

FOI/EIR Requests received by service area, 01/01/21 – 30/11/21

Service Area	Total requests	Total answered in time	Percentage
Asset Management	13	11	84.5%
Benefits	13	12	92%
Bereavement Services	14	13	93%
Business Rates & Systems	56	54	96%
Community Services	6	5	83%
Corporate Property	2	2	100%
Council Tax	15	14	93%
Democratic Services & Elections	8	8	100%
Energy Management	1	1	100%
Engineers	1	1	100%
Environmental Health & Licensing	34	29	85%
Facilities	4	4	100%
Finance	31	29	93.5%
Fleet & Waste	36	31	86%
Housing Advice	29	24	83%
HR	33	31	94%
ICT	21	19	90%
Legal	11	11	100%
Leisure Services	4	4	100%
Major Projects (Corporate Programmes)	4	3	75%
Parking	20	17	85%
Parks & Countryside	15	15	100%
N'hood & Housing Management	24	21	87.5%
Planning	67	62	92.5%
PR Comms	5	5	100%
Private Sector Housing	14	14	100%
Strategic Services	7	6	85.5%
Regulatory Services	38	37	97%
TOTAL	526	483	92%*

* NB – for clarification, this calculation is a percentage of the total number of requests answered on time against the total number received, rather than the overall percentage of requests answered on time as an average of all the percentage response rates for each service area