

Enquiries Service

Meeting Date: QSMTM Q2 2025/26 13 November 2026

Report by: Liz Brown, Business Support Manager on behalf of Lynn Balfour, Head of Business Support

Purpose of report

1. The purpose of this report is to update the Senior Management Team (SMT) on volumes and key performance measures of the enquires we have dealt with in Q1 and Q2 of 2025/26 to inform resource planning.

Recommendation and actions

2. I recommend that the SMT:

- note this report
- agree that this report is published in full.

Report

3. Since the introduction of FOI in 2005, we have answered almost 29,400 enquiries.

Enquiries received

	Q1	Q2	Q3	Q4	Total
2022-23	163	185	236	224	808
2023-24	228	209	186	236	859
2024-25	220	202	173	245	840
2025-26	244	334			578

4. The number of enquiries relating to public authority statistics submissions saw a large jump in numbers, especially in Q2. There have been 108 this year (Q1-26, Q2-82). Based on full year figures, the average number of statistics enquiries received over the previous three years is 37.
5. The phone line opened on 03 September 2025 and there is no evidence at the moment that this has had any major impact on the number of enquiries we have received.

Method of contact	Email	Letter	Telephone before 03/09/2025	Telephone 03/09/2025 onwards	Total
Number	504	13	44	17	578
Percentage	87%	2%	8%	3%	100%

Enquiries closed

	2024-25 (full year)	2025-26 (Q1 & Q2)
TOTAL	837	579

Enquiries closed by Team

Team and number of staff	Enforcement (19)	Policy & Information (5)	Corporate Services (4)
TOTAL 2025-26	237	223	119

6. 3 enquiries received in 2024/25 were closed in 2025/26 and there were 2 enquiries open as at 30 September 2025.

Response times

7. The number of enquiries responded to within the timescales set down in the Key Performance Indicators (KPIs) in the Performance and Quality Framework which are:

- 90% to be responded to within 5 working days
- 95% to be responded to within 20 working days.

	2024-25 Total			2025-26 Total		
	No	%		No	%	
≤ 5 days	814	97.25	97.25	567	97.93%	567
> 5 days / ≤ 20 days	23	2.75%	100%	12	2.07%	12
> 20 days	0	0.00%		0	0.00%	0
TOTAL	860			579		

Resources

8. None identified.

Related papers

9. None.