

# Information Governance Performance Management Indicators

A&G Committee July 2025

**Table 1 – All requests for Information by type 2024/25**

Requests types split 62% of request for FOI/EIR, 16% SAR, 22% Disclosure  
Highest volumes of requests processed by Wellbeing 30% and Children’s Services 31%

**Table 2 – All Request for information – yearly comparison**

Volumes of requests continue to increase year on year across all request types  
2024/25 increase in volumes compared to 2023/24 FOI/EIR 7%, DSAR 26%, Disclosure 4%

**Table 3 – Service Unit FOI/EIR Response rates 2024/25**

Improvement trend since Q2 @ 79% to Q4 @ 87%  
5 service units met an average of 90 % and above for FY 24/25

**Table 4 – BCP FOI/EIR response rates – yearly comparison**

Number FOI requests increasing year on year  
FY 24/25 15% increase in volume on previous year 23/24

**Table 5 – BCP Internal Reviews 2024/25**

Number of internal reviews represents 2% of overall number of requests – indicating 98% of applicants satisfied with first response  
Increase in number of reviews also corresponds with increase in overall request volumes

**Table 6 – Complaints to Information Commissioner 2024/25**

13 complaints during FY 2024/25 (Represents less than 1% of all BCP FOI requests)  
7 outcomes upholding BCP position  
1 partly upheld  
1 complaint in breach of S10 – not meeting 20 working days

**Table 7 – BCP Cyber Security and DPA Mandatory Training**

Numbers completing DPA mandatory training continues in upward trend  
Average headcount taken over period, rolling percentage of compliance across the organisation



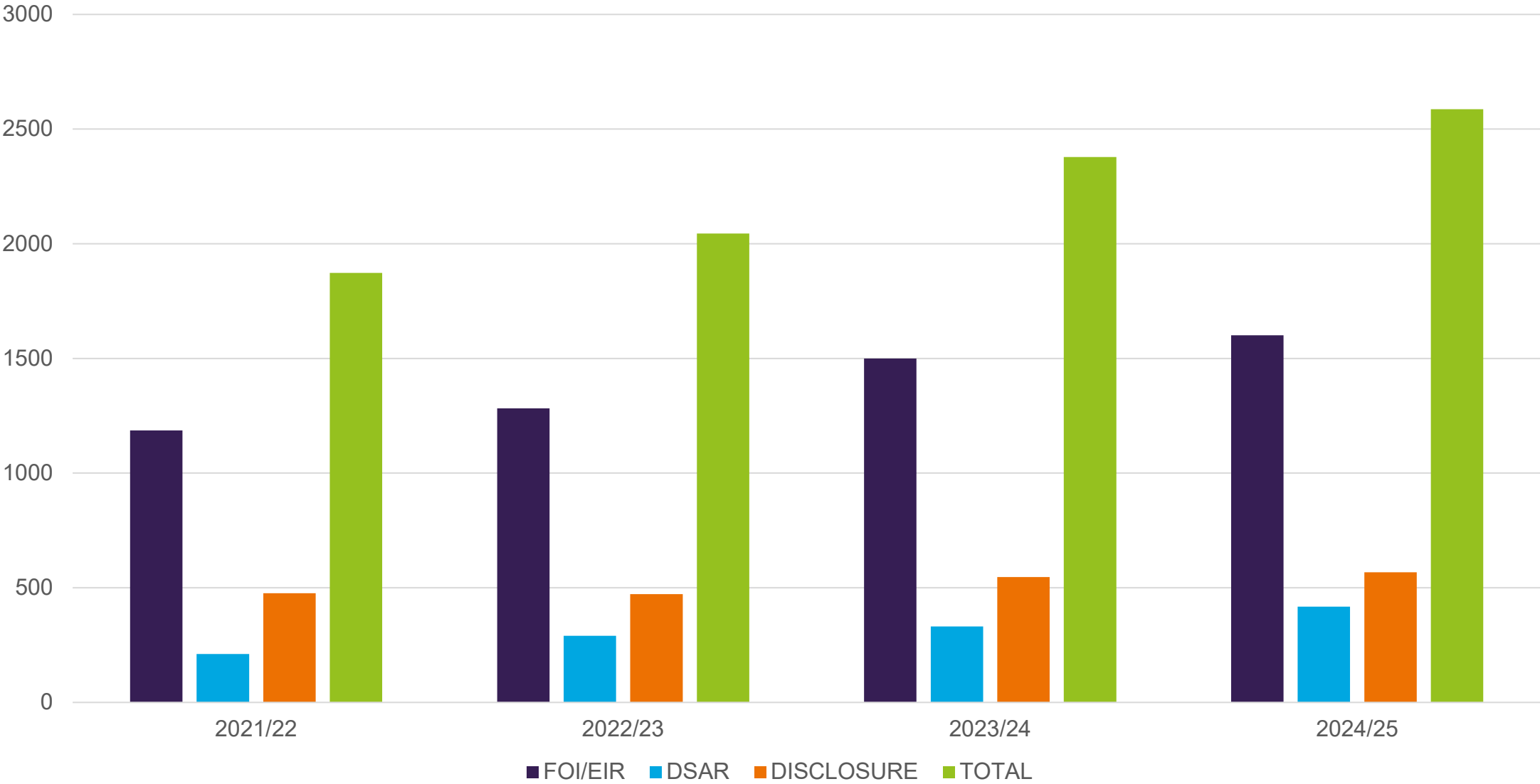
Table 1 BCP Council All Requests for Information by type 2024/25



DIRECTORATE	SERVICE UNIT	DISCLOSURE	DPA SAR	FOI & EIR	TOTAL
Wellbeing	Adult Social Care	161	79	78	318
	Communities	1	7	190	198
	Housing	48	48	152	248
Children's Social Care	CSC	339	215	85	640
	Education & Skills	1	17	135	153
Commercial Operations	Planning		3	156	159
	Transport		2	112	114
	Commercial Operations		6	95	101
	Environment		1	175	176
Law & Governance	Corporate (Cross Cutting)*	16	21	67	104
	Legal & Democratic Services		1	42	43
Finance	Finance			98	98
	Revs & Bens	1		87	87
	Procurement			27	27
People & Culture	People & Culture	1	17	44	62
IT & Programmes	IT & Programmes			47	47
	Marketing, Comms & Policy			6	6
	Customer, Arts & Policy		1	5	6
		568	418	1601	2587



Table 2 BCP Council ALL requests for information – yearly comparison





# Information Commissioner’s Office (ICO) target for FOI/EIR response rates

<b>Good</b>	<b>95% or more of requests are responded to within 20 working days.</b>	<b>95% or more of internal review requests are responded to within recommended timescales.</b>	<b>Complaints to the ICO about late responses and failure to respond are rare and rarely upheld.</b>
<b>Adequate</b>	<b>90 to 95% of requests are responded to within 20 working days.</b>	<b>90 to 95% of internal review requests are responded to within recommended timescales.</b>	<b>Complaints to the ICO about late responses and failure to respond are occasional and sometimes upheld.</b>
<b>Unsatisfactory</b>	<b>Fewer than 90% of requests are responded to within 20 working days.</b>	<b>Fewer than 90% of internal review requests are responded to within recommended timescales</b>	<b>Complaints to the ICO about late responses and failure to respond are frequent and often upheld.</b>



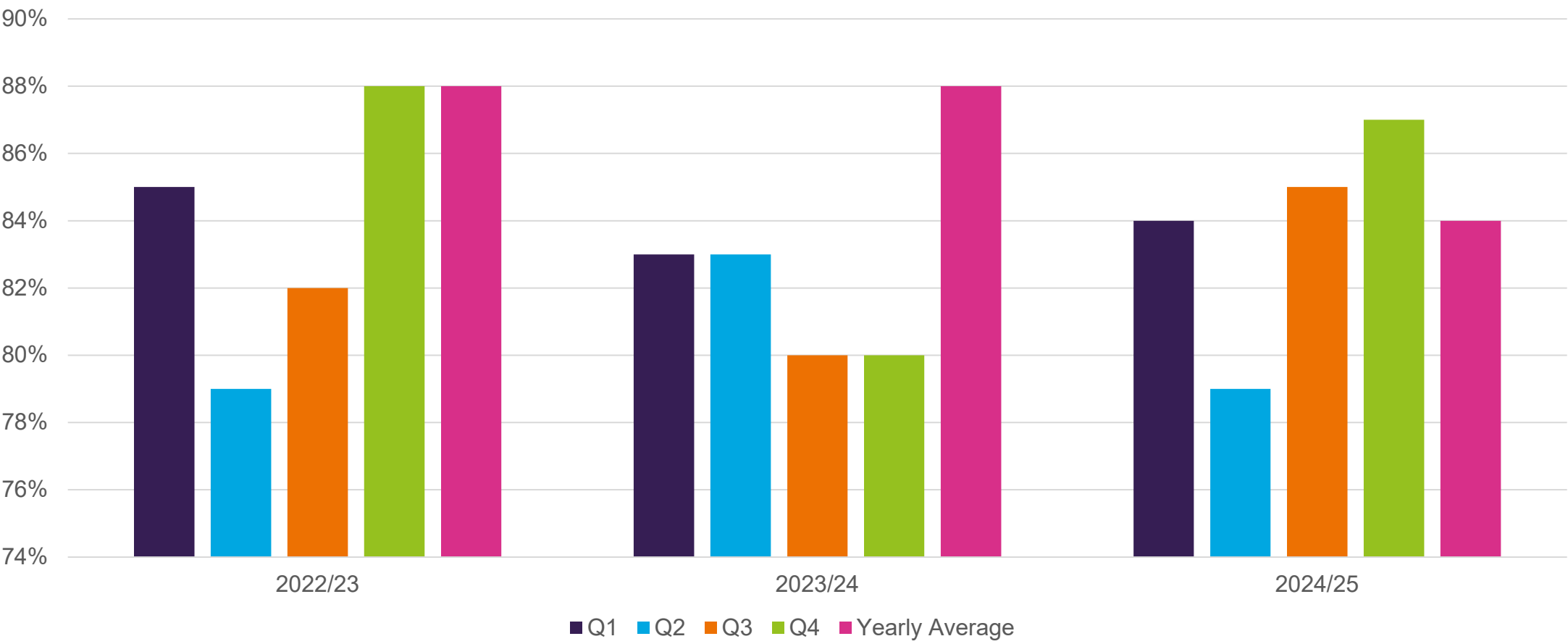
Table 3 BCP Council FOI/EIR Response Rates 2024/25



	SERVICE UNIT	Q1	Q2	Q3	Q4	Year Average
Wellbeing	Adult Social Care	88%	81%	91%	95%	89%
	Communities	90%	89%	94%	79%	88%
	Housing	86%	69%	70%	78%	76%
Children's Social Care	CSC	88%	70%	88%	95%	85%
	Education & Skills	94%	100%	90%	83%	92%
Commercial Operations	Planning	72%	79%	92%	92%	84%
	Transport	91%	75%	100%	97%	91%
	Commercial Operations	89%	78%	100%	85%	88%
	Environment	66%	66%	80%	91%	76%
Law & Governance	Corporate (Cross Cutting)	71%	58%	100%	80%	77%
	Legal & Democratic Services	25%	86%	58%	87%	64%
Finance	Finance	82%	46%	60%	70%	64%
	Revs & Bens	85%	100%	92%	78%	89%
	Procurement	100%	86%	100%	100%	96%
People & Culture	People & Culture	100%	91%	55%	82%	82%
IT & Programmes	IT & Programmes	100%	100%	100%	94%	98%
	Marketing, Comms & Policy		60%			60%
	Customer, Arts & Policy	100%	100%		100%	100%
		84%	79%	85%	87%	83%



Table 4 BCP Council FOI/EIR response rates yearly comparison





## Table 5 Internal Reviews of FOI/EIR carried out by IG team 2024/25

### Requests for Internal Reviews

- 35 internal reviews – 2% of total requests  
(Indicates 98% requestors satisfied with first response)

### Internal Review Outcomes

- 14 Position Maintained
- 13 Partial Information released
- 8 Full information released





## Table 6 Complaints taken to the Information Commissioners Office (ICO) 2024/25

### Number of appeals taken to ICO

- 10 FOIA – 0.6% of total requests processed (30% of internal reviews)
- 3 DPA – 0.7% of total requests processed

### ICO Decision Outcomes

- 7 Upheld in favour of BCP Council
- 1 Partly upheld
- 1 against BCP Council
- 4 Settled without Decision Notice



Table 7 BCP Council Colleagues - Cyber Security & DPA mandatory IG training

	Cyber Awareness and Staying Safe Online	Introduction to Data Protection	Headcount	Compliance Cyber	Compliance Data Protection
Dec 2020 to Dec 23	4204	4076	6273	67%	65%
Jan 2024 to Apr 2025	5260	5251	6115	86%	85%