

FOI Request Performance Summary

Period	Requests Received	Requests completed within statutory timescale	Requests Pending	Percentage completed within statutory timescale or pending	Requests completed outside of statutory timescale	Percentage completed outside of statutory timescale
2016/17 Total	218	217	0	99.5%	1	0.5%
Apr-17	17	17	0	100%	0	0%
May-17	18	17	0	94.4%	1	5.6%
Jun-17	24	24	0	100%	0	0%
1st Quarter 2017/18	59	58	0	98.3%	1	1.7%
Jul-17	18	16	1	94.4%	1	5.6%
Aug-17	17	12	5	100%	0	0%
Sep-17	13	2	11	100%	0	0%
2nd Quarter 2017/18	48	30	17	97.9%	1	2.1%
Oct-17	24	20	3	95.8%	1	4.2%
Nov-17	24	20	4	100.0%	0	0.0%
Dec-17	17	10	7	100.0%	0	0.0%
3rd Quarter 2017/18	65	50	14	98.5%	1	1.5%
2017/18 To Date	172	155	14	98.3%	3	1.7%

Note: As soon as an FOI becomes overdue it would be reported as late even if it hasn't been finalised.

Data Protection Requests Compliance with Deadlines

Period	Requests Received	Requests completed within statutory timescale	Requests Pending	Percentage completed within statutory timescale or pending	Requests completed outside of statutory timescale	Percentage completed outside of statutory timescale
2016/17 Total	80	80	0	100%	0	0%
2017/18 1 st Quarter	16	16	0	100%	0	0%
2017/18 2 nd Quarter	17	13	4	100%	0	0%
2017-18 3 rd Quarter	19	17	2	100%	0	0%
2017/18 Year to Date	52	50	2	100%	0	0%

CCTV Footage Request Compliance with Deadlines

Period	Requests Received	Requests completed within statutory timescale	Requests Pending	Percentage completed within statutory timescale or pending	Requests completed outside of statutory timescale	Percentage completed outside of statutory timescale
2016/17 Total	3	3	0	100%	0	0%
2017/18 1 st Quarter	0	0	0	100%	0	0%
2017/18 2 nd Quarter	0	0	0	100%	0	0%
2017/18 3 rd Quarter	0	0	0	100%	0	0%
2017/18 Year to Date	0	0	0	100%	0	0%

Compliments

From the 1st April – 2nd January 2018, the Service received 48 compliments:

Type of Compliment	Frequency
Public thanking crews for attendance at incident	24
Commending action of staff member	2
Fire Safety Visit	1
Thank you for school visit	4
Thank you for fitting smoke alarm in the home	5
Thank you for Aircraft Post Crash Management	1
Thank you for guidance on fireworks and bonfire	1
Thanks for attending an event	9
Visit to Station	1
TOTAL	48

Complaints Compliance with Deadlines

Period	Total Complaints Received	Informal complaints completed within statutory timescale	Formal complaints completed within statutory timescale	Complaints Pending	Percentage completed within statutory timescale	Informal complaints completed outside of statutory timescale	Formal complaints completed outside of statutory timescale	Percentage completed outside of statutory timescale	Number of complaints resulting in actions/ recommendations	Number of complaints that were unsubstantiated
2016/17 Total	33	20	13	0	100%	0	0	0%	21	12
2017/18 1 st Quarter	12	5	6	0	92%	0	1	8%	7	5
2017/18 2 nd Quarter	11	8	3	0	100%	0	0	0%	8	3
2017/18 3 rd Quarter	34	32	2	0	100%	0	0	0%	5	29
2017/18 Year to Date	57	45	11	0	98%	0	1	2%	20	37