

2 Bristol Avenue,
Colindale, NW9 4EW
12 May 2021
Our ref: 7212452

Thank you for your request received on 13 April 2021, for the following information:

- 1. Number of FOI requests received for last 2 years, i.e. 2019/20 and 2020/21**
- 2. Number and percentage of FOIs completed on time (statutory time period)**
- 3. Number and percentage of FOIs not completed on time**
- 4. Top 20 reasons why FOIs were not completed on time**
- 5. Number and percentage of FOIs that were subsequently part of a complaint.**
- 6. Number and percentage of those complaints that were responded within time and outside time**
- 7. Breakdown by directorate of 1 - 6 above.**
- 8. Number of SARs received as time period in 1 above**
- 9. Number and percentage of SARs completed within time**
- 10. Number and percentage of SARs that required extensions under data protection act and category of those extensions**
- 11. Number and percentage of SARs that were completed outside of 10 & 11 above and how many complaints were related to those**
- 12. Top 10 reasons why cases were overdue in 11 above**
- 13. Number of data breaches as per time period in 1 above**
- 12. Categories of data breaches**
- 13. Breakdown of data breaches by directorates (numbers and percentage)**
- 14. Average time to complete for each year outlined in 1 above for the following:**
 - (A) FOIs**
 - (B) SARs**
 - (C) Complaints related to FOIs**
 - (D) Data breaches**

We have processed this request under the Freedom of Information Act 2000.

Response

I am writing to inform you that we have searched our records and although we hold some of the information requested, some is not held by London Borough of Barnet.

We have provided answers to your request below showing where we do not hold the information requested.

1. Number of FOI requests received for last 2 years, i.e. 2019/20 and 2020/21

<https://open.barnet.gov.uk/dataset?tag=FOIA&tag=Performance>

2. Number and percentage of FOIs completed on time (statutory time period)

<https://open.barnet.gov.uk/dataset?tag=FOIA&tag=Performance>

3. Number and percentage of FOIs not completed on time

<https://open.barnet.gov.uk/dataset?tag=FOIA&tag=Performance>

4. Top 20 reasons why FOIs were not completed on time

Not held, this information is not collected.

5. Number and percentage of FOIs that where subsequently part of a complaint.

<https://open.barnet.gov.uk/dataset/200k2/freedom-of-information-requests-20182021>

6. Number and percentage of those complaints that were responded within time and outside time

<https://open.barnet.gov.uk/dataset/200k2/freedom-of-information-requests-20182021>

7. Breakdown by directorate of 1 - 6 above.

<https://open.barnet.gov.uk/dataset/200k2/freedom-of-information-requests-20182021>

8. Number of SARS received as time period in 1 above

See attached.

9. Number and percentage of SARs completed within time

See attached.

10. Number and percentage of SARs that required extensions under data protection act and category of those extensions

See attached (category data not held)

11. Number and percentage of SARs that were completed outside of 10 & 11 above and how many complaints were related to those

See attached.

12. Top 10 reasons why cases were overdue in 11 above

Not held, this information is not held.

13. Number of data breaches as per time period in 1 above

12. Categories of data breaches

13. Breakdown of data breaches by directorates (numbers and percentage)

See attached.

14. Average time to complete for each year outlined in 1 above for the following:

(A) FOIs

(B) SARs

(C) Complaints related to FOIs

(D) Data breaches

Not held, information not held.

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.