



**Report Reference Number:** A/20/17

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**To:** Audit and Governance Committee  
**Date:** 27 January 2021  
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**Lead Officer:** Karen Iveson, Chief Finance Officer and Senior Information Risk Officer

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**Title:** Information Governance Annual Report 2020 – Information Requests

**Summary:**

This is the Council's annual report for 2020 in relation to information requests.

**Recommendations:**

**That Audit and Governance Committee note the contents of this report.**

**Reasons for recommendation**

To meet the requirement within the Audit and Governance Committee Terms of Reference.

**1. Introduction and background**

- 1.1 The current arrangement of annual reporting started following the Council's internal auditors (Veritau) publishing their report into their review of the Information Governance and Data Protection arrangements at Selby District Council in 2014. A project was established with a view to putting in place systems and controls to address the issues identified audit which have then been reported annually.
- 1.2 The Council's Central Information Governance Group (CIGG) which has membership from Legal, Policy and Performance, Business Development and Improvement, Data and Systems, Customers, Development Management, Contracts and Commissioning, Democratic Services, Operations and Veritau to monitor compliance continues to meet throughout the year.

**2. The Report**

- 2.1 This report sets out the position in relation to information requests during 2020.

## 2.2 Freedom of Information (FOI)/Environmental Information Regulations (EIR)

The Council maintains a well-defined system to administer and respond to information requests.

The table below shows the number of FOI/EIR requests received and responded to in January 2020 to December 2020 which shows a response “in time” of 87.27%.

Month	FOI Received	FOI completed within time	FOI completed out of time	% completed in time (20 days)	% completed out of time (20 days)
Jan-20	43	41	2	95.35%	4.65%
Feb-20	58	56	2	96.55%	3.45%
Mar-20	76	64	12	84.21%	15.79%
Apr-20	50	46	4	92.00%	8.00%
May-20	39	36	3	92.31%	7.69%
Jun-20	36	32	4	88.89%	11.11%
Jul-20	31	27	4	87.10%	12.90%
Aug-20	41	34	7	82.93%	17.07%
Sep-20	55	47	8	85.45%	14.55%
Oct-20	54	41	13	75.93%	24.07%
Nov-20	51	43	8	84.31%	15.69%
Dec-20	55	47	8	85.45%	14.55%
<b>Total</b>	<b>589</b>	<b>514</b>	<b>75</b>	<b>87.27%</b>	<b>12.73%</b>

In relation to the December 2020 response figure and percentages please note that the figures could change as the time limit for responding to requests from 20 December 2020 until the end of December has not yet expired.

The Council's performance data for 2015 reported to the Audit and Governance Committee showed a response "in time" rate of 77.59%. The performance data reported for subsequent years showed a response "in time" rate as follows:

2016 - 80.18%  
2017 - 95.45%  
2018 - 90.42%  
2019 – 88.70%

The target being worked to is 86% as the Information Commissioner will consider formal performance monitoring of an authority where it responds to 85% or fewer requests within the statutory time period. Performance during 2020 has only been slightly below last year despite the added pressure on resources due to the global pandemic but remains above the ICO target level. Legal Services and Business Support continue to work with service areas to ensure that requests are responded to within statutory time limits with Business Support chasing responses from service areas before they are due and also introducing an escalation process to senior management if a response is at imminent risk of being classified late.

### 2.3 Subject Access requests

During 2020 the Council has received 38 personal data requests of which 21 were answered in 30 days, 8 outside 30 days, 1 cancelled with the remaining either awaiting identification documentation or clarification or are not yet due.

## 3. **Legal/Financial Controls and other Policy matters**

### **Legal Issues**

- 3.1 The Information Commissioner has the power to fine the Council if there is a serious breach and she concludes that the Council does not have procedures in place that are sufficiently robust.

### **Financial Issues**

- 3.2 There are no financial issues in this report.

### **Impact Assessment**

- 3.3 Residents, suppliers, customers and partners have a reasonable expectation that the Council will hold and safeguard their data and deal with information requests appropriately. Failure to comply with recognised good practice will have a negative impact on the reputation of the organisation.

#### **4. Conclusion**

- 4.1 The overall levels of control are within reasonable levels and the existing framework operates satisfactorily.

#### **5. Background Documents**

None.

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