

ANNUAL PERFORMANCE STATISTICS FOR 2018.

- 759 requests were received compared to 688 in 2017 (+10%)
- 682 requests (90%) were completed within 20 working days compared to 89% in 2017.
- 542 customers (71%) received all the information that they asked for compared to 75% in 2017.
- 131 requests (17%) could not be completed because we did not hold the information compared to 15% in 2017. Most of these requests were passed to other public bodies in particular Hertfordshire County Council.
- 12 customers (2%) received only part of the information requested compared to 5% in 2017.
- 68 customers (9%) were refused information that they had requested in line with the Freedom of Information Act 2000.
- 6 requests were cancelled by the customer.
- 4 customers appealed / complained about our decision through our internal review procedure. All were dismissed
- 2 customers contacted the Information Commissioners Office (ICO) as they were dissatisfied with the Council's handling of their request. One case has now been resolved and the other is currently being investigated by the ICO.