

KENT COUNTY COUNCIL: REQUESTS FOR INFORMATION

FREEDOM OF INFORMATION ACT 2000 &
ENVIRONMENTAL INFORMATION REGULATIONS 2004

FREEDOM OF INFORMATION ACT 2000 & ENVIRONMENTAL INFORMATION REGULATIONS 2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025 *	TOTALS	
Total number of FOI/EIR requests <i>[268285] [402629 wef 2024]</i>	504	576	702	970	1450	1539	1821	1679	2012	2360	2105	2123	2188	2306	2217	1815	1975	1750	2093	2447	420	35052	
Number completed within statutory timescales <i>[267653]</i>	431	464	513	652	1028	1110	1405	1422	1919	2169	1940	2015	1979	1856	1798	1430	1548	1347	1534	1859	309		28728
% completed within statutory timescales <i>[267653]</i>	86%	81%	73%	67%	71%	72%	77%	85%	95%	92%	92%	95%	91%	86%	81%	79%	77%	78%	75%	78%	85%		82%
Average number of days to complete a request <i>[409377]</i>	14	15	17	19	18	17	17	15	11	14	13	12	15	14	23	23	23	17	20	30	25		18
Total number of complaints/requests for review <i>[local data]</i>	17	15	29	35	85	41	45	60	36	76	61	66	65	84	77	48	57	52	82	68	0	1099	
Complaint outcome: upheld	Not held	Not held	Not held	Not held	Not held	Not held	Not held	6	8	17	20	9	18	26	27	8	25	22	21	9	15		231
Complaint outcome: partially upheld	Not held	Not held	Not held	Not held	Not held	Not held	Not held	7	6	10	7	10	9	21	16	11	8	6	16	5	9		141
Complaint outcome: not upheld / withdrawn / lapsed	Not held	Not held	Not held	Not held	Not held	Not held	Not held	47	22	49	34	47	38	37	34	28	24	21	28	22	29		460
Number completed within statutory timescales	10	10	21	19	64	26	29	42	32	57	42	52	49	38	57	28	32	22	49	19	26		724
% completed within statutory timescales	59%	67%	72%	54%	75%	63%	68%	70%	89%	75%	70%	79%	75%	45%	74%	59%	56%	45%	73%	53%	50%		65%
Average number of days to complete review	24	16	17	19	16	23	17	17	14	17	17	16	19	22	18	29	29	42	23	30	54		23
Escalations to Information Commissioner <i>[local data]</i>	5	5	7	8	8	4	6	6	4	14	7	4	6	8	10	5	13	9	10	28	0	167	
Complaint outcome: upheld by ICO - decision notice issued		1					2	1		4		1		2	1	1	2	3	0	3			21
Complaint outcome: upheld by ICO - informally resolved	1		1	3	2	1	1					1	1	2	4	1	7	4	5	13			47
Complaint outcome: not upheld - ICO found no fault	4	4	6	5	6	3	3	5	4	10	7	2	5	4	5	1	4	2	5	4			89

UK GDPR / DATA PROTECTION ACT 1998 & 2018

Total number of Subject Access requests <i>[268285 or 370001]</i>	130	126	130	160	196	187	204	242	248	332	283	267	293	410	507	440	566	559	623	702	143	6748	
Number completed within statutory timescales <i>[103901]</i>	84	81	81	107	142	134	141	153	183	264	235	215	242	360	413	299	348	356	294	348	80		4560
% completed within statutory timescales <i>[103901]</i>	65%	64%	62%	67%	72%	72%	69%	63%	75%	80%	83%	81%	83%	88%	82%	73%	61%	64%	53%	50%	60%		70%
The average number of days to complete a request <i>[65302]</i>	39	38	38	39	38	36	36	41	34	31	31	35	33	49	47	60	59	55	59	67	76		45
Total number of preSAR enquiries <i>[104001 or 267853]</i>	25	72	139	182	206	207	184	192	264	289	344	448	559	608	705	755	764	804	944	1091	211	8993	
Total number of disclosure requests \$ <i>[268285 + local data] - [402869 wef 2024]</i>	not held	not held	not held	not held	not held	not held	not held	718	409	396	1214	1215	2370	1921	2064	2131	1736	1580	1331	1501	293	18879	
Total number of safeguarding checks # <i>[402629 wef 2024 + local data]</i>	not held	not held	not held	not held	not held	not held	not held	not held	not held	not held	2206	1951	2015	1786	1982	1819	1727	1697	1946	1915	347	19391	
Art. 16 - 23 GDPR requests (rectification, erasure and objections) <i>[268285] [402629 wef 2024]</i>														20	18	27	43	46	28	26	5	213	
Total number of data protection related complaints <i>[local data]</i>	not held	not held	not held	not held	not held	2	4	10	24	25	21	55	53	47	56	71	85	96	96	112	3	760	
The number of information security incidents reported and investigated ~ <i>[local data]</i>	not held	6	6	9	26	26	66	79	83	132	152	215	180	513	594	742	787	768	776	875	122	6157	
The number of security breaches which which resulted in loss, release, damage or corruption of personal data and where the ICO has been notified/involved.	not held	0	0	0	1	6	9	12	7	3	5	4	5	16	13	18	13	14	17	17	2		162
Escalations to Information Commissioner <i>(includes the above self reported breach figures) [local data]</i>	0	1	2	2	8	12	9	13	13	7	16	12	15	28	18	34	25	29	46	34	2	326	
Complaint outcome: upheld by ICO - corrective action required					1	1				1		2											5
Complaint outcome: upheld by ICO - informally resolved		1	1		5	6	5	10	10	4	8	6	10	16	13	19	15	20	41	26			216
Complaint outcome: not upheld - ICO found no fault			1	2	2	5	4	3	3	2	8	4	5	12	4	14	9	9	5	5			97

~ these figures include ALLEGED Data Protection breaches

97785

\$ Requests for personal information about 3rd parties from other organisations (including Police & CCTV requests) either with data subject's consent, or under another legal gateway without consent

social service background checks on people working with children on behalf of other agencies

* as at 28/02/2025