Freedom of Information Request – Response – 28138

Under the Freedom of Information Act 2000, please provide the following information relating to Subject Access Requests (SARs) made under the UK GDPR / Data Protection Act 2018 and received by the Council in the financial year 1 April 2025 to 31 March 2026.

Specifically:

1. The total number of SARs received.
568.

2. The number of those SARs that were responded to within the statutory period (one calendar month, or up to three months where an extension was applied).
557 closed of which 531 were completed within the statutory period (95.3%).

3. The number of those SARs that were responded to outside the statutory period.
26.

4. The number of SARs that remain open and past their statutory deadline as at the date of this request.
10 SARs currently open and beyond statutory deadline (as of 20 October 2026).

5. The number of staff (full-time equivalent) whose primary role is handling SARs.
3.5FTE.

6. Whether the Council uses any software to manage SARs or to redact documents for disclosure, and if so, the name of the product(s) and the contract end date.
Adobe Acrobat Professional to process and redact – rolling contract.

7. Whether the Council has, in the same period, received any correspondence from the Information Commissioner's Office concerning its SAR compliance, and if so the number of such complaints.
No correspondence received concerning SAR compliance.