Freedom of Information

Conducted by YouGov on behalf of ICO

Fieldwork Dates: 9th - 10th October 2017
**Freedom of Information**

**ECF_Q1. In general, how accessible, if at all, do you think information about the activities of the following organisations is to members of the public? (Please select the option that best applies on each row)**

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Very accessible</th>
<th>Fairly accessible</th>
<th>Not very accessible</th>
<th>Not at all accessible</th>
<th>Don’t know</th>
<th>Net: Accessible</th>
<th>Net: Not accessible</th>
</tr>
</thead>
<tbody>
<tr>
<td>UK Government and governmental departments (e.g. Department for Education)</td>
<td>6%</td>
<td>37%</td>
<td>32%</td>
<td>11%</td>
<td>15%</td>
<td>42%</td>
<td>43%</td>
</tr>
<tr>
<td>Public authorities (e.g. the police force, local governments such as county councils, etc.)</td>
<td>7%</td>
<td>44%</td>
<td>28%</td>
<td>8%</td>
<td>13%</td>
<td>51%</td>
<td>36%</td>
</tr>
<tr>
<td>Publicly owned companies in the UK (e.g. BBC, Student Loans Company, Network Rail etc.)</td>
<td>5%</td>
<td>34%</td>
<td>32%</td>
<td>10%</td>
<td>18%</td>
<td>40%</td>
<td>42%</td>
</tr>
<tr>
<td>Privately owned companies in the UK (e.g. independent banks)</td>
<td>3%</td>
<td>20%</td>
<td>38%</td>
<td>21%</td>
<td>18%</td>
<td>23%</td>
<td>59%</td>
</tr>
</tbody>
</table>

Unweighted base: All GB adults (2035)
Freedom of Information

ecf_q1_1. In general, how accessible, if at all, do you think information about the activities of the following organisations is to members of the public? (Please select the option that best applies on each row)

- UK Government and governmental departments (e.g. Department for Education)

Unweighted base: All GB adults (2035)
Freedom of Information

ecf_q1_2. In general, how accessible, if at all, do you think information about the activities of the following organisations is to members of the public? (Please select the option that best applies on each row)

- Public authorities (e.g. the police force, local governments such as county councils, etc.)

Unweighted base: All GB adults (2035)
Freedom of Information

cf_q1_3. In general, how accessible, if at all, do you think information about the activities of the following organisations is to members of the public? (Please select the option that best applies on each row)

- Publicly owned companies in the UK (e.g. BBC, Student Loans Company, Network Rail etc.)

Unweighted base: All GB adults (2035)
Freedom of Information

dcf_q1_4. In general, how accessible, if at all, do you think information about the activities of the following organisations is to members of the public? (Please select the option that best applies on each row)

- Privately owned companies in the UK (e.g. independent banks)

Unweighted base: All GB adults (2035)
Freedom of Information

ECF_Q2. In general, how important, if at all, do you think it is that members of the public are able to access information regarding the public services provided by each of the following organisations? (Please select the option that best applies on each row)

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Very important</th>
<th>Fairly important</th>
<th>Not very important</th>
<th>Not important at all</th>
<th>Don't know</th>
<th>Net: Important</th>
<th>Net: Not important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing associations (e.g. providers of social/affordable housing)</td>
<td>46%</td>
<td>40%</td>
<td>7%</td>
<td>86%</td>
<td>8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health and social care providers</td>
<td>61%</td>
<td>30%</td>
<td>3%</td>
<td>91%</td>
<td>4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transport providers (e.g. Virgin Trains, Network Rail etc.)</td>
<td>42%</td>
<td>43%</td>
<td>8%</td>
<td>85%</td>
<td>8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prisons and custodial services</td>
<td>32%</td>
<td>44%</td>
<td>14%</td>
<td>76%</td>
<td>16%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charities (e.g. Mind, Shelter etc.)</td>
<td>39%</td>
<td>43%</td>
<td>10%</td>
<td>83%</td>
<td>11%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utility companies (e.g. British Gas, EDF Energy etc.)</td>
<td>51%</td>
<td>38%</td>
<td>40%</td>
<td>90%</td>
<td>5%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Unweighted base: All GB adults (2035)
In general, how important, if at all, do you think it is that members of the public are able to access information regarding the public services provided by each of the following organisations? (Please select the option that best applies on each row)

**- Housing associations (e.g. providers of social/affordable housing)**

- **Very important**: 46%
- **Fairly important**: 40%
- **Not very important**: 7%
- **Not important at all**: 1%
- **Don't know**: 6%
- **Net: Important**: 86%
- **Net: Not important**: 8%

Unweighted base: All GB adults (2035)
Freedom of Information

ecf_q2_2. In general, how important, if at all, do you think it is that members of the public are able to access information regarding the public services provided by each of the following organisations? (Please select the option that best applies on each row)

- Health and social care providers

Not important at all: 0%
Not very important: 3%
Fairly important: 30%
Very important: 61%
Don’t know: 5%
Net: Important: 91%
Net: Not important: 4%

Unweighted base: All GB adults (2035)
Freedom of Information

ecf_q2_3. In general, how important, if at all, do you think it is that members of the public are able to access information regarding the public services provided by each of the following organisations? (Please select the option that best applies on each row)

- Transport providers (e.g. Virgin Trains, Network Rail etc.)

Very important: 42%
Fairly important: 43%
Not very important: 8%
Not important at all: 0%
Don’t know: 6%
Net: Important: 85%
Net: Not important: 8%

Unweighted base: All GB adults (2035)
Freedom of Information

ecf_q2_4. In general, how important, if at all, do you think it is that members of the public are able to access information regarding the public services provided by each of the following organisations? (Please select the option that best applies on each row)

- Prisons and custodial services

- **Very important**
  - 32%

- **Fairly important**
  - 44%

- **Not very important**
  - 14%

- **Not important at all**
  - 2%

- **Don’t know**
  - 9%

- **Net: Important**
  - 76%

- **Net: Not important**
  - 16%

Unweighted base: All GB adults (2035)
**Freedom of Information**

ecf_q2_5. In general, how important, if at all, do you think it is that members of the public are able to access information regarding the public services provided by each of the following organisations? (Please select the option that best applies on each row)

- **Charities (e.g. Mind, Shelter etc.)**

<table>
<thead>
<tr>
<th>Importance</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very important</td>
<td>39%</td>
</tr>
<tr>
<td>Fairly important</td>
<td>43%</td>
</tr>
<tr>
<td>Not very important</td>
<td>10%</td>
</tr>
<tr>
<td>Not important at all</td>
<td>1%</td>
</tr>
<tr>
<td>Don't know</td>
<td>6%</td>
</tr>
<tr>
<td>Net: Important</td>
<td>83%</td>
</tr>
<tr>
<td>Net: Not important</td>
<td>11%</td>
</tr>
</tbody>
</table>

Unweighted base: All GB adults (2035)
Freedom of Information

ecf_q2_6. In general, how important, if at all, do you think it is that members of the public are able to access information regarding the public services provided by each of the following organisations? (Please select the option that best applies on each row)

- Utility companies (e.g. British Gas, EDF Energy etc.)

- Very important: 51%
- Fairly important: 38%
- Not very important: 4%
- Not important at all: 0%
- Don't know: 6%
- Net: Important: 90%
- Net: Not important: 5%

Unweighted base: All GB adults (2035)
Freedom of Information

ECF_Q3. The following question is concerned with the Freedom of Information Act in the UK. Under the Freedom of Information Act you have a right to request any recorded information held by a public authority, such as a Government department, local council or state school.

Have you EVER requested information from a public authority, about a service which you think was delivered on their behalf by any of the following types of organisations? (Please select all that apply. If you have never made a request for information to a public authority about any services delivered on their behalf, please select the “Not applicable” option)

- Health and social care providers: 5%
- Utility companies (E.g. British Gas, EDF Energy etc.): 4%
- Housing associations (e.g. providers of social/affordable housing): 3%
- Transport providers (E.g. virgin Trains, Network Rail etc.): 3%
- Charities (E.g. Mind, shelter etc.): 1%
- Prisons or custodial service: 1%
- Other: 3%
- Don’t know/can’t recall: 7%
- Not applicable - have never made a request for information to a public authority about any services delivered on their behalf: 79%

Unweighted base: All GB adults (2035)
ECF_Q4. You previously mentioned that you have made a request for information to a public authority about the services provided on their behalf in the past. If you have previously made more than one request, please think about your most recent request for information...

After putting in the request, how much, if any of the information you were expecting did you receive? (Please select the option that best applies)

- I received more than I was expecting: 6%
- I received exactly what I was expecting: 27%
- I received some of what I was expecting: 42%
- I did not receive any information I was expecting: 22%
- Don’t know: 3%
- Net: Yes: 33%
- Net: No: 64%

Unweighted base: All GB adults who have previously put in a request for information (269)