

Report to:	QSMTM Q2 2024-25
Report by:	Liz Brown, Finance and Administration Manager (FAM)
Meeting Date:	13 November 2024
Subject/ Title:	Enquiries Service Statistics Report 2024-25 VC217837
Attached Papers	N/A

Purpose of report

1. To provide information on volumes, subject matter and key performance measures of the enquires we deal with to inform resource planning.

Recommendation and actions

2. I recommend that:
 - (i) the SMT note the Committee Report (CR).
 - (ii) the SMT agree the CR is published in full.

Executive summary

3. The Commissioner has a power to give advice on the operation of freedom of information (FOI) and uses this power to provide an Enquiries Service to the public and public authorities. Anyone with a question about FOI can contact us for advice and this service is one of the main points of contact with us.
4. Since the introduction of FOI in 2005, we have answered almost 28,000 enquiries.

Enquiries received

	Q1	Q2	Q3	Q4	Total
2022-23	163	185	236	224	808
2023-24	228	209	186	236	859
2024-25	219	190			409

5. There was a 6% decrease in the number of enquiries received in the first 2 quarters of 2024-25, compared to 2023-24 but fluctuations of this number are not uncommon.

Enquiries closed by outcome

	2023-24		2024-25 Q1/Q2	2024-25 Q3/Q4	2024-25 total	
Making / responding to a request/request for review/appeal	247	29%	140		140	34%
DPA / FOIA / UK EIRs referrals to ICO	225	26%	104		104	25%
Not an FOI issue	64	7%	43		43	11%
Referred to other SIC website content	65	8%	34		34	8%
No response needed	40	5%	16		16	4%
Sent Word appeal form	27	3%	15		15	4%
Body under jurisdiction	34	4%	13		13	3%
Missing code	13	2%	7		7	2%

Assessing or improving practice	23	3%	6		6	1%
Other assistance given	14	2%	6		6	1%
Submitting statistics	44	5%	5		5	1%
FOISA / EI(S)Rs / INSPIRE	6	1%	4		4	1%
Signposted to another body	13	2%	4		4	1%
Governance/finance/resources	4	0%	3		3	1%
Request for training	0	0%	3		3	1%
Publication scheme - advice	11	1%	2		2	0%
Intervention general enquiry	2	0%	1		1	0%
SAR/RFI consultation	0	0%	1		1	0%
Other	4	0%	1		1	0%
Intervention specific case	3	0%	0		0	0%
Press: request for comment/statement/interview	18	2%	0		0	0%
Publication scheme/Gtl	0	0%	0		0	0%
Sent YRTK	3	0%	0		0	0%
TOTAL	860*	100%	408		408	100%

*1 enquiry was open at the end of the 2022-23 reporting year and closed in 2023-24

6. There was 1 open enquiry as at 30 September 2024.

Response times

7. This CR analyses the number of enquiries responded to within the timescales set down in the Key Performance Indicators (KPIs) in the Key Document C7 Performance and Quality Framework 2023-24 which are:

- 90% to be responded to within 5 working days
- 95% to be responded to within 20 working days.

	2023-24 (Q1-4) Total			2024-25 (Q1-2) Total		
	No	%		No	%	
≤ 5 days	818	95.1%	95.1%	395	96.81%	96.81%
> 5 days / ≤ 20 days	39	4.5%	99.6%	13	3.19%	100%
> 20 days	3	0.4%		0	0.00%	
TOTAL	860			408		

8. Both KPIs have been met in Q1-Q2 2024-25.

Risk impact

- We have policies and procedures providing guidance on how to respond to enquiries to ensure that such requests are appropriately managed and responded to. These policies and procedures mitigate against the risk of not complying with our duties and responsibilities.
- This CR contributes towards the control measures aimed at reducing the likelihood and impact of risk relating to information governance and data protection.
- This CR also helps us to monitor and report on organisational outcomes and helps us to mitigate the risk of not performing our statutory functions and duties to a high standard.

Equalities impact

- The Enquiries Service is one of the main points of contact for our organisation and we aim to ensure that no one is unlawfully discriminated against when using this service.

Privacy impact

13. There is no direct privacy impact arising from this report.

Resources impact

14. As this area of work falls within “business as usual”, the work required is undertaken within current resources.

Operational/strategic plan impact

15. The management of and reporting on the Enquiries Service are undertaken as “business as usual” in the Operational Plan 2024-25.

Records management impact (including any key documents actions)

16. None.

Consultation and Communication

17. QSMTM Q2 minute.
18. A report on the Enquiries Service is included in the Annual Report.

Publication

19. I recommend that this CR is published in full.