

FOI/EIR Requests received by service area, 01/01/20 – 31/12/20

Service Area	Total requests	Total answered in time	Percentage
Asset Management	8	3	37.5%
Audit	3	2	66.5%
Benefits	8	8	100%
Bereavement Services	8	4	50%
Business Rates & Systems	68	49	72%
Community Services	18	13	72%
Corporate Property	4	4	100%
Council Tax	25	18	72%
Customer Services	3	3	100%
Democratic & Electoral Services	13	13	100%
Energy Management	3	1	33%
Engineers	3	2	66.5%
Environmental Health	48	40	83%
Finance	44	24	54.5%
Fleet & Waste	43	31	72%
Heritage	3	3	100%
Housing Advice	36	28	78%
HR	28	23	82%
ICT	39	36	92%
Legal	4	3	75%
Leisure Services	7	6	86%
Licensing	27	27	100%
Major Projects	2	1	50%
Parking	26	22	84.5%
Parks & Countryside	21	20	95%
Neighbourhood & Housing Management	15	15	100%
Payroll	5	5	100%
Planning	97	88	91%
PR Comms	16	10	62.5%
Private Sector Housing	3	3	100%
Regulatory Services	15	12	75%
TOTAL/AVERAGE	643	517	80%