

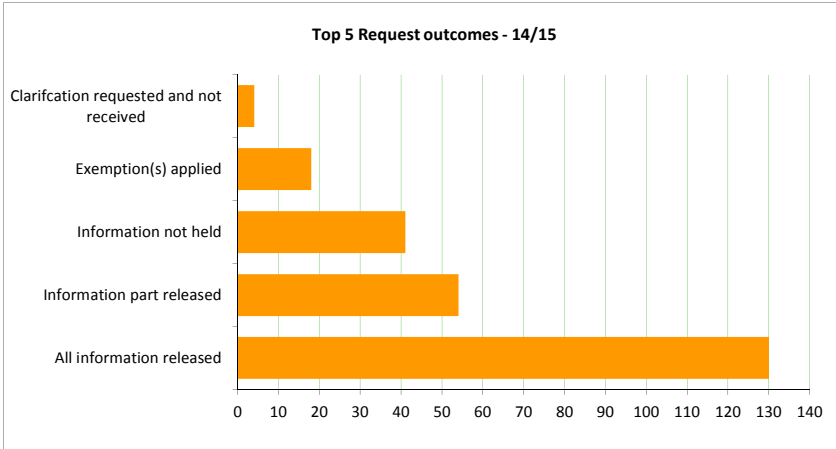
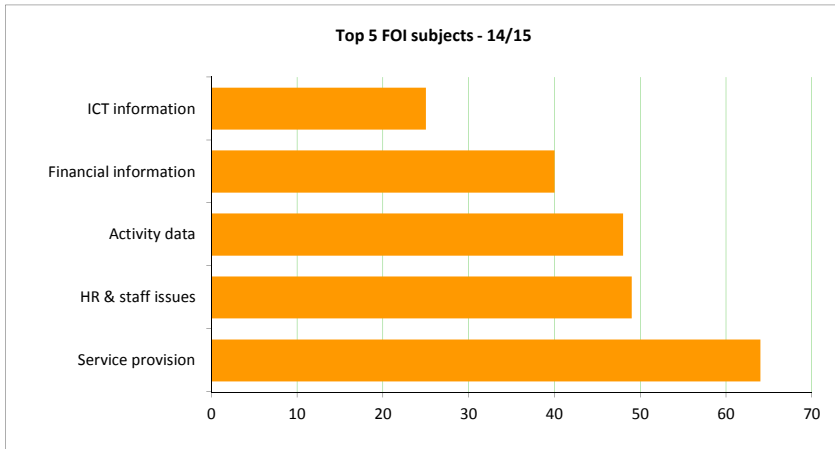
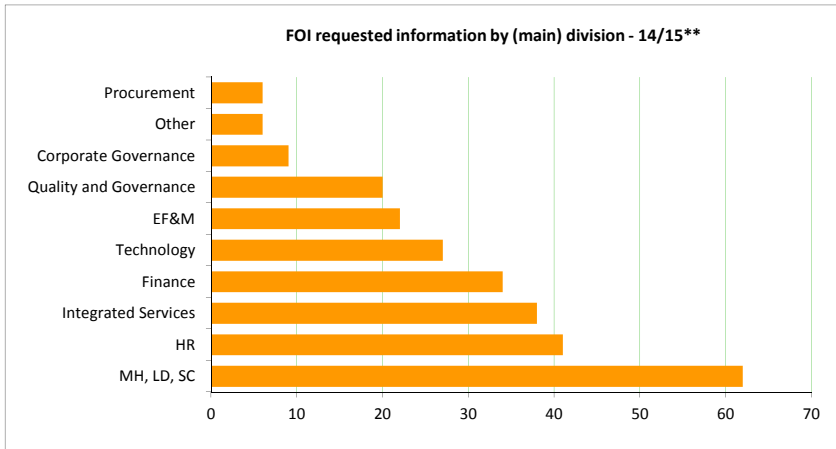
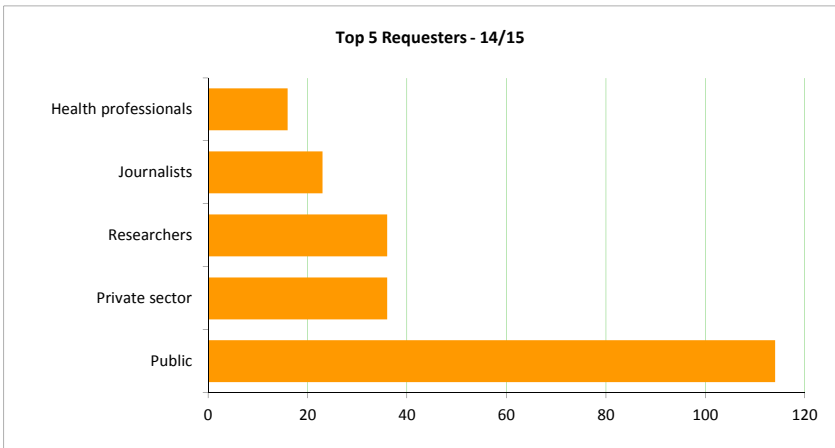
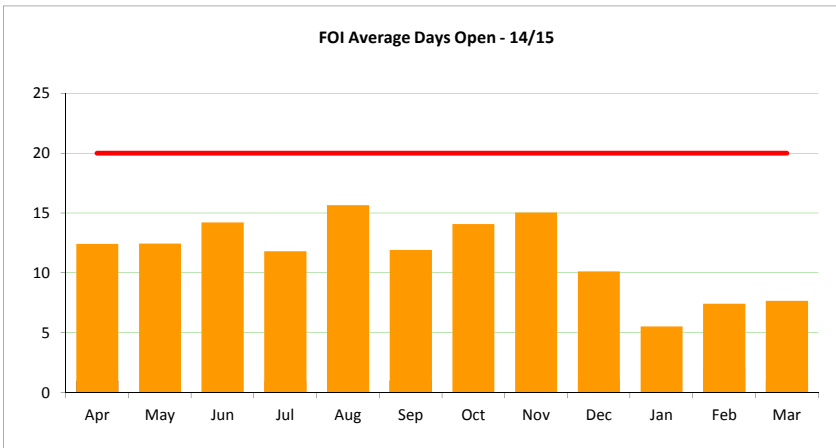
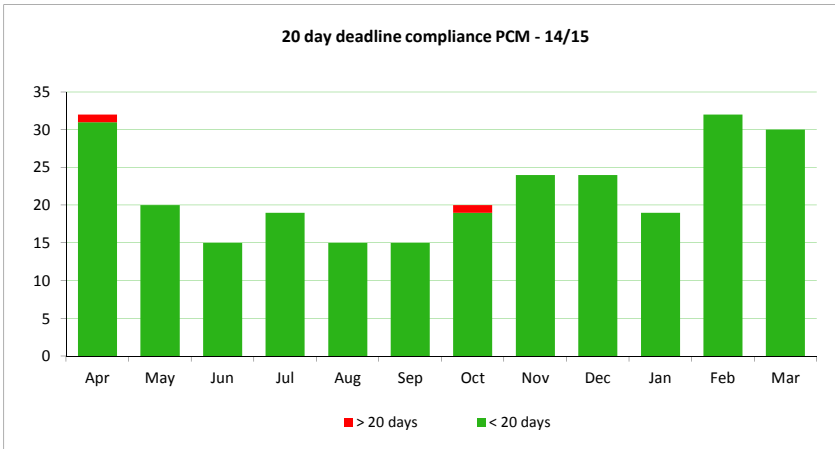
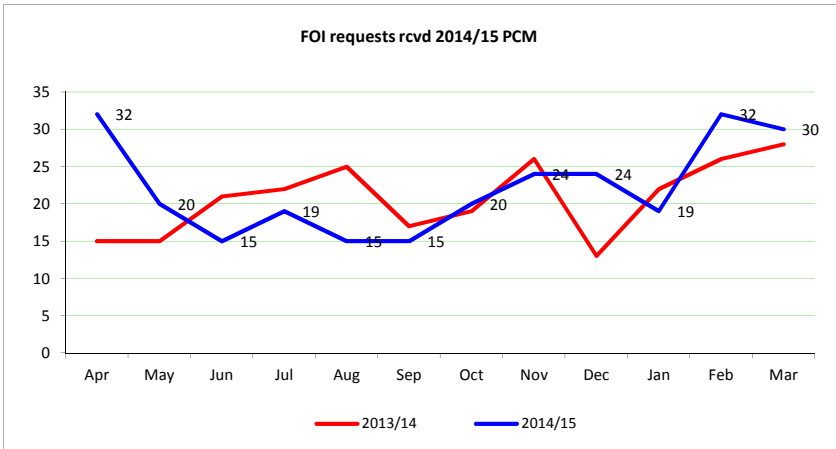
RFIs YTD
265

| | | | | | | | | | | | |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|

Total received
Total closed
Closed as no clarification rcvd
Pending clarification
Withdrawn
Extension applied
Pending / open
3rd party RFI
Refused (i.e. DPA/SAR)
Internal Review
Complaint to ICO
Average days (open to closed)
Median days (open to closed)

| | | | | | | | | | | | |
|----|----|----|----|----|----|----|----|----|----|----|----|
| 32 | 20 | 15 | 19 | 15 | 15 | 20 | 24 | 24 | 19 | 32 | 30 |
| 32 | 20 | 15 | 19 | 15 | 15 | 20 | 24 | 24 | 19 | 32 | 30 |
| 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 |
| 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12 | 12 | 14 | 12 | 16 | 12 | 14 | 15 | 10 | 6 | 7 | 8 |
| 15 | 13 | 18 | 11 | 18 | 12 | 15 | 15 | 10 | 6 | 8 | 8 |

Q1 67 Q2 49 Q3 68 Q4 81



** Requests assigned to specific divisions might require input from other secondary divisions (i.e. a request for the MH team about external placements would also involve the finance team). This data gives an accurate picture of types of information requested by division but does potentially inaccurately demonstrate required resources (i.e. for the finance team).