

**Reference: 2025-122**

Thank you for your email dated 31 October in which you requested the following information under the Freedom of Information Act 2000 (FOIA):

**Please provide the following information for the most recent full financial year available:**

- 1. The total number of Freedom of Information (FOI) requests handled.**
- 2. The number of full-time equivalent (FTE) and part-time employees involved in handling FOI requests.**
- 3. The names of any software systems or tools used by the FOI team to manage or track requests.**
- 4. The total annual cost of those software systems.**
- 5. Any statistics or recorded information showing the average, median, and (if available) upper-quartile time spent per FOI request.**
- 6. The total salary cost of each employee (or, if easier, the total salary expenditure for all FOI-handling staff).**
- 7. Copies of any internal communications, reports, or evaluations discussing the cost or effectiveness of FOI handling.**
- 8. Confirmation of whether the system used for FOI handling is also used for Subject Access Requests, complaints, or any other casework.**

**Response**

We record this information in calendar year format and do not hold information in a financial year format. Please see below our response to your request in the order asked.

**Question 1**

We handled a total of 92 FOI requests between 1 January 2024 and 31 December 2024.

**Question 2**

During this period, three full-time staff handled FOIA requests: one Higher Executive Officer and two Executive Officers.

**Question 3**

We use Jira to manage and track FOI requests.

**Question 4**

We do not hold information on the specific cost of Jira for FOI purposes. Jira is used across the organisation for multiple functions, and costs are not broken down by individual use case.

**Questions 5 & 7**

We do not hold this information.

**Question 6**

Information on staff salaries by grade can be found in our Annual Reports and Accounts (ARA). The most recent reports are available here:

- [SFO Annual Report and Accounts 2023-24 - GOV.UK](#)

- [SFO Annual Report and Accounts 2024-25 - GOV.UK](#)

For information from previous years, please visit the National Archive website:

- [Archive Timeline - UK Government Web Archive](#).

#### **Question 8**

We use Jira for FOI, Subject Access Requests, and formal complaints.