

## Information Requests - Monthly Update - Period: 1 April 2020 - 31 March 2021

Department / Service	FOISA and EIR Requests					Performance %
	Total requests received	Responded to in time	Responded to late	Running in time	Running late	
Chief Executives						
Financial	105	100	5	0	0	95%
CP&D	0	0	0	0	0	-
Customer Services						
Education	103	101	2	0	0	98%
L&RS	323	314	9	0	0	97%
Commercial	16	15	1	0	0	94%
Development and Infrastructure						
D&EG	190	164	26	0	0	86%
R&IS	187	172	15	0	0	92%
Customer	80	78	2	0	0	98%
Health and Social Care Partnership						
IJB	2	2	0	0	0	100%
Adult Care	55	55	0	0	0	100%
C&F / CJ	34	33	1	0	0	97%
Live Argyll						
Live Argyll	5	4	1	0	0	80%
<b>Totals</b>	<b>1100</b>	<b>1038</b>	<b>62</b>	<b>0</b>	<b>0</b>	<b>94%</b>

Request No	Date Received	Date Due	Date Closed	Duration	Subject	Late Closure	Details
<b>Education</b>							
11583	27/05/2020	24/06/2020	25/06/2020	21	Home-schooling provision C19	Late response from information provider	Request required further input from other department. Delay in requesting this.
12440	01/02/2021	01/03/2021	02/03/2021	21	Kilmodan Primary School Outdoor Classroom Closure	Service Sign-Off Delay	Partial response sent one day late (redactions were required which required additional time)
<b>Legal and Regulatory Support</b>							
11547	06/05/2020	09/06/2020	10/06/2020	21	Care Inspectorate and Health Improvement Scotland	Legislation Change Covid 19	Late response due to removal of extension to deadline
12492	12/02/2021	12/03/2021	15/03/2021	21	Leisure and Sport Community Assets	Service sign-off delay	System user error resulted in delay
11970	11/09/2020	12/10/2020	14/10/2020	22	Postage Provisions	Late response from information provider	This was a complex FOI, struggled to obtain information and responses were received late, I had to contact leasing companies directly to obtain final information. I also did not initially send this to Education in error.
12199	16/11/2020	14/12/2020	16/12/2020	22	Covid 19 grants or loans to 3rd party organisations C19	Late response due to staff absence within Governance unit	Late due to competing work demands and absences
12000	23/09/2020	22/10/2020	27/10/2020	23	Finance, HR/Payroll Systems and Tax	Late response from information provider	partial response sent 22/10/2020 awaiting on responses from services
11531	30/04/2020	29/05/2020	08/06/2020	26	Procurement	Legislation Change Covid 19	Late response due to removal of extension to deadline
12132	04/11/2020	02/12/2020	11/12/2020	27	Face mask complaints C19	Late response from information provider	Delay in response from Trading Standards
12364	08/01/2021	05/02/2021	18/02/2021	29	List of licenced premises in Campbeltown who have a license or permission to sell food prepared on the premises	Late response from information provider	Partial response was sent on 05/02/21. Late response due to delay in receiving information from Environmental Health
11958	08/09/2020	07/10/2020	13/10/2020	24	Payment Services	Late response from information provider	Late response from information provider
<b>Commercial Services</b>							
11514	23/04/2020	22/05/2020	02/06/2020	27	Bottled Water FOI Request	Legislation Change Covid 19	Late response due to removal of extension to deadline
<b>Children &amp; Families</b>							
12555	02/03/2021	30/03/2021	31/03/2021	21	UASC	Late response from information provider	Late response from service manager to FOI Rep

Financial Services								
11543	05/05/2020	02/06/2020	10/06/2020	26	Expanded Retail Discount for Scotland	Late response from information provider	Extension period which was repealed contributed to the delay in this response as priority was given to business grants	
11504	17/04/2020	18/05/2020	15/06/2020	40	Business Rates Freedom of Information C19	Covid 19	Priority was given to business grants	
11507	21/04/2020	20/05/2020	19/06/2020	42	NDR	Covid 19	Priority was given to business grants	
11490	09/04/2020	12/05/2020	19/06/2020	48	Business Rates April 2020	Covid 19	Priority was given to business grants	
11479	02/04/2020	05/05/2020	15/06/2020	49	Unclaimed credits for non-domestic ratepayers	Covid 19	Priority was given to business grants	
Roads and Infrastructure Services								
11776	20/07/2020	17/08/2020	18/08/2020	21	Streetlighting operators on public highways	Late response from information provider	No reason given by service for late response.	
11834	29/07/2020	26/08/2020	27/08/2020	21	Parking Charges & Fines	Late response from information provider	Admin error led to late response.	
11849	04/08/2020	01/09/2020	02/09/2020	21	Vehicle details	Late response from information provider	Late response due to resource issues within Fleet.	
12546	26/02/2021	26/03/2021	29/03/2021	21	Penalty charge notices, Arrochar and Luss	Late response from information provider	Information was returned to FOI rep at 4:50 on due date. Not enough time for response to be issued	
11796	28/07/2020	25/08/2020	27/08/2020	22	Penalty Charge Notices	Late response from information provider	Late response due to resource issues within dept.	
12332	22/12/2020	25/01/2021	27/01/2021	22	Roads (Scotland) Act 1984	Late response from information provider	Late response due to resource issues within Network and Standards team.	
11936	03/09/2020	02/10/2020	07/10/2020	23	Litter fines - the scotsman	Late response due to staff absence	Late response due to staff absence	
11569	15/05/2020	17/06/2020	23/06/2020	24	Number of cyclist deaths from January 1st 2019 - January 1st 2020	Late response from information provider	Late response due to resource issues within team.	
12312	17/12/2020	20/01/2021	21/01/2021	24	Staff employed by the council's cleansing departments	Late response from information provider	Late response due to resource issues within RAS.	
12009	29/09/2020	27/10/2020	04/11/2020	26	New Specifications for street lighting	Late response from information provider	Late response provided from information provider.	
11563	14/05/2020	11/06/2020	23/06/2020	28	Housing (Scotland) Acts 1987 & 2006	Late response from information provider	Late response due to resource issues within Housing team	
11624	08/06/2020	06/07/2020	16/07/2020	28	Complaints re Balvicar Waste Water Treatment Works	Late response from information provider	Late response due to resources issues within EH team.	
11795	27/07/2020	24/08/2020	03/09/2020	28	Staffing Comparisons between Helensburgh & Dunoon	Late response from information provider	Late response due to resource issues.	
11510	09/04/2020	12/05/2020	03/06/2020	36	Last three annual reports covering Development and Infrastructure Services	Legislation Change Covid 19	Late response due to removal of extension to deadline	
11708	02/07/2020	30/07/2020	08/09/2020	48	Parking fines	Late response from information provider	Late response due to administrative error within DIS Performance HQ team.	

Development and Economic Growth						
11705	01/07/2020	29/07/2020	30/07/2020	21	How many woodlands within the Argyll & Bute Council area, are registered on the 'Ancient Woodland Inventory of Scotland' the Scottish Govt. register	Late response from information provider Late response due to error in understanding of the due date.
11838	27/07/2020	24/08/2020	25/08/2020	21	Environmental Health Report for Gelato Burger, Oban	Late response from information provider Late response due to resource issues within service.
11943	04/09/2020	05/10/2020	06/10/2020	21	The wildlife corridor at the Duchess Gait development in Helensburgh	Late response from information provider Response received at 15:53 on due date - response included a large number of emails which needed to be checked before sending.
12034	07/10/2020	04/11/2020	05/11/2020	21	Planners employed in 2010, 2015 and 2020	Late response from information provider Delayed due to resource issues within Development Management team.
12202	16/11/2020	14/12/2020	15/12/2020	21	Helensburgh Pier	Received within 5 working days of due date Late response due to admin error by service rep.
12518	27/01/2021	24/02/2021	25/02/2021	21	Kirkton Farm, Cardross	Original request not logged as FOI Request was not sent to us until 18th February, giving us only 4 days to respond within timescale. Service did respond on 24th Feb but I was unable to send the response due to competing priorities.
11590	28/05/2020	25/06/2020	30/06/2020	23	School transport costs C19	Late response from information provider Email sent to requester to advise response delayed until 17th July due to resource issues within school transport team.
11709	02/07/2020	30/07/2020	04/08/2020	23	Section 80 of Environmental Protection Act 1990	Late response from information provider Late response due to resource issues within EH team.
11743	07/07/2020	04/08/2020	10/08/2020	24	Zoo Licensing Act	Late response from information provider Late response due to resource issues within EH team.
11911	25/08/2020	22/09/2020	29/09/2020	24	Noise complaints	Late response from information provider Late response due to resource issues within EH team.
11598	22/06/2020	21/07/2020	28/07/2020	25	Housing and Environmental Health Acts	Late response from information provider Late responses received from EH and Housing teams due to resource issues.
11701	30/06/2020	28/07/2020	04/08/2020	25	Reopening of beer gardens or similar outdoor spaces C19	Late response from information provider Late response due to resource issues within EH team.
12273	04/12/2020	07/01/2021	14/01/2021	25	86/00001/MIN	Late response due to staff absence Late response due to absence of key staff member.
12274	04/12/2020	07/01/2021	14/01/2021	25	89/01256/MIN001	Late response due to staff absence Late response due to absence of key staff member.
12275	04/12/2020	07/01/2021	14/01/2021	25	15/02114/MIN	Late response due to staff absence Late response due to absence of key staff member.
12276	04/12/2020	07/01/2021	14/01/2021	25	18/02399/MIN	Late response due to staff absence Late response due to absence of key staff member.
11643	17/06/2020	15/07/2020	23/07/2020	26	Environmental Health & Licensing related charged for services	Late response from information provider Late response from EH due to resource issues.
11641	15/06/2020	13/07/2020	22/07/2020	27	S5512.426-02 Sheirdrim Renewable Energy	Late response from information provider No details around late response provided from Service

11892	18/08/2020	15/09/2020	24/09/2020	27	BBC NEWS - Noise Complaints and Neighbours	Late response from information provider	Staff resourcing issues within service
12270	04/12/2020	07/01/2021	18/01/2021	27	Temporary homeless accommodation charges	Late response from information provider	Email sent to requester to advise that response will be delayed until 15th Jan due to staffing levels within Housing team.
11555	12/05/2020	09/06/2020	19/06/2020	28	Lichfields: Live Covid-19 Local Planning Authority Tracker [NLP-MS.FID335329] C19	Late response from information provider	Late response due to resource issues within team.
11562	14/05/2020	11/06/2020	09/07/2020	40	Environmental Protection Act 1990 and EPA 1990 Part IIA (Contaminated Land)	Late response from information provider	Late response due to resource issues within EH team.
11489	09/04/2020	12/05/2020	10/06/2020	41	Housing policies and legislation	Legislation Change Covid 19	Late response due to removal of extension to deadline
11907	24/08/2020	21/09/2020	03/11/2020	50	Section 75 Agreements within the Town and Country Planning (Scotland) Act 1997	Late response from information provider	Information not recorded in a readily retrievable format, engagement required with other departments for quality check, delayed by availability of relevant staff.
11653	19/06/2020	17/07/2020	24/09/2020	69	TPO 03/00 - 2 The Briars, Shandon, Helensburgh	Late response from information provider	No reason given by service for late response.
11518	27/04/2020	26/05/2020	04/08/2020	70	Environmental Health & Food Safety	Late response from information provider	Late response due to resource issues within EH team.
<b>Customer Support Services</b>							
12020	25/09/2020	27/10/2020	29/10/2020	22	Senior Management Recruitment	Late response from information provider	Admin error in department resulted in FOI date being recorded incorrectly and FOI being issued late
11528	29/04/2020	28/05/2020	15/06/2020	32	Business Rates	Covid 19	Priority was given to business grants
<b>Live Argyll</b>							
12646	29/03/2021	28/04/2021	12/05/2021	29	Membership of the library service	Late response from information provider	More information required from management