Access to Information

2017–18 Performance Report

Background

This report is based on the actual information on RTRACK for the year 2017-18. 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 2017-18
No of requests for information logged on RTRACK	**351***	-106*
% identified as falling under the Environmental Information Regulations 2004	**94.9%**	-1.9%
% identified as falling under the Freedom of Information Act 2000	**35.1%**	+1.9%
% from private citizens	**69.5%**	+10.4%
% from businesses	**15.4%**	-8.9%
% from charities or lobby groups	**6.0%**	-4.5%
% that were from Academics	**2.0%**	0%
% that were from media or politicians	**4.8%**	+4.4%
% from other public bodies	**2.3%**	-1.4%
Timeliness		
% completed within the legal deadlines	**93.2%**	-1.3%
% completed within the 20 working day legal deadline	**80.6%**	-8.2%
% completed within the extended deadline of 40 working days	**12.5%**	+6.8%
% completed beyond the legal deadlines	**6.8%**	+1.9%
% completed beyond the 20 working day deadline	**5.1%**	+1.3%
% completed beyond the extended deadline	**1.7%**	+0.6%
% with an extended deadline due to the complexity of the request or the need to consider the public interest	**14.2%**	+7.4%
% timeliness for responding to requests: 0–5 working days	**10.3%**	-2.0%
6–10 working days	**8.8%**	-6.5%
11–15 working days	**12.0%**	-4.4%
16–20 working days	**49.9%**	+5.0%
>20 working days (inc extended)	**19.0%**	+7.9%
Provision of Information		
% requests which were granted in full	**51.3%**	+7.8%
% requests where all information was provided	**33.0%**	+8.6%
% requests where only part of the information was provided	**35.6%**	-14.9%
% requests which were refused in full	**13.1%**	+7.2%

% 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	**8.0%**	-1.0%
% that were withdrawn	**1.4%**	+0.1%
% where we received further information which generated a new request	**0%**	-0.2%
% we've been unable to complete due to no further information being provided by the applicant for us to complete the request	**0.6%**	+0.2%
Information Requested		
% related to Protected sites (SSSIs, SACs or NNRs)	**24.2%**	+10.8%
% related to Species including protected species	**23.6%**	-8.5%
% related to the Planning process	**11.7%**	-10.5%
% related to the Badger Control Policy	**11.7%**	+5.3%
% related to Agri-environment schemes or other grant schemes	**11.4%**	+1.0%
% related to Corporate Services	**8%**	+0.3%
% related to Marine and coastal access	**4%**	+0.9%
% related to Rights of way or CRoW open access	**1.4%**	-0.4%
% related to the Weeds Act	**1.4%**	+1.0%
% related to Environmental Impact Regulations (Agriculture)	**1.1%**	+0.9%
% related to Habitats	**0.9%**	+0.9%
% related to Camping and Caravanning	**0.3%**	-0.6%
% related to Heritage Management	**0.3%**	+0.9%
Internal Reviews		
Requests where the applicant has requested an internal review	**29**	+4
Complaint upheld	**2**	+1
Original Decision upheld	**21**	+2
Original Decision upheld in part	**6**	+1
Complaints to the Information Commissioner's Office (ICO)		
Requests referred to the ICO	**9**	+2
Complaints withdrawn	**1**	+1
Complaints closed (Decision Notice in our favour/no action to take)	**5**	-1
Not in our favour	**1**	+1
Complaints closed informally	**1**	0
Complaints open	**1**	+1
Complaints to the First-Tier Tribunal (Information Rights)		
Requests referred to the FTT	**5**	+5
Complaints closed (Decision Notice in our favour/no action to take)	**3**	+3
Not in our favour	**1**	+1
Complaints open	**1**	+1

* This does not include 94 unlogged requests related to Hen Harrier tracking data