

<b>Report to:</b>	QSMTM
<b>Report by:</b>	Liz Brown
<b>Meeting Date:</b>	08 August 2018
<b>Subject/ Title:</b>	Enquiries Service Statistics Report - VC105325
<b>Attached Papers</b>	Enquiries Received Reports: April 2018 VC102708 May 2018 VC103218 June 2018 VC104515

## Purpose of report

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1. The purpose of this report is to inform the SMT of the Enquiries Service Statistics for 2018-19.

## Recommendation and actions

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2. I recommend that:
  - (i) the SMT notes the report
  - (ii) that this report is published in full

## Executive summary

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3. This report details:
  - (i) The numbers of enquiries received in 2016-17, 2017-18 and 2018-19
  - (ii) The outcome for enquiries received in 2018-19.
  - (iii) The time taken to respond to enquiries received in 2017-18 and 2018-19

## Enquiries received

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4. 349 enquiries were received in Q1 of 2018-19, compared with 351 in the same quarter of 2017-18 - a decrease of just 2.

	Q1	Q2	Q3	Q4	Total
2016-17	387	391	366	420	1,564
2017-18	351	410	415	397	1,573
2018-19	349				349

## Enquiries by outcome

5. For a detailed breakdown of this table, see the attached Enquiries Received Reports.

Outcome	Q1 2018-19	Q2 2018-19	Q3 2018-19	Q4 2018-19	YTD total 2018-19	% of total 2018-19
Making / responding to a request/request for review/appeal	136				136	39%
DPA / FOIA / UK EIRs referrals to ICO	105				105	30%
Not an FOI issue	20				20	6%
Submitting statistics to the portal	3				3	1%
Caller referred to website content	6				6	2%
Publication scheme - advice	6				6	2%
No response needed	11				11	3%
Body under jurisdiction	15				15	4%
Appeal portal	3				3	1%
Missing code	14				14	4%
Press: request for comment/statement/interview	4				4	1%
FOISA / EI(S)Rs / INSPIRE	8				8	2%
Signposted to another body	4				4	1%
Other assistance given	2				2	4%
Sent YRTK	4				4	
Categorised as 'other'	2				2	
Governance/finance/resources	0				0	
Assessing or improving practice	3				3	
Sent application form	0				0	
Publication scheme/Gtl	1				1	
SIC -about us	1				1	
Request for training	0				0	
Intervention general enquiry	1				1	
<b>TOTAL</b>	<b>349</b>				<b>349</b>	<b>100%</b>

6. The code 'Intervention general enquiry' was used for the first time

7. 30% of enquires were referred on to the ICO this quarter compared to 21% in Q1 of 2017/18

## Response times

8. This report analyses the number of enquiries responded to within the timescales set down in the Performance and Quality Framework:

- 90% to be responded to within 5 working days or fewer
- 100% to be responded to within 20 working days or fewer.

9. There were no enquiries open as at 30 June 2018.

10. Response times for closed enquiries:

- 99% of all enquiries were responded to within 5 days or fewer

- 100% of all enquiries were responded to within 20 days

	Total 2017-18		Q1 2018-19		Q2 2018-19		Q3 2018-19		Q4 2018-19		2018-19	
	No	%	No	%	No	%	No	%	No	%	No	%
≤ 5 days	1,548	99%	344	99%								
> 5 days / ≤ 20 days	23	1%	5	1%								
> 20 days	1	0%	0	0%								
TOTAL	1572		349									

## Risk impact

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11. Although there is no specific item in the Operational Risk Register relating to the Enquiries Service, Risk 4 (development and implementation of learning strategy for stakeholders) relates to the importance of the Enquiries Service.
12. This report mitigates against Risk 4 of the Operational Risk Register.

## Equalities impact

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13. The Enquiries Service is one of the main points of contact for this organisation. As such there are equality implications in delivering the service. However, we do not currently collect information about users of the service and their experience of it.

## Resources impact

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14. As this is recognised as falling with “business as usual” the work required is undertaken within current resources.

## Operational/ strategic plan impact

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15. The management and reporting on the enquiries service is recognised as ‘business as usual’ in the Operational Plan.

## Records management impact (including any key documents actions)

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16. None.

## Consultation and Communication

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17. None.

## Publication

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18. I recommend that this committee report is published in full.