

Freedom of Information/EIR Requests	CURRENT YEAR TO DATE AS AT 8 NOV 2016			
	Number of requests received 2016 (YTD)	Number of late responses 2016 (YTD)	Open requests which are overdue 2016 (YTD)	YTD % on time (KPI 90%)
Managing Director: Chief Internal Auditor	0	0	0	n/a
TOTAL MANAGING DIRECTOR	0	0	0	n/a
Corporate Services: Democratic Services	13	0	0	100
Corporate Services: Electoral Services	9	1	0	89
Corporate Services: HR & Business Improvement	23	0	0	100
Corporate Services: Legal Services	23	6	1	70
Corporate Services: Policy & Partnership	6	2	0	67
Corporate Services: PR and Marketing	6	3	1	33
Corporate Services: Web Programme	1	0	0	100
TOTAL CORPORATE SERVICES	81	12	2	78
Development: Strategic Comms	0	0	0	n/a
Development: Infrastructure	4	1	0	75
Development: Planning Services	100	14	2	84
TOTAL DEVELOPMENT	104	15	2	79
Community Services: Housing Advice	41	2	1	93
Community Services: Health & Community Care	101	3	0	97
Community Services: Neighbourhood & Housing management	22	4	0	82
TOTAL COMMUNITY SERVICES	164	9	1	90
Environment: Business Support	0	0	0	n/a
Environment: Cleansing & Recycling	10	0	0	n/a
Environment: Electric Theatre	0	0	0	n/a
Environment: Engineers	5	0	0	100
Environment: Fleet and Waste Services	17	5	0	71
Environment: Heritage and Culture	0	0	0	n/a
Environment: Leisure Services	0	0	0	n/a
Environment: Parking	26	3	0	88
Environment: Parks and Countryside	16	2	0	88
TOTAL ENVIRONMENT	74	10	0	86
Resources: Asset Development	7	2	0	71
Resources: Benefits	8	0	0	100
Resources: Business Rates & Systems	82	3	0	96
Resources: Council Tax	11	3	0	73
Resources: Customer Services	29	0	0	100
Resources: Energy Management & Sustainability	3	0	0	100
Resources: ePayment	8	1	0	88
Resources: Facilities	4	0	1	75
Resources: Financial Services	23	4	1	74
Resources: ICT Services	21	8	0	60
Resources: Payroll and Insurance	5	0	0	100
Resources: Web Programme	1	0	0	100
TOTAL RESOURCES	202	21	2	86
Management Team	0	0	0	n/a
TOTAL MANAGEMENT TEAM	0	0	0	n/a
OVERALL	625	67	7	84