

Access to Information

2019–20 Performance Report

Background

This report is based on the actual information on RTRACK for the year 2019-20. 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 2018-19
No of requests for information logged on RTRACK	377	-4
% identified as falling under the Environmental Information Regulations 2004	93.1%	-1.9%
% identified as falling under the Freedom of Information Act 2000	6.3%	+1.3%
% from private citizens	66.3%	-0.7%
% from businesses	21%	+7%
% that were from media or politicians	5.8%	-0.2%
% from charities or lobby groups	4%	-6%
% from other public bodies	1.6%	-0.4%
% that were from Academics	1.3%	+0.3%
Timeliness		
% completed within the legal deadlines	95.2%	+6.2%
% completed within the 20 working day legal deadline	75.6%	+0.8%
% completed within the extended deadline of 40 working days	19.6%	+5.4%
% completed beyond the legal deadlines	4.8%	-6.2%
% completed beyond the 20 working day deadline	1.3%	-3.7%
% completed beyond the extended deadline	3.4%	-2.6%
% with an extended deadline due to the complexity of the request or the need to consider the public interest	23.1%	+7.7%
% timeliness for responding to requests:		
0–5 working days	8.5%	-0.1%
6–10 working days	9%	-2%
11–15 working days	12.7%	+0.1%
16–20 working days	45.4%	+2.4%
>20 working days (inc extended)	32.1%	+7.1%
Provision of Information		
% requests which were granted in full	46.4%	-5.6%
% requests where all information was provided	34.8%	-7.2%
% requests where only part of the information was provided	47.7%	+4.7%
% requests which were refused in full	5.8%	+0.8%

% requests which have been transferred to The National Archives	0	0%
% which have been transferred to another public body	0	0%
% we've been unable to complete as we do not hold the information	8.5%	-0.5%
% where the information was already publically available	1.6%	+0.6%
% that were withdrawn	0.8%	-0.2%
% where we received further information which generated a new request	0.8%	+0.8%
% we've been unable to complete due to no further information being provided by the applicant for us to complete the request	0.3%	+0.3%
Information Requested		
% related to Protected sites (SSSIs, SACs or NNRs)	19.9%	-29.9%
% related to Species including protected species	40.3%	+34%
% related to the Planning process	10.3%	-0.7%
% related to the Badger Control Policy	7.4%	-1%
% related to Agri-environment schemes or other grant schemes	2.7%	-4.1%
% related to Corporate Services	8.8%	+2%
% related to Marine and coastal access	3.7%	-0.8%
% related to Rights of way or CRoW open access	0.3%	-0.2%
% related to the Weeds Act and Enforcement	1.6%	+0.7%
% related to Environmental Impact Regulations (Agriculture)	0.5%	0
% related to Habitats	4.5%	+3.2%
Internal Reviews		
Requests where the applicant has requested an internal review	13	-6
Complaint upheld	1	0
Original Decision upheld	9	+4
Original Decision upheld in part	1	-3
Complaints to the Information Commissioner's Office (ICO)		
Requests referred to the ICO	6	+4
Complaints withdrawn	0	0
Complaints closed (Decision Notice in our favour/no action to take)	4	+3
Not in our favour	1	+1
Complaints closed informally	1	0
Complaints open	0	0
Complaints to the First-Tier Tribunal (Information Rights)		
Requests referred to the FTT	0	0
Complaints closed (Decision Notice in our favour/no action to take)	0	0
Not in our favour	0	0
Complaints open	0	0