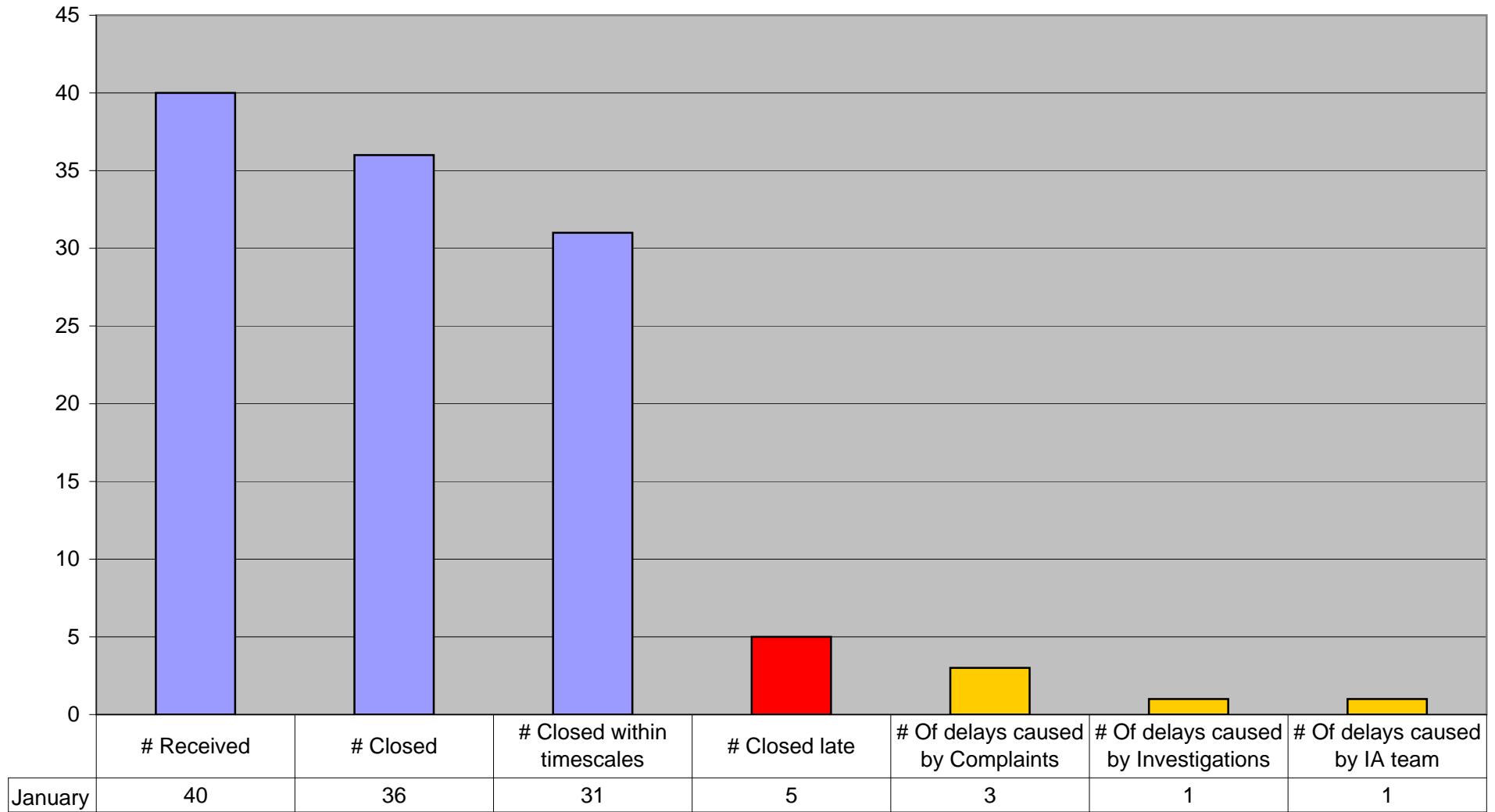
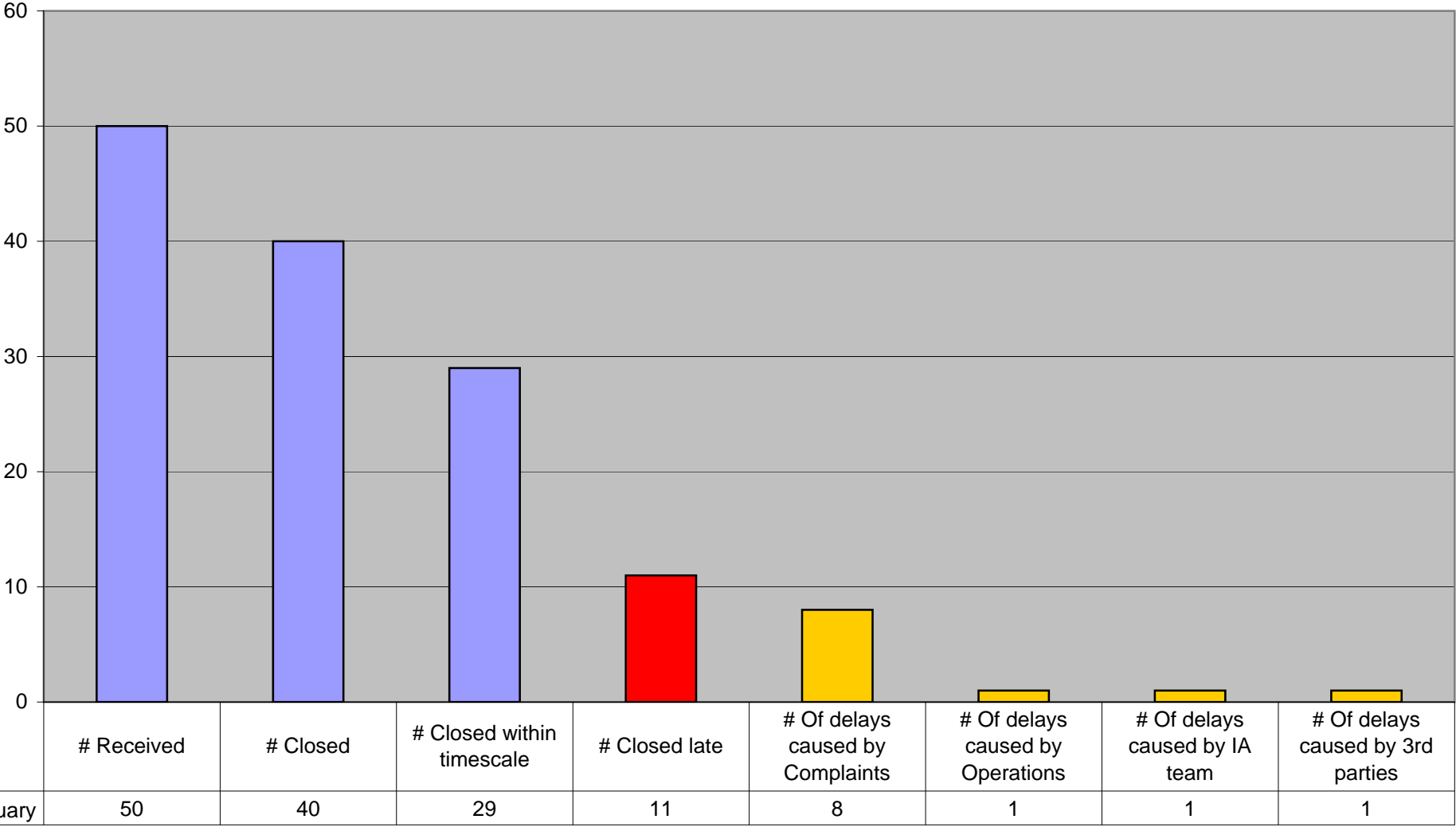


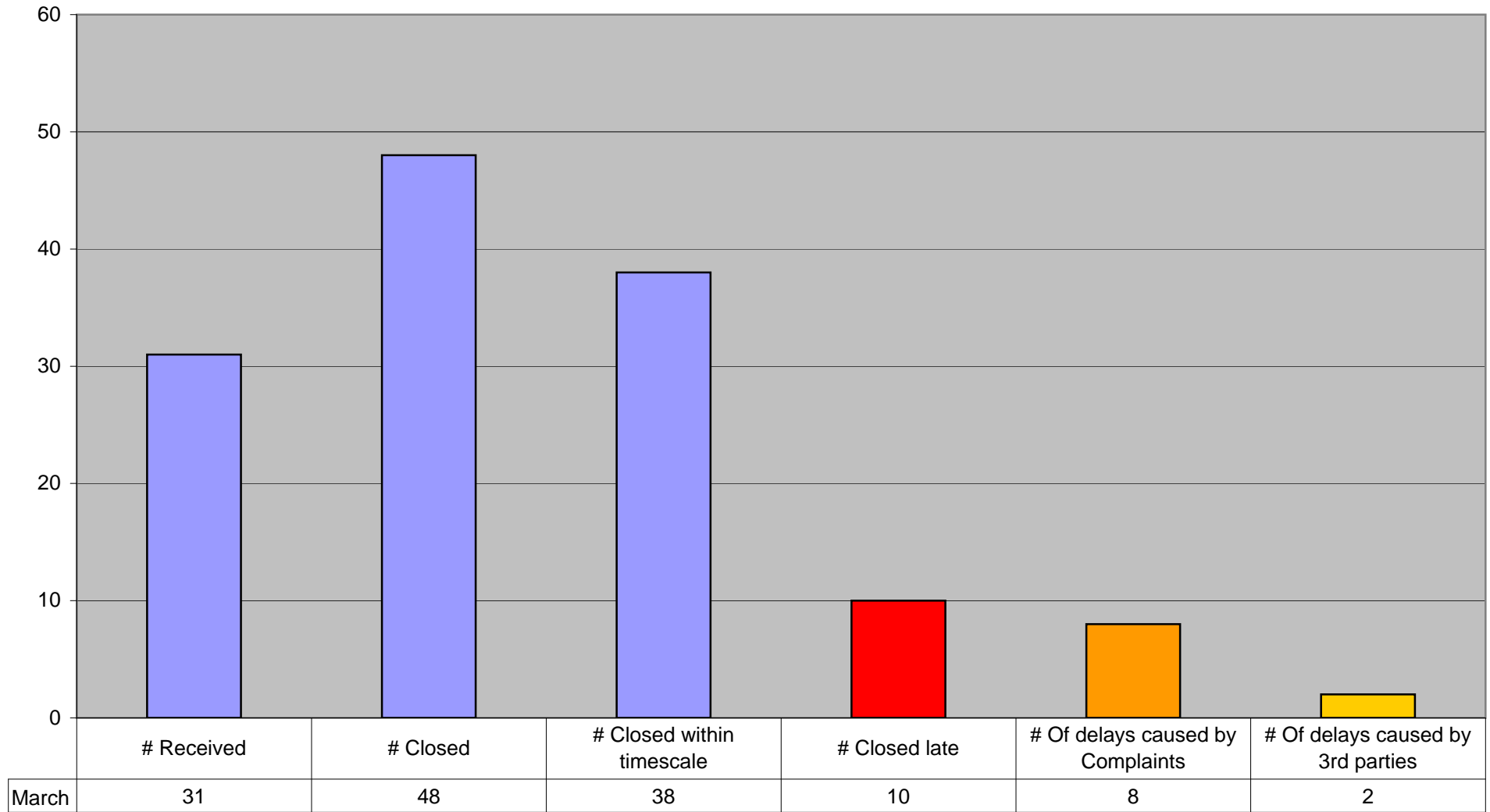
January



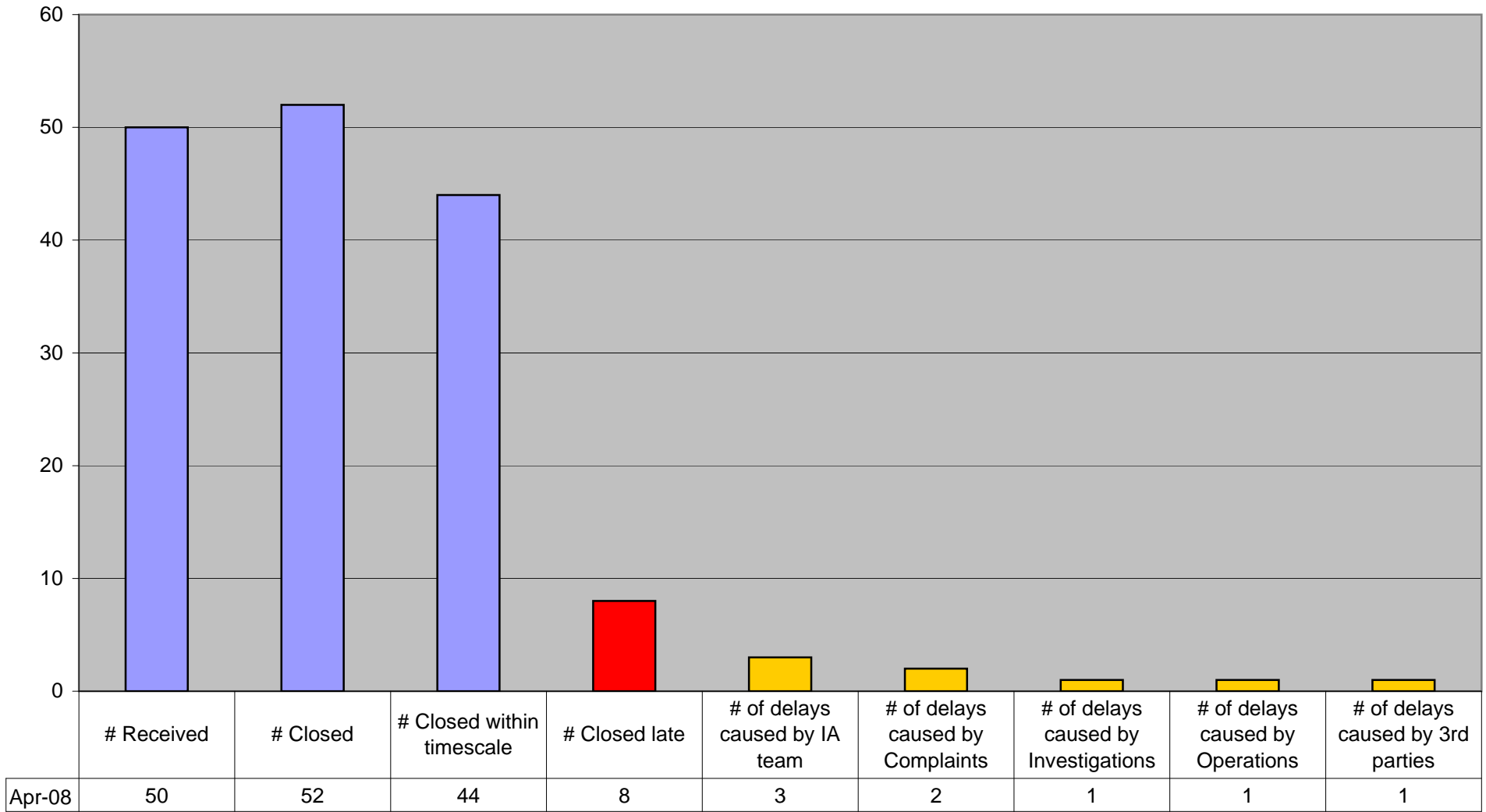
February



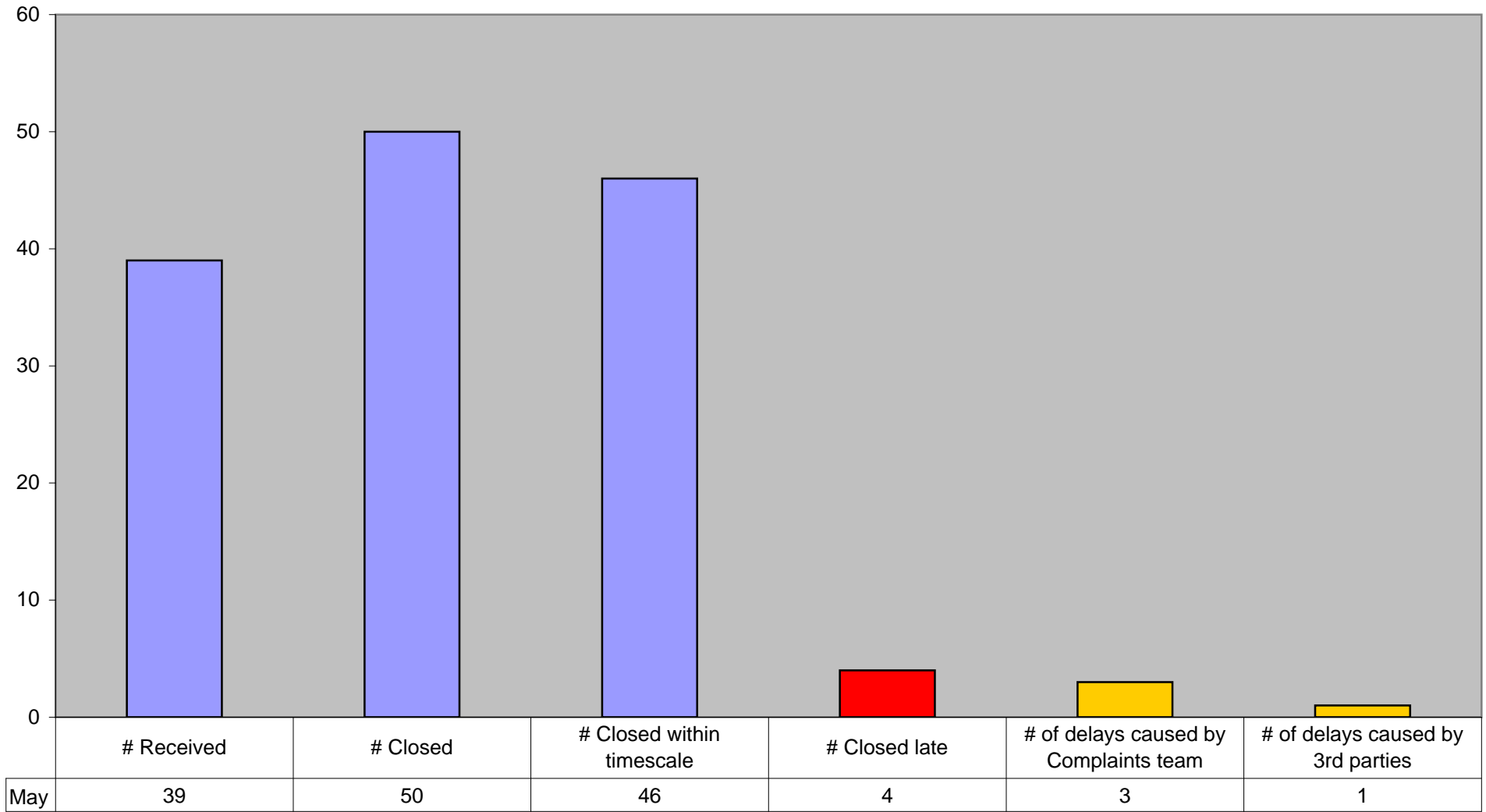
March



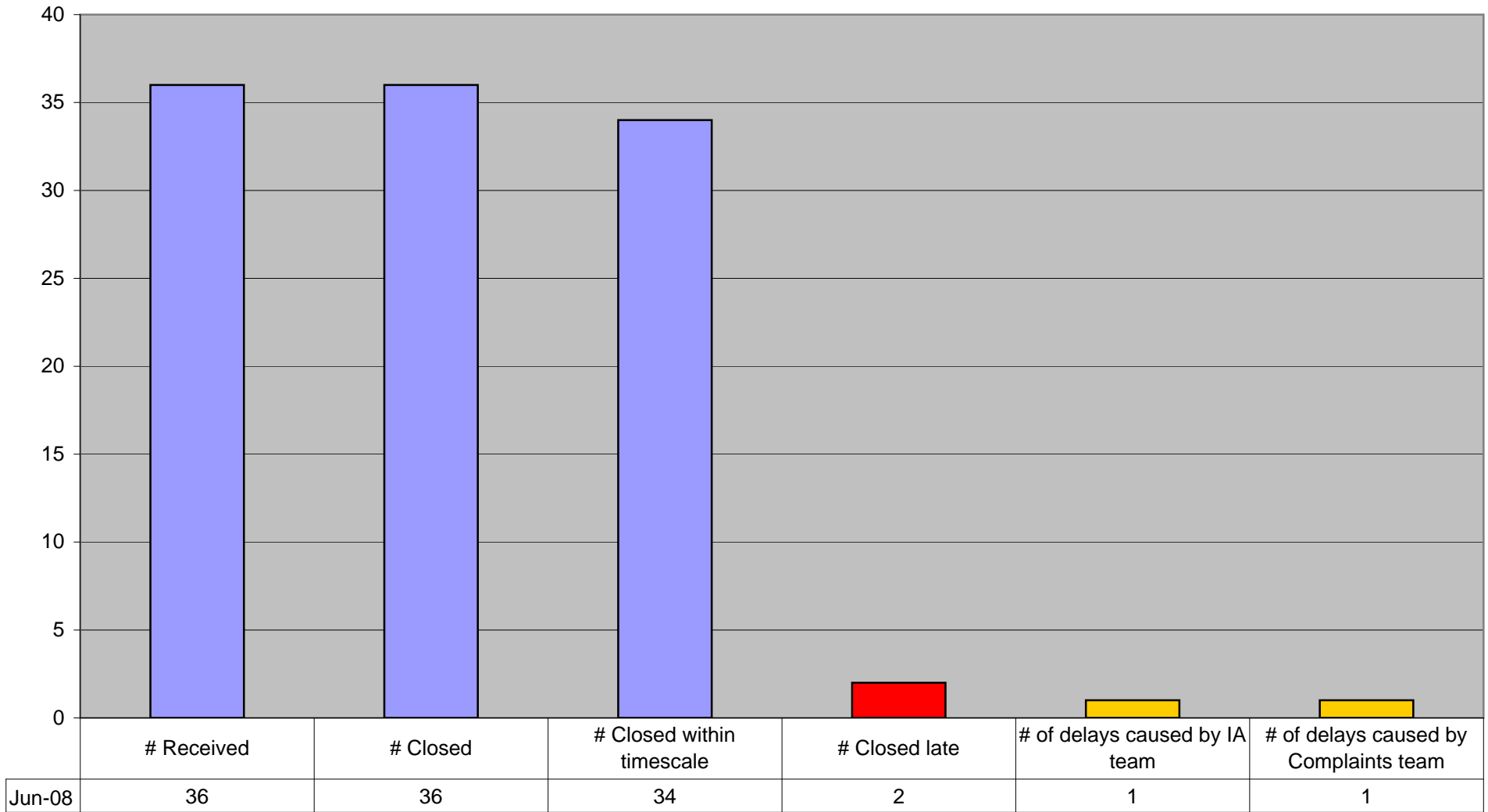
Apr-08



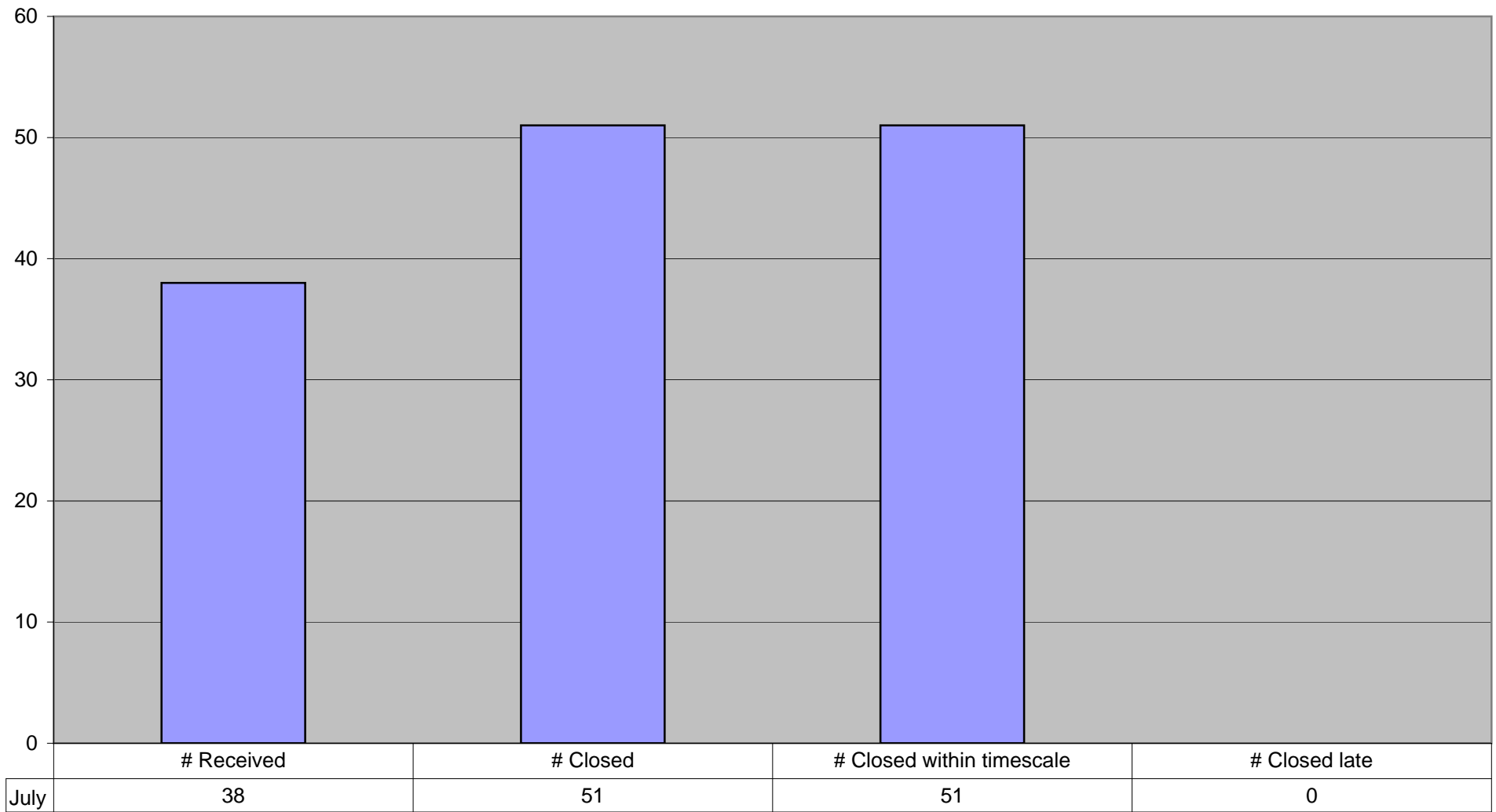
May



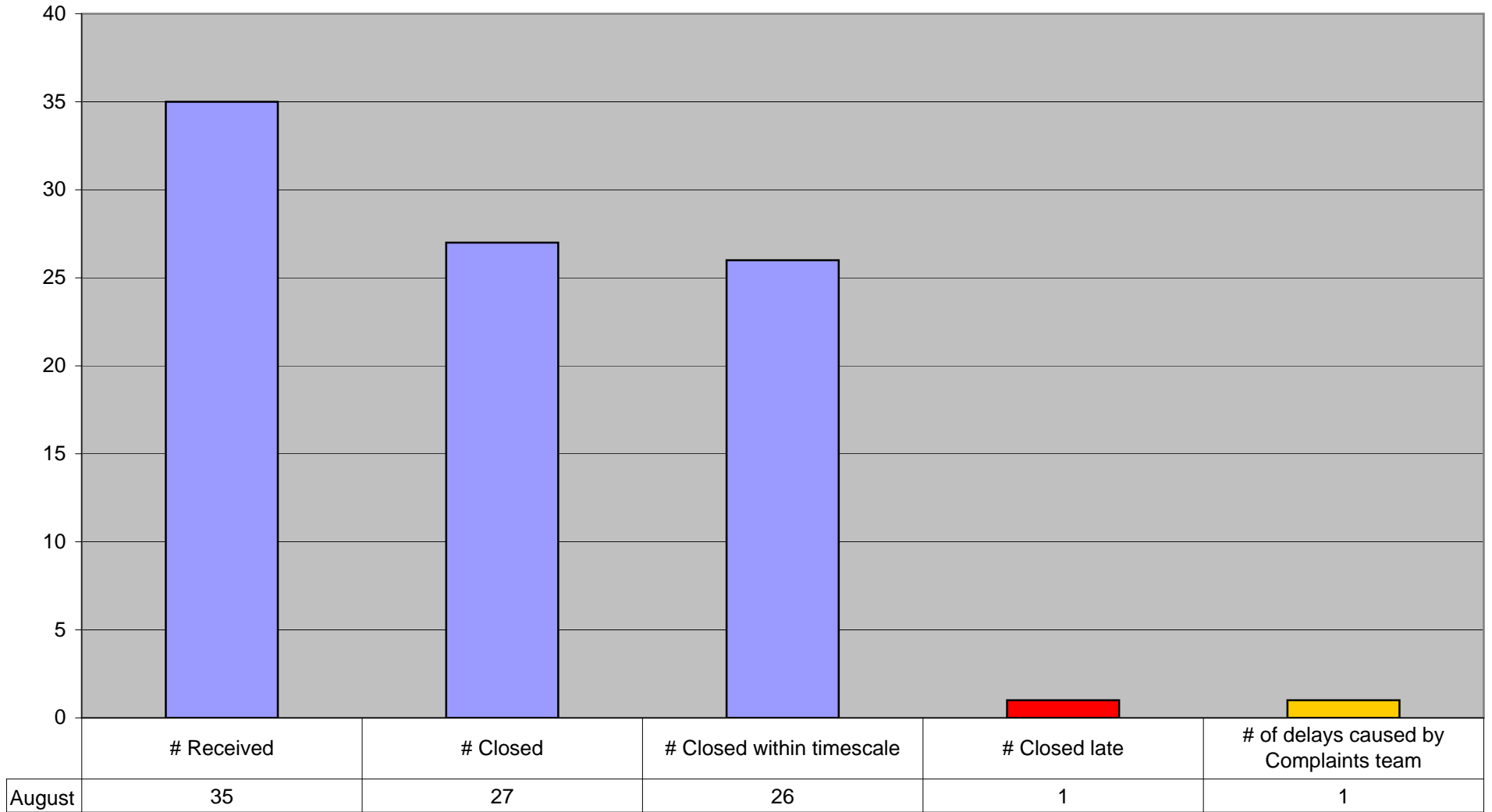
Jun-08



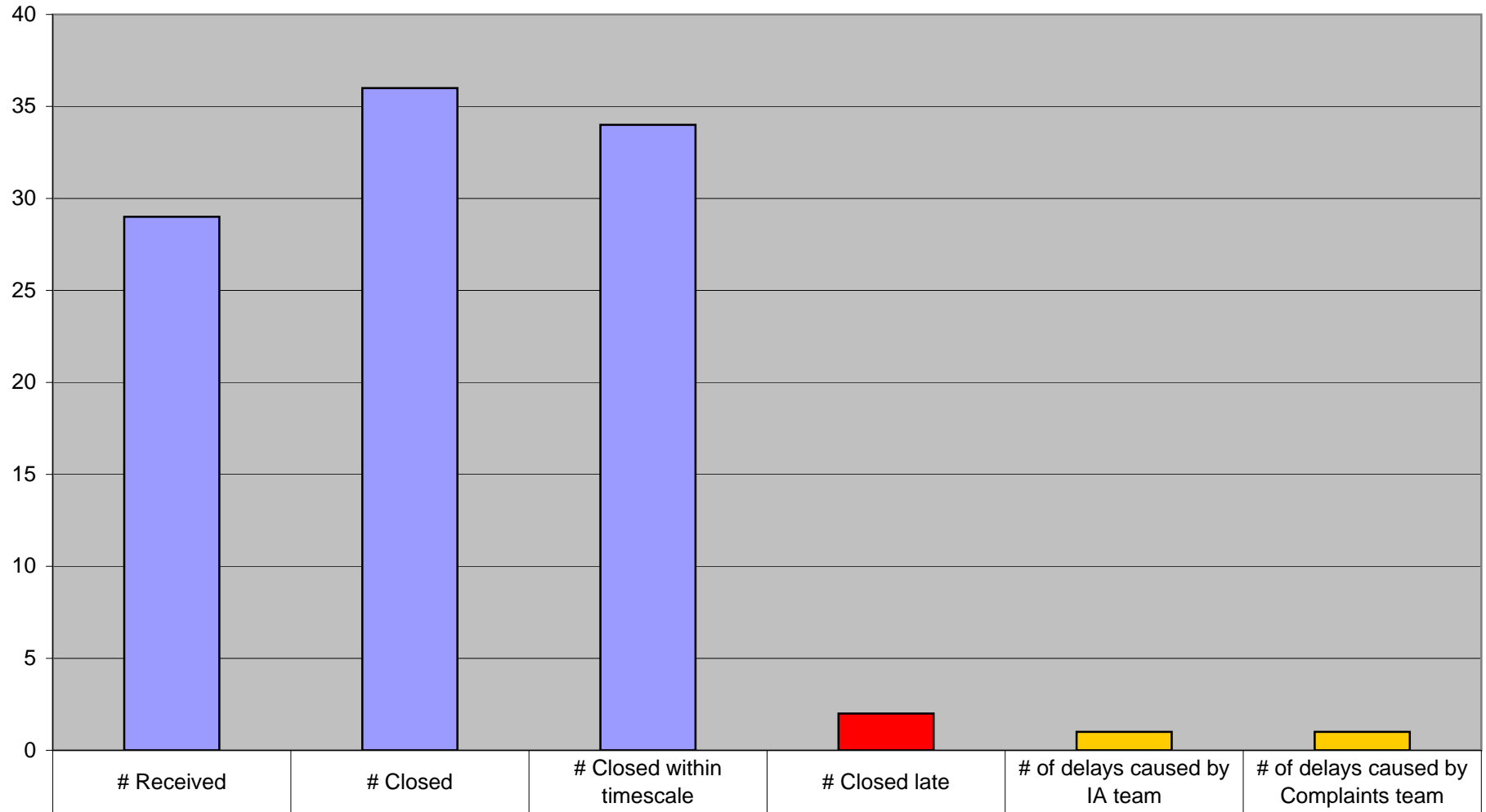
July



August

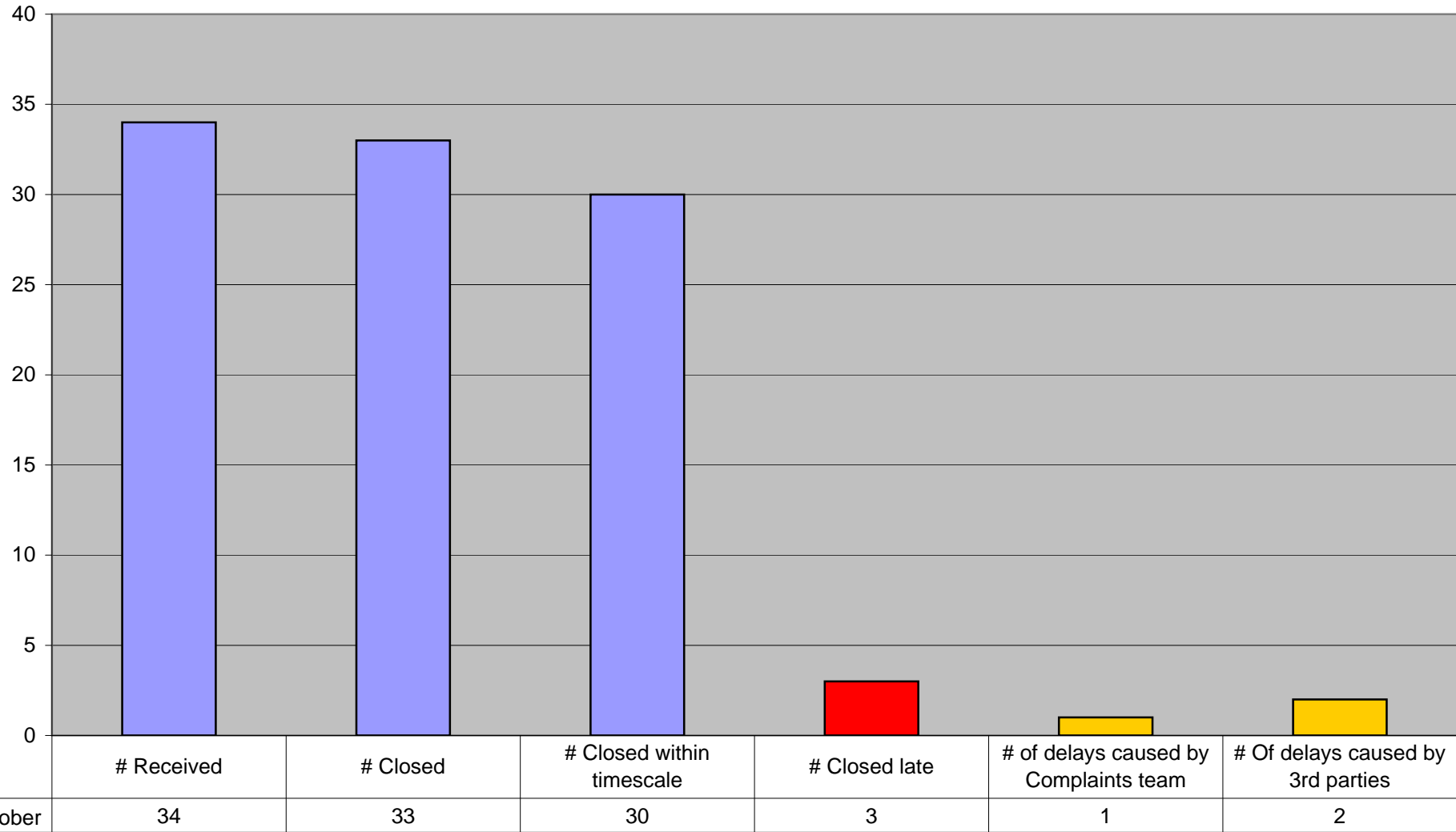


September

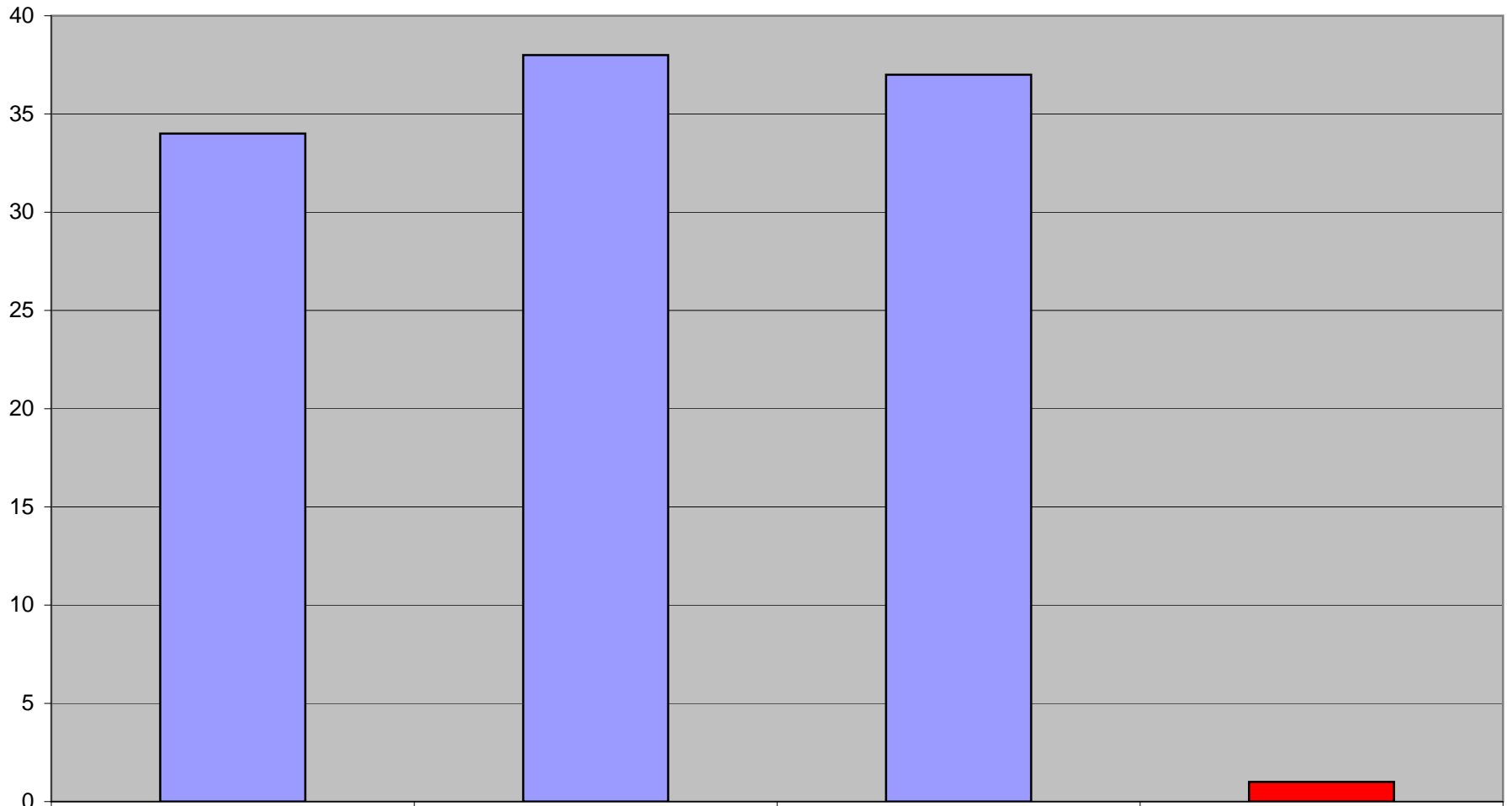


September	29	36	34	2	1	1
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October

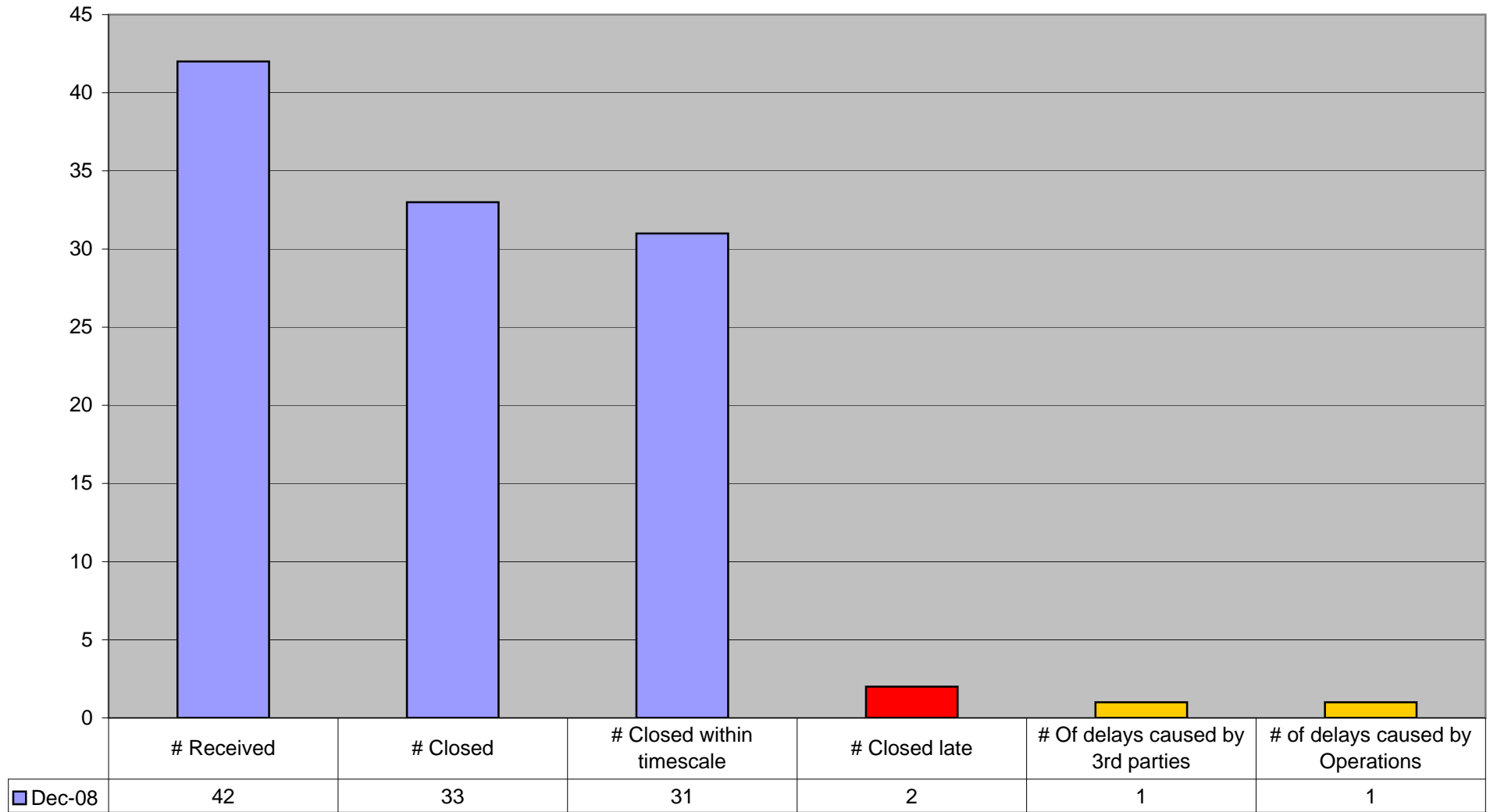


November

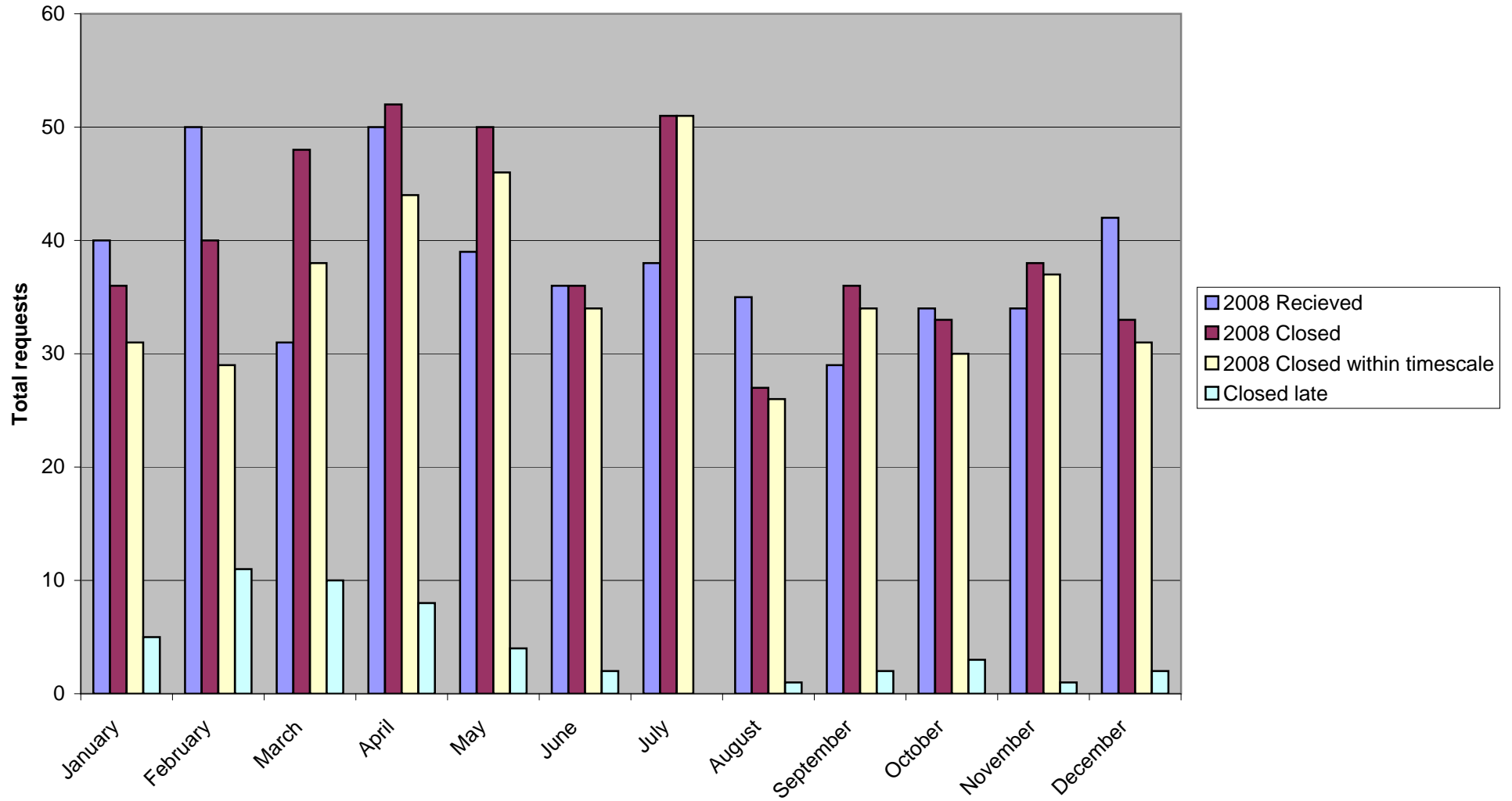


■ November	# Received	# Closed	# Closed within timescale	# Closed late
	34	38	37	1

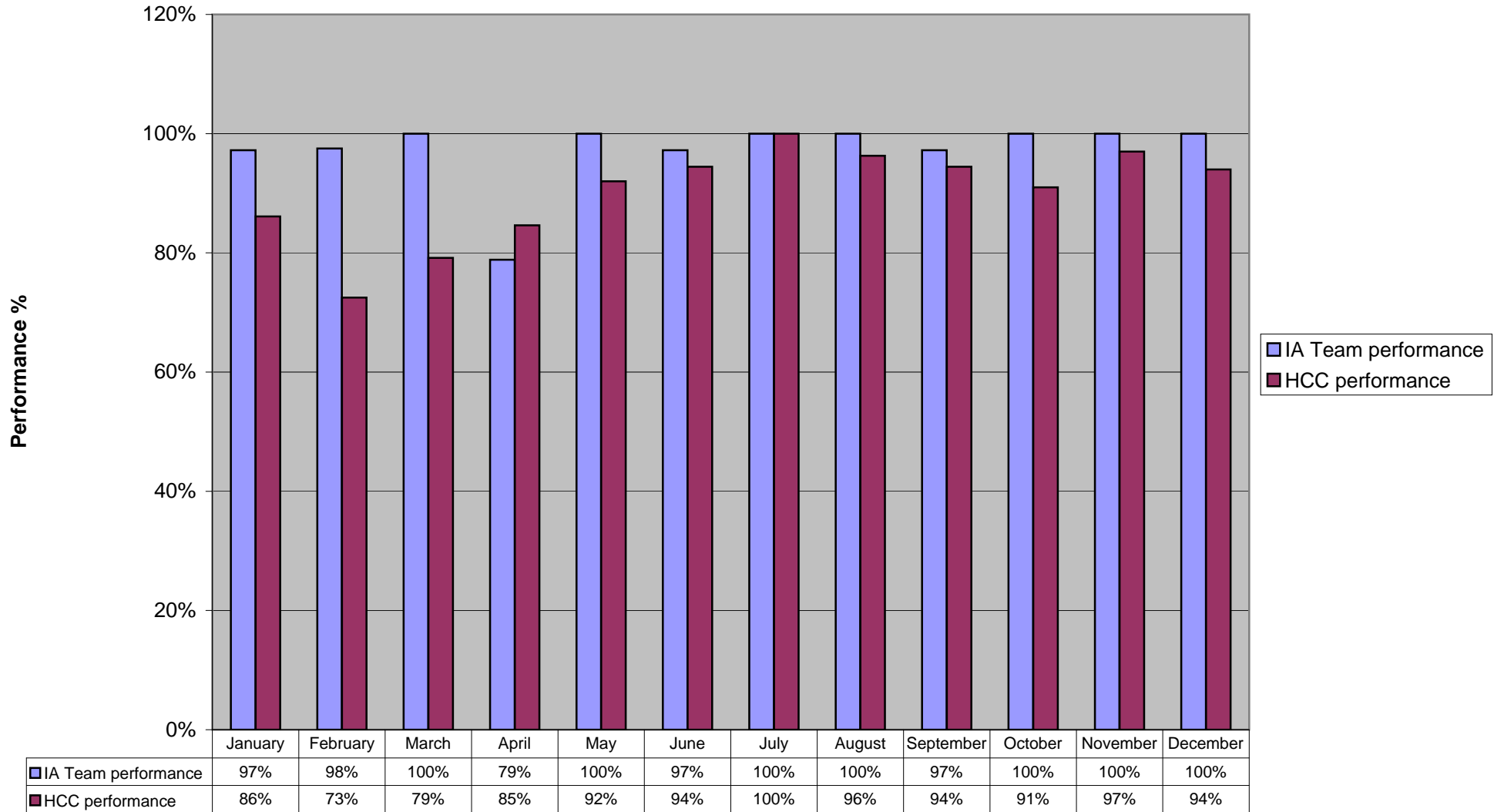
Dec-08



2008 Information Access Requests



2008 Request Performance



IA Team	Name	Month	3rd Party	Name	Month	Complaints Team	Name
1	Theobald	February	1	Cresswell	March	1	Baird
1	Stock	January	1	O'Neill	March	1	Davies
1	Watts	April	1	Sherman	February	1	Worley
1	Tomlinson	April	1	Robinson	April	1	Gaskin
1	Robinson	April	1	Mitchell	May	1	Mullen
1	Richmond	September				1	Rolle
						1	Warwick
						1	Sandy
						1	Brooks
						1	Brown
						1	Endersby
						1	Niazi
						1	Hadden
						1	Olmes
						1	Simpson
						1	Hilliker

Month	Investiga Name	Month	Operations Analysis	Name	Month	Operations Lc
March	1 Bhattacha	January		1 Zahynac	February	1
March	1 Mitchell	April				
March						
February						
February						
February						
February						
February						
February						
February						
January						
January						
June						
August						
September						

Name	Month		Jan-08
Wase	April	# Received	40
		# Closed	36
		# Closed within timescales	31
		# Closed late	5
		# Of delays caused by Complaints	3
		# Of delays caused by Investigations	1
		# Of delays caused by IA team	1
		IA team performance	97%
		Organisation performance	86%

	Feb-08		Mar-08
# Received		50 # Received	
# Closed		40 # Closed	
# Closed within timescale		29 # Closed within timescale	
# Closed late		11 # Closed late	
# Of delays caused by Complaints		8 # Of delays caused by Complaints	
# Of delays caused by Operations An		1 # Of delays caused by 3rd parties	
# Of delays caused by IA team		1 IA team performance	
# Of delays caused by 3rd parties		1 Organisation performance	
IA team performance		98%	
Organisation performance		73%	
Organisation average		86%	

Apr-08

31 # Received
48 # Closed
38 # Closed within timescale
10 # Closed late
8 # of delays caused by IA team
2 # of delays caused by Complaints team
100% # of delays caused by Investigations team
79% # of delays caused by Operations (London & SE Region)
of delays caused by 3rd parties
IA team performance
Organisation performance

May-08

50 # Received	39
52 # Closed	50
44 # Closed within timescale	46
8 # Closed late	4
3 # of delays caused by Complaints team	3
2 # of delays caused by 3rd parties	1
1 IA team performance	100%
1 Organisation performance	92%
1	
79%	
85%	

Jun-08

Received
Closed
Closed within timescale
Closed late
of delays caused by IA team
of delays caused by Complaints team
IA team performance
Organisation performance

4 pending were closed (July)

Jul-08

36 # Received
36 # Closed
34 # Closed within timesca
2 # Closed late
1 IA team performance
1 Organisation performan
97%
94%

Aug-08

38 # Received	35
51 # Closed	27
51 # Closed within timescale	26
0 # Closed late	1
100% # of delays caused by Complaints team	1
100% IA team performance	100%
Organisation performance	96%

0%

Sep-08

# Received	29
# Closed	36
# Closed within timescale	34
# Closed late	2
# of delays caused by IA team	1
# of delays caused by Complaints team	1
IA team performance	97%
Organisation performance	94%

Oct-08

# Received	34
# Closed	33
# Closed within timescale	30
# Closed late	3
# of delays caused by Complaints team	1
# Of delays caused by 3rd parties	2
IA team performance	100%
Organisation performance	91%

Nov-08

# Received	34
# Closed	38
# Closed within timescale	37
# Closed late	1
# of delays caused by Complaints team	1
IA team performance	100%
Organisation performance	97%

Dec-08

# Received	42
# Closed	33
# Closed within timescale	31
# Closed late	2
# Of delays caused by 3rd parties	1
# of delays caused by Operations	1
IA team performance	100%
Organisation performance	94%

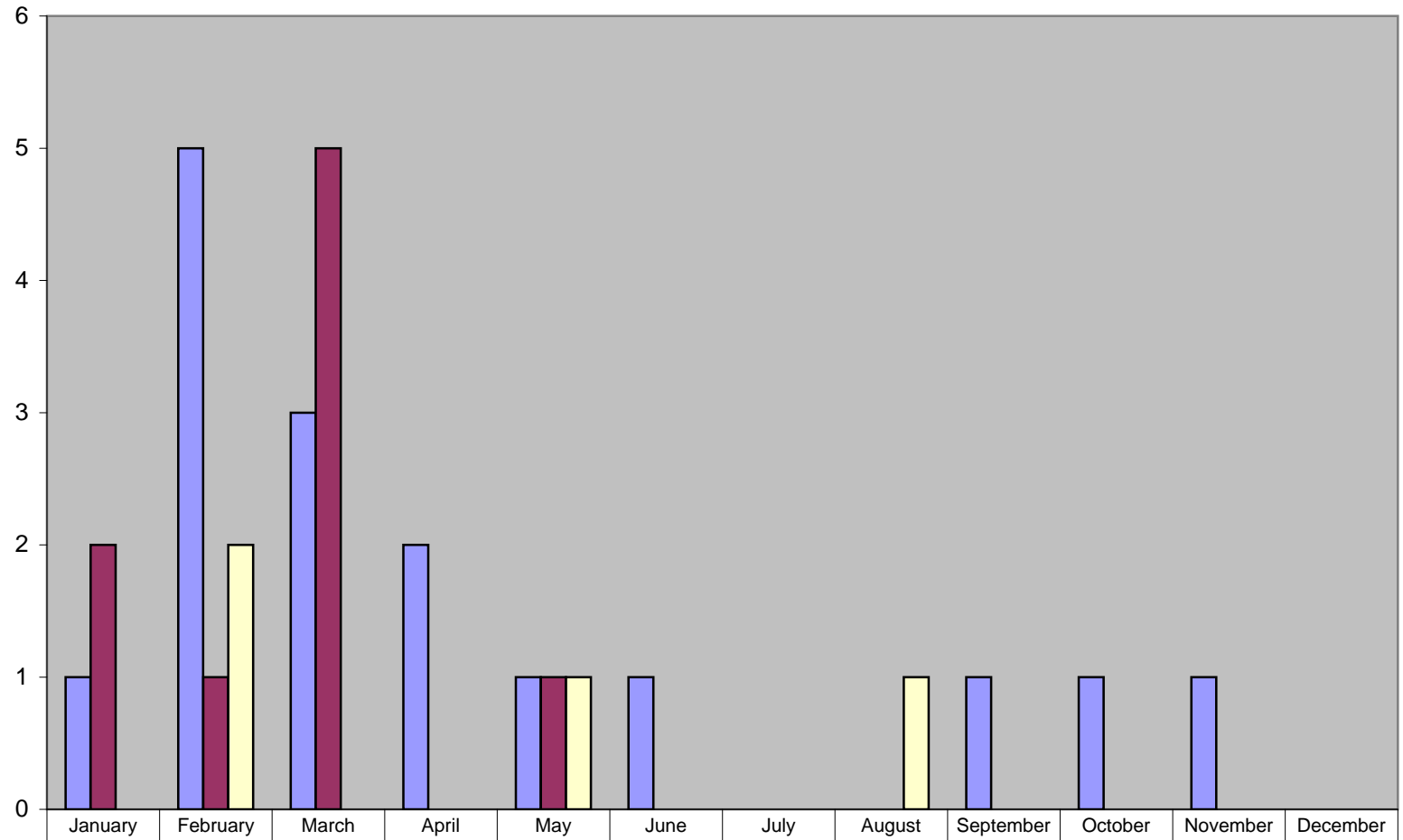
Total 2008	
# Received	458
# Closed	480
# Closed within timescale	431
# Closed late	49
# Of delays caused by Complaints	29
# Of delays caused by Investigations	2
# Of delays caused by Operations	3
# of delays caused by 3rd parties	8
# Of delays caused by IA team	7
IA team performance	99%
Organisation performance	90%

Breakdown for Complaints	January	February	March	April	May	
Delays forwarding requests to IA team	1	5		3	2	1
Delays copying files	2	1		5	0	1
Delays providing further information	0	2		0	0	1

June	July	August	September	October	November	December	
	1	0	0	1	1	1	0
	0	0	0	0	0	0	0
	0	0	1	0	0	0	0

Jan-09		Feb-09	
# Received	29	# Received	42
# Closed	48	# Closed	
# Closed within timescale	41	# Closed within timescale	
# Closed late	7	# Closed late	
# Of delays caused by Complaints	1	# Of delays caused by Complaints	
# Of delays caused by IA team	2	# Of delays caused by IA team	
# Of delays caused by 3rd parties	4	# Of delays caused by 3rd parties	
IA team performance	95.8%	IA team performance	
Organisation performance	85.4%	Organisation performance	
Breakdown for Complaints			
Delays forwarding requests to IA team			
Delays copying files			
Delays providing further information			

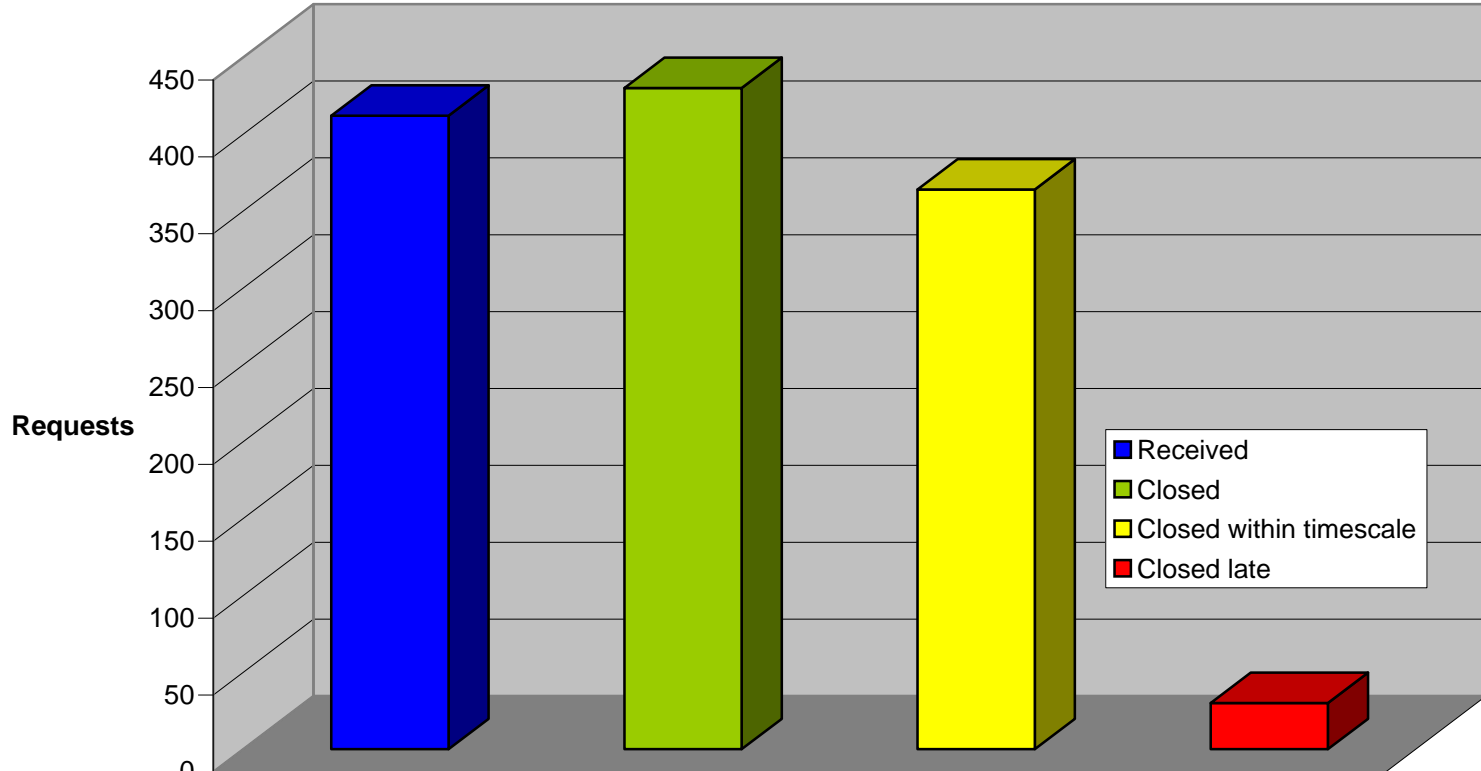
Breakdown of delays caused by complaints team



	January	February	March	April	May	June	July	August	September	October	November	December
■ Delays forwarding requests to IA team	1	5	3	2	1	1	0	0	1	1	1	0
■ Delays copying files	2	1	5	0	1	0	0	0	0	0	0	0
■ Delays providing further information	0	2	0	0	1	0	0	1	0	0	0	0

08-09	Received	Closed	Closed within timescale	Closed late
Apr	50	52	44	8
May	39	50	36	4
Jun	36	36	34	2
Jul	38	51	51	0
Aug	35	27	26	1
Sep	29	36	34	2
Oct	34	33	30	3
Nov	34	38	37	1
Dec	42	33	31	2
Jan	29	48	41	7
Feb-24	46	26		
	412	430	364	30
	HC Performance	85%		

Information Access Requests 2008/09



■ Information Access Requests 2008/09	412	430	364	30
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