

Information Requests - Annual Figures - 1st April 2022 - 31st March 2023

Department / Service	FOISA and EIR Requests					Likely overall %
	Total requests received	Responded to in time	Responded to late	Running in time	Running late	
Chief Executives						
Financial	98	97	1	0	0	99%
CP&D	1	0	1	0	0	0%
Customer Services						
Education	254	251	3	0	0	99%
L&RS	400	388	12	0	0	97%
Commercial	44	44	0	0	0	100%
Development and Infrastructure						
D&EG	246	204	42	0	0	83%
R&IS	206	184	22	0	0	89%
Customer	106	104	2	0	0	98%
Health and Social Care Partnership						
IJB	0	0	0	0	0	-
Adult Care	78	76	2	0	0	97%
C&F / CJ	42	40	2	0	0	95%
Live Argyll						
Live Argyll	20	16	4	0	0	80%
Totals	1495	1404	91	0	0	94%

Request No	Date Received	Date Due	Date Closed	Duration	Subject	Late Closure	Details
Financial Services							
13952	01/04/2022	04/05/2022	18/05/2022	30	Debt Recovery	Late response from information provider	Late due to resource issues due to year end and introduction of new system
Community Planning & Development							
15277	23/01/2023	20/02/2023	01/03/2023	27	Funding Values	Late response from information provider	Community Development did not respond to e-mail or respond until reminded by FOI team
Education							
14116	29/04/2022	30/05/2022	31/05/2022	21	Training, materials and communication related to specific organisations	System issues	Response sent in full 1 day late, due to technical issues with zipped file.
14641	23/08/2022	21/09/2022	22/09/2022	21	School Information: Mull and Iona	Service sign-off delay	Partial response sent 1 day late due to oversight (SH had noted wrong due date).
14481	20/07/2022	17/08/2022	19/08/2022	22	Devices provided to school children	Service sign-off delay	Delay due to picking up FOI workload again after summer break
Legal and Regulatory Support							
14529	02/08/2022	30/08/2022	31/08/2022	21	High Hedge Notices	Service sign-off delay	Response 1 day late had to confirm the information supplied was up to date and accurate
14693	06/09/2022	06/10/2022	07/10/2022	21	Vaping products	Response sent to Governance Unit within 3 days of due date	Information received day before due date - delay in issue due to staff absences in FOI team
14636	22/08/2022	20/09/2022	22/09/2022	22	Anti-poverty initiatives	Late response from information provider	Partial response sent, awaiting information from Finance
14352	20/06/2022	18/07/2022	21/07/2022	23	Children & Young Person's	Late response from information provider	This was a complex request that required input from multiple services. Some services were not originally consulted and information provided by some services had to be clarified
15065	29/11/2022	29/12/2022	05/01/2023	23	Personal Injury Claims	Late response from information provider	Delay in in responding due to get information from Zurich (insurers)
14746	20/09/2022	19/10/2022	26/10/2022	25	Transportation of Argyll and Bute schoolchildren on local bus services	Late response from information provider	Late response due to resource issues within the Transport team
14360	22/06/2022	20/07/2022	29/07/2022	27	Education Budget Working Group	Service sign-off delay	Late response due to school holidays
14504	27/07/2022	24/08/2022	02/09/2022	27	Luss Traffic Order	Late response from information provider	Late response due to age of information and time to retrieve it, required consideration of information appropriate for release
14012	06/04/2022	09/05/2022	19/05/2022	28	Taxi Licensing	Service sign-off delay	Response had to be checked by manager who was on leave
15234	05/12/2022	06/01/2023	24/01/2023	32	Oban Harbour: community engagement	Admin Error	Missed in inbox and not logged until after due date Requester dissatisfied with lack of response, case closed an opened as a review
14631	19/08/2022	16/09/2022	31/10/2022	49	Planning Application 22/01098/PP Erection of shellfish export centre	Service sign-off delay	Request was passed back to LRS from Planning on day 18. It then need extensive input from LRS and some other services before it could be released
Procurement							
14146	09/05/2022	07/06/2022	20/06/2022	30	Adult social care contracts	Late response from information provider	Resource issues within procurement team
Development and Economic Growth							
14553	08/08/2022	05/09/2022	06/09/2022	21	How many restaurants and pubs have been issued with hygiene emergency prohibition notices in 2021 and 2022	Late response from information provider	Late due to workload pressures
14748	20/09/2022	19/10/2022	20/10/2022	21	Landlord data	Service sign-off delay	Late due to staff absence
15019	17/11/2022	15/12/2022	16/12/2022	21	Social Housing, Construction related Dissertation Questionnaire	Admin Error	Admin Error within FOI Team - FOI was not reallocated to correct service Dashboard
15304	24/01/2023	21/02/2023	22/02/2023	21	Environmental Protection Act, Housing (Scotland) Act, Planning Enforcement, Civic Government (Scotland) Act, Building Standards, Closing/Demolition orders	Staff Resources	Partial response sent within timescale Environmental Health response provided to customer on 22 February
14060	19/04/2022	18/05/2022	20/05/2022	22	Landlord registration deregistration	Late response from information provider	Late closure due to key staff on leave and workload pressures
14071	21/04/2022	20/05/2022	24/05/2022	22	Luss, Argyll and Bute and is located at NGR 236180, 689490 (nearest postcode G83 8NT).	Late response due to staff absence	Key staff on annual leave
14167	12/05/2022	10/06/2022	14/06/2022	22	Stratheck Caravan Park Licences	Late response due to staff absence	Late closure due to workload pressures, key staff on leave
14474	20/07/2022	17/08/2022	19/08/2022	22	Housing Land Availability	Late response from information provider	Late due to staff absence
14851	13/10/2022	10/11/2022	14/11/2022	22	PWS Dunoon	Admin Error	Key admin not processing request promptly
14918	01/11/2022	29/11/2022	01/12/2022	22	Complaints and incidents	Late response due to staff absence	Late response due to workload pressures and reporting Officers on annual leave
14919	01/11/2022	29/11/2022	02/12/2022	23	Complaints and incidents which resulted in pollution of and/or other impact on the water environment	Late response due to staff absence	Both reporting officers on annual leave, workload pressures.
15298	24/01/2023	21/02/2023	27/02/2023	24	Prevention of Damage by Pest Act 1949	Late response from information provider	Late response from Officer
14308	09/06/2022	07/07/2022	14/07/2022	25	St Catherines Caravan Park, Cairndow PA25 8AZ	Service sign-off delay	Confusion over who was issuing response
14392	28/06/2022	26/07/2022	02/08/2022	25	CLS - G20R0022/Mr W Storie	Late response from information provider	Planning Team provided a late response as initially the request was not sent to all possible information providers within the service.
14506	27/07/2022	24/08/2022	31/08/2022	25	Private Water Supplies	Service sign-off delay	Workload pressures, key staff out of office.
14872	19/10/2022	16/11/2022	23/11/2022	25	Stratheck Holiday Park, Dunoon - Historical Caravan Site Licences	Admin Error	Not processed promptly by key Admin

14182	13/05/2022	13/06/2022	21/06/2022	26	Consultation on New National Parks in Scotland	Late response from information provider	Response late due to staff leave
14852	13/10/2022	10/11/2022	18/11/2022	26	Environmental enquiry gas works site Dunoon	Admin Error	Request not submitted promptly to Officer
15148	19/12/2022	20/01/2023	30/01/2023	26	Requesting data of quarries production capacities	Staff Resources	No additional information provided
14288	07/06/2022	05/07/2022	14/07/2022	27	Public Register for Contaminated Land	Service sign-off delay	Late due to admin error
15356	03/02/2023	03/03/2023	14/03/2023	27	Planning Application 22/02081/PP	Staff Resources	FOI response will be slightly late due to my manager being unavailable to review the response. National Planning Framework 4 Policy has taken precedence. Requester notified of delay
14814	03/10/2022	31/10/2022	11/11/2022	29	Licensed Establishments Relating to Horses	Admin Error	Key admin not processing the request promptly
14878	21/10/2022	18/11/2022	01/12/2022	29	JER9677 Request for Information, Phase 1 Study at Lochorodale	Late response due to staff absence	Late response due to workload pressures and both reporting Officers being on annual leave
15291	24/01/2023	21/02/2023	07/03/2023	30	Food Hygiene (Scotland) Regulations 2006	Late response from information provider	Late response from information provider. Also, subsequent to receiving the late response there was a service sign-off delay.
15294	24/01/2023	21/02/2023	07/03/2023	30	Health & Safety at Work Act etc. 1974	Late response from information provider	Late response from information provider due to operational constraints. Also, as Officer's response was incomplete, Admin sourced additional information prior to making response to customer.
15292	24/01/2023	21/02/2023	07/03/2023	30	Food Safety Act 1990	Staff Resources	Late due to operational constraints on Officer. Admin sourced information for response.
14428	07/07/2022	04/08/2022	19/08/2022	31	How many license's for dog breeding have been issued	Late response from information provider	Late response due to Admin Error in Env Health
14455	18/07/2022	15/08/2022	30/08/2022	31	Section 80 Environmental Protection Act	Late response from information provider	Late due to Admin Error in EnvHealth
14819	04/10/2022	02/11/2022	17/11/2022	31	Private Water Supplies	Late response due to staff absence	Staff holidays and current total available resource due to illness and leave within team
14830	05/10/2022	02/11/2022	17/11/2022	31	Natasha's Law - Allergen Labeling	Service sign-off delay	Late response due to pressure of work/competing demands within the service. Service provision taking priority
14865	14/10/2022	11/11/2022	30/11/2022	33	Listeria outbreak connected to smoked fish including Salmon	Late response due to staff absence	Late response due to key staff leave and resource issues within team
14085	25/04/2022	24/05/2022	14/06/2022	34	Scottish National Planning Framework 4	Late response from information provider	Partial response sent by DevMgmt in May. Late response (EnvHealth) - due to workload pressures, key staff on leave.
14729	14/09/2022	14/10/2022	04/11/2022	35	Pre-packed for Direct Sale (PPSD) food businesses	Late response from information provider	Workload pressures
14728	14/09/2022	14/10/2022	04/11/2022	35	Registered dog breeding establishments	Late response from information provider	Workload pressures, other priorities and difficulty accessing information from manual files held in closed offices
14396	29/06/2022	27/07/2022	19/08/2022	37	Housing and Environmental Health Acts	Late response from information provider	Partial response issued 27/07, transferred to Environmental Health for outstanding question to be responded to. Delays in response from Env Health due to Admin Error.
14595	15/08/2022	12/09/2022	07/10/2022	37	Planning resources	Late response from information provider	Late due to staff absence and the need to co-ordinate with other services
14406	01/07/2022	29/07/2022	24/08/2022	38	Inspections of Fasnacloich Estate RUS53052/00001	Late response from information provider	Late due to Admin Errors within Env Health
15036	22/11/2022	20/12/2022	19/01/2023	38	Cardross to Helensburgh cycle path project	Admin Error	Checked email archives and JM previously issued response on 23/11/22 however customer didn't receive the email. NA reissued response on 19/01/23.
15043	23/11/2022	21/12/2022	20/01/2023	38	Council's short-term let licensing scheme	Service sign-off delay	Service sign-off delay
15128	12/12/2022	13/01/2023	13/02/2023	41	Gallanach Road, Oban, UK	Staff Resources	Late response due to Officers' workload pressures
15478	15/02/2023	14/04/2023	18/04/2023	42	Blary Hill Wind turbine Noise Complaints	Late response from information provider	Staff resources due to Public Enquiry re Major Application
15199	09/01/2023	06/02/2023	10/03/2023	44	PLANNING APPLICATIONS 22/01262/PP & 21/01278/PP & 21/01278/PP ("2021 Application")	Staff Resources	Unable to review provided documentation from officers with Development Manager due National Planning Framework 4 Policy taking precedence.
Roads & Infrastructure							
14056	19/04/2022	18/05/2022	19/05/2022	21	Overnight parking at Lorne street Lochgilphead	Late response from information provider	Late response due to resource issues within Network & Standards team.
14057	19/04/2022	18/05/2022	19/05/2022	21	Lorne Street Lorry/ coach and car park, Lochgilphead	Late response from information provider	Late response due to resource issues within Network & Standards team.
14123	03/05/2022	31/05/2022	01/06/2022	21	Fleet Management	Late response from information provider	Late response due to admin error.
14143	09/05/2022	07/06/2022	08/06/2022	21	Municipal Waste and Software Applications	Service sign-off delay	Late due to admin error
14325	14/06/2022	12/07/2022	13/07/2022	21	Unadopted Highways of the Roads (Scotland) Act 1984	Late response due to staff absence	Late response due to annual leave within DISPerformanceHQ team.
14498	27/07/2022	24/08/2022	25/08/2022	21	Easdale Island Marine Contracts	Late response from information provider	Late response due to resource issues within Marine Operations team.
14744	16/09/2022	18/10/2022	19/10/2022	21	418 bus service risk assessments	Late response from information provider	Late response due to resource issues within Public Transport team.
14829	04/10/2022	01/11/2022	02/11/2022	21	Jura Ferry financials for the last 4 years	Late response due to staff absence	Late response due to key staff leave
14942	03/11/2022	01/12/2022	02/12/2022	21	Road and Street Gritting	Service sign-off delay	Late response due to requirement of information to be sought from other service. This was requested close to due date and service was not able to supply within tight timescale

15201	09/01/2023	06/02/2023	07/02/2023	21	Argyll and Bute Council for parking at Lorne street Lochgilphead	Late response from information provider	Late response as the information had to be provided by the Finance team and they did not respond until 7th February.
14121	29/04/2022	30/05/2022	01/06/2022	22	Fly tipping	Late response from information provider	Information provider did not pick up email when originally sent and then a key officer was on A/L.
14292	23/05/2022	21/06/2022	23/06/2022	22	Use of pontoons	Late response from information provider	Information was not held and the service requested it from a consultant which caused a delay
14559	09/08/2022	06/09/2022	08/09/2022	22	Complaint 220712-000445	Late response due to staff absence	Late response due to resource issues within DIS Performance HQ team.
15407	13/02/2023	13/03/2023	15/03/2023	22	Dunoon linkspan infrastructure survey	Late response from information provider	Survey results were only available from w/c 6th March. Additional time was required to collate the information as requested by the requester, and this work was impacted by annual leave within Marine Services team.
15545	09/03/2023	06/04/2023	12/04/2023	22	Harbour reference group	Late response from information provider	Late response due to error on the part of Marine Operations Manager.
15452	20/02/2023	20/03/2023	23/03/2023	23	Battersea Dogs and Cats Home	Late response from information provider	Late response due to absence within Amenity Warden team.
14094	27/04/2022	26/05/2022	01/06/2022	24	Use of glyphosate spray by Scottish Councils	Late response from information provider	Late response due to resource issues within Amenity Services teams.
14362	22/06/2022	20/07/2022	27/07/2022	25	Cuan Ferry, Argyll & Bute Council	Late response from information provider	Late response from officer due to annual leave commitments.
14184	16/05/2022	14/06/2022	22/06/2022	26	Parking fines	Late response from information provider	Resource issues within Parking Services team
14485	22/07/2022	19/08/2022	09/09/2022	35	School Transport Costings	Late response from information provider	Late due to resource issues within Transport team
14470	19/07/2022	16/08/2022	15/09/2022	42	Subsidised Bus Services	Late response from information provider	Late due to resource issues within Transport team
15430	15/02/2023	15/03/2023	05/04/2023	43	Impact assessment of closure of Council nurseries.	Late response from information provider	Information was requested from Officer and reminders sent but information was not provided within timescale
HR & OD							
14535	03/08/2022	31/08/2022	14/09/2022	30	Argyll and Bute Council posts based on Bute	Late response from information provider	Late due to resources with IHR and the complexity of extracting the data
ICT							
15392	08/02/2023	08/03/2023	09/03/2023	21	Back Office Applications	Late response from information provider	Late response due to staff absence
Adult Care							
15330	30/01/2023	27/02/2023	28/02/2023	21	Adult Social Care Budgets	Received on due date	Response from information provider sent to FOI rep at 21:38 on due date. Email opened by FOI rep next morning and response sent to requestor.
14698	24/08/2022	22/09/2022	28/09/2022	23	Council's Public Sector Equality Duty	Late response from information provider	Only partial response received from service, full response was not received until after due date
Children, Families & Justice							
14725	13/09/2022	13/10/2022	14/10/2022	21	Child protection committee	Service sign-off delay	Press team raised additional questions before info could be released, this was not requested until due date
14574	11/08/2022	08/09/2022	13/09/2022	23	Children and Young People's Services	Late response due to staff absence	Late response due to staff absence
Live Argyll							
14375	27/06/2022	25/07/2022	26/07/2022	21	Generation Z in the library	Late response due to staff absence	Late due to staff absence
15575	16/03/2023	19/04/2023	24/04/2023	23	Swimming pool closures	Service sign-off delay	Slight delay in responding as awaiting final figures
15516	13/01/2023	10/02/2023	22/02/2023	34	Library HQ at the Sandbank Office	Original request not logged as FOI	Information was initially refused by service before being released and then passed to FOI team to log.
15978	29/03/2023	28/04/2023	16/06/2023	54	Procedure on the clearance of snow and ice was dated January 2023, labelled as Issue 2	Original request not logged as FOI	Not logged as a FOI Request by LiveArgyll and no response sent