

Request No	Date Received	Date Due	Date Closed	Duration	Subject	Late Closure	Details
Education							
10109	03/05/2019	03/06/2019	29/06/2019	26	SEN School Placements	Late response from information provider	Response sent 6 days late due to the complexity of the request and also the diary commitments of the staff member who held the information.
10744	03/10/2019	31/10/2019	04/11/2019	22	Incidents involving weapons	Service sign-off delay	School holidays, then difficulties in retrieving historical data.
10754	07/10/2019	04/11/2019	05/11/2019	21	Freedom of Information request (Anti-bullying in schools)	Late response from information provider	Response sent 05.11.19 (one day late due to time taken to go through hard copy docs).
Legal and Regulatory Support							
10153	13/05/2019	10/06/2019	11/06/2019	21	Council information	Late response from information provider	Cross Departmental Request –last information received from the department was on the due date.
10292	19/06/2019	17/07/2019	29/07/2019	28	Request for Register	Late response due to staff absence within Governance unit	Late response due to staff absence within Governance. The department providing information sent the information to an individual email rather than the FOI inbox.
10466	30/07/2019	16/09/2019	17/09/2019	21	Argyll and Bute Council regarding High Hedge Application Reference No: 17/02117/HH	Response sent to Governance Unit within 3 days of due date	Multiple exemptions applied due to nature of request, some information received on due date and time required to process and apply exemptions, draft response and review
10686	20/09/2019	21/10/2019	28/10/2019	25	Insurance and Common Good Funds	Service sign-off delay	Late response - miscommunication .
10684	20/09/2019	21/10/2019	30/10/2019	27	'unacceptable customer of the council' policy	Late response due to staff absence within Governance unit	Late response due to annual leave and sensitive nature of the request
11042	06/12/2019	09/01/2020	15/01/2020	24	Argyll & Bute Council	Late response from information provider	Some information missing, response held until all available
11152	10/01/2020	07/02/2020	19/02/2020	28	FOI: Pothole Compensation Claims	Late response from information provider	Delay in retrieving information from insurer
11200	22/01/2020	19/02/2020	20/02/2020	21	Use of Agency social workers	Late response from information provider	Complex coordination of information from various services
11274	05/02/2020	04/03/2020	05/03/2020	21	Sport and Leisure FOI request	Late response due to staff absence within Governance unit	Complex coordination of information from various services
11347	18/02/2020	17/03/2020	23/03/2020	24	customer information	Late response due to staff absence within Governance unit	Resources within Governance unit to collate response
11354	25/02/2020	24/03/2020	26/03/2020	22	Castle Woods and Cumberland Avenue	Service sign-off delay	Delay due to volume of information that had to be considered for release - 15 emails sent
11372	26/02/2020	25/03/2020	27/03/2020	22	Domestic abuse FOI - ITV News	Late response from information provider	holding e-mail sent as unable to respond at present - Covid 19
11109	03/01/2020	31/01/2020	10/02/2020	26	Facilities Contract Data Request	Service sign-off delay	Delay in receiving all information required
11456	19/03/2020	20/04/2020	21/04/2020	21	Income Management system	Late response from information provider	Late response due to resource issues within team.

Financial Services							
10112	03/05/2019	03/06/2019	04/06/2019	21	Freedom of Information request - LOBO loan details for 2015/16 & 2018/19	Delay in service sign off	Delay in service sign off
10958	17/10/2019	14/11/2019	22/11/2019	26	NDR	Late response due to staff absence	Original request not logged until after due date due to staff absence of recipient
Roads and Infrastructure Services							
10018	10/04/2019	13/05/2019	14/05/2019	21	Craignure Pier	Late response from information provider	Response provided outwith the FOI reps working pattern so could not be issued in time. DIS Performance team now has cover for all days.
10021	10/04/2019	13/05/2019	22/05/2019	27	correspondence between Caledonian MacBrayne and the Council concerning repairs and defects at Craignure Pier	Late response from information provider	The requester wanted a large volume of information – much larger than could be sent by email. The FOI rep requested assistance from the IT Dept. with putting the information onto a CD which could be sent by post. This caused a delay, however the requester was updated by phone and email and understood the reason for the delay.
10051	16/04/2019	17/05/2019	22/05/2019	23	skateparks	Service sign-off delay	The information requested related to the number of skate parks built and closed in Argyll & Bute within the last 20 years. This was not information which was readily available and had to be gathered from the 4 areas within Argyll & Bute. Operational staff had to search records for this information, this took some time and due to limited resources we were unable to gather and issue the response within timescale.
10089	29/04/2019	28/05/2019	30/05/2019	22	Pothole at Rhu Road Lower, Helensburgh	Late response from information provider	The information was requested from the HL Area Office. Due to limited resources, and the requirement to prioritise Operational matters, they were not able to provide the requested information within timescale.
10160	14/05/2019	11/06/2019	13/06/2019	22	FOI request - TRO 201	Service sign-off delay	The delay was approved by Iain Jackson, to allow consideration of the matter by the Area Committee before being publicly released under FOISA.
10309	25/05/2019	25/06/2019	26/06/2019	21	Freedom of Information Request Fleet Management	Original request not logged as FOI until due date	Request received from Elected Member, unclear at first whether it was to go through Casebook or FOI process.
10333	01/07/2019	29/07/2019	02/08/2019	27	East King Street park on Sunday 23rd June	Late response from information provider	Confusion over period of request and admin error detected
10374	09/07/2019	06/08/2019	13/08/2019	25	Request for Grass Cutting Schedule in Cowal	Late response from information provider	No further detail
10480	12/07/2019	09/08/2019	13/08/2019	22	FOI request - Craignure Pier	Late response due to staff absence within Governance unit	Late due to administrative errors.
10402	15/07/2019	12/08/2019	13/08/2019	21	Road highway improvements	System issues	Late closure caused, in part, by confusion over due date as 1 day was lost due to error in AXLR8.
10405	15/07/2019	12/08/2019	13/08/2019	21	Road maintenance & street lighting issues	System issues	Late response due in part to confusion over due date, as 1 day was lost because of error in AXLR8.

10416	15/07/2019	12/08/2019	20/08/2019	26	Darleith Road, Cardross - Ref:DW/MDU MILL0866/00001	Late response from information provider	No further detail
10435	23/07/2019	20/08/2019	28/08/2019	26	Children's play areas	Late response from information provider	Reason for late response – the information had to be gathered from the 4 areas within A&B and Operational staff were not able to respond within timescale due to resource issues.
10441	24/07/2019	21/08/2019	29/08/2019	26	Luss parking meters	Late response from information provider	Unclear which service area would hold the information
10454	26/07/2019	23/08/2019	26/08/2019	21	Road inspections carried out on the Rosneath Rd (B833)	Late response from information provider	No further detail
10457	26/07/2019	23/08/2019	27/08/2019	23	Streetlighting at Port Charlotte	Late response from information provider	Partial response sent 23/08/19 some information was not available at that time due to staff absence. Remaining response sent 27/08/19
10495	29/07/2019	26/08/2019	03/09/2019	26	Assisted Bin Uplift	Late response from information provider	Response sent by first class post on 03/09/19. Late response due to miscommunication within responding team as to who was dealing with the request.
10562	19/08/2019	16/09/2019	01/10/2019	30	Council Roads Depot - Kilmory Industrial Estate	Late response from information provider	No further detail
10602	20/08/2019	17/09/2019	25/09/2019	26	FOI - subsequent to harbours accounts	Late response from information provider	Response delayed by necessity to seek information from Finance.
10749	30/08/2019	27/09/2019	07/10/2019	25	Hospital Bus Service 403	Late response due to staff absence	Staff absence in transport team led to delay in this being forwarded to FOI team to be logged
10629	05/09/2019	04/10/2019	17/10/2019	29	LED Street Lighting Freedom of information request	Late response from information provider	Late response due to absences within street lighting team.
10653	12/09/2019	11/10/2019	29/10/2019	32	Grass Cutting - Cowal	Late response from information provider	Late response due to technical issues with the tablets used to record grass cutting information.
10704	27/09/2019	28/10/2019	05/11/2019	26	safety audit/ risk assessment conducted for the designated safe route to school between Balvicar Road, Oban and Oban Primary Campus	Service sign-off delay	Late response due to admin error within DIS Performance HQ.
10740	02/10/2019	30/10/2019	05/11/2019	24	Dog Fouling - Scottish Government Information Request	Received within 5 working days of due date	Late response due to resource issues within team.
10752	04/10/2019	01/11/2019	05/11/2019	22	Electric Vehicle Charger Points in Argyll & Bute	Service sign-off delay	Delay in gaining correct permissions to interrogate system required to provide response
10771	10/10/2019	07/11/2019	25/11/2019	32	FOI Request - Parking	Late response from information provider	No further detail
10920	11/11/2019	09/12/2019	12/12/2019	23	Use of glyphosate or glyphosate based products used by the council	Late response from information provider	Responses from some areas were received late, and the information was incomplete. Further information gathering had to take place before the response could be sent.
10931	14/11/2019	12/12/2019	19/12/2019	25	Outdoor Two-Stroke Power Equipment	Late response from information provider	Delay was caused by difficulties in gathering the information from the 4 areas.
10957	20/11/2019	18/12/2019	19/12/2019	21	B833	Late response from information provider	Delay in information being provided by WDM team.

10979	25/11/2019	23/12/2019	09/01/2020	29	council owned areas of grass.	Late response from information provider	Late response due to staff absence.
10994	25/11/2019	23/12/2019	15/01/2020	33	Council Operated Ferries	Late response from information provider	Delay caused by Christmas shutdown and resource issues.
11031	04/12/2019	07/01/2020	09/01/2020	22	Spent in 2018 - 2019 repairing potholes and other road defects	Late response from information provider	Response delayed due to festive shutdown.
11086	20/12/2019	23/01/2020	27/01/2020	22	charges the council imposed as the burial authority	Service sign-off delay	Unclear which service area would hold the information
11120	06/01/2020	03/02/2020	04/02/2020	21	Ferry services operated by Argyll and Bute Council were cancelled in 2019	Late response from information provider	Response provided 1 day before due date, no staff in central team available
11293	11/02/2020	10/03/2020	11/03/2020	21	FOI Request - Council Fleet	Late response from information provider	Late response due to competing priorities within Fleet team.
11334	17/02/2020	16/03/2020	17/03/2020	21	'The frequency of maintenance of green spaces/areas which are maintained by the council	Late response from information provider	Late response due to resource issues within Amenity Services team.
Development and Economic Growth							
10016	10/04/2019	13/05/2019	14/05/2019	21	HMO's and Selective Licensing	Late response from information provider	Response provided outwith the FOI reps working pattern so could not be issued in time. DIS Performance team now has cover for all days.
10107	02/05/2019	31/05/2019	04/06/2019	22	Food hygiene and health inspections.	Late response from information provider	This request was passed from one manager to another to make a combined response. Both managers found there to be a lack of clarity regarding what the customer was actually asking and took longer to compile the information.
10158	14/05/2019	11/06/2019	12/06/2019	21	Energy Performance Certificates (EPCs)	Late response due to staff absence	Collated response from officers (Environmental Health + Building Standards) was provided 2 days before due date to Environmental Health HQ but due to absence on part of EH HQ Admin, the response was not forwarded into DIS Performance HQ in time for the response to be issued by the due date.
10259	10/06/2019	08/07/2019	09/07/2019	21	The number of planning applications received in each of the last five years	Late response from information provider	The email was sent from the Planning department to DIS Performance HQ on the afternoon of the due date
10286	17/06/2019	15/07/2019	17/07/2019	22	Ridings Sawmill JB18188	Late response from information provider	This was due to confusion on the information holder's part as there were 2 similar request ongoing and the manager believed she had responded to both.
10409	16/07/2019	13/08/2019	14/08/2019	21	Homeless reconnections	Late response from information provider	Response sent to Governance Unit on afternoon of due date
10414	16/07/2019	13/08/2019	21/08/2019	26	Enforcements of food labelling	Late response from information provider	Late response due to resource issues within team.
10462	29/07/2019	26/08/2019	27/08/2019	21	Planning Applications	System issues	Case was closed a day late due to confusion over due date (the due date was listed in our Outlook as 27/8 as this was input before due dates were amended to account for the lack of public holiday in August)

10463	29/07/2019	26/08/2019	27/08/2019	21	Plannning Applications objections	System issues	Case was closed a day late due to confusion over due date (the due date was listed in our Outlook as 27/8 as this was input before due dates were amended to account for the lack of public holiday in August)
10464	29/07/2019	26/08/2019	27/08/2019	21	Private water supply records within 1km of the village of Sandbank	System issues	Case was closed a day late due to confusion over due date (the due date was listed in our Outlook as 27/8 as this was input before due dates were amended to account for the lack of public holiday in August)
10514	07/08/2019	04/09/2019	10/09/2019	24	THE TOWN AND COUNTRY PLANNING (ENVIRONMENTAL IMPACT ASSESSMENT) Our Ref: 19/01450/SCREEN	Late response from information provider	Late and partial response due to absence of essential staff member.
10515	07/08/2019	04/09/2019	10/09/2019	24	Town and Country Planning (EIA) (SCOTLAND) Regulations 2017- Application 19/01450/SCREEN (i)	Late response from information provider	Late and partial response due to absence of essential staff member.
10516	07/08/2019	04/09/2019	10/09/2019	24	Town and Country Planning (EIA) (SCOTLAND) Regulations 2017- Application 19/01450/SCREEN (iii)	Late response from information provider	Late and partial response due to absence of essential staff member.
10517	07/08/2019	04/09/2019	10/09/2019	24	Town and Country Planning (EIA) (SCOTLAND) Regulations 2017 - Planning Application 18/01787/PPP (iv)	Late response from information provider	Late and partial response due to absence of essential staff member.
10518	07/08/2019	04/09/2019	10/09/2019	24	Tree Preservation Order for Ancient Woodland at Portincaple, identified in the Scottish National Heritage Ancient Woodlands Inventory (v)	Late response from information provider	Late and partial response due to absence of essential staff member.
10519	07/08/2019	04/09/2019	10/09/2019	24	Town and Country Planning (EIA) (SCOTLAND) Regulations 2017- Application 19/01450/SCREEN (vi)	Late response from information provider	Late and partial response due to absence of essential staff member.
10640	09/09/2019	08/10/2019	10/10/2019	22	Planning applications	Late response from information provider	Late response due to resource issues within team.
10642	09/09/2019	08/10/2019	15/11/2019	48	Section 80 Environmental Protection Act 1990.	Late response from information provider	Late response due to staff absences and other work commitments
10706	27/09/2019	28/10/2019	29/10/2019	21	Civic Government (Scotland) Act 1982	Late response from information provider	Late response due to staff absence.
10711	27/09/2019	28/10/2019	29/10/2019	21	Housing (Scotland) Act 1987 & Housing (Scotland) Act 2006	Late response from information provider	Late response due to staff absence.
10719	27/09/2019	28/10/2019	30/10/2019	22	Food Safety Act 1990	Late response from information provider	Late response due to resource issues within service.
10714	27/09/2019	28/10/2019	06/11/2019	27	Environmental Protection Act 1990	Service sign-off delay	Late response due to admin error within DIS Performance HQ team.
10737	01/10/2019	29/10/2019	31/10/2019	22	Planning submission Balygrundle Fish Farm (UPRN 00012567109) 2004	Late response from information provider	Late response due to admin error, service responded within timescale.

10895	01/10/2019	29/10/2019	26/11/2019	40	File as presented to PPSL committee members on said application on land East of Tigh Na Mara Isle of Coll.	Late response from information provider	Request was not logged until after due date, as the request was not passed on by the service.
10765	08/10/2019	05/11/2019	19/11/2019	30	FOI Request - Landlords	Service sign-off delay	late response due to workload within team supplying the information
10900	11/11/2019	09/12/2019	10/12/2019	21	Planning Consent 91/00428/DET01 for smolt plant at Loch Tralaig	Late response due to staff absence	Late response due to staff absence
10926	13/11/2019	11/12/2019	17/12/2019	24	Christmas	Response sent to Governance Unit after due date	No further detail
10985	25/11/2019	23/12/2019	21/01/2020	37	FOI Temp homeless accommodations	Late response from information provider	Late response due to resource issues - requester was advised in advance.
10987	25/11/2019	23/12/2019	21/01/2020	37	FOI Homelessness service complaints	Late response from information provider	Late response due to resource issues - requester was advised in advance.
10990	25/11/2019	23/12/2019	22/01/2020	38	FOI Homeless individuals moves	Late response from information provider	Late response due to resource issues - requester was advised in advance.
10991	25/11/2019	23/12/2019	22/01/2020	38	FOI Homelessness budget	Late response from information provider	Late response due to resource issues - requester was advised in advance.
10989	25/11/2019	23/12/2019	22/01/2020	38	FOI homeless numbers	Late response from information provider	Late response due to resource issues - requester was advised in advance.
10992	25/11/2019	23/12/2019	22/01/2020	38	FOI Homeless gatekeeping	Late response from information provider	Late response due to resource issues - requester was advised in advance.
10986	25/11/2019	23/12/2019	23/01/2020	39	FOI Homeless accommodation inspections	Late response from information provider	Delayed response due to resource issues - requester advised in advance.
11048	10/12/2019	13/01/2020	14/01/2020	33	Request for Festival funding information.	Late response from information provider	Late response due to Christmas shutdown.
11064	13/12/2019	16/01/2020	22/01/2020	24	private water testing	Late response from information provider	Delay in responding as information had to be requested from laboratory.
11100	27/12/2019	28/01/2020	06/02/2020	27	Oban of 5G antenna sites	Late response due to staff absence within Governance unit	Late response due to staff absence
11257	03/02/2020	02/03/2020	05/03/2020	23	Local Development Plan	Late response from information provider	Late response due to resource issues within DM team.
11280	05/02/2020	04/03/2020	04/06/2020	83	Cove & Kilcreggan Bus Stops	Late response from information provider	Late response from information provider, who was delayed by dealing with C-19 impact on bus services, then by his involvement in the community food project.
11339	18/02/2020	17/03/2020	18/03/2020	21	Housing supply in Helensburgh And Lomond	Late response from information provider	Resource issues in central team, plus later response from service
11389	02/03/2020	30/03/2020	15/04/2020	30	Food Safety Act 1990	Late response from information provider	Late response due to staff shortages and increased workload caused by COVID-19 pandemic.
11395	02/03/2020	30/03/2020	15/04/2020	30	Environmental Protection Act 1990	Late response from information provider	Late response due to staff shortages and increased workload caused by COVID-19 pandemic.
11399	02/03/2020	30/03/2020	15/04/2020	30	Prevention of Damage by Pest Act 1949	Late response from information provider	Late response due to staff shortages and increased workload caused by COVID-19 pandemic.

11396	03/03/2020	31/03/2020	12/05/2020	47	Food Hygiene (Scotland) Regulations 2006	Late response from information provider	Difficulties due to Covid-19 actions
11420	04/03/2020	01/04/2020	07/04/2020	24	Home Office's Rough Sleeper Support Service (RSSS)	Late response from information provider	late response due to C-19 crisis.
Customer Support Services							
10248	04/04/2019	07/05/2019	02/07/2019	59	FOIA Request - Provision of Temporary and Interim Staff Services - Interim IT - National [Ref: SP-13-023]	Original request not logged as FOI	Received on 4 th April by staff member but only forwarded to FOI on 5 th June and sent to Dept. Rep the same day.
10247	04/04/2019	07/05/2019	02/07/2019	59	FOIA Request - Provision of Temporary and Interim Staff Services - Interim Professional - National [Ref: SP-13-022]	Original request not logged as FOI	Received on 4 th April by staff member but only forwarded to FOI on 5 th June and sent to Dept. Rep the same day.
10019	10/04/2019	13/05/2019	16/05/2019	23	NNDR Accounts	Late response from information provider	Dept Rep sent it to Rates Section for a response on 11 th April, and then chased again on 15 th May. It had been overlooked by the Rates team – there was confusion between staff members as to who had the responsibility of information provision.
10192	22/05/2019	20/06/2019	25/06/2019	23	What was the total expenditure on fees to consultants within all aspects and departments of Argyll & Bute during the last financial year.	Service sign-off delay	Response issued using previous information provided by Procurement to recent FOI - no response received from service for this response
10942	15/11/2019	13/12/2019	18/12/2019	23	Software Systems	Late response from information provider	Response sent to Departmental Rep after due date
Live Argyll							
10377	10/07/2019	07/08/2019	14/08/2019	25	Freedom of Information Request: Sustainability in Digital Preservation	Late response from information provider	No further detail
10384	10/07/2019	07/08/2019	19/08/2019	28	Sporting Facility Concession Rates	Late response from information provider	No further detail
10846	29/10/2019	26/11/2019	18/12/2019	36	Council Gym Memberships	Late response from information provider	No further detail