



- 1.2 On 16 December 2024, the committee received a briefing report from the Head of Digital Transformation & Customer Engagement.
- 1.3 The committee requested that an Annual FOI/EIR report be created for the committee, similar to that of the Annual Complaints report. This newly created report will be scheduled at the earliest opportunity in the new municipal year as monitoring is performed over the financial year.
- 1.4 The committee also agreed that a quarterly dashboard be created with metrics of the processing of FOI/EIRs. The dashboard would show the numbers of requests, reviews and the number escalated to the ICO and how many had been upheld.

**2.0 Quarter 3 2024 Monitoring**

- 2.1 The KPI target for processing of requests within the 20 day deadline is 97%. We achieved 99.6% for the quarter.
- 2.2 A dashboard monitoring the processing of FOI/EIR requests for quarter 3 2024/2025 is proposed at paragraph 2.3.
- 2.3

<b>FOI/EIR Processing – Quarter 3 2024/2025</b>	
Number received	190
Number responded	177
Full Disclosures	95
Partial Disclosures	49
Number requested reviews	3
Number reviews responded	3
Number ICO cases received	0
Number ICO cases closed	1
ICO – Individual complainants	1
Number ICO <ul style="list-style-type: none"> <li>• Upheld</li> <li>• Partially Upheld</li> <li>• Not Upheld</li> </ul>	1 upheld

- 2.4 For clarity, the total received and responded to will never be the same, i.e. we are not seeking 100% target. The values relate to requests received and responded to during the period and given the 20 day response time there will always be those that have not met the deadline at the close of the monitoring period.

- 2.5 It is important to note that the number of partial disclosures consists of requests where exemptions are applied OR we have processed a request where we do not hold data, or the full dataset requested. The latter most commonly occur where we have received a request for information about services provided by another agency, e.g. enquiries about pothole maintenance serviced by Devon County Council.
- 2.6 Of those requests processed in the period 32 were exempt or partially exempt. 50 requests were received/processed for which we did not/only partially held information.
- 2.7 Common exemptions that were applied for the period in question can be found at Appendix 1. These are provided as context for this covering report and will *not* form part of proposed dashboard. It should be noted that the appendix is not intended to be an exhaustive list of exemptions under FOI/EIR.
- 2.8 The number of Information Commissioner Office (ICO) cases received are notifications from the ICO within the given period.

### **3.0 Future Changes**

- 3.1 The current format of the disclosure log on the website will be updated monthly, as opposed to quarterly, from January 2025.
- 3.2 An amended disclosure log for publication via our website is being designed and will be published quarter 1 2025.
- 3.3 The annual report will be provided at the earliest opportunity in the new municipal year. This, and the schedule of quarterly reporting will be agreed with the committee clerk and be added to the forward plan for this committee.

**Financial Implications** - Failure to process or apply regulatory requirements to the provision of information under FOI/EIR may result in compensation claims.

**Legal Implications**- Failure to process or apply regulatory requirements to the provision of information under FOI/EIR may result in legal costs and enforcement action by the ICO.

**Risk Assessment** – Failure to process or apply regulatory requirements to the provision of information under FOI/EIR may result in reputational damage and operational impact.

**Impact on Climate Change** – This report and activities documented within have no impact on our climate agenda.

**Equalities Impact Assessment** – None. Responders to FOI/EIR requests are not provided with personal information of requestor. Requests can be made verbally or in writing according to legislation and if necessary alternative formats of information can be provided as per our Customer Standards.

**Relationship to Corporate Plan** – Community, People and Equalities – Involving and engaging our communities.

### **Section 3 – Statutory Officer sign-off/mandatory checks**

**Statutory Officer:** Andrew Jarrett  
Agreed by or on behalf of the Section 151 Officer  
**Date:** 05/02/25

**Statutory Officer:** Maria de Leiburne  
Agreed on behalf of the Monitoring Officer  
**Date:** 04/02/25

**Chief Officer:** Richard Marsh  
Agreed by or on behalf of the Corporate Director  
**Date:** 04/02/2025

**Performance and risk:** Steve Carr  
Agreed on behalf of the Corporate Performance & Improvement Manager  
**Date:** 31 Jan 2025

**Cabinet member notified:** yes

**Report: Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information.** No

**Appendix: Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information.** No

### **Section 4 - Contact Details and Background Papers**

**Contact:** Lisa Lewis, Head of Digital Transformation & Customer Engagement  
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Telephone: 01884 234981

**Background papers:** Appendix 1 – Exemptions applied for the period of reporting.