

CNPA Information Requests Scorecard - 2020-21 Quarter 3

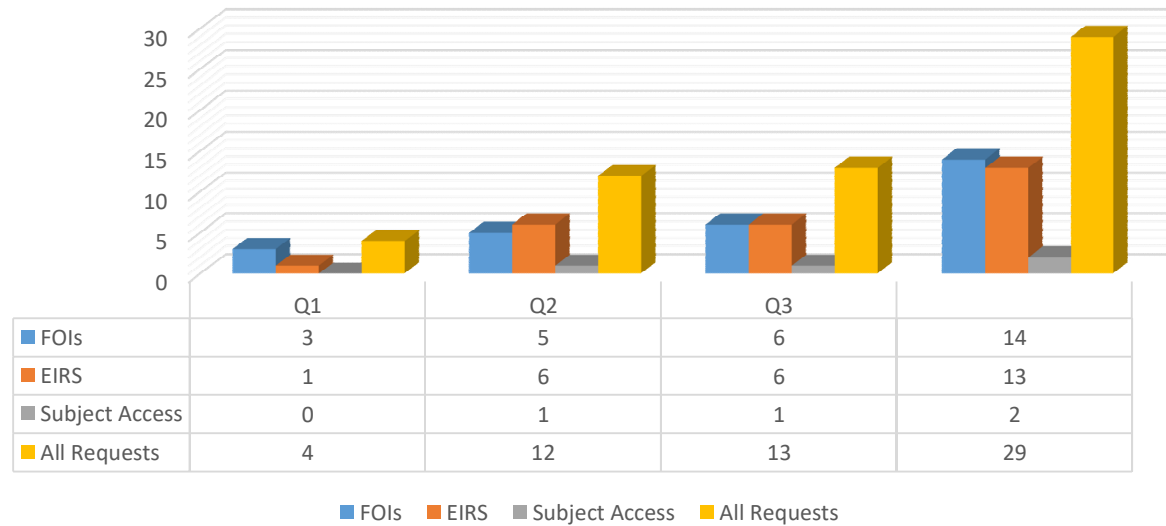
* Information displayed related to Information requests received and processed by CNPA up to and including 31st December 2020 during the 2020-21 financial year.

Quarter 3		Year to date	
Total Requests	13	Total Requests	29
FOI	6	FOI	14
EIR	6	EIR	13
Subject Access	1	Subject Access	2

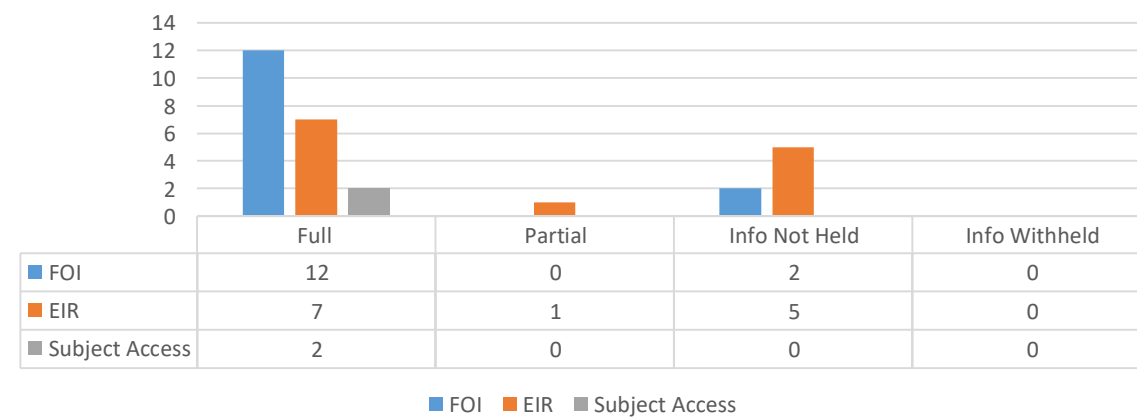
Year to Date Response times	Number	Percentage
Response to within statutory timescales	28	96.6%
Response outside statutory timescales	1	3.4%
Total days delayed	9	-
Average days delayed	9	-

* 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.

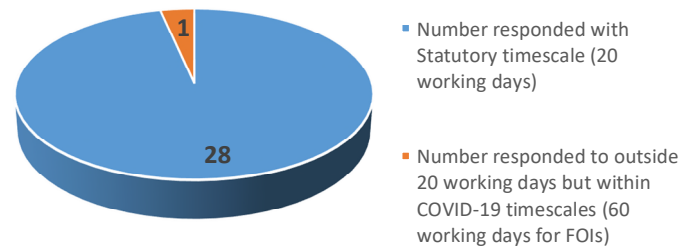
Information Requests by Quarter 2020-21 (Year to Date)



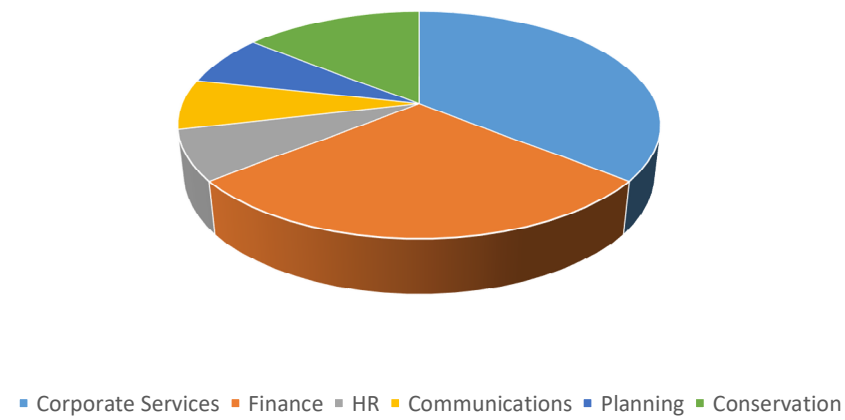
Outcome of Information requests by request type



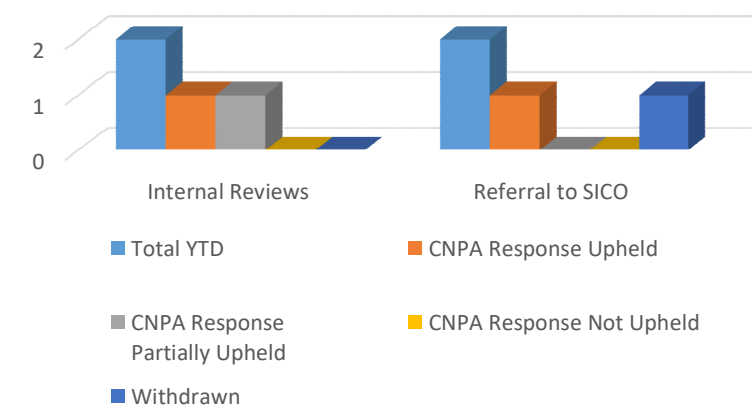
Responses made within statutory timescales (Year to Date)



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
2020-21	Q2		5	6	1	12	11	1	9	0
2020-21	Q3		6	6	1	13	13	0	0	0
2020-21	Q4					0				

Year to date totals			14	13	2	29	28	1	9	0	0
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By Service Area	Year to Date (at Dec 2020)				Current Quarter (Q3 - 2020-21)			Total
	FOI	EIR	Subject Access	Total	FOI	EIR	Subject Access	
Corporate Services	5	0	2	7	2	0	1	3
Finance	4	1	0	5	2	0	0	2
IT	0	0	0	0	0	0	0	0
HR	1	0	0	1	0	0	0	0
Communications	1	0	0	1	1	0	0	1
Planning	1	12	0	13	1	6	0	7
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	14	13	2	29	6	6	1	13

Outcomes	Full	Partial	Info Not Held	Info Withheld
FOI	12	0	2	0
EIR	7	1	5	0
Subject Access	2	0	0	0
TOTAL	21	1	7	0

Appeals	Total YTD	CNPA Response Upheld	CNPA Response Partially Upheld	CNPA Response Not Upheld	Withdrawn
Internal Reviews	2	1	1	0	0
Referral to SICO	2	1	0	0	1