

## Access to Information

### 2020–21 Performance Report

#### Background

This report is based on the actual information on RTRACK for the year 2020-21. We only track complex requests, which are defined as:

1. requests which fall outside our normal course of business;
2. requests for information where we might refuse eg sensitive, confidential information or a repeat request;
3. requests for information related to the policy making process;
4. requests on which it may be necessary to consult with others either within Natural England or outside;
5. requests for large amounts of information or information which may be difficult to locate;
6. requests which seem unclear or too general to deal with, and where we will need to seek clarification from the applicant;
7. requests for information where a search is made, but none is found.

Requests and Applicants		Change 2019-20
No of requests for information logged on RTRACK	<b>493</b>	+116
% identified as falling under the Environmental Information Regulations 2004	<b>92.7%</b>	-0.4%
% identified as falling under the Freedom of Information Act 2000	<b>7.3%</b>	+15.9%
% from private citizens	<b>68.4%</b>	+3.2%
% from businesses	<b>18.9%</b>	-10%
% that were from media or politicians	<b>5.0%</b>	-13.8%
% from charities or lobby groups	<b>4.3%</b>	+7.5%
% that were from Academics	<b>2.2%</b>	+37.5%
% from other public bodies	<b>1.2%</b>	-7.7%
Timeliness		
% completed within the legal deadlines	<b>96.6%</b>	+1.5%
% completed within the 20 working day legal deadline	<b>81.2%</b>	+7.4%
% completed within the extended deadline of 40 working days	<b>15.4%</b>	-21.4%
% completed beyond the legal deadlines	<b>3.4%</b>	-29.2%
% completed beyond the 20 working day deadline	<b>2.2%</b>	+69.23%
% completed beyond the extended deadline	<b>1.2%</b>	-64.7%
% with an extended deadline due to the complexity of the request or the need to consider the public interest	<b>16.1%</b>	-30.3%
% timeliness for responding to requests:		
0–5 working days	<b>11.0%</b>	-29.4%
6–10 working days	<b>13.4%</b>	+48.9%
11–15 working days	<b>14.6%</b>	+15%
16–20 working days	<b>42.4%</b>	-6.6%
>20 working days (inc extended)	<b>18.6%</b>	-42%
Provision of Information		
% requests which were granted in full	<b>50.5%</b>	+8.8%
% requests where all information was provided	<b>40%</b>	+14.9%
% requests where only part of the information was provided	<b>44%</b>	-7.8%
% requests which were refused in full	<b>5.5%</b>	-5.2%

% requests which have been transferred to The National Archives	<b>0</b>	0%
% which have been transferred to another public body	<b>0</b>	0%
% we've been unable to complete as we do not hold the information	<b>8.7%</b>	+2.4%
% where the information was already publically available	<b>0.4%</b>	-75%
% that were withdrawn	<b>1.0%</b>	+25%
% where we received further information which generated a new request	<b>0.4%</b>	-50%
% we've been unable to complete due to no further information being provided by the applicant for us to complete the request	<b>0.8%</b>	+166.7%
<b>Information Requested</b>		
% related to Protected sites (SSSIs, SACs or NNRs)	<b>20.1%</b>	+1%
% related to Species including protected species	<b>43.2%</b>	+7.2%
% related to the Planning process	<b>7.6%</b>	-26.2%
% related to the Badger Control Policy	<b>5%</b>	-32.4%
% related to Agri-environment schemes or other grant schemes	<b>1.4%</b>	-48.2%
% related to Corporate Services	<b>10.5%</b>	+19.3%
% related to Marine and coastal access	<b>2.4%</b>	-35.1%
% related to Rights of way or CRoW open access	<b>0.2%</b>	-33.3%
% related to the Weeds Act and Enforcement	<b>1.2%</b>	-25%
% related to Environmental Impact Regulations (Agriculture)	<b>0.2%</b>	-60%
% related to Habitats	<b>8.2%</b>	+82.2%
<b>Internal Reviews</b>		
Requests where the applicant has requested an internal review	<b>16</b>	+3
Complaint upheld	<b>2</b>	+1
Original Decision upheld	<b>9</b>	0
Original Decision upheld in part	<b>5</b>	+4
<b>Complaints to the Information Commissioner's Office (ICO)</b>		
Requests referred to the ICO	<b>0</b>	0
Complaints withdrawn	<b>0</b>	0
Complaints closed (Decision Notice in our favour/no action to take)	<b>0</b>	0
Not in our favour	<b>0</b>	0
Complaints closed informally	<b>0</b>	0
Complaints open	<b>0</b>	0
<b>Complaints to the First-Tier Tribunal (Information Rights)</b>		
Requests referred to the FTT	<b>0</b>	0
Complaints closed (Decision Notice in our favour/no action to take)	<b>0</b>	0
Not in our favour	<b>0</b>	0
Complaints open	<b>0</b>	0