

CNPA Information Requests Scorecard - 2020-21
Quarter 4 Year End

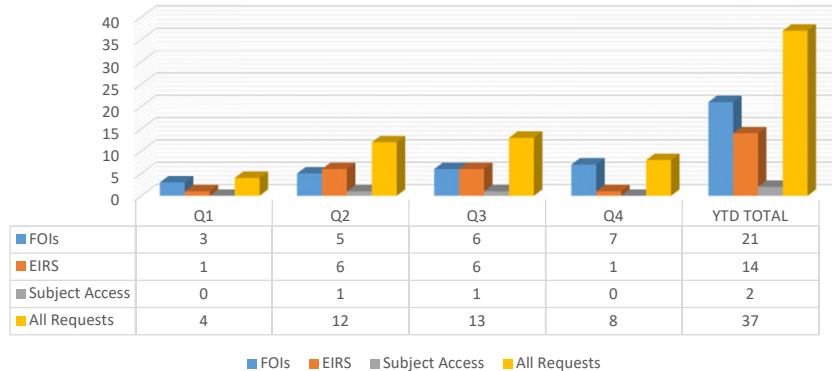
*** Information displayed related to Information requests received and processed by CNPA up to and including 31st March 2021**

Quarter 4 - Year End	Year to date
Total Requests 13	Total Requests 37
FOI 6	FOI 21
EIR 6	EIR 14
Subject Access 1	Subject Access 2

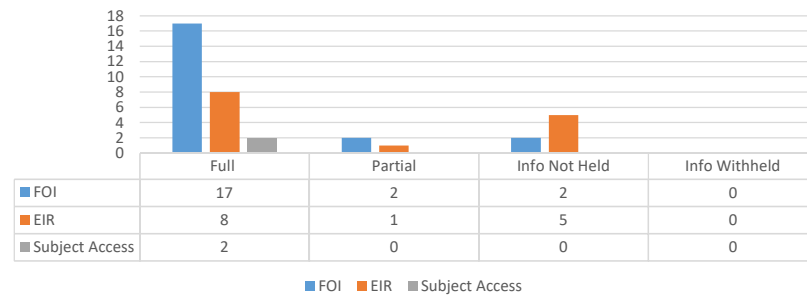
Year to Date Response times	Number	Percentage
Response to within statutory timescales	36	97.3%
Response outside statutory timescales	1	2.7%
Total days delayed	9	-
Average days delayed	9	-

* one request had been missed due at an admin error which resulted in the request not being logged. This was one of several made from the same requester on the same day.

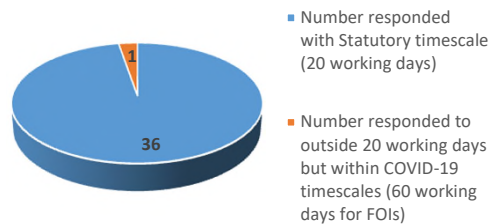
Information Requests by Quarter 2020-21 (Year to Date)



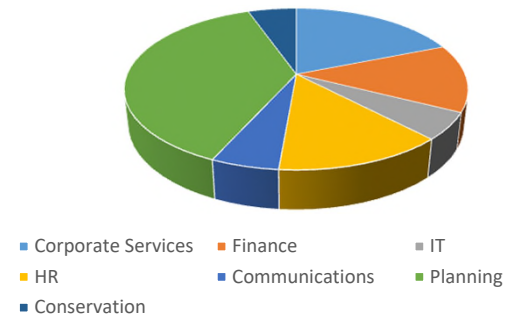
Outcome of Information requests by request type



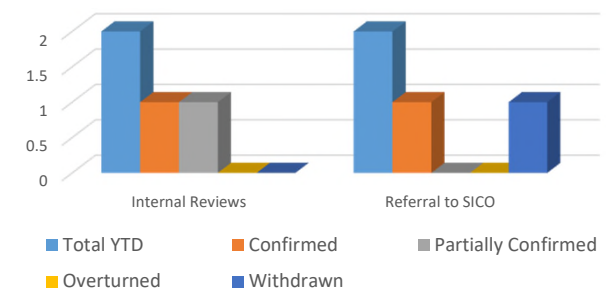
Responses made within statutory timescales (Year to Date)



Requests by Service Area



2020-21 - Information Request Appeals and Outcomes



Overview across CNPA										
Year	Quarter	FOIs	EIRS	Subject Access	All Requests	Number responded with Statutory timescale (20 working days)	Number responded to outside 20 working days but within COVID-19 timescales (60 working days for FOIs)	Total number of working days late	Number granted extension (under EIR regs for complex requests additional 20 working day)	Number responded outside of all statutory guidelines
2020-21	Q1	3	1	0	4	4	0	0	0	0
2020-21	Q2	5	6	1	12	11	1	9	0	0
2020-21	Q3	6	6	1	13	13	0	0	0	0
2020-21	Q4	7	1	0	8	8	0	0	0	0
Year to date totals										
	YTD TOTAL	21	14	2	37	36	1	9	0	0

By Service Area	Total for 2020-21				Current Quarter (Q4 - 2020-21)			Total
	FOI	EIR	Subject Access	Total	FOI	EIR	Subject Access	
Corporate Services	5	0	2	7	0	0	0	0
Finance	4	1	0	5	0	0	0	0
IT	2	0	0	2	2	0	0	2
HR	5	0	0	5	4	0	0	4
Communications	2	0	0	2	1	0	0	1
Planning	1	13	0	14	0	1	0	1
Conservation	2	0	0	2	0	0	0	0
Land Management	0	0	0	0	0	0	0	0
Visitor Services	0	0	0	0	0	0	0	0
TOTAL	21	14	2	37	7	1	0	8

Outcomes	Full	Partial	Info Not Held	Info Withheld
FOI	17	2	2	0
EIR	8	1	5	0
Subject Access	2	0	0	0
TOTAL	27	3	7	0

Appeals	Total YTD	Confirmed	Partially Confirmed	Overtaken	Withdrawn
Internal Reviews	2	1	1	0	0
Referral to SICO	2	1	0	0	1