

31 May 2024

IC-307057-COP4

Request

You asked us:

- 1) *How many people currently work in your Freedom of Information team (or the team responsible for the management of Freedom of Information requests)?*
- 2) *In the financial years 2019/20, 2022/23 and 2023/24:*
 - a) *How many FOI requests were logged by your organisation? If you differentiate between valid and invalid requests (e.g. where a request requires clarification or has been refused under section 8), please provide this breakdown.*
 - b) *What percentage of FOI requests were responded to within the statutory timeframe?*
 - c) *How many Internal Review (IR) requests were logged by your organisation?*
 - d) *What percentage of IRs were responded to within 20 working days?*
 - e) *What percentage of IRs were responded to between 21 and 40 working days?*
 - f) *What percentage of IRs were responded to after the 40th working day?*
 - g) *How many cases did you receive from the ICO where they investigated an FOI request under section 50 of the FOI Act?*
- 3) *Which team is responsible for updating and maintaining your publication scheme?*

We received your request on 16 May 2024.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

We confirm we hold information in scope of your request.

Question 1

The Information Access Team is responsible for responding to information rights requests received by the ICO. Information Access staff are not assigned to solely working on Freedom of Information (FOI) requests, they also work on data protection requests and other project work.

The number of staff that work in the Information Access Team is 29. This is broken down by the following roles:

Group Manager = 4
Team Manager = 3
Senior Information Access Officer = 9
Lead Information Access Officer = 12
Information Access Support Officer = 1

Question 2

The ICO retains information requests in line with our [retention policy](#), these cases are therefore deleted 2 years after the case is closed, unless preserved for longer. As a result, the data that we hold for the 2019/20 and 2022/23 financial years are incomplete datasets. However, each year the ICO publishes an annual report that includes statistical information about the information requests that the ICO has responded to.

The annual reports are accessible here:

- [ICO Annual Report 2019-20](#) – page 68
- [ICO Annual report 2022-23](#) – page 83

Because the information is already reasonably accessible to you, technically it is withheld under section 21 of the FOIA. Section 21 states that we don't need to provide you with a copy of information when you already have access to it.

The requested information for the 2023/24 financial year is:

2a) 1297 FOI requests were recorded by the ICO, 6 of these cases were recorded as refused under section 8.

2b) 97.38% of FOI requests were responded to within the statutory time frame.

2c) 93 internal reviews were received.

2d) 87 of these internal reviews were responded to within 20 working days.

2e) 4 of these internal reviews were responded to between 21 and 40 working days.

2f) 2 of the internal reviews received were responded to after 40 working days.

2g) 38 section 50 complaints were received about the ICO. Details of section 50 complaints received in other years are published on our website here: [Complaints under s50 of the Freedom of Information Act 2000 | ICO](#).

Question 3

The ICO publication scheme is maintained and updated by the Information Access Team.

This concludes our response to your request.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint](#) through our website.

Your information

Our [privacy notice](#) explains what we do with the personal data you provide to us, and sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely,

ico.

Information Commissioner's Office



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