

Report to:	QSMTM
Report by:	Liz Brown
Meeting Date:	05 February 2019
Subject/ Title:	Enquiries Service Statistics Report – VC112293
Attached Papers	N/A

Purpose of report

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

Recommendation and actions

- I recommend that:
 - the SMT notes the report
 - that this report is published in full

Executive summary

- This report details:
 - the numbers of enquiries received in 2016-17, 2017-18 and 2018-19
 - the outcome for enquiries received in 2018-19
 - the time taken to respond to enquiries received in 2017-18 and 2018-19

Enquiries received

- Enquiries received reports:
 - July 2018 VC105606
 - Aug 2018 VC106955
 - Sep 2018 VC107888
 - Oct 2018 VC109395
 - Nov 2018 VC110629
 - Dec 2018 VC111714
- 361 enquiries were received in Q2 of 2018-19, compared with 410 in the same quarter of 2017-18 - a decrease of 49
- 337 enquiries were received in Q3 of 2018-19, compared with 415 in the same quarter of 2017-18 - a decrease of 78

	Q1	Q2	Q3	Q4	Total
2016-17	387	391	366	420	1,564
2017-18	351	410	415	397	1,573
2018-19	349	361	337		1,047

Enquiries by outcome

7. For a detailed breakdown of this table, see the Enquiries received reports in VC

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	145	127		408	39%
DPA / FOIA / UK EIRs referrals to ICO	105	98	97		300	28%
Not an FOI issue	20	28	22		70	7%
No response needed	11	20	6		37	4%
Missing code	14	8	15		37	4%
Body under jurisdiction	15	8	13		36	3%
Caller referred to website content	6	11	11		28	3%
FOISA / EI(S)Rs / INSPIRE	8	5	4		17	2%
Publication scheme - advice	6	6	5		17	2%
Appeal portal	3	2	2		7	8%
Press: request for comment/statement/interview	4	3	3		10	
Signposted to another body	4	4	4		12	
Other assistance given	2	5	6		13	
Submitting statistics to the portal	3	3	5		11	
Categorised as 'other'	2	3	1		6	
Governance/finance/resources	0	1	4		5	
Assessing or improving practice	3	1	5		9	
Sent application form	0	0	0		0	
Publication scheme/Gtl	1	1	0		2	
SIC - about us	1	0	0		1	
Request for training	0	3	1		4	
Intervention general enquiry	1	0	0		1	
Intervention specific case	0	1	0		1	
TOTAL	349	360	337		1046	

8. The code 'Intervention specific case' was used for the first time

9. There is 1 enquiry (received in July 2018) that is marked as open for operational reasons – 201801134

10. 28% of enquiries YTD have been referred on to the ICO compared to 19% YTD in 2017/18

Response times

11. 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.

12. Response times for closed enquiries:

- 98% of all enquiries were responded to within 5 days or fewer
- 100% of all enquiries were responded to within 20 days

13. There is 1 enquiry (received in July 2018) that is marked as open for operational reasons – 201801134.
14. 1 enquiry was recorded as taking 27 days to respond to. The case was originally opened as an application, voided and then opened as an enquiry. This caused a delay in a response being sent.

	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%	356	99%	325	97%			1025	98%
> 5 days / ≤ 20 days	23	1%	5	1%	4	1%	11	3%			20	2%
> 20 days	1	0%	0	0%	0	0%	1	0%			1	0%
TOTAL	1572		349		360		337				1046	

Risk impact

15. 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.
16. This report mitigates against Risk 4 of the Operational Risk Register.

Equalities impact

17. 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

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

Operational/ strategic plan impact

19. 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)

20. None.

Consultation and Communication

21. None.

Publication

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