	259
Office of Rail and Road	167	167	0	0	0
Rural Payments Agency	362	349	0	13	354
Serious Fraud Office	152	152	0	0	0
Water Services Regulation Authority	129	128	1	0	19

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 2021.

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

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

4 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

5 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

6 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 3
Number of non-routine information requests received by monitored bodies, by year, since 2016

Government body	2016	2017	2018	2019	2020
TOTAL for all monitored bodies	45,415	46,681	49,961	49,439	44,195
TOTAL for Departments of State only	30,664	31,992	34,452	33,954	30,592
TOTAL for other monitored bodies	14,751	14,689	15,509	15,485	13,603
<i>Departments of State</i>					
Attorney General's Office	236	210	226	270	232
Cabinet Office#	1,649	1,537	1,573	1,757	2,210
Department for Business, Energy and Industrial Strategy	477	869	914	863	849
Department for Business, Innovation and Skills	539	-	-	-	-
Department for Digital, Culture, Media and Sport	555	529	564	549	610
Department for Education#	2,023	2,201	3,014	3,202	2,292
Department for Environment, Food and Rural Affairs	684	788	872	785	732
Department for Exiting the European Union ¹	172	769	597	404	35
Department for International Development ²	403	485	490	436	288
Department for International Trade	142	462	476	489	461
Department for Transport#	2,375	2,533	2,484	2,490	2,274
Department for Work and Pensions	4,285	4,741	4,826	3,654	2,391
Department of Energy and Climate Change#	389	-	-	-	-
Department of Health and Social Care	1,463	1,063	976	933	2,288
Foreign and Commonwealth Office ² #	1,191	1,260	1,378	1,229	828
Foreign, Commonwealth and Development Office ³ #	-	-	-	-	352
HM Treasury#	867	1,026	990	1,009	917
Home Office	3,488	3,584	4,316	4,972	4,061
Ministry of Defence#	4,251	4,367	4,389	4,354	4,096
Ministry of Housing, Communities and Local Government	848	814	926	879	970
Ministry of Justice	4,097	4,059	4,645	4,943	4,074
Northern Ireland Office	170	206	289	260	200
Scotland Office	151	241	238	232	178
UK Export Finance	90	102	96	79	141
Wales Office	119	146	173	165	113

TABLE 3 continued
Number of non-routine information requests received by monitored bodies, by year, since 2016

Government body	2016	2017	2018	2019	2020
<i>Other bodies included in monitoring</i>					
Charity Commission	636	618	700	698	1,135
Competition and Markets Authority	116	119	131	134	139
Crown Prosecution Service	772	751	842	605	631
Debt Management Office	59	58	60	34	46
Food Standards Agency	158	170	190	170	140
Government Legal Department	426	400	257	199	188
Health and Safety Executive	4,661	4,883	4,837	4,731	4,080
HM Land Registry	440	357	381	374	296
HM Revenue and Customs#	2,002	1,970	2,329	2,311	2,161
National Archives	2,922	3,024	3,395	3,832	2,243
National Savings and Investments	81	77	74	65	85
Office for National Statistics	378	433	512	530	910
Office for Standards in Education, Children's Services and Skills	565	526	576	499	312
Office of Gas and Electricity Markets	560	574	435	489	427
Office of Rail and Road	151	143	174	161	167
Ordnance Survey	89	-	-	-	-
Royal Mint	40	-	-	-	-
Rural Payments Agency	393	332	275	356	362
Serious Fraud Office	156	141	188	152	152
Water Services Regulation Authority	146	113	153	145	129

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 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

2 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

3 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 4
Timeliness of response to non-routine information requests received by monitored bodies during 2020

Government body	Total 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)		
TOTAL for all monitored bodies	44,191	35,945	2,435	5,811	81%	87%
TOTAL for Departments of State only	30,592	24,544	1,873	4,175	80%	86%
TOTAL for other monitored bodies	13,599	11,401	562	1,636	84%	88%
Departments of State						
Attorney General's Office	232	221	5	6	95%	97%
Cabinet Office#	2,210	1,534	128	548	69%	75%
Department for Business, Energy and Industrial Strategy	849	614	85	150	72%	82%
Department for Digital, Culture, Media and Sport	610	455	62	93	75%	85%
Department for Education#	2,292	1,694	72	526	74%	77%
Department for Environment, Food and Rural Affairs	732	703	25	4	96%	99%
Department for Exiting the European Union ³	35	35	0	0	100%	100%
Department for International Development ⁴	288	257	26	5	89%	98%
Department for International Trade	461	269	92	100	58%	78%
Department for Transport#	2,274	2,038	112	124	90%	95%
Department for Work and Pensions	2,391	1,953	16	422	82%	82%
Department of Health and Social Care	2,288	1,745	77	466	76%	80%
Foreign and Commonwealth Office ⁴ #	828	442	223	163	53%	80%
Foreign, Commonwealth and Development Office ⁵ #	352	196	81	75	56%	79%
HM Treasury#	917	790	42	85	86%	91%
Home Office	4,061	3,282	415	364	81%	91%
Ministry of Defence#	4,096	3,093	257	746	76%	82%
Ministry of Housing, Communities and Local Government	970	869	91	10	90%	99%
Ministry of Justice	4,074	3,791	39	244	93%	94%
Northern Ireland Office	200	198	0	2	99%	99%
Scotland Office	178	171	3	4	96%	98%
UK Export Finance	141	82	21	38	58%	73%
Wales Office	113	112	1	0	99%	100%

TABLE 4 continued

Timeliness of response to non-routine information requests received by monitored bodies during 2020

Government body	Total requests received (excluding on-hold and lapsed ¹)	Timeliness of response ¹			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)		
Other bodies included in monitoring						
Charity Commission	1,135	1,068	1	66	94%	94%
Competition and Markets Authority	139	136	0	3	98%	98%
Crown Prosecution Service	631	589	6	36	93%	94%
Debt Management Office	46	46	0	0	100%	100%
Food Standards Agency	140	121	19	0	86%	100%
Government Legal Department	188	162	0	26	86%	86%
Health and Safety Executive	4,080	3,409	57	614	84%	85%
HM Land Registry	296	280	0	16	95%	95%
HM Revenue and Customs [#]	2,161	2,007	5	149	93%	93%
National Archives [^]	2,240	1,171	434	635	52%	72%
National Savings and Investments	85	78	1	6	92%	93%
Office for National Statistics	910	883	2	25	97%	97%
Office for Standards in Education, Children's Services and Skills	312	298	8	6	96%	98%
Office of Gas and Electricity Markets	427	410	5	12	96%	97%
Office of Rail and Road	167	154	13	0	92%	100%
Rural Payments Agency	362	326	3	33	90%	91%
Serious Fraud Office	152	143	3	6	94%	96%
Water Services Regulation Authority	128	120	5	3	94%	98%

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.

[^] - 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.

3 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

4 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

5 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 5
Percentage of non-routine information requests received since 2016 that were answered 'in time', by year¹

Government body	2016	2017	2018	2019	2020
TOTAL for all monitored bodies	91%	92%	91%	93%	87%
TOTAL for Departments of State only	89%	91%	91%	92%	86%
TOTAL for other monitored bodies	95%	95%	93%	94%	88%
Departments of State					
Attorney General's Office	97%	100%	98%	99%	97%
Cabinet Office#	94%	91%	92%	83%	75%
Department for Business, Energy and Industrial Strategy	76%	81%	82%	79%	82%
Department for Business, Innovation and Skills	73%	-	-	-	-
Department for Digital, Culture, Media and Sport	94%	96%	94%	93%	85%
Department for Education#	86%	87%	85%	90%	77%
Department for Environment, Food and Rural Affairs	89%	92%	95%	98%	99%
Department for Exiting the European Union ²	91%	90%	96%	97%	100%
Department for International Development ³	99%	98%	99%	99%	98%
Department for International Trade	85%	73%	75%	93%	78%
Department for Transport#	97%	96%	97%	96%	95%
Department for Work and Pensions	84%	93%	92%	95%	82%
Department of Energy and Climate Change#	88%	-	-	-	-
Department of Health and Social Care	100%	97%	95%	93%	80%
Foreign and Commonwealth Office ³ #	92%	94%	87%	93%	80%
Foreign, Commonwealth and Development Office ⁴ #	-	-	-	-	79%
HM Treasury#	92%	95%	95%	96%	91%
Home Office	86%	89%	87%	90%	91%
Ministry of Defence#	93%	89%	87%	86%	82%
Ministry of Housing, Communities and Local Government	80%	80%	85%	93%	99%
Ministry of Justice	83%	89%	94%	94%	94%
Northern Ireland Office	95%	98%	99%	97%	99%
Scotland Office	79%	98%	97%	100%	98%
UK Export Finance	97%	96%	99%	95%	73%
Wales Office	98%	100%	99%	100%	100%

TABLE 5 continued

Percentage of non-routine information requests received since 2016 that were answered 'in time', by year¹

Government body	2016	2017	2018	2019	2020
<i>Other bodies included in monitoring</i>					
Charity Commission	89%	92%	75%	96%	94%
Competition and Markets Authority	97%	97%	98%	97%	98%
Crown Prosecution Service	91%	95%	96%	96%	94%
Debt Management Office	100%	100%	100%	100%	100%
Food Standards Agency	100%	99%	98%	99%	100%
Government Legal Department	98%	98%	96%	89%	86%
Health and Safety Executive	96%	96%	93%	96%	85%
HM Land Registry	98%	99%	98%	98%	95%
HM Revenue and Customs#	87%	92%	96%	95%	93%
National Archives [^]	96%	96%	95%	90%	72%
National Savings and Investments	84%	84%	99%	97%	93%
Office for National Statistics	95%	93%	97%	96%	97%
Office for Standards in Education, Children's Services and Skills	98%	97%	97%	99%	98%
Office of Gas and Electricity Markets	98%	91%	76%	96%	97%
Office of Rail and Road	95%	94%	97%	95%	100%
Ordnance Survey	100%	-	-	-	-
Royal Mint	83%	-	-	-	-
Rural Payments Agency	94%	98%	94%	91%	91%
Serious Fraud Office	95%	99%	99%	99%	96%
Water Services Regulation Authority	99%	100%	85%	97%	98%

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 - 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.

2 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

3 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

4 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 6
Initial outcomes of non-routine information requests received by monitored bodies during 2020

Government body	Total requests received (excluding on-hold and lapsed ¹)	Requests where advice and assistance ² provided	Requests where information not held	Initial outcome of request							Initial outcome of request					Percentage of resolvable requests excluding procedural refusals ⁴ granted in full	Percentage of resolvable requests excluding procedural refusals ⁴ withheld in full
				Total "resolvable" requests ³	Granted in full	Partially withheld	Fully withheld ⁴	Response not yet provided ⁵	Percentage of resolvable requests granted in full	Percentage of resolvable requests withheld in full	Total "resolvable" requests excluding procedural refusals ⁴	Granted in full	Partially withheld	Fully withheld (excluding procedural refusals ⁴)	Response not yet provided ⁵		
TOTAL for all monitored bodies	44,191	3,077	9,514	31,600	12,994	5,253	11,944	1,409	41%	38%	26,114	12,994	5,253	6,458	1,409	50%	25%
TOTAL for Departments of State only	30,592	2,292	6,405	21,895	9,117	3,456	8,305	1,017	42%	38%	17,120	9,117	3,456	3,530	1,017	53%	21%
TOTAL for other monitored bodies	13,599	785	3,109	9,705	3,877	1,797	3,639	392	40%	37%	8,994	3,877	1,797	2,928	392	43%	33%
Departments of State																	
Attorney General's Office	232	11	117	104	54	14	36	0	52%	35%	91	54	14	23	0	59%	25%
Cabinet Office#	2,210	42	785	1,383	320	160	753	150	23%	54%	1,094	320	160	464	150	29%	42%
Department for Business, Energy and Industrial Strategy	849	26	168	655	215	171	245	24	33%	37%	520	215	171	110	24	41%	21%
Department for Digital, Culture, Media and Sport	610	18	212	380	100	91	158	31	26%	42%	281	100	91	59	31	36%	21%
Department for Education#	2,292	345	385	1,562	971	305	242	44	62%	15%	1,450	971	305	130	44	67%	9%
Department for Environment, Food and Rural Affairs	732	43	171	518	146	147	225	0	28%	43%	430	146	147	137	0	34%	32%
Department for Exiting the European Union ⁷	35	1	17	17	6	4	7	0	35%	41%	14	6	4	4	0	43%	29%
Department for International Development ⁸	288	10	31	247	126	36	83	2	51%	34%	179	126	36	15	2	70%	8%
Department for International Trade	461	0	108	353	91	108	150	4	26%	42%	275	91	108	72	4	33%	26%
Department for Transport#	2,274	26	382	1,866	982	312	557	15	53%	30%	1,617	982	312	308	15	61%	19%
Department for Work and Pensions	2,391	174	370	1,847	894	147	786	20	48%	43%	1,383	894	147	322	20	65%	23%
Department of Health and Social Care	2,288	152	679	1,457	392	210	724	131	27%	50%	947	392	210	214	131	41%	23%
Foreign and Commonwealth Office*#	828	19	142	667	137	168	273	89	21%	41%	485	137	168	91	89	28%	19%
Foreign, Commonwealth and Development Office*#	352	4	86	262	45	52	105	60	17%	40%	183	45	52	26	60	25%	14%
HM Treasury#	917	75	277	565	196	122	229	18	35%	41%	444	196	122	108	18	44%	24%
Home Office	4,061	453	764	2,844	1,296	306	1,088	154	46%	38%	2,170	1,296	306	414	154	60%	19%
Ministry of Defence#	4,096	445	650	3,001	1,492	417	865	227	50%	29%	2,402	1,492	417	266	227	62%	11%
Ministry of Housing, Communities and Local Government	970	0	289	681	227	167	282	5	33%	41%	571	227	167	172	5	40%	30%
Ministry of Justice	4,074	432	632	3,010	1,142	421	1,407	40	38%	47%	2,153	1,142	421	550	40	53%	26%
Northern Ireland Office	200	13	32	155	70	40	45	0	45%	29%	134	70	40	24	0	52%	18%
Scotland Office	178	3	39	136	108	18	9	1	79%	7%	132	108	18	5	1	82%	4%
UK Export Finance	141	0	31	110	43	36	29	2	39%	26%	94	43	36	13	2	46%	14%
Wales Office	113	0	38	75	64	4	7	0	85%	9%	71	64	4	3	0	90%	4%

TABLE 6 continued
Initial outcomes of non-routine information requests received by monitored bodies during 2020

Government body	Total requests received (excluding on-hold and lapsed ¹)	Requests where advice and assistance ² provided	Requests where information not held	Initial outcome of request							Initial outcome of request				Percentage of resolvable requests excluding procedural refusals ⁶ granted in full	Percentage of resolvable requests excluding procedural refusals ⁶ withheld in full	
				Total "resolvable" requests ³	Granted in full	Partially withheld	Fully withheld ⁴	Response not yet provided ⁵	Percentage of resolvable requests granted in full	Percentage of resolvable requests withheld in full	Total "resolvable" requests excluding procedural refusals ⁶	Granted in full	Partially withheld	Fully withheld ⁴			Response not yet provided ⁵
Other bodies included in monitoring																	
Charity Commission	1,135	19	151	965	177	487	297	4	18%	31%	920	177	487	252	4	19%	27%
Competition and Markets Authority	139	0	11	128	48	18	62	0	38%	48%	120	48	18	54	0	40%	45%
Crown Prosecution Service	631	63	54	514	215	54	245	0	42%	48%	325	215	54	56	0	66%	17%
Debt Management Office	46	0	4	42	27	14	1	0	64%	2%	41	27	14	0	0	66%	0%
Food Standards Agency	140	13	19	108	45	37	26	0	42%	24%	94	45	37	12	0	48%	13%
Government Legal Department	188	0	38	150	69	47	33	1	46%	22%	145	69	47	28	1	48%	19%
Health and Safety Executive	4,080	70	1,583	2,427	1,033	415	869	110	43%	36%	2,402	1,033	415	844	110	43%	35%
HM Land Registry	296	2	52	242	162	56	24	0	67%	10%	236	162	56	18	0	69%	8%
HM Revenue and Customs#	2,161	96	274	1,791	553	93	1,138	7	31%	64%	1,437	553	93	784	7	38%	55%
National Archives	2,240	289	257	1,694	685	211	545	253	40%	32%	1,690	685	211	541	253	41%	32%
National Savings and Investments	85	1	7	77	46	20	11	0	60%	14%	67	46	20	1	0	69%	1%
Office for National Statistics	910	2	418	490	351	61	78	0	72%	16%	489	351	61	77	0	72%	16%
Office for Standards in Education, Children's Services and Ski	312	53	28	231	59	50	122	0	26%	53%	200	59	50	91	0	30%	46%
Office of Gas and Electricity Markets	427	5	70	352	194	86	68	4	55%	19%	345	194	86	61	4	56%	18%
Office of Rail and Road	167	4	29	134	74	33	27	0	55%	20%	133	74	33	26	0	56%	20%
Rural Payments Agency	362	157	62	143	44	55	31	13	31%	22%	143	44	55	31	13	31%	22%
Serious Fraud Office	152	10	16	126	39	33	54	0	31%	43%	117	39	33	45	0	33%	38%
Water Services Regulation Authority	128	1	36	91	56	27	8	0	62%	9%	90	56	27	7	0	62%	8%

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 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.

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.

7 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

8 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

9 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 7a
Percentage of resolvable non-routine information requests received that were granted in full, by year, since 2016¹

Government body	2016	2017	2018	2019	2020
TOTAL for all monitored bodies	46%	46%	43%	43%	41%
TOTAL for Departments of State only	46%	46%	42%	43%	42%
TOTAL for other monitored bodies	46%	47%	45%	43%	40%
<i>Departments of State</i>					
Attorney General's Office	56%	46%	59%	45%	52%
Cabinet Office#	25%	26%	27%	27%	23%
Department for Business, Energy and Industrial Strategy	29%	27%	35%	34%	33%
Department for Business, Innovation and Skills	30%	-	-	-	-
Department for Digital, Culture, Media and Sport	40%	31%	34%	25%	26%
Department for Education#	64%	61%	55%	58%	62%
Department for Environment, Food and Rural Affairs	29%	40%	40%	30%	28%
Department for Exiting the European Union ²	34%	17%	25%	37%	35%
Department for International Development ³	54%	48%	47%	48%	51%
Department for International Trade	27%	21%	29%	31%	26%
Department for Transport#	65%	62%	58%	54%	53%
Department for Work and Pensions	60%	59%	49%	52%	48%
Department of Energy and Climate Change#	29%	-	-	-	-
Department of Health and Social Care	39%	39%	34%	33%	27%
Foreign and Commonwealth Office ³ #	21%	22%	23%	24%	21%
Foreign, Commonwealth and Development Office ⁴ #	-	-	-	-	17%
HM Treasury#	28%	30%	41%	36%	35%
Home Office	36%	36%	40%	39%	46%
Ministry of Defence#	58%	57%	41%	46%	50%
Ministry of Housing, Communities and Local Government	41%	40%	41%	39%	33%
Ministry of Justice	30%	35%	36%	39%	38%
Northern Ireland Office	54%	53%	43%	38%	45%
Scotland Office	75%	65%	63%	63%	79%
UK Export Finance	69%	42%	51%	23%	39%
Wales Office	85%	80%	73%	73%	85%

TABLE 7a continued

Percentage of resolvable non-routine information requests received that were granted in full, by year, since 2016¹

Government body	2016	2017	2018	2019	2020
<i>Other bodies included in monitoring</i>					
Charity Commission	39%	37%	32%	26%	18%
Competition and Markets Authority	45%	41%	42%	30%	38%
Crown Prosecution Service	47%	41%	43%	35%	42%
Debt Management Office	56%	55%	50%	41%	64%
Food Standards Agency	50%	54%	51%	59%	42%
Government Legal Department	22%	33%	44%	40%	46%
Health and Safety Executive	48%	47%	46%	45%	43%
HM Land Registry	82%	77%	76%	76%	67%
HM Revenue and Customs#	31%	32%	36%	41%	31%
National Archives	47%	47%	44%	41%	40%
National Savings and Investments	85%	76%	78%	79%	60%
Office for National Statistics	88%	80%	80%	80%	72%
Office for Standards in Education, Children's Services and Skills	21%	15%	16%	13%	26%
Office of Gas and Electricity Markets	72%	86%	73%	55%	55%
Office of Rail and Road	36%	42%	36%	31%	55%
Ordnance Survey	49%	-	-	-	-
Royal Mint	72%	-	-	-	-
Rural Payments Agency	45%	48%	53%	43%	31%
Serious Fraud Office	42%	34%	28%	48%	31%
Water Services Regulation Authority	65%	90%	82%	70%	62%

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 - "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 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

3 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

4 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 7b

Percentage of resolvable non-routine information requests received excluding procedural refusals² that were granted in full, by year, since 2016¹

Government body	2016	2017	2018	2019	2020
TOTAL for all monitored bodies	54%	55%	54%	52%	50%
TOTAL for Departments of State only	57%	57%	56%	56%	53%
TOTAL for other monitored bodies	50%	50%	49%	46%	43%
Departments of State					
Attorney General's Office	65%	51%	74%	52%	59%
Cabinet Office#	36%	36%	37%	34%	29%
Department for Business, Energy and Industrial Strategy	38%	37%	45%	45%	41%
Department for Business, Innovation and Skills	44%	-	-	-	-
Department for Digital, Culture, Media and Sport	49%	39%	47%	38%	36%
Department for Education#	71%	69%	64%	67%	67%
Department for Environment, Food and Rural Affairs	35%	40%	49%	39%	34%
Department for Exiting the European Union ³	40%	24%	33%	42%	43%
Department for International Development ⁴	72%	71%	71%	74%	70%
Department for International Trade	35%	30%	42%	42%	33%
Department for Transport#	71%	70%	67%	62%	61%
Department for Work and Pensions	71%	69%	68%	68%	65%
Department of Energy and Climate Change#	36%	-	-	-	-
Department of Health and Social Care	57%	56%	50%	50%	41%
Foreign and Commonwealth Office*#	27%	29%	30%	31%	28%
Foreign, Commonwealth and Development Office ⁵ #	-	-	-	-	25%
HM Treasury#	39%	40%	58%	48%	44%
Home Office	46%	48%	57%	55%	60%
Ministry of Defence#	70%	68%	50%	58%	62%
Ministry of Housing, Communities and Local Government	47%	47%	48%	46%	40%
Ministry of Justice	44%	53%	55%	57%	53%
Northern Ireland Office	66%	63%	64%	56%	52%
Scotland Office	79%	69%	74%	79%	82%
UK Export Finance	72%	45%	52%	26%	46%
Wales Office	89%	88%	90%	85%	90%

TABLE 7b continued

Percentage of resolvable non-routine information requests received excluding procedural refusals² that were granted in full, by year, since 2016¹

Government body	2016	2017	2018	2019	2020
<i>Other bodies included in monitoring</i>					
Charity Commission	41%	40%	36%	28%	19%
Competition and Markets Authority	50%	44%	45%	32%	40%
Crown Prosecution Service	63%	62%	64%	58%	66%
Debt Management Office	68%	59%	50%	43%	66%
Food Standards Agency	58%	64%	57%	68%	48%
Government Legal Department	22%	34%	46%	43%	48%
Health and Safety Executive	48%	48%	47%	45%	43%
HM Land Registry	84%	79%	79%	79%	69%
HM Revenue and Customs#	41%	43%	48%	53%	38%
National Archives	47%	47%	45%	41%	41%
National Savings and Investments	91%	80%	78%	81%	69%
Office for National Statistics	90%	80%	81%	81%	72%
Office for Standards in Education, Children's Services and Skills	23%	16%	17%	14%	30%
Office of Gas and Electricity Markets	76%	89%	74%	57%	56%
Office of Rail and Road	40%	44%	38%	33%	56%
Ordnance Survey	56%	-	-	-	-
Royal Mint	76%	-	-	-	-
Rural Payments Agency	46%	50%	53%	44%	31%
Serious Fraud Office	52%	39%	37%	56%	33%
Water Services Regulation Authority	65%	90%	83%	71%	62%

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 - "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.

3 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

4 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

5 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 8
Statutory reasons given by monitored bodies for fully withholding non-routine information requested during 2020

Government body	Total "resolvable" requests ¹	Total requests where information was fully withheld	Reason for fully withholding information				Information is exempt / excepted ⁴
			Procedural refusals ⁵			Cost of response would exceed cost limit ³	
			Vexatious request ²	Fol request ²	Repeated Fol request ²		
TOTAL for all monitored bodies	31,600	11,944	266	190	5,030	6,458	
TOTAL for Departments of State only	21,895	8,305	226	176	4,373	3,530	
TOTAL for other monitored bodies	9,705	3,639	40	14	657	2,928	
Departments of State							
Attorney General's Office	104	36	1	9	3	23	
Cabinet Office#	1,383	753	24	28	237	464	
Department for Business, Energy and Industrial Strategy	655	245	7	0	128	110	
Department for Digital, Culture, Media and Sport	380	158	1	1	97	59	
Department for Education#	1,562	242	8	0	104	130	
Department for Environment, Food and Rural Affairs	518	225	7	5	76	137	
Department for Exiting the European Union ⁶	17	7	0	0	3	4	
Department for International Development ⁷	247	83	0	0	68	15	
Department for International Trade	353	150	6	1	71	72	
Department for Transport#	1,866	557	67	6	176	308	
Department for Work and Pensions	1,847	786	12	34	418	322	
Department of Health and Social Care	1,457	724	4	20	486	214	
Foreign and Commonwealth Office ⁷ #	667	273	7	2	173	91	
Foreign, Commonwealth and Development Office ⁸ #	262	105	2	1	76	26	
HM Treasury#	565	229	9	2	110	108	
Home Office	2,844	1,088	5	13	656	414	
Ministry of Defence#	3,001	865	31	20	548	266	
Ministry of Housing, Communities and Local Government	681	282	8	2	100	172	
Ministry of Justice	3,010	1,407	21	29	807	550	
Northern Ireland Office	155	45	0	1	20	24	
Scotland Office	136	9	0	0	4	5	
UK Export Finance	110	29	6	1	9	13	
Wales Office	75	7	0	1	3	3	

TABLE 8 continued
Statutory reasons given by monitored bodies for fully withholding non-routine information requested during 2020

Government body	Total "resolvable" requests ¹	Total requests where information was fully withheld	Reason for fully withholding information				Information is exempt / excepted ⁴
			Procedural refusals ⁵			Cost of response would exceed cost limit ³	
			Vexatious request ²	Fol request ²	Repeated Fol request ²		
Other bodies included in monitoring							
Charity Commission	965	297	3	1	41	252	
Competition and Markets Authority	128	62	0	0	8	54	
Crown Prosecution Service	514	245	3	0	186	56	
Debt Management Office	42	1	0	0	1	0	
Food Standards Agency	108	26	1	0	13	12	
Government Legal Department	150	33	1	0	4	28	
Health and Safety Executive	2,427	869	5	1	19	844	
HM Land Registry	242	24	0	0	6	18	
HM Revenue and Customs#	1,791	1,138	12	7	335	784	
National Archives	1,694	545	0	0	4	541	
National Savings and Investments	77	11	5	2	3	1	
Office for National Statistics	490	78	0	0	1	77	
Office for Standards in Education, Children's Services and Skills	231	122	10	2	19	91	
Office of Gas and Electricity Markets	352	68	0	0	7	61	
Office of Rail and Road	134	27	0	0	1	26	
Rural Payments Agency	143	31	0	0	0	31	
Serious Fraud Office	126	54	0	0	9	45	
Water Services Regulation Authority	91	8	0	1	0	7	

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.

5 - "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.

6 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

7 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

8 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 9

Exemptions and exceptions applied by monitored bodies when withholding non-routine information requests received during 2020

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 exemptions
TOTAL for all monitored bodies	11,711	1,244	4	284	359	212	496	25	32	713	1,085	220	45	7	935	249	84	490	5,242	473	138	927	1,067	973
TOTAL for Departments of State only	6,986	1,073	3	227	348	210	368	24	30	33	517	197	3	5	905	231	65	220	3,093	223	101	843	262	564
TOTAL for other monitored bodies	4,725	171	1	57	11	2	128	1	2	680	568	23	42	2	30	18	19	270	2,149	250	37	84	805	409
Departments of State																								
Attorney General's Office	37	2	0	3	1	0	1	1	0	2	7	0	0	0	18	3	0	0	7	0	3	0	0	1
Cabinet Office#	624	182	0	45	40	1	16	2	0	1	40	0	2	4	142	23	34	2	178	25	10	68	0	8
Department for Business, Energy and Industrial Strategy	281	33	0	0	5	0	5	0	4	1	13	0	0	0	40	2	0	4	114	18	7	74	0	70
Department for Digital, Culture, Media and Sport	150	22	0	3	0	0	3	0	0	0	7	0	0	0	28	25	4	1	80	5	2	28	0	0
Department for Education#	435	80	0	0	0	0	0	0	0	0	22	0	0	0	21	42	0	2	232	7	8	25	4	26
Department for Environment, Food and Rural Affairs	284	24	0	0	2	0	6	0	1	0	8	0	0	0	22	0	2	1	71	5	2	16	0	173
Department for Exiting the European Union ³	8	1	0	0	0	0	1	1	1	0	0	0	0	0	2	0	0	0	3	0	0	0	0	0
Department for International Development ⁴	51	17	0	0	0	0	10	0	0	0	4	0	0	0	6	1	0	7	28	2	0	12	0	1
Department for International Trade	180	31	2	4	8	4	35	1	4	0	8	0	0	0	30	9	0	4	103	39	0	69	0	1
Department for Transport#	620	93	0	2	12	0	0	12	12	10	44	0	0	1	96	16	0	3	317	39	16	72	10	81
Department for Work and Pensions	469	53	0	0	5	0	1	0	0	2	23	0	0	0	33	7	0	4	324	10	4	27	9	0
Department of Health and Social Care	424	114	1	0	6	0	3	0	0	0	8	3	0	0	99	7	5	6	133	13	5	71	0	0
Foreign and Commonwealth Office#	259	21	0	57	84	3	123	1	0	0	18	0	0	0	29	6	5	16	168	16	6	38	0	1
Foreign, Commonwealth and Development Office ⁵ #	78	8	0	11	16	0	30	0	0	0	6	0	1	0	7	1	1	2	52	2	3	18	0	4
HM Treasury#	230	29	0	1	3	0	7	0	5	0	14	0	0	0	96	6	1	1	80	16	3	57	3	9
Home Office	720	114	0	42	74	0	68	0	0	5	151	1	0	0	68	63	3	51	250	10	9	76	11	0
Ministry of Defence#	683	35	0	54	84	201	52	1	2	12	53	1	0	0	27	4	5	67	323	3	7	107	3	2
Ministry of Housing, Communities and Local Government	339	45	0	0	0	0	0	0	0	0	8	0	0	0	71	0	1	25	87	2	3	18	1	185
Ministry of Justice	971	162	0	2	2	0	1	0	0	0	72	192	0	0	35	9	2	23	471	8	10	49	221	1
Northern Ireland Office	64	5	0	3	6	1	1	1	0	0	4	0	0	0	12	7	2	0	40	0	2	3	0	1
Scotland Office	23	0	0	0	0	0	2	4	1	0	2	0	0	0	16	0	0	1	8	0	1	2	0	0
UK Export Finance	49	1	0	0	0	0	3	0	0	0	5	0	0	0	5	0	0	0	19	3	0	13	0	0
Wales Office	7	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	5	0	0	0	0	0

TABLE 9 continued
Exemptions and exceptions applied by monitored bodies when withholding non-routine information requests received during 2020

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 - Défence	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	
Other bodies included in monitoring																								
Charity Commission	739	5	0	0	0	0	0	0	0	205	15	0	0	1	1	0	0	568	42	20	2	0	0	
Competition and Markets Authority	72	2	0	0	5	0	0	0	0	2	31	0	1	0	0	0	0	13	0	2	3	42	0	
Crown Prosecution Service	110	18	0	0	0	0	0	0	0	16	11	4	0	0	3	0	3	71	3	2	1	0	0	
Debt Management Office	14	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	10	0	0	2	0	0	
Food Standards Agency	49	2	0	0	0	0	3	1	0	4	8	0	0	0	1	1	0	2	28	0	0	19	1	0
Government Legal Department	75	0	0	0	0	0	0	0	0	5	2	0	2	2	0	0	0	40	28	4	17	0	0	
Health and Safety Executive	1,259	8	0	0	1	0	0	0	0	613	33	1	0	0	0	0	0	472	47	2	3	3	129	
HM Land Registry	74	2	0	0	0	0	0	0	0	22	0	0	0	0	0	0	0	55	0	0	1	0	0	
HM Revenue and Customs#	877	49	0	0	0	0	6	0	2	0	69	0	0	0	21	2	1	52	0	2	9	680	3	
National Archives	752	0	0	55	4	0	119	0	0	0	88	0	0	0	6	18	262	673	117	0	11	7	1	
National Savings and Investments	21	2	0	0	0	0	0	0	0	5	1	0	0	0	0	0	0	8	1	0	1	0	3	
Office for National Statistics	138	60	0	0	0	0	0	0	0	2	0	0	0	2	1	0	0	18	2	1	3	49	0	
Office for Standards in Education, Children's Services and Skills	141	16	0	0	0	2	0	0	0	33	0	41	0	2	4	0	2	66	8	4	4	1	0	
Office of Gas and Electricity Markets	147	1	1	0	1	0	0	0	0	5	1	0	0	0	0	0	0	5	1	0	2	18	122	
Office of Rail and Road	59	0	0	0	0	0	0	0	0	20	6	0	0	0	0	0	0	35	0	0	3	1	0	
Rural Payments Agency	86	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	0	141	
Serious Fraud Office	78	6	0	2	0	0	0	0	0	20	41	0	0	0	0	0	0	13	1	0	0	0	0	
Water Services Regulation Authority	34	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	21	0	0	1	3	10	

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.

3 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

4 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

5 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 10
Section 21 exemptions¹ applied by monitored bodies when dealing with routine information requests received during 2020

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	2,945	521	2,424	82%	2,632	313	89%
TOTAL for Departments of State only	2,207	420	1,787	81%	1,917	290	87%
TOTAL for other monitored bodies	738	101	637	86%	715	23	97%
Departments of State							
Attorney General's Office	5	0	5	100%	5	0	100%
Cabinet Office#	190	68	122	64%	137	53	72%
Department for Business, Energy and Industrial Strategy	54	13	41	76%	44	10	81%
Department for Digital, Culture, Media and Sport	33	11	22	67%	30	3	91%
Department for Education#	180	0	180	100%	162	18	90%
Department for Environment, Food and Rural Affairs	43	20	23	53%	43	0	100%
Department for Exiting the European Union ⁴	2	0	2	100%	2	0	100%
Department for International Development ⁵	1	0	1	100%	1	0	100%
Department for International Trade	57	25	32	56%	37	20	65%
Department for Transport#	185	42	143	77%	177	8	96%
Department for Work and Pensions	178	0	178	100%	144	34	81%
Department of Health and Social Care	182	75	107	59%	142	40	78%
Foreign and Commonwealth Office ⁵ #	23	7	16	70%	16	7	70%
Foreign, Commonwealth and Development Office ⁶ #	9	7	2	22%	6	3	67%
HM Treasury#	64	0	64	100%	56	8	88%
Home Office	384	0	384	100%	330	54	86%
Ministry of Defence#	204	67	137	67%	188	16	92%
Ministry of Housing, Communities and Local Government	25	7	18	72%	25	0	100%
Ministry of Justice	372	73	299	80%	356	16	96%
Northern Ireland Office	4	2	2	50%	4	0	100%
Scotland Office	3	2	1	33%	3	0	100%
UK Export Finance	2	1	1	50%	2	0	100%
Wales Office	7	0	7	100%	7	0	100%

TABLE 10 continued
Section 21 exemptions¹ applied by monitored bodies when dealing with routine information requests received during 2020

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	83	11	72	87%	81	2	98%	
Competition and Markets Authority	4	0	4	100%	4	0	100%	
Crown Prosecution Service	31	4	27	87%	30	1	97%	
Debt Management Office	0	0	0	-	0	0	-	
Food Standards Agency	6	4	2	33%	6	0	100%	
Government Legal Department	152	46	106	70%	150	2	99%	
Health and Safety Executive	31	0	31	100%	31	0	100%	
HM Land Registry	131	22	109	83%	127	4	97%	
HM Revenue and Customs [#]	110	0	110	100%	107	3	97%	
National Archives	7	1	6	86%	0	7	0%	
National Savings and Investments	0	0	0	-	0	0	-	
Office for National Statistics	134	4	130	97%	133	1	99%	
Office for Standards in Education, Children's Services and Skills	10	3	7	70%	10	0	100%	
Office of Gas and Electricity Markets	22	0	22	100%	21	1	95%	
Office of Rail and Road	4	2	2	50%	2	2	50%	
Rural Payments Agency	2	2	0	0%	2	0	100%	
Serious Fraud Office	3	0	3	100%	3	0	100%	
Water Services Regulation Authority	8	2	6	75%	8	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 those received by the departments themselves. The 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 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

5 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

6 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 11
Outcomes of Internal Reviews¹ of non-routine information requests received by monitored bodies during 2020, 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			Percentage of Internal Reviews where initial handling was upheld in full
			Upheld in full	Upheld in part	Overtured	
TOTAL for all monitored bodies	2,449	2,061	1,620	263	178	79%
TOTAL for Departments of State only	2,009	1,705	1,323	224	158	78%
TOTAL for other monitored bodies	440	356	297	39	20	83%
Departments of State						
Attorney General's Office	14	14	13	1	0	93%
Cabinet Office#	292	223	189	13	21	85%
Department for Business, Energy and Industrial Strategy	76	72	55	13	4	76%
Department for Digital, Culture, Media and Sport	23	19	16	2	1	84%
Department for Education#	53	53	45	3	5	85%
Department for Environment, Food and Rural Affairs	50	45	37	5	3	82%
Department for Exiting the European Union ²	1	1	1	0	0	100%
Department for International Development ³	13	13	8	3	2	62%
Department for International Trade	34	27	14	11	2	52%
Department for Transport#	116	93	65	10	18	70%
Department for Work and Pensions	192	181	151	21	9	83%
Department of Health and Social Care	168	155	133	7	15	86%
Foreign and Commonwealth Office ³ #	73	70	56	12	2	80%
Foreign, Commonwealth and Development Office ⁴ #	25	9	9	0	0	100%
HM Treasury#	64	44	40	2	2	91%
Home Office	256	178	147	19	12	83%
Ministry of Defence#	178	140	74	39	27	53%
Ministry of Housing, Communities and Local Government	94	86	74	10	2	86%
Ministry of Justice	267	263	181	50	32	69%
Northern Ireland Office	7	7	7	0	0	100%
Scotland Office	3	2	1	1	0	50%
UK Export Finance	9	9	6	2	1	67%
Wales Office	1	1	1	0	0	100%

TABLE 11 continued

Outcomes of Internal Reviews¹ of non-routine information requests received by monitored bodies during 2020, 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			Percentage of Internal Reviews where initial handling was upheld in full
			Upheld in full	Upheld in part	Overtured	
<i>Other bodies included in monitoring</i>						
Charity Commission	84	76	60	9	7	79%
Competition and Markets Authority	9	7	7	0	0	100%
Crown Prosecution Service	43	41	38	2	1	93%
Debt Management Office	0	0	0	0	0	-
Food Standards Agency	4	3	0	1	2	0%
Government Legal Department	7	7	7	0	0	100%
Health and Safety Executive	55	13	10	2	1	77%
HM Land Registry	23	23	20	1	2	87%
HM Revenue and Customs#	98	83	70	9	4	84%
National Archives	47	44	40	4	0	91%
National Savings and Investments	7	7	6	1	0	86%
Office for National Statistics	12	8	7	0	1	88%
Office for Standards in Education, Children's Services and Skill	15	15	12	3	0	80%
Office of Gas and Electricity Markets	17	17	13	4	0	76%
Office of Rail and Road	0	0	0	0	0	-
Rural Payments Agency	13	6	3	2	1	50%
Serious Fraud Office	4	4	3	0	1	75%
Water Services Regulation Authority	2	2	1	1	0	50%

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 - 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 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

3 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

4 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 12
Duration of completed Internal Reviews¹ of non-routine information requests received by monitored bodies during 2020, 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	2,449	2,061	162	904	614	189	84	51	57
As a percentage of total requests received ²	5.5%	4.7%	0.4%	2.0%	1.4%	0.4%	0.2%	0.1%	0.1%
TOTAL for Departments of State only	2,009	1,705	141	715	506	172	76	46	49
As a percentage of total requests received ²	6.6%	5.6%	0.5%	2.3%	1.7%	0.6%	0.2%	0.2%	0.2%
TOTAL for other monitored bodies	440	356	21	189	108	17	8	5	8
As a percentage of total requests received ²	3.2%	2.6%	0.2%	1.4%	0.8%	0.1%	0.1%	0.0%	0.1%
Departments of State									
Attorney General's Office	14	14	4	10	0	0	0	0	0
Cabinet Office#	292	223	11	64	91	29	16	6	6
Department for Business, Energy and Industrial Strategy	76	72	15	43	6	6	0	1	1
Department for Digital, Culture, Media and Sport	23	19	1	11	4	2	1	0	0
Department for Education#	53	53	0	36	17	0	0	0	0
Department for Environment, Food and Rural Affairs	50	45	0	3	28	11	3	0	0
Department for Exiting the European Union ³	1	1	0	1	0	0	0	0	0
Department for International Development ⁴	13	13	0	13	0	0	0	0	0
Department for International Trade	34	27	0	5	9	6	1	2	4
Department for Transport#	116	93	5	60	21	3	1	1	2
Department for Work and Pensions	192	181	42	85	34	13	4	1	2
Department of Health and Social Care	168	155	37	56	37	14	3	0	8
Foreign and Commonwealth Office ⁴ #	73	70	2	37	25	3	1	1	1
Foreign, Commonwealth and Development Office ⁵ #	25	9	1	4	4	0	0	0	0
HM Treasury#	64	44	2	23	10	5	3	1	0
Home Office	256	178	1	16	45	38	28	29	21
Ministry of Defence#	178	140	5	62	47	9	11	4	2
Ministry of Housing, Communities and Local Government	94	86	4	6	43	29	2	0	2
Ministry of Justice	267	263	11	169	77	4	2	0	0
Northern Ireland Office	7	7	0	7	0	0	0	0	0
Scotland Office	3	2	0	1	1	0	0	0	0
UK Export Finance	9	9	0	3	6	0	0	0	0
Wales Office	1	1	0	0	1	0	0	0	0

TABLE 12 continued

Duration of completed Internal Reviews¹ of non-routine information requests received by monitored bodies during 2020, 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	84	76	3	62	11	0	0	0	0	0
Competition and Markets Authority	9	7	0	4	2	0	1	0	0	0
Crown Prosecution Service	43	41	0	24	13	4	0	0	0	0
Debt Management Office	0	0	0	0	0	0	0	0	0	0
Food Standards Agency	4	3	0	1	2	0	0	0	0	0
Government Legal Department	7	7	0	5	2	0	0	0	0	0
Health and Safety Executive	55	13	1	1	1	2	2	1	1	5
HM Land Registry	23	23	6	6	10	0	1	0	0	0
HM Revenue and Customs#	98	83	7	46	26	1	2	1	0	0
National Archives	47	44	0	15	19	5	2	2	1	1
National Savings and Investments	7	7	2	5	0	0	0	0	0	0
Office for National Statistics	12	8	1	1	3	3	0	0	0	0
Office for Standards in Education, Children's Services and Skills	15	15	0	12	3	0	0	0	0	0
Office of Gas and Electricity Markets	17	17	0	5	12	0	0	0	0	0
Office of Rail and Road	0	0	0	0	0	0	0	0	0	0
Rural Payments Agency	13	6	1	0	1	2	0	1	1	1
Serious Fraud Office	4	4	0	1	2	0	0	0	0	1
Water Services Regulation Authority	2	2	0	1	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 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 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

4 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

5 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 13 continued

Duration of Internal Reviews¹ of non-routine information requests received by monitored bodies during 2019, where the requested information was initially withheld, and which were reported as not completed* in the 2019 end-year monitoring statistics

Government body	Internal Reviews with unknown outcome (at time of end-of-year monitoring in 2019) 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	3	0	0	0	0	0
Competition and Markets Authority	1	0	0	0	1	0	0	0
Crown Prosecution Service	0	0	0	0	0	0	0	0
Debt Management Office	0	0	0	0	0	0	0	0
Food Standards Agency	0	0	0	0	0	0	0	0
Government Legal Department	0	0	0	0	0	0	0	0
Health and Safety Executive	0	0	0	0	0	0	0	0
HM Land Registry	22	4	14	4	0	0	0	0
HM Revenue and Customs [#]	13	0	5	3	1	1	0	3
National Archives	7	0	1	0	1	2	0	1
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	2	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	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 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.

3 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

4 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

5 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 14

Number of known complaints¹ to the Information Commissioner's Office (ICO)² about the handling of information requests received by monitored bodies during 2020

Government body	Total known complaints referred to the ICO (during 2020 calendar year)
TOTAL for all monitored bodies	361
TOTAL for Departments of State only	320
TOTAL for other monitored bodies	41
<i>Departments of State</i>	
Attorney General's Office	2
Cabinet Office#	57
Department for Business, Energy and Industrial Strategy	15
Department for Digital, Culture, Media and Sport	4
Department for Education#	23
Department for Environment, Food and Rural Affairs	3
Department for Exiting the European Union ²	0
Department for International Development ³	4
Department for International Trade	8
Department for Transport#	25
Department for Work and Pensions	58
Department of Health and Social Care	17
Foreign and Commonwealth Office ³ #	7
Foreign, Commonwealth and Development Office ⁴ #	2
HM Treasury#	12
Home Office	30
Ministry of Defence#	11
Ministry of Housing, Communities and Local Government	8
Ministry of Justice	31
Northern Ireland Office	0
Scotland Office	1
UK Export Finance	2
Wales Office	0

TABLE 14 continued

Number of known complaints¹ to the Information Commissioner's Office (ICO)² about the handling of information requests received by monitored bodies during 2020

Government body	Total known complaints referred to the ICO (during 2020 calendar year)
<i>Other bodies included in monitoring</i>	
Charity Commission	5
Competition and Markets Authority	0
Crown Prosecution Service	12
Debt Management Office	0
Food Standards Agency	1
Government Legal Department	0
Health and Safety Executive	0
HM Land Registry	1
HM Revenue and Customs#	4
National Archives	7
National Savings and Investments	0
Office for National Statistics	1
Office for Standards in Education, Children's Services and Skills	1
Office of Gas and Electricity Markets	1
Office of Rail and Road	0
Rural Payments Agency	6
Serious Fraud Office	2
Water Services Regulation Authority	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 - In annual publications prior to 2019, this table referred to "ICO appeals"; this terminology has now been amended to "known complaints to the ICO".

2 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

3 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

4 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 15
Outcomes of known complaints to the Information Commissioner's Office (ICO)¹ about the handling of non-routine information requests received by monitored bodies during 2019

Government body	Total known complaints referred to the ICO (during 2019 calendar year)	Complaints with known outcome (at time of end-of-year monitoring)	Of complaints with known outcome, number where initial handling of complaint was:		
			Upheld in full	Upheld in part	Overtaken
TOTAL for all monitored bodies	479	459	341	44	74
TOTAL for Departments of State only	423	407	297	38	72
TOTAL for other monitored bodies	56	52	44	6	2
Departments of State					
Attorney General's Office	3	3	3	0	0
Cabinet Office#	86	81	58	16	7
Department for Business, Energy and Industrial Strategy	12	12	8	1	3
Department for Digital, Culture, Media and Sport	4	4	3	1	0
Department for Education#	26	26	19	5	2
Department for Environment, Food and Rural Affairs	8	8	5	0	3
Department for Exiting the European Union ²	12	12	10	2	0
Department for International Development ³	5	5	5	0	0
Department for International Trade	3	2	1	1	0
Department for Transport#	37	37	30	2	5
Department for Work and Pensions	36	36	22	1	13
Department of Health and Social Care	23	23	18	0	5
Foreign and Commonwealth Office ³ #	17	15	13	1	1
Foreign, Commonwealth and Development Office ⁴ #	-	-	-	-	-
HM Treasury#	13	10	5	2	3
Home Office	44	44	27	4	13
Ministry of Defence#	18	18	18	0	0
Ministry of Housing, Communities and Local Government	17	17	9	2	6
Ministry of Justice	57	54	43	0	11
Northern Ireland Office	2	0	0	0	0
Scotland Office	0	0	0	0	0
UK Export Finance	0	0	0	0	0
Wales Office	0	0	0	0	0

TABLE 15 continued

Outcomes of known complaints to the Information Commissioner's Office (ICO)¹ about the handling of non-routine information requests received by monitored bodies during 2019

Government body	Total known complaints referred to the ICO (during 2019 calendar year)	Complaints with known outcome (at time of end-of-year monitoring)	Of complaints with known outcome, number where initial handling of complaint was:		
			Upheld in full	Upheld in part	Overtured
<i>Other bodies included in monitoring</i>					
Charity Commission	6	6	4	2	0
Competition and Markets Authority	0	0	0	0	0
Crown Prosecution Service	14	14	13	1	0
Debt Management Office	0	0	0	0	0
Food Standards Agency	0	0	0	0	0
Government Legal Department	0	0	0	0	0
Health and Safety Executive	6	6	5	1	0
HM Land Registry	3	3	2	0	1
HM Revenue and Customs#	7	5	5	0	0
National Archives	8	6	6	0	0
National Savings and Investments	0	0	0	0	0
Office for National Statistics	1	1	0	1	0
Office for Standards in Education, Children's Services and Ski	4	4	3	1	0
Office of Gas and Electricity Markets	4	4	3	0	1
Office of Rail and Road	0	0	0	0	0
Rural Payments Agency	1	1	1	0	0
Serious Fraud Office	2	2	2	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 - In annual publications prior to 2019, this table referred to "ICO appeals"; this terminology has now been amended to "known complaints to the ICO".

2 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

3 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

4 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

TABLE 16
Duration of deadline extensions to allow for the consideration of Public Interest¹ which were applied to non-routine information requests received by monitored bodies during 2020

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	2,467	2,032	254	133	160	546	253	228	221	72	38	75
As a percentage of total requests received ²	5.6%	4.6%	0.6%	0.3%	0.4%	1.2%	0.6%	0.5%	0.5%	0.2%	0.1%	0.2%
TOTAL for Departments of State only	1,845	1,550	97	103	127	497	215	188	182	61	34	46
As a percentage of total requests received ²	6.0%	5.1%	0.3%	0.3%	0.4%	1.6%	0.7%	0.6%	0.6%	0.2%	0.1%	0.2%
TOTAL for other monitored bodies	622	482	157	30	33	49	38	40	39	11	4	29
As a percentage of total requests received ²	4.6%	3.5%	1.2%	0.2%	0.2%	0.4%	0.3%	0.3%	0.3%	0.1%	0.0%	0.2%
Departments of State												
Attorney General's Office	1	1	0	0	0	1	0	0	0	0	0	0
Cabinet Office#	134	97	0	0	1	59	2	17	13	2	3	0
Department for Business, Energy and Industrial Strategy	85	79	15	4	7	25	12	8	5	0	1	2
Department for Digital, Culture, Media and Sport	62	40	0	0	0	38	1	1	0	0	0	0
Department for Education#	72	61	5	6	6	13	19	4	4	3	1	0
Department for Environment, Food and Rural Affairs	22	22	0	0	0	0	3	19	0	0	0	0
Department for Exiting the European Union ³	0	0	0	0	0	0	0	0	0	0	0	0
Department for International Development ⁴	26	24	2	10	1	1	2	4	2	0	2	0
Department for International Trade	92	88	0	0	0	0	9	12	33	24	5	5
Department for Transport#	111	105	5	7	9	32	42	7	1	1	0	1
Department for Work and Pensions	16	16	0	0	1	14	0	0	1	0	0	0
Department of Health and Social Care	77	59	1	2	1	15	14	1	4	3	4	14
Foreign and Commonwealth Office ⁴ #	135	118	0	0	0	60	8	26	11	9	3	1
Foreign, Commonwealth and Development Office ⁵ #	81	43	1	0	1	29	1	10	1	0	0	0
HM Treasury#	42	34	1	3	3	21	3	3	0	0	0	0
Home Office	467	391	38	45	56	45	74	32	65	10	12	14
Ministry of Defence#	257	215	20	20	29	84	18	18	10	5	3	8
Ministry of Housing, Communities and Local Government	94	89	9	6	12	48	6	5	3	0	0	0
Ministry of Justice	39	38	0	0	0	0	0	10	24	4	0	0
Northern Ireland Office	7	7	0	0	0	0	0	7	0	0	0	0
Scotland Office	3	3	0	0	0	3	0	0	0	0	0	0
UK Export Finance	21	19	0	0	0	8	1	4	5	0	0	1
Wales Office	1	1	0	0	0	1	0	0	0	0	0	0

TABLE 16 continued

Duration of deadline extensions to allow for the consideration of Public Interest¹ which were applied to non-routine information requests received by monitored bodies during 2020

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	1	1	1	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	13	13	1	1	8	3	0	0	0	0	0	0
Debt Management Office	0	0	0	0	0	0	0	0	0	0	0	0
Food Standards Agency	19	19	0	1	0	16	1	0	0	0	0	1
Government Legal Department	0	0	0	0	0	0	0	0	0	0	0	0
Health and Safety Executive ⁶	57	52	-	-	-	-	-	-	-	-	-	-
HM Land Registry	0	0	0	0	0	0	0	0	0	0	0	0
HM Revenue and Customs [#]	5	4	0	0	0	4	0	0	0	0	0	0
National Archives	477	345	149	19	16	12	34	35	38	10	4	28
National Savings and Investments	1	1	0	0	0	1	0	0	0	0	0	0
Office for National Statistics	2	2	0	1	0	1	0	0	0	0	0	0
Office for Standards in Education, Children's Services and Skills	8	8	2	0	3	1	0	2	0	0	0	0
Office of Gas and Electricity Markets	9	9	0	0	0	5	0	3	1	0	0	0
Office of Rail and Road	13	13	2	3	3	2	3	0	0	0	0	0
Rural Payments Agency	2	0	0	0	0	0	0	0	0	0	0	0
Serious Fraud Office	10	10	2	3	3	1	0	0	0	1	0	0
Water Services Regulation Authority	5	5	0	2	0	3	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 - Department for Exiting European Union (DEXEU) closed on 31 January 2020.

4 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

5 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.

6 - This department were not able to provide timeliness data on PIT extension durations in 2020. As such, totals do not sum.

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 2019, and which were reported as not completed* in the 2019 end-year monitoring statistics

Government body	Uncompleted extended requests (at time of end-of-year monitoring 2020) ²	Of completed Internal Reviews, number where the duration of the review period 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
Competition and Markets Authority	0	0	0	0	0	0	0	0	0	0	0
Crown Prosecution Service	1	0	0	0	0	0	0	1	0	0	0
Debt Management Office	0	0	0	0	0	0	0	0	0	0	0
Food Standards Agency	1	0	0	0	0	0	1	0	0	0	0
Government Legal Department	0	0	0	0	0	0	0	0	0	0	0
Health and Safety Executive	4	0	0	0	2	1	1	0	0	0	0
HM Land Registry	0	0	0	0	0	0	0	0	0	0	0
HM Revenue and Customs ³	0	0	0	0	0	0	0	0	0	0	0
National Archives	219	7	1	3	2	13	18	31	23	0	119
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	1	0	0	1	0	0	0	0	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	1	0	0	0	1	0	0	0	0	0	0
Serious Fraud Office	0	0	0	0	0	0	0	0	0	0	0
Water Services Regulation Authority	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.

* - 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.

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 Exiting European Union (DEXEU) closed on 31 January 2020.

4 - Figures for the Foreign and Commonwealth Office and the Department for International Development include requests received up to 1 September 2020, after which monitoring is continued by the Foreign, Commonwealth and Development Office.

5 - Figures for the Foreign, Commonwealth and Development Office include requests received from 2 September 2020 onwards.