

Information Requests - Annual Figures - 1st April 2021 - 31st March 2022

Department / Service	FOISA and EIR Requests					Likely overall %
	Total requests received	Responded to in time	Responded to late	Running in time	Running late	
Chief Executives						
Financial	78	76	2	0	0	97%
CP&D	1	1	0	0	0	100%
Customer Services						
Education	138	128	10	0	0	93%
L&RS	354	346	8	0	0	98%
Commercial	37	37	0	0	0	100%
Development and Infrastructure						
D&EG	205	174	31	0	0	85%
R&IS	194	167	27	0	0	86%
Customer	100	97	3	0	0	97%
Health and Social Care Partnership						
IJB	0	0	0	0	0	-
Adult Care	70	69	1	0	0	99%
C&F / CJ	45	44	1	0	0	98%
Live Argyll						
Live Argyll	11	11	0	0	0	100%
Totals	1233	1150	83	0	0	93%

Request No	Date Received	Date Due	Date Closed	Duration	Subject	Late Closure	Details
Financial Services							
13166	20/08/2021	17/09/2021	21/09/2021	22	Payment Data	Late response from information provider	There was confusion over response within service. FOI team provided clarity on exemption and response was issued
13786	04/02/2022	04/03/2022	11/03/2022	25	Card processing supplier	Late response from information provider	Information provider identified on due date that response required input from another service. This was unable to be provided same day. Partial response sent on due date
Education							
13552	01/12/2021	31/12/2021	10/01/2022	19	Meals in schools	Late response from information provider	Late response due to school holidays had not received responses from 5 schools.
12899	07/06/2021	05/07/2021	06/07/2021	21	Additional Teachers Recruited	No reason for delay provided	Response issued one day after due date
13687	17/01/2022	14/02/2022	15/02/2022	21	Primary school swimming lessons	Late response from information provider	Unable to respond on due date as still waiting for one school to respond. Partial response sent 1 day late.
12956	21/06/2021	19/07/2021	21/07/2021	22	2021 grade boundaries for Higher courses	Service sign-off delay	Schools on holiday and with both the phased return and C19 restrictions staff have had competing priorities.
13947	17/03/2022	14/04/2022	26/04/2022	26	'Campus Cops'	Late response from information provider	Emailed requestor 31.03.22 to advise of school holiday and that response will be late. Requestor happy with this. Partial response sent 26.04.22 (some information not recorded by schools).
13005	06/07/2021	03/08/2021	16/08/2021	29	Child Protection/Safeguarding issues raises and disposal of them	Original request not logged as FOI	Error in processing within Central FOI team
13712	11/01/2022	08/02/2022	23/02/2022	31	Homeschooling and Flexi-schooling	Late response from information provider	Late response as not all schools responded prior to closure for school holidays
12910	28/04/2021	27/05/2021	16/06/2021	34	Local Authority Education Budgets 2021-2022	Original request not logged as FOI until due date	Original request sent to Acting Head of Education but not moved on as an FOI. Reminder received from EIS 07.06.21. Response sent in full 16.06.21.

12988	01/07/2021	29/07/2021	25/08/2021	39	SQA for higher exams this year (2021).	Late response from information provider	Delay due to summer break
12979	28/06/2021	26/07/2021	27/08/2021	44	Provisional Higher grades 2021	Late response from information provider	Response sent in full 24 days late (due to school hols / availability of attainment data)
Legal and Regulatory Support							
13003	06/07/2021	03/08/2021	04/08/2021	21	Number of playgrounds, MUGAs and outdoor fitness areas	Late response from information provider	Late response from Roads and Amenity Services
13456	09/11/2021	07/12/2021	08/12/2021	21	Housing grants for disability adaptations	Late response from information provider	Housing admin were unable to supply the information within the timescale, poor internet connection / ICT problem
13336	25/11/2021	22/11/2021	16/12/2021	38	Covid-19 pandemic C19	Late response from information provider	Late responses from EDST & Finance - Resource intensive request
12783	12/05/2021	09/06/2021	07/08/2021	40	PAT testing	Late response from information provider	Request not taken forward during staff absence
13272	21/09/2021	11/11/2021	13/12/2021	42	The Wildlife Centre	Late response from information provider	Delay due to volume of information and clarification around request sought - clarification received changed the nature of the request to SAR, FOI response issued 13/12 and SAR request logged
13058	21/07/2021	18/08/2021	22/09/2021	45	Housing developments	Service sign-off delay	Late response from Legal Services
Procurement							
13599	14/12/2021	17/01/2022	19/01/2022	22	PFI / PPP / NPD contract	Late response from information provider	Late due to pressure of other workload
13634	21/12/2021	24/01/2022	27/01/2022	23	CCTV maintenance and support contract	Late response due to staff absence	Late response due to admin error
Development and Economic Growth							
12762	05/05/2021	02/06/2021	03/06/2021	21	Certificates Knotweed at 7 Kilbride Road, Dunoon	Late response from information provider	Late response due to absences within Development Management team.
12773	10/05/2021	07/06/2021	08/06/2021	21	Hebridean Air Services	Service issue	Late response due to resource issues within DIS Performance HQ.
12805	17/05/2021	14/06/2021	15/06/2021	21	Housing Notice ABC/CO/0157	Service sign-off delay	
13234	07/09/2021	06/10/2021	07/10/2021	21	Planning Application 21/00640/PP		

13792	07/02/2022	07/03/2022	08/03/2022	21	Short-Term Rental Enforcement	Received within 5 working days of due date	Request was passed to Housing, response required to be provided by Environmental Health but was not passed to them until 03/03/22
12781	12/05/2021	09/06/2021	11/06/2021	22	Tree Preservation Order for 7 Kilbride Road, Dunoon & Sewage Treatment Works at Storie's Yard, Kilbride Road, Dunoon	Access required to print and post response	Response issued 2 days late as requestor required a hard copy, electronic copy provided in time.
12859	26/05/2021	23/06/2021	25/06/2021	22	Farm welfare offences	Late response from information provider	Response issued to wrong recipient
13118	11/08/2021	08/09/2021	10/09/2021	22	Machrinhanish Dunes EIR		
13410	22/10/2021	19/11/2021	23/11/2021	22	Land formerly known as Rhu Bowling Club	Late response from information provider	Late due to resource issues within Environmental Health
13957	21/03/2022	20/04/2022	22/04/2022	22	Fires & nuisance smoke reports	Late response due to staff absence	Key staff on annual leave and competing workload pressures
12724	23/04/2021	24/05/2021	27/05/2021	23	Vessels using Port Askaig pier	Late response from information provider	Resource issues within Marine Services team.
13109	09/08/2021	07/09/2021	10/09/2021	23	Rat complaints	Late response from information provider	Late due to delay in response from Environmental Health
13463	09/11/2021	07/12/2021	10/12/2021	23	Landlord Registration	Service sign-off delay	Late response due to admin error
13462	09/11/2021	07/12/2021	10/12/2021	23	Idling	Late response from information provider	Final response from Environmental Health received late
12964	22/06/2021	20/07/2021	26/07/2021	24	Animal Welfare (Scotland) Act 2006	Late response due to staff absence	
13698	20/01/2022	17/02/2022	24/02/2022	25	Main Issues Report	Late response from information provider	Late response due to competing work demands.
13903	04/03/2022	01/04/2022	08/04/2022	25	Private water supplies	Late response due to staff absence	Key staff on annual leave and competing workload pressures
12693	16/04/2021	17/05/2021	25/05/2021	26	50821 Helensburgh Golf Club	Late response from information provider	Late response due to absence of key staff member.
12996	02/07/2021	30/07/2021	09/08/2021	26	P4020 Culcharron Quarry	Late response from information provider	Partial Response issued 30/07/21 - Full response not issued on time due to staff absence within Dev Policy and a requirement for staff to access office to scan hard copy documents
13304	29/09/2021	27/10/2021	05/11/2021	27	Animal Activities Licensing	Late response due to staff absence	

13364	13/10/2021	10/11/2021	19/11/2021	27	Noise complaints	Late response due to staff absence	Late response due to key staff absence and workload pressures
12766	10/05/2021	07/06/2021	17/06/2021	28	Air Service Public Service Obligation information	Late response from information provider	Information provided late by Service
13502	22/11/2021	20/12/2021	06/01/2022	29	Wind Farm Planning Applications	Late response from information provider	Admin Error - EIR had been marked as complete when no response had been issued
12699	19/04/2021	18/05/2021	01/06/2021	30	Planning Application Reference 86/00001/MIN	Late response from information provider	Late response due to absences within Development Management team.
12700	19/04/2021	18/05/2021	01/06/2021	30	Planning Application Reference 89/01256/MIN001	Late response from information provider	Late response due to absences within Development Management team.
12701	19/04/2021	18/05/2021	01/06/2021	30	Planning Application Reference 15/02114/MIN	Late response from information provider	Late response due to absences within Development Management team.
12702	19/04/2021	18/05/2021	01/06/2021	30	Planning Application Reference 18/02399/MIN	Late response from information provider	Late response due to absences within Development Management team.
13814	09/02/2022	09/03/2022	25/03/2022	32	Information on the Landlord Register	Service sign-off delay	Partial response sent 10/03/22 Response to Q5 sent 25/03/2022 service sign off delay as information not readily available
13853	21/02/2022	21/03/2022	08/04/2022	34	Copy of HMO Register	Service sign-off delay	Information on website was outdated which caused need for request. Required to be updated through liaison with HMO owners before response could be issued
12725	23/04/2021	04/06/2021	14/07/2021	48	Local Development Plans	Late response from information provider	Remainder of information requested to be provided by end of June.
12927	14/06/2021	12/07/2021	25/08/2021	52	Affordable Housing provision	Late response from information provider	
Roads & Infrastructure							
12774	10/05/2021	07/06/2021	08/06/2021	21	Pot holes	Late response from information provider	Information provided late by Service
13039	14/07/2021	11/08/2021	12/08/2021	21	Harbour Revision Order	Late response from information provider	Late response due to resource issues within Marine Operations team.
13243	10/09/2021	11/10/2021	12/10/2021	21	BPM/SHEPHERD/Y19R0020	Late response from information provider	Late response due to absence within HUB team.
13311	27/09/2021	26/10/2021	27/10/2021	21	Waste Services Department	Service sign-off delay	Late response due to admin error.
13301	29/09/2021	27/10/2021	28/10/2021	21	Herbicide Use	Late response from information provider	Late response due to resource issues within Amenity Services team.

13303	29/09/2021	27/10/2021	28/10/2021	21	Herbicide Use	Late response from information provider	Late response due to resource issues within Amenity Services team.
13644	05/01/2022	02/02/2022	03/02/2022	21	Potholes and road repair	Late response from information provider	Response with all information held by RIS was sent on the due date. Unable to get the information held by Legal Services within timescale, remainder of info sent by Legal on 03/02/22.
12846	24/05/2021	21/06/2021	23/06/2021	22	Burials and Cremations	Late response from information provider	Resource issues within RIS Communications team
12850	24/05/2021	21/06/2021	23/06/2021	22	Gourock, Dunoon, Kilcreggan Infrastructure and Vessels Project (GDKIVP)	Service sign-off delay	Reason for late response - resource issues within RIS Communications team, also was waiting for advice from FOI team.
12868	28/05/2021	25/06/2021	29/06/2021	22	Isle of Bute Outer Harbor Pontoons	Service sign-off delay	
12999	05/07/2021	02/08/2021	04/08/2021	22	Streetlights/streetlamps	Late response from information provider	Late response due to resource issues within Street lighting team.
13747	01/02/2022	01/03/2022	03/03/2022	22	Complaints about potholes	Late response from information provider	Response required greater than anticipated manual input from WDM team.
12973	24/06/2021	22/07/2021	27/07/2021	23	Children's playgrounds	Late response from information provider	Late response from 1 area, coupled with annual leave within HUB team.
13478	12/11/2021	10/12/2021	15/12/2021	23	Car Brand	Late response from information provider	Late response absence of a key staff member
13754	21/01/2022	18/02/2022	23/02/2022	23	Road faults Achaleven Road	Late response from information provider	Late response due to admin error.
13833	15/02/2022	15/03/2022	18/03/2022	23	Query relating to traffic lights	Late response from information provider	Late response due to admin error.
12994	01/07/2021	29/07/2021	04/08/2021	24	Truck restrictions data	Late response from information provider	Late response due to resource issues within HUB team.
12764	06/05/2021	03/06/2021	10/06/2021	25	B8045 Inspections & Defects	Late response from information provider	Late response due to mistake by DIS Performance HQ team.
13963	22/03/2022	21/04/2022	28/04/2022	25	Car Park Usage Data in Oban	Late response from information provider	Resource issues within team due to complexity of request
13823	14/02/2022	14/03/2022	22/03/2022	26	Streetlights	Service sign-off delay	Response late as there were issues with accuracy of the information provided by our streetlighting team which required further investigation.

12904	07/06/2021	05/07/2021	15/07/2021	28	ROAD FAULTS ACHALEVEN ROAD	Late response from information provider	Late response due resource issues within RIS team.
13394	25/10/2021	22/11/2021	02/12/2021	28	Replacing/repairing the balustrade on the bridge over the A817 (haul rd) just before its junction with the A82	Service sign-off delay	Late response due to concerns over commercial sensitivity of information.
12790	13/05/2021	10/06/2021	24/06/2021	30	Adoption Standard for a road in Argyll & Bute	Late response from information provider	Late response due to resource issues within Traffic & Development team. Info was not readily available and required manual collation from a number of sources.
12722	23/04/2021	24/05/2021	08/06/2021	31	Argyll & Bute Council car park	Late response from information provider	Late response due to resource issues within Traffic & Development team.
13129	13/08/2021	10/09/2021	01/10/2021	34	External litter bins	Late response from information provider	Late response due to difficulty in providing the information requested, which was not readily available.
13294	28/09/2021	26/10/2021	15/11/2021	34	Fixed Penalty Notices (FPNs) for parking and environmental offences.	Service sign-off delay	
13571	03/12/2021	06/01/2022	26/01/2022	34	Monies allocated to road markings for this year and where that money was spent	Late response from information provider	Late response due to resource issues within services. Customer was kept updated and some information provided where possible in advance of final response.
HR & OD							
13880	27/01/2022	24/02/2022	04/03/2022	26	Post Number A4726 - Team Leader Programming & Planning	Original request not logged as FOI	Response issued 1 date late as there was confusion within service about who would be issuing response.
ICT							
12710	21/04/2021	20/05/2021	31/05/2021	27	Software asset management	System Issues	Problems with Email stopped reminder emails being issued to FOI Rep
13736	27/01/2022	24/02/2022	10/03/2022	30	Hosting	Late response from information provider	FOI was missed by information provider and takes a lot of time to gather. Currently looking at ways to publish to reduce time in future
Health and Social Care Partnership							

13208	02/09/2021	01/10/2021	04/10/2021	21	Care	Late response from information provider	Late due to resource issues within SW Finance
13460	09/11/2021	07/12/2021	09/12/2021	22	Local offer for care leavers	Late response from information provider	Full response. Late response from information provider.