

## Access to Information

### 2018–19 Performance Report

#### Background

This report is based on the actual information on RTRACK for the year 2018-19. We only track complex requests, which are defined as:

1. requests which fall outside our normal course of business;
2. requests for information where we might refuse eg sensitive, confidential information or a repeat request;
3. requests for information related to the policy making process;
4. requests on which it may be necessary to consult with others either within Natural England or outside;
5. requests for large amounts of information or information which may be difficult to locate;
6. requests which seem unclear or too general to deal with, and where we will need to seek clarification from the applicant;
7. requests for information where a search is made, but none is found.

Requests and Applicants		Change 2017-18
No of requests for information logged on RTRACK	<b>381</b>	+30
% identified as falling under the Environmental Information Regulations 2004	<b>95%</b>	-0.1%
% identified as falling under the Freedom of Information Act 2000	<b>5%</b>	-0.1%
% from private citizens	<b>67%</b>	-2.5%
% from businesses	<b>14%</b>	-1.4%
% from charities or lobby groups	<b>10%</b>	+4%
% that were from media or politicians	<b>6%</b>	+2.2%
% from other public bodies	<b>2%</b>	+0.3%
% that were from Academics	<b>1%</b>	-1.0%
Timeliness		
% completed within the legal deadlines	<b>89%</b>	-4.2%
% completed within the 20 working day legal deadline	<b>74.8%</b>	-5.8%
% completed within the extended deadline of 40 working days	<b>14.2%</b>	+1.7%
% completed beyond the legal deadlines	<b>11%</b>	-5.9%
% completed beyond the 20 working day deadline	<b>5%</b>	+3.3%
% completed beyond the extended deadline	<b>6%</b>	+4.2%
% with an extended deadline due to the complexity of the request or the need to consider the public interest	<b>15.4%</b>	+1.2%
% timeliness for responding to requests:		
0–5 working days	<b>8.4%</b>	-1.9%
6–10 working days	<b>11%</b>	+1.2%
11–15 working days	<b>12.6%</b>	+0.6%
16–20 working days	<b>43%</b>	-6.9%
>20 working days (inc extended)	<b>25%</b>	+6%
Provision of Information		
% requests which were granted in full	<b>52%</b>	+0.7%
% requests where all information was provided	<b>42%</b>	+9%
% requests where only part of the information was provided	<b>43%</b>	-7.1%
% requests which were refused in full	<b>5%</b>	-8.1%

% requests which have been transferred to The National Archives	<b>0%</b>	0%
% which have been transferred to another public body	<b>0%</b>	0%
% we've been unable to complete as we do not hold the information	<b>9%</b>	+1%
% that were withdrawn	<b>1%</b>	-0.4%
% where we received further information which generated a new request	<b>0%</b>	0%
% we've been unable to complete due to no further information being provided by the applicant for us to complete the request	<b>0%</b>	-0.6%
<b>Information Requested</b>		
% related to Protected sites (SSSIs, SACs or NNRs)	<b>49.8%</b>	+25.6%
% related to the Planning process	<b>11%</b>	-0.7%
% related to the Badger Control Policy	<b>8.4%</b>	-3.3%
% related to Agri-environment schemes or other grant schemes	<b>6.8%</b>	-4.6%
% related to Corporate Services	<b>6.8%</b>	-1.2%
% related to Species including protected species	<b>6.3%</b>	-17.3%
% related to Marine and coastal access	<b>4.5%</b>	-0.5%
% related to Enforcement	<b>2.3%</b>	+2.3%
% related to Environmental Impact Regulations (Agriculture) and the Weeds Act	<b>1.8%</b>	-0.7%
% related to Habitats and Heritage Management	<b>1.3%</b>	+0.1%
% related to Camping and Caravanning	<b>0.5%</b>	+0.2%
% related to Rights of way, National Trails or CRoW open access	<b>0.5%</b>	-0.9%
<b>Internal Reviews</b>		
Requests where the applicant has requested an internal review	<b>10</b>	-19
Complaint upheld	<b>1</b>	-1
Original Decision upheld	<b>5</b>	-16
Original Decision upheld in part	<b>4</b>	-2
<b>Complaints to the Information Commissioner's Office (ICO)</b>		
Requests referred to the ICO	<b>2</b>	-7
Complaints withdrawn	<b>0</b>	-1
Complaints closed (Decision Notice in our favour/no action to take)	<b>1</b>	-4
Not in our favour	<b>0</b>	-1
Complaints closed informally	<b>1</b>	0
Complaints open	<b>0</b>	-1
<b>Complaints to the First-Tier Tribunal (Information Rights)</b>		
Requests referred to the FTT	<b>0</b>	-5
Complaints closed (Decision Notice in our favour/no action to take)	<b>0</b>	-3
Not in our favour	<b>0</b>	-1
Complaints open	<b>0</b>	-1