

CORPORATE REPORT

1 April 2023 – 31 March 2024

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FOREWORD



We have had a productive year in the Regulatory Policy Committee (RPC). We have reduced the average number of days taken for RPC scrutiny, increased the percentage of opinions issued on time and continued to receive positive feedback from departments. The Government published the revised Better Regulation Framework (BRF) in September 2023 and departments had until September 2024 to transition to the new requirements. We worked with the Smarter Regulation Directorate in the Department for Business and Trade and Better Regulation Units across government to support this transition.

The RPC welcomed the reforms set out in the revised BRF, which include several changes we have advocated: earlier independent scrutiny of impact assessments; consideration of a wider range of impacts; a greater emphasis on monitoring and evaluating regulations after they have been introduced; and a strengthened commitment to carrying out postimplementation reviews.

We also worked with the Government to develop the proposals in the Smarter Regulation White Paper. ¹ This included a number of reforms that have an impact on the RPC, including proposals for us to independently review cost-benefit analyses by regulators, strengthening the BRF to apply higher standards of scrutiny, and supporting our publishing of data on departments' performance against the BRF (which we have already started to do).

We will work with the new Labour Government to support continued improvements to the BRF in support of their growth agenda. We welcome Secretary of State Jonathan Reynolds' comments about the RPC that "my cabinet colleagues and I, believe this is a vital function that helps the government to make better informed decisions".

I wrote in last year's corporate report about the failure of departments to complete post-implementation reviews despite them being a statutory requirement – unfortunately this failure has still not been addressed. We, therefore, plan to publish a list of all the regulations which should have had post-implementation reviews but haven't, identifying the departments responsible.

We have continued to engage widely with the regulatory community. Our very successful event at the House of Lords in January saw around 150 guests gather to promote the revised BRF. I also gave evidence to the Secondary Legislation Scrutiny Committee on the RPC's perspective on the BRF, including criticising the exemption from independent scrutiny by the RPC of regulation related to building safety, which is a significant 'hole' in the BRF for which we see no justification.

We were sad to say goodbye to two committee members – Derek Ridyard and Professor Jonathan Cave (who was on the RPC for 10 years). However, we are delighted to welcome

¹ DBT, 'Smarter regulation: delivering a regulatory environment for innovation, investment and growth', May 2024 (https://www.gov.uk/government/publications/smarter-regulation-delivering-a-regulatory-environment-for-innovation-investment-and-growth).

two new committee members: Professor Caroline Elliott and Ryan Williams, who have very quickly got to grips with the committee's work.

Finally, I would like to thank the RPC secretariat for their support and efforts over the year.

Stephen Gibson, RPC Chair

About the Regulatory Policy Committee

The Regulatory Policy Committee (RPC) is an advisory non-departmental public body sponsored by the Department for Business and Trade (DBT). Our mission is to improve the quality of evidence and analysis informing government regulatory decisions, through independent scrutiny and challenge. We are the UK's independent better regulation watchdog and, as a key part of the Better Regulation Framework (BRF), we seek to ensure that ministerial decisions are evidence-based and conducive to better regulation.

The RPC comprises independent experts, both economists and generalists, from the private sector and academia. Committee members are appointed through an open competition process, adhering to the Governance Code on Public Appointments.

The RPC provides independent scrutiny of the analysis and evidence in government impact assessments (IAs), post-implementation reviews (PIRs) and (under the revised BRF) options assessments (OAs). Our independent scrutiny helps produce more-effective regulation, minimise unnecessary burdens on businesses and civil society organisations and avoid the unintended consequences of poorly specified regulation.

More information on how we produce opinions can be found on our website and in this <u>blog</u> <u>post</u>.

During 2023-24, we:

- Reviewed 77 submissions from 19 different departments, agencies and public bodies: 70 IAs from 17 departments and 7 PIRs from 5 departments.
- Reviewed a Free Trade Agreement IA for the UK's accession to the Comprehensive and Progressive Trans-Pacific Partnership.
- Worked with DBT's Smarter Regulation Directorate on the development and implementation of the revised BRF.
- Used our blog to communicate with stakeholders. We published 9 blog posts over the year, including our observations on the revised BRF.
- Engaged with parliamentarians, business representative groups, civil society organisations, consumer groups and other external stakeholders.
- Engaged with regulatory scrutiny bodies in other countries to share best practice and learn from each other's approaches.

ABOUT THE REPORT

- 1. This report summarises the RPC's performance and activities for the year from April 2023 to March 2024. This includes:
 - a. an analysis of the submissions to the RPC;
 - b. a summary of the RPC's other activities, including training and international work; and
 - c. an overview of finances, personnel and information requests.

The RPC's objectives for the period covered by this report were:

- 1. To deliver independent opinions on impact assessments and postimplementation reviews, that are timely, clear and consistent.
- 2. To encourage and assist departments and regulators to improve the quality of their impact assessments and evaluation of regulation.
- 3. To engage effectively with business, civil and voluntary organisations, parliamentarians and the public on the evidence and analysis supporting regulatory proposals.
- 4. To contribute to the development and implementation of polices for better regulation.
- 5. To enhance UK regulatory scrutiny through engagement with international counterparts, and to encourage evidence-based regulation in our trading partners.

PERFORMANCE

Casework summary

Information on RPC casework

2. As well as the summary information provided on RPC casework in this report and the individual opinions on our website, we publish Excel spreadsheets showing detailed information on the details, fitness for purpose, quality rankings etc for all of the IAs and PIRs published since December 2020 on our website.

Number of submissions

3. In 2023-24, the RPC received 77 submissions from departments and arm's length bodies; 70 of the submissions were IAs, with the remaining 7 being PIRs. This is fewer in total than in 2022-23 (when we received 109 submissions) and 2021-22 (when we received 122) and suggests a reduction in government legislative activity over the last year.

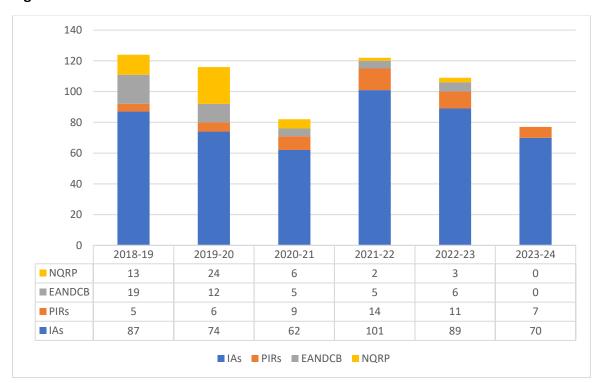


Figure 1: Number of submissions to the RPC since 2018-19²

4. There was an increase in the percentage of opinions issued by the RPC within the agreed target time frame - up to 82%, from 79% last year (Table 1). However, this was below the target of 90% for a second year running. The main reason for this was the uneven distribution of cases across the year, meaning that there were some periods when we prioritised urgent cases at the expense of less urgent ones, which consequently missed their 30-day target. We received feedback from departments that suggested that they were grateful that this approach allowed important cases to be processed more quickly.

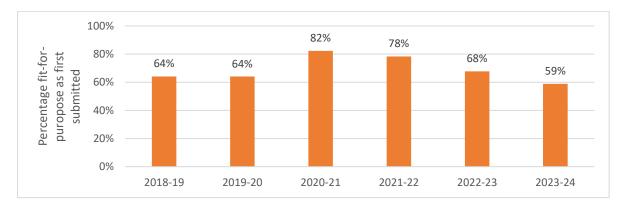
² IA – Impact assessment, PIR – Post-implementation review, EANDCB – Regulator Equivalent Annual, Net Direct Cost to Business validation, NQRP – Non-qualifying regulatory provision verification. The final two were requirements of the business impact target, its removal in 2023 meant we no longer see these types of submission.

Table 1 – Submissions for financial years

	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total number of cases submitted	125	116	82	122	109	77
Average number of days for RPC scrutiny	19.5	22.9	21.8	22.7	24.1	22.1
Percentage of opinions issued on time (all cases) – Target 90%	80%	89%	92%	86%	79%	82%

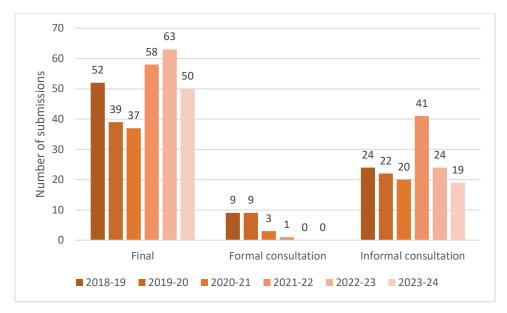
5. The percentage of final stage IAs that were considered fit-for-purpose (as first submitted) fell from 68% (44 IAs) in 2022-23 to 59% (23 IAs) in 2023-24 (see Figure 2). Of the 21 submissions (final stage IAs and PIRs) that were not initially fit for purpose, 19 were rated fit for purpose after being revised by the department and resubmitted. This shows the value of independent scrutiny in improving departments' analysis of the impacts of regulatory proposals.

Figure 2 – Percentage of IAs fit-for-purpose at first submission



- 6. Departments have stopped submitting formal submissions at the consultation stage, with no cases being seen since the 2022-23 reporting year (see Figure 3). The requirement to submit IAs for consultation stage scrutiny was removed in 2018 and departments now, typically, submit IAs for informal scrutiny at the consultation stage. While overall submissions to the RPC fell in 2023-24, the number of final stage IAs submitted remained at a similar level to previous years.
- 7. Changes to the BRF, shifting RPC scrutiny from final stage IAs to OAs, means that we expect a different distribution of submissions in future years.

Figure 3 – Number of IA submissions by type



Quality of submissions

8. In late 2020, the RPC introduced a new format for its opinions which, in addition to providing either a 'fit-for-purpose' or 'not fit-for-purpose' overall rating, introduced individual 'quality indicators' for key aspects of IAs. The RPC now provides quality ratings on a four-point scale – 'good', 'satisfactory', 'weak' or 'very weak'³ – against additional categories depending on the type of submission (Table 2). Under the revised BRF, we will also provide red/green and quality ratings for OAs.

³ Descriptions of the quality ratings are at https://www.gov.uk/government/news/rpc-launches-new-opinion-templates

Table 2: The RPC's use of red/green assessment and quality ratings

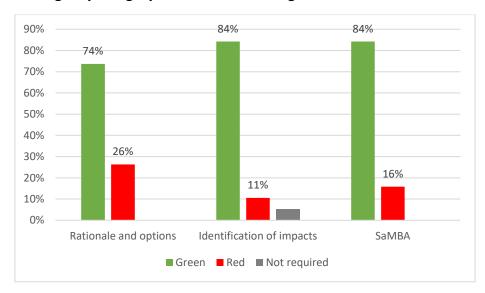
	Consultation Stage IA	Final Stage IA	OAs and IAs under reformed BRF	Post- implementation Reviews (PIR)
Red / Green assessment	 Rationale and options Identification of impacts SaMBA (Small and Micro Business Assessment 	 EANDCB (Equivalent annual net direct cost to business) SaMBA 	 Rationale Options Justification of preferred way forward 	Recommendation
Quality ratings	 Cost-benefit analysis Wider impacts Monitoring and evaluation 	 Rationale and options Cost-benefit analysis Wider impacts Monitoring and evaluation 	 Scorecard Initial monitoring and evaluation plan 	 Monitoring and implementation Evaluation

9. Figures 4, 5 and 6 below show the quality ratings given by the RPC for consultation and final stage IAs during the period covered by this report, using the format for the previous BRF. In future, we will produce opinions on OAs under the reformed BRF, which will use different headings as set out in Table 2 above, and PIRs.

Consultation stage IAs

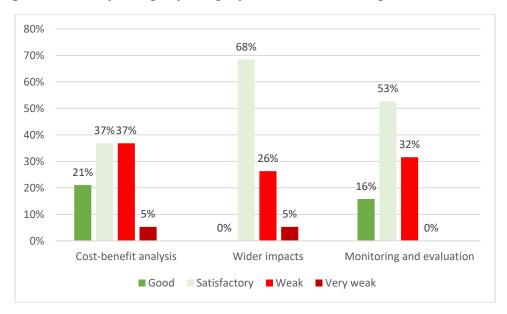
- 10. For the 19 consultation stage IAs reviewed, around one quarter (26%) received a red (not fit-for-purpose) rating for 'rationale and options' (see Figure 4). This was a considerable improvement on the previous reporting year, where over half (58%) received a red rating for this category. Common issues were insufficient identification and analysis of credible non-regulatory options and failing to clearly identify the issue that required regulatory intervention.
- 11. In addition, there was a reduction in the proportion rated as not fit-for-purpose on the identification of impacts (11%, down from 33% in 2022-23) and SaMBA (16%, down from 29% in 2022-23).
- 12. The introduction of the Government's revised BRF will re-focus this early-stage scrutiny on how well the case has been made for regulation or whether non-regulatory options might be a better approach. We hope that this will improve the level of analysis on these issues.

Figure 4 - Ratings⁴ by category for consultation stage IAs



13. Across the other quality ratings, over half (53%) of consultation stage IAs received at least one 'weak' or 'very weak' rating. This is an improvement upon the previous year where three quarters (75%) received one or more 'weak' or 'very weak' ratings, but this still leaves a lot of room for improvement. The quality of the 'cost-benefit analysis' produced to support consultations was the area identified as needing the most improvement, with 42% of IAs rated 'weak' or 'very weak' (see Figure 5).

Figure 5 - Quality ratings by category for consultation stage IAs



Final stage

14. At the final stage, rather than issue a 'not fit-for-purpose' (red) rating immediately, we typically issue an 'Initial Review Notice' (IRN), which identifies issues that would

⁴ For some submissions (for example measures that are out of scope of the Better Regulation Framework), the production of a rating may not be required for some categories. In these instances, the RPC does not provide a rating for this, but does comment on the quality of the category to aid the department or regulator to improve the quality of the IA.

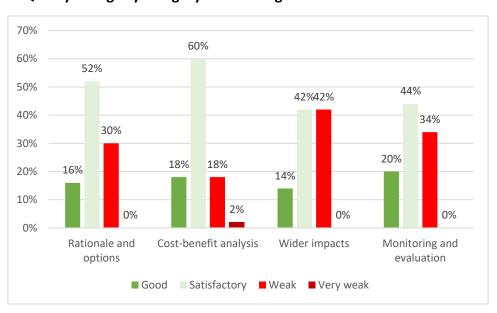
otherwise lead to a red rating, and offers the department the opportunity to amend its IA. Of the 50 final stage IAs that we scrutinised this year, 20 (40%) received an IRN, of which all but two (Table 3) received a green rating when revised and re-submitted.

Table 3: Red-rated opinions issued by the RPC

Lead department	IA title
Department for Business and	Digital Markets, Competition and Consumers Bill
Trade	
HM Treasury	Financial Services and Markets Act 2023 -
	revocation of Solvency II (REUL)

- 15. Of the final stage IAs submitted, 72% received at least one 'weak' or 'very weak' rating. The assessment of 'wider impacts' remains the area needing the most improvement with 42% being rated either 'weak' or 'very weak', although the assessment of 'rationale and options' and 'monitoring and evaluation' also needed improvement (34% and 30% weak respectively) as shown in Figure 6.
- 16. Given the importance of evaluating the effectiveness of regulation, it is essential that IAs contain high-quality monitoring and evaluation plans. This will ensure that arrangements are in place to assess whether the policy is working as expected and inform future decisions on whether to retain, amend or revoke the regulation. We are pleased that the Government have emphasised this area in the revised BRF alongside the renewed focus on a robust rationale for regulation and consideration of alternative options.

Figure 6 - Quality ratings by category at final stage



Note: the data do not all total to 100%, as in a few cases quality ratings were not required.

17. A final issue worth noting is the increase in the number of IAs being submitted for RPC scrutiny later than they should. IAs should be submitted to the RPC in time for both the IA (amended as appropriate) and RPC opinion to accompany the regulatory proposal through the decision-making process and into Parliament. We are increasingly receiving IAs very late in the process and, in some cases, even after the proposal has begun

parliamentary scrutiny. We hope the revised BRF, which moves mandatory RPC scrutiny to an earlier point in the process, will ensure that measures reaching Parliament are always accompanied by robust IAs.

18. When legislation reaches Parliament, if it is not accompanied by an IA and RPC opinion, we publish a statement on our website noting that no opinion is available (including whether or not we have yet received an IA for scrutiny). Links to all such statements can be found here and those up to the end of the period covered by this report are listed in Table 4.

Table 4: Cases where the RPC issued a statement noting the absence of IA/opinions

Lead department	IA title
Department of Health and Social Care	The Draft Health and Social Care Act 2008
	(Regulated Activities) (Amendment) (Coronavirus)
	Regulations 2021 (July 2021)
Department of Health and Social Care	Tobacco and Vapes Bill (March 2024)
Department for Business, Energy and	Strikes (Minimum Service Levels) Bill (January 2023)
Industrial Strategy/Business and	
Trade	
Department for Business, Energy and	Digital Markets, Competition and Consumer Bill
Industrial Strategy/Business and	(April 2023)
Trade	
Department for Levelling Up, Housing	Renters (Reform) Bill (May 2023)
and Communities	
Department for Levelling Up, Housing	Town and Country Planning (General Permitted
and Communities	Development) (England) (Amendment) Order 2024
	(February 2024)
Department for the Environment,	The Windsor Framework (Retail Movement
Food and Rural Affairs	Scheme) Regulations 2023 (September 2023)
Department for the Environment,	The Official Controls (Miscellaneous Amendments)
Food and Rural Affairs	Regulations 2024 (April 2024)
Department for Science, Innovation	The Data Protection (Adequacy) (United States of
and Technology	America) Regulations 2023 – UK extension to the
	EU-US Data Privacy Framework (September 2023)
Department for Transport	Strikes (Minimum Service Levels: Passenger Railway
	Services) Regulations 2023 (November 2023)

Other RPC activities

19. Alongside its core role of scrutinising government IAs and PIRs, the RPC also scrutinises Free Trade Agreement IAs. In addition, we work to improve the general quality of government regulatory analysis. This is done by continuing to develop the RPC and secretariat as a 'centre of excellence' on IAs and PIRs (and now OAs): by sharing best practice across government through in-person and online training, and by publishing RPC case histories and guidance documents. This section summarises some of the key activities in this area over the past year.

Scrutiny of Free Trade Agreement IAs

- 20. With the UK having left the EU, the Government have been developing and implementing a new independent trade policy. To support this, we agreed in September 2020 to extend our existing role by providing independent scrutiny of the IAs of significant new Free Trade Agreements (FTAs).
- 21. As with regulatory proposals, we produce opinions that provide a fit-for-purpose rating on the analysis and consideration of impacts in the final FTA IA. In these new opinions on trade agreement IAs, we comment on the strength of evidence and analysis of the impacts of the negotiated agreement. We delivered our first opinion on an FTA IA in October 2020, for the UK-Japan Comprehensive Economic Partnership Agreement, followed by the UK-Australia FTA in December 2021 and the UK-New Zealand FTA in February 2022.
- 22. In July 2023, the RPC published its (green-rated) opinion on the IA supporting the UK's accession to the Comprehensive and Progressive Agreement for Trans-Pacific Partnership. This was the UK's first new multilateral agreement with the 11 current members of the partnership, building on the existing bilateral agreements the UK has with 9 of the members.

Methodological and guidance documents

23. The RPC continues to provide methodological advice and guidance documents on our website [https://www.gov.uk/government/collections/rpc-guidance-for-departments-and-regulators]. These cover a range of methodological questions that arise during our scrutiny of IAs and PIRs, as well as best practice case histories that highlight how to deal with complex analytical questions. We are now working to provide additional material to support departments in producing high quality analysis under the revised BRF.

Training

24. Following the launch of the revised BRF in September 2023, training was rolled out across government to help departments understand and use the new framework.

Officials in the RPC secretariat worked alongside officials in the Smarter Regulation Directorate to provide training, covering: the scope of the BRF, the role of the RPC, analysis required, PIRs and alternative options to regulatory design.

International

- 25. We promote best practice and share technical knowledge on regulatory scrutiny to enhance bilateral and multilateral regulatory compatibility. Our international outreach develops and strengthens the RPC's reputation and allows us to learn from best practice elsewhere.
- 26. The RPC continues to engage with its international counterparts and others with an interest in regulatory scrutiny, including the Organisation for Economic Co-operation and Development, RegWatch Europe (RWE) and the EU Regulatory Scrutiny Board, to promote international co-operation and cohesion across the regulatory landscape.
- 27. As a member of RWE, we have been exchanging best practice on how innovation interacts with regulatory scrutiny and how corporate due diligence and environmental standards can be assessed.
- 28. Over the past year, we also engaged in bilateral meetings with various international governments and agencies, whether in London, online or overseas, including the United Arab Emirates, France, Israel, Australia, the Korean Development Institute and the Forum of Indian Regulators, ensuring that our knowledge on regulatory best practice remained up to date.

Stakeholder engagement

- 29. The RPC has maintained engagement with business representative groups, industry associations and civil society organisations over the past year. This engagement is very valuable in helping to understand the different perspectives on impacts that might result from specific regulatory proposals.
- 30. In addition to a range of stakeholders providing their input during IA scrutiny, we have a programme of stakeholder presentations at our bi-monthly committee meetings. This has allowed us to hear first-hand, their views on the Government's approach to the regulatory landscape. Stakeholders have recognised the vital role that independent scrutiny plays in ensuring robust evidence and analysis to support the Government's regulatory programme and its decision making.
- 31. In addition to external stakeholders, the RPC increased our contacts within Westminster, speaking to parliamentarians (key 'customers' of our opinions) and improving awareness of our role within select committees. Parliamentarians share our concern about the absence and lateness of IAs being available for their legislative scrutiny.
- 32. We have also increased our ad hoc meetings with select committees and their secretariats on specific IAs of relevance to their area. Of particular note is the Secondary

Legislation Scrutiny Committee (SLSC), whose members are important users of our opinions. In January 2024, the Chair of the RPC, Stephen Gibson, appeared before the committee to provide evidence on the RPC's views on the revised BRF and how the changes may have an impact on Parliamentary scrutiny of new regulatory proposals. Our blog on this session is available here and the full session can be watched here.

- 33. Later in January 2024, the RPC held an event at the House of Lords to promote the revised BRF and the RPC's important role in it. This included speeches from The Lord Johnson of Lainston CBE (the RPC's sponsoring minister at the time), our Chair Stephen Gibson, The Earl of Lindsay (member of the Delegated Powers and Regulatory Reform Committee) and Jon Geldart (Director-General of the Institute of Directors). Around 150 stakeholders from across Whitehall, the business community, civil society organisations, parliamentarians and regulators attended.
- 34. The RPC continues to maintain close working relationships with departmental better regulation units (BRUs), departmental policy and analytical teams, regulators, and the Smarter Regulation Directorate, as our sponsor. This includes monthly BRU Forum meetings, which will be maintained as the revised BRF continues to be rolled out.

Raising awareness of the importance of regulatory scrutiny

- 35. A key component of our engagement with stakeholders was the Blog that we started writing in June 2021. Since then, we have published 40 articles on a range of topics including updates on what we have been doing, setting out our views on aspects of the better regulation system, and encouraging people to engage with government. We published nine articles over the period covered by this report.
- 36. We would encourage anyone interested in the work of the RPC to bookmark our blog site https://rpc.blog.gov.uk/ –and sign up for alerts on new posts here https://rpc.blog.gov.uk/subscribe/.

FINANCES

Table 5 - RPC budget for period 2021-22 to 2023-24

	Budget 2022-23	Outturn 2022-2023	Budget 2023-24	Outturn 2023-2024 (see para 41)	Budget 2024-25
Pay costs	£856,800	£1,009,475	£964,468	-	£1,138,058
Honoraria	£180,000	£188,532	£198,000	-	£250,000
Other costs	£24,000	£8,868	£18,000	-	£36,000
Total	£1,060,800	£1,206,874	£1,180,468	£1,307,328	£1,424,058

- 37. Table 5 above sets out the RPC budgets and outturn expenditure for 2022-23 and 2023-24, and the budget for 2024-25. The overspends in both 2022-23 and 2023-24 were anticipated as the year progressed and were accommodated within an underspend in the overall budget for the Smarter Regulation Directorate (of which the RPC secretariat budget is a part). The budget for 2024-25 is a 20% increase on the budget for 2023-24 reflecting that previous budget was not sufficient to cover current costs with the increase in staffing in the secretariat from 13 to 15 people.
- 38. Pay costs refer to the salaries and associated costs of the civil servants in the RPC secretariat. All secretariat staff are employed by the Department for Business and Trade and are subject to the Department's terms and conditions. Staff numbers across the period are set out in the next section.
- 39. Honoraria refers to the payments made to committee members for the services they provide as public appointees. For the period covered by this report, committee members were paid at a daily rate of £350 for the first six months and then from £380 from 1 October 2023, and the Chair at a daily rate of £500 for the whole year. Members are paid for 52 days and the Chair for 104 days, reflecting the time that they spent on RPC business. The increased budget for 2024-25 reflects both the increase in the members' daily rate (above) and an increase in the number of days paid, to 78 (1.5 days per week) for members and 130 (2.5 days per week) for the Chair (with effect from June 2024).
- 40. Other costs refer to non-staff costs such as office supplies, travel and catering.
- 41. Figures for the 2023-24 outturn broken down across the three categories are not available as a consequence of the financial records being disrupted by the move of the RPC from the former Department for Business, Energy and Industrial Strategy (BEIS) to DBT.

PERSONNEL

The Regulatory Policy Committee

42. The Regulatory Policy Committee has members from a range of business and academic backgrounds. At the time of the publication of this report, the committee is comprised of the following eight members.



Stephen Gibson

May 2018 – present

Chair



Andrew Williams-Fry May 2018 – present



Daniel Dalton

Jan 2022 – present



John Longworth

Jan 2022 – present



Hilary Jennings

Jan 2022 – present



Stephen Gifford Jan 2022 – present



Caroline Elliott March 2024 – present



Ryan Williams

March 2024 – present

- 43. This year, two new members joined the committee Caroline Elliott and Ryan Williams. Caroline is a Professor in the Economics Department at the University of Warwick, Ryan is the Chief Economist at *Enoda*, an electricity grid technology company based in Edinburgh.
- 44. We said goodbye to two members this year Derek Ridyard and Jonathan Cave. Derek stepped down from the committee in September 2023. Jonathan left the RPC in April 2024 after ten years on the committee. A blog on Jonathan's reflections of his time at the RPC was published here.

The RPC secretariat

- 45. The RPC secretariat supports the committee and is staffed by civil servants employed by the Department for Business and Trade. The secretariat is headed by a senior civil servant (at SCS pay band 1) who reports to the Director of the Smarter Regulation Directorate in DBT.
- 46. Staffing in the RPC secretariat increased from 13 people at the start of the year (April 2023) to 15 by June and then remained at that level for the rest of the year.

Requests for information

- 47. Requests for information made to the RPC are handled under either the Freedom of Information Act 2000 'FOI' or The Environmental Information Regulations 2004 'EIR'. Under FOI, members of the public are entitled to request information from public authorities. Where such information relates to 'environmental' information, these requests are handled under EIR. Environmental information includes carbon emissions and the environment's effect on human health.
- 48. The RPC endeavours to be an open and transparent organisation. It makes available, on its website, a variety of information such as minutes of meetings, reports, the register of committee members' interests and various publications, thereby helping to minimise the number of FOI and EIR requests.
- 49. The RPC is required to respond to FOI and EIR requests within 20 working days, although it aims to provide information sooner. Table 6 summarises the numbers of FOI requests the RPC has received, and responded to, since 2019–20.
- 50. As shown, the RPC received four information requests over the period covered by this report. Three of these were responded to within 20 working days. The final case took 39 days after an appeal against the initial response and associated reconsideration.

Table 6 - FOI and EIR performance for 2019-2020 to 2023-2024

	2019-20	2020-21	2021-22	2022-23	2023 -24
Number of requests	10	7	9	10	4
Requests met within 20 working days	10	7	9	9	3
Requests not met within 20 working days	0	0	0	1	1
Average turnaround time in working days	10	7	3	8.5	10