

Freedom of Information/EIR Requests - Mo	CURRENT YEAR TO DATE AS AT 2 DEC 2015			
Service	Number of requests received 2015 (YTD)	Number of late responses 2015 (YTD)	Open requests which are overdue 2015 (YTD)	YTD % on time (KPI 90%)
Managing Director: Chief Internal Auditor	4	2	0	50
	4	2	0	50
Corporate Services: Democratic Services	11	0	1	91
Corporate Services: Electoral Services	8	0	0	100
Corporate Services: HR and Business Improvement	24	1	0	96
Corporate Services: Legal Services	7	1	1	71
Corporate Services: Policy and Partnership	4	0	1	75
Corporate Services: PR and Marketing	0	0	0	0
Corporate Services: Web Programme	1	0	0	100
TOTAL CORPORATE SERVICES	55	2	3	91
Development: Strategic Communications	0	0	0	0
Development: Infrastructure Programme	6	0	4	33
Development: Planning Services	58	4	0	93
TOTAL DEVELOPMENT	64	4	4	88
Community Services: Housing Advice	34	6	1	79
Community Services: Health and Community Care	141	46	8	62
Community Services: Neighbourhood & Housing management	20	3	0	85
TOTAL COMMUNITY SERVICES	195	55	9	67
Environment: Business Support	1	1	0	0
Environment: Electric Theatre	0	0	0	0
Environment: Engineers	7	1	1	71
Environment: Fleet and Waste Services	28	2	5	75
Environment: Heritage and Culture	4	1	0	75
Environment: Leisure Services	8	0	1	88
Environment: Parking	21	6	1	67
Environment: Parks and Countryside	15	1	7	47
TOTAL ENVIRONMENT	84	12	15	68
Resources: Asset Development	18	4	3	61
Resources: Benefits	8	0	0	100
Resources: Business Rates and Systems	88	0	0	100
Resources: Business Systems (ICT, Facilities Management, CSC - these will be shown separately on the next update)	89	8	10	80

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Resources: Council Tax	12	0	0	100
Resources: Energy Management and Sustainability	2	0	0	100
Resources: ePayment	14	3	1	71
Resources: Financial Services	22	2	1	86
Resources: Payroll and Insurance	10	0	0	100
TOTAL RESOURCES	263	17	15	88
TOTAL MANAGEMENT TEAM	9	0	0	100
OVERALL	674	92	46	80

All

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