

Report on the Findings of the Information Commissioner's Office Annual Track 2010

Organisations

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INVESTOR IN PEOPLE



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Foreword

The Information Commissioner's Office (ICO) has tracked awareness and understanding of the Data Protection Act 1998 (DPA) since 1997 and the Freedom of Information Act 2005 (FOIA) since 2004.

The research was reviewed in 2007 to form a more focussed and respondent-friendly consultation, whilst still meeting the needs of the ICO's core research objectives.

Where possible, questions are tracked over time.

1.0. Introduction

Since the revised Data Protection Act (DPA) came into force in 1998, the Information Commissioner's Office (ICO) has monitored awareness and understanding of this legislation amongst organisations (private and public sector).

The Freedom of Information Act (FOIA) was passed in 2000 and was fully enforced at the start of 2005. This Act governs public authorities only and research is undertaken to monitor awareness and understanding of the Act amongst public authorities.

SMSR Ltd has conducted this research – which takes the form of an annual track survey - on behalf of the ICO since 2004.

Research is also undertaken amongst individuals to measure awareness and understanding of each of the Acts. Findings are detailed in a separate report.

2.0 Research Aims and Objectives

Where applicable this report contains and compares the results from previous years and compares all results with 2007's revised questions.

The research objectives of the consultation were as follows;

2.1. DPA Objectives:

To identify:

- Awareness of rights of individuals about whom information is stored.
- Awareness of organisations' obligations under the Act.
- Perceived benefits of the DPA.

2.2. FOIA Objectives:

To identify:

- Awareness of rights of individuals with regards to freedom of information.
- Awareness of public authorities' obligations under the Act.
- Perceived benefits of the FOIA.

2.3 Corporate Awareness Objectives:

- To identify awareness of the ICO as being responsible for the DPA and FOIA.

3.0 ICO Communications Objectives

It is helpful to read this report in the context of the ICO's communications objectives for organisations, which are detailed as follows:

- Raise organisations' awareness of their obligations; and
- Reinforce the ICO's positioning as the authoritative arbiter of information rights.

4.0 Executive Summary

Overall there is still a very positive outlook on the two Acts and they are still considered very beneficial, which in these current, challenging times is a very reassuring message. Awareness of the right to see information under the DPA was very high both prompted and unprompted. The private sector in particular showed higher levels of awareness compared to previous years, which is equally encouraging as this has not previously been the case.

Awareness of DPA obligations has improved on a spontaneous basis and is again very high when prompted. There has been a general decrease across the board with regards to awareness of the ICO as the enforcer of the DPA. Private sector awareness continues to be very low at only 20%

Prompted awareness of FOI related rights are again high and unprompted awareness of individuals' rights to request information is also high at 89%. Public authorities' spontaneous awareness of their FOIA obligations is better, although perhaps still not as high as the ICO would expect.

4.1 Data Protection

Obligations

Following a decrease in spontaneous awareness of all obligations of the DPA between 2007 and 2009, awareness of five of the eight principles has increased between 2009 and 2010. These increases have been driven by greater awareness among public sector organisations. The private sector continues to exhibit lower levels of awareness, particularly amongst small/medium organisations.

As with previous years, the number one principle cited spontaneously is *security*, at 54%.

Prompted awareness of all obligations is very high across both sectors.

Rights

Unprompted awareness of individuals' *right to see information* has increased by 17% (from 72% to 89%) since 2009. Awareness is now at the highest level since tracking began.

Spontaneous awareness of the other rights has again decreased and is particularly low amongst the private sector.

Prompted awareness of individuals' rights is very high and largely has remained stable year on year. The vast majority of organisations (95%+) correctly identified that *individuals have the right to see information held about them, have the right to have the breach of the Act investigated and assessed, and have the right to correct inaccurate information.*

Enforcing the DPA

Over half (54%) of organisations are aware that the ICO is responsible for enforcing the DPA, although awareness levels have decreased by 5% in 2010. Spontaneous awareness of the ICO's responsibility for enforcing the DPA is much higher among the public sector (87%) compared to the private sector (20%).

Notification

There are high levels of awareness regarding notification. As in 2009, the public sector shows higher awareness than the private sector and it should be noted that the private sector has shown decreases since 2009.

Implications of the DPA

Organisations continue to be positive and generally appreciate the role and impact of the DPA on their organisations. Public sector organisations were more likely than private organisations to be more positive about the Act. In both sectors though, there has been a slight increase in agreement with the more negative statements about the Act since 2009.

Personal information requests

Large public organisations continue to be the sector most likely to receive a high volume of requests. The private sector reported a decrease in the number of subject access requests since 2009, with 37% of organisations receiving at least one request compared to 48% in 2009.

4.2 Freedom of Information

Obligations

There has been a significant increase (+10%) in spontaneous awareness of the obligation: *public authorities must provide information through a publication scheme*; awareness levels are now on a par with the 2008 figures at 49%. Unprompted, awareness of the obligation to respond to requests within 20 working days has continued to increase (+2%), but awareness levels of the obligations to provide help and advice and to disclose information have dropped slightly since 2009.

Prompted levels of awareness were high, with over 95% of authorities identifying that all four obligations were correct.

Rights

A total of 89% of public authorities were able to spontaneously identify the fact that the public had *the right to request information held by the Government and other public authorities*. This is high and is up 2% since last year and 11% from 2005.

Prompted awareness of individuals' rights remains extremely high, reaching 100% in 2010. This has remained consistently high over the last four years.

Enforcing the FOIA

The majority (84%) of public authorities correctly identified the ICO as the body responsible for enforcing the FOIA. This represented an increase of 3% compared to 2009. A larger proportion (91%) of large public authorities stated the ICO compared to 75% of small/medium authorities.

Implications of the FOIA

Authorities remain positive with regards to how the FOIA has improved life within their organisation. However, negative perceptions have all increased.

88% now say the Act is needed (an increase of 1% since 2009) and 83% say it improves records management (-2% since 2009), while 70% say it increases trust (a 13% drop since last year). For the first time since 2004 almost half (49%) say it is a burden on the organisation, a 12% increase since 2009.

Information requests

It appears that the number of requests made is continuing to gain momentum as 62% of public authorities believe they have had more information requests over the past 12 months; an increase of 4% since 2009 and 36% since 2007. This is supported by the fact that only 11% said they had received no requests compared to 19% in 2007.

4.3 Information Commissioner's Office

Prompted awareness of the ICO is currently 78%. This is a small decrease of 4% since 2009; this is mainly due to the levels of awareness within the private sector.

Awareness in the private sector (58%) is the lowest recorded since 2007, yet it is at its highest recorded in the public sector (97%).

The ICO is the main source of advice for both the DPA and the FOIA. The ICO's website was the favoured source of information for advice on both the DPA (41%) and FOIA (69%), with contact with the ICO via telephone the second favoured source for both DPA (21%) and FOIA (30%).

5.0 Methodology

The consultation was undertaken by telephone to retain consistency with previous years.

Quotas were placed on organisation by size, thus allowing variations between larger and smaller organisations to be identified by the ICO.

Amongst public authorities, a separate interview was required for the FOI section in 22% of instances (i.e. the person interviewed was not responsible for the FOIA but was responsible for the DPA). This has decreased by 10% since 2009.

All the interviews were conducted in house by SMSR's telephone team. The majority of interviewers had previously worked on ICO projects. All were regularly monitored by the call centre's quality manager and supervisors.

It should be noted that when the results are discussed within the report, often percentages will be rounded up or down to the nearest one per cent. Therefore, occasionally figures may add up to 101% or 99%.

Explanation of the use of R^2 in graphs throughout the report:

R^2 tells us what fraction of the variance of the data is explained by the fitted trend line. R^2 ranges from 0 to 1; with a value closer to 1, data is better explained by the trend line, or the trend line is more fitted to the data. In our charts, the bigger the value, the stronger trend the data has across time, therefore the more confident we can be in predicting next year's figures.

Fieldwork was carried out between 12th July and 26th August 2010.

6.0 Sample / Profile

The required sample size for organisations was 800 (400 private and 400 public sector based). The achieved sample was 801.

Size of Organisation	Private		Public	
	Quota	Achieved	Quota	Achieved
Total	400	401	400	400
Large	200	186	200	215
Small	200	215	200	185

The sample structure allowed analysis to be undertaken by the following groups (in addition to overall):

DPA

- Large public authorities
- Small public authorities
- Large private organisations
- Small private organisations

FOIA

- Large public authorities
- Small public authorities

A precise definition of large/small, public and private can be found in the appendix as well as the breakdown of the two samples by type.

7.0 Results

7.1 Data Protection Act

7.1.1 Awareness of DPA obligations (Unprompted)

The three key indicator obligations were predominantly identified by large public sector organisations. Just 12% of organisations were able to identify all three key principles below; this was also the case in 2008.

Q14 What are the obligations you are aware of that organisations have to comply with when processing personal information?							
Obligations (Unprompted)	Public			Private			Overall
	Large	Small	Total	Large	Small	Total	
Personal information is kept secure	63%	56%	60%	52%	46%	48%	54%
Personal information is processed for limited purposes	54%	32%	44%	18%	7%	12%	28%
Personal information is not kept for longer than necessary	50%	27%	40%	13%	3%	8%	24%

Following decreases in 2008 and 2009, spontaneous awareness of five of the eight principles of the DPA has increased. This change has been driven by large increases in awareness in the public sector.

As in previous years, 'Keeping information secure' was once again the number one principle identified spontaneously by 54% of respondents (an increase of 8% since 2009). The overall rise has been driven by a significant increase amongst the public sector, from 42% to 60%.

Although not as high as in 2007, awareness of all three key indicators has increased since 2009. Awareness of the obligation, personal information is processed for limited purposes rose from 22% to 28% in 2010, while spontaneous recall of the principle 'personal information is not kept longer than is necessary' increased from 22% to 24%.

Overall there has been a decrease with awareness in identifying *processing information in a fair and lawful manner* (-2%), however there has been an 8% increase in this awareness within the public sector.

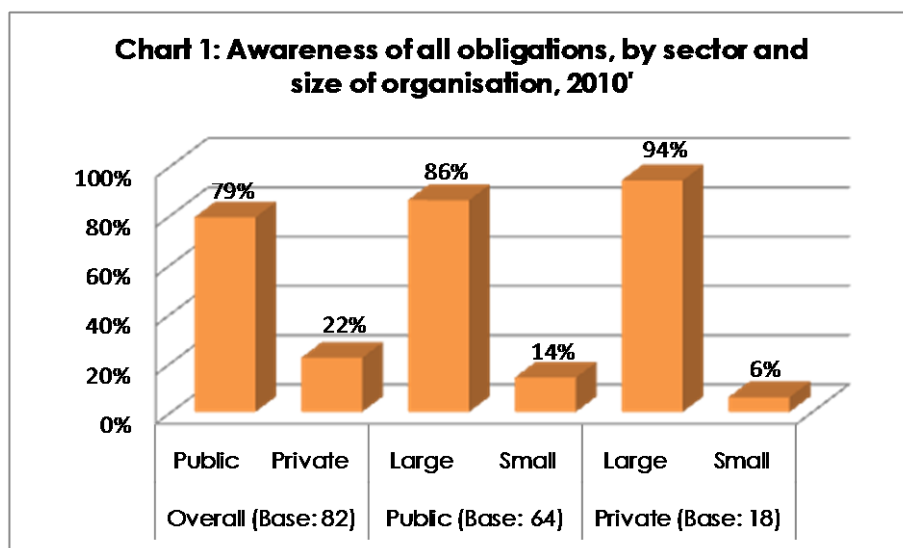
Similarly to 2009, the private sector has a lower awareness of all other principles, and particularly amongst small/medium private organisations, which has affected overall awareness.

Q14 What obligations are you aware of that organisations have to comply with when processing personal information?¹

Obligations (Unprompted)	Private				Public				Overall			
	2007	2008	2009	2010	2007	2008	2009	2010	2007	2008	2009	2010
Personal information is kept secure	64%	61%	49%	48%	74%	48%	42%	60%	69%	55%	46%	54%
Personal information is processed for limited purposes	31%	14%	12%	12%	50%	34%	32%	44%	40%	24%	22%	28%
Personal information is not kept longer than necessary	27%	16%	10%	8%	52%	34%	32%	40%	39%	25%	22%	24%
Personal information is kept accurate and up to date	40%	25%	18%	11%	66%	47%	38%	49%	53%	36%	28%	30%
Personal information is processed in a fair and lawful manner	44%	24%	18%	7%	62%	56%	42%	50%	53%	40%	30%	28%
Personal information is not transferred to other countries without adequate protection	17%	11%	7%	5%	41%	31%	30%	30%	29%	21%	19%	17%
Personal information is processed in line with the individual rights	23%	9%	5%	6%	39%	23%	25%	28%	31%	16%	15%	17%
Personal information held is adequate, relevant and not excessive	23%	13%	8%	6%	42%	26%	27%	24%	32%	19%	18%	15%

¹ Following qualitative consultation with organisations in both the public and private sector, the wording of this question was changed in 2010. The word 'principles' was replaced by 'obligations' to ensure a better understanding of the question by the respondent.

In total 14% of all organisations mentioned all eight obligations spontaneously and as with previous years there were lower levels of awareness of all obligations in the private sector. All eight obligations were identified correctly by 1% more than in 2009; of these, 78% were public sector organisations.



The table below details how many obligations respondents were aware of over the last four years:

Number of obligations organisations are aware of				
Obligations (Unprompted)	2007	2008	2009	2010
1	19%	33%	40%	41%
2	15%	18%	21%	21%
3	13%	10%	10%	10%
4	8%	5%	5%	6%
5	6%	4%	5%	5%
6	2%	2%	4%	2%
7	2%	2%	3%	1%
8	22%	9%	13%	14%

7.1.2 Awareness of DPA obligations (Prompted)

There was high awareness for the three key indicator obligations in both the public and private sector; however, awareness that personal information cannot be kept for longer than necessary was slightly lower in the private sector.

Q14 What are the obligations you are aware of that organisations have to comply with when processing personal information?							
Obligations (Prompted)	Public			Private			Overall
	Large	Small	Total	Large	Small	Total	
Personal information is kept secure	100%	100%	100%	100%	100%	100%	100%
Personal information is processed for limited purposes	99%	100%	99%	98%	97%	98%	98%
Personal information is not kept for longer than necessary	100%	97%	99%	95%	96%	95%	97%

When prompted, awareness of the obligations was extremely high. The figures have remained stable year on year.

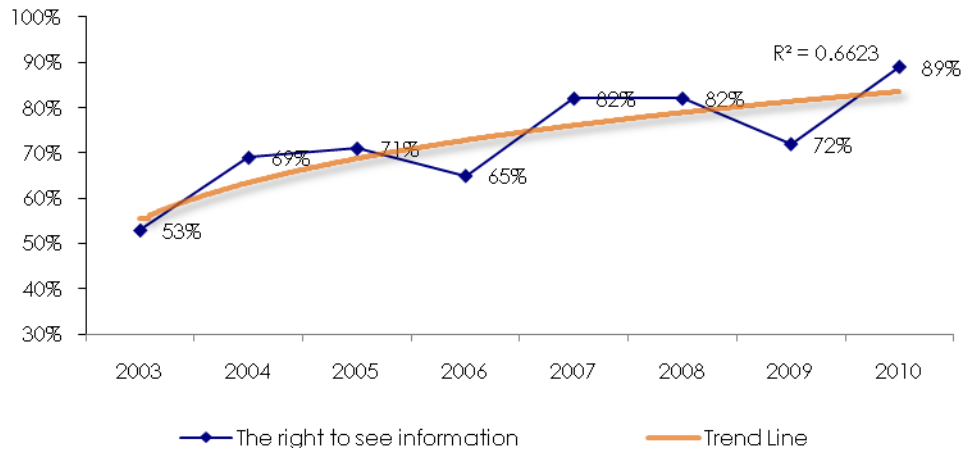
Q15 Which of the following obligations do you think organisations have to comply with when processing personal information? Please state which you believe to be true and which you believe to be false.²												
Obligations (Prompted)	Private				Public				Overall			
	2007	2008	2009	2010	2007	2008	2009	2010	2007	2008	2009	2010
Personal information is kept secure	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Personal information is processed for limited purposes	97%	93%	93%	98%	99%	98%	98%	99%	98%	96%	95%	98%
Personal information is not kept longer than necessary	95%	92%	93%	95%	99%	98%	97%	99%	97%	95%	95%	97%
Personal information is processed in a fair and lawful manner	100%	99%	100%	99%	100%	100%	100%	100%	100%	100%	100%	99%
Personal information is kept accurate and up to date	100%	98%	97%	99%	100%	100%	100%	100%	100%	99%	98%	99%
Personal information held is adequate, relevant and not excessive	98%	98%	97%	99%	96%	98%	99%	100%	97%	98%	98%	99%
Personal information is processed in line with individual rights	98%	97%	96%	98%	99%	97%	96%	97%	99%	97%	96%	98%
Personal information is not transferred to other countries without adequate protection	98%	96%	94%	96%	99%	98%	97%	98%	98%	97%	95%	97%

² Following qualitative consultation with organisations in both the public and private sector, the wording of this question was changed in 2010. The word 'principles' was replaced by 'obligations' to ensure a better understanding of the question by the respondent.

7.1.1 Awareness of individuals' rights (Unprompted)

Between 2003 and 2010, spontaneous awareness of individuals' rights has increased significantly (+36%), with a very positive increase of 17% since 2009. Awareness of this right is now at its highest since the research began.

Chart 2: Unprompted awareness of the right to see information



Consistent with previous years, large organisations show higher levels of awareness of rights. However, unlike 2009 it was the private sector that has driven this increase as 93% demonstrated higher unprompted awareness compared with 84% in the public sector.

Just 82% of small public organisations mentioned the *right to see information* compared with 86% large public, 93% small private and 94% large private organisations.

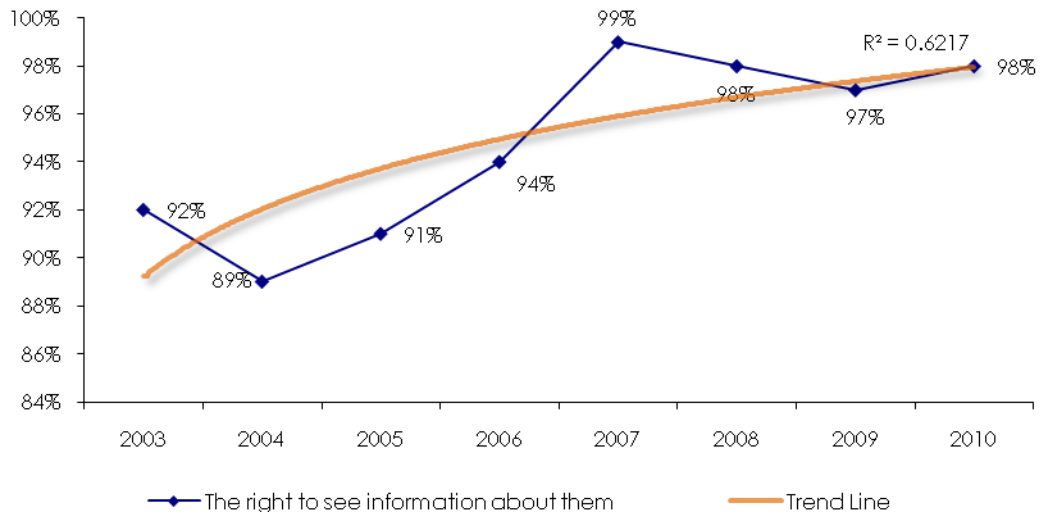
With the exception of the right to see information, awareness of the other rights has mainly experienced decreases across the board. Awareness of the right to correct inaccurate information has decreased by 5%. Unprompted awareness of the other rights given to individuals continues to be very low across the private sector.

Q12 What rights are you aware of that are given to individuals about whom your organisation processes personal information?												
Individuals' Rights (Unprompted)	Private				Public				Overall			
	2007	2008	2009	2010	2007	2008	2009	2010	2007	2008	2009	2010
The right to see information	72%	77%	67%	93%	92%	87%	76%	84%	82%	82%	72%	89%
The right to correct inaccurate information	18%	9%	7%	2%	48%	27%	30%	27%	33%	18%	19%	14%
The right to prevent the processing of information if it would cause damage or distress	14%	5%	3%	1%	33%	14%	20%	19%	24%	9%	12%	10%
The right to claim compensation for damage or distress caused by a breach of the Act	6%	2%	1%	1%	20%	10%	9%	9%	13%	6%	5%	5%
The right to object to decisions made only by automatic means	10%	4%	2%	1%	20%	11%	10%	6%	15%	8%	6%	3%
The right to stop unsolicited mail	10%	3%	1%	1%	24%	7%	6%	6%	17%	5%	4%	3%
The right to have the breach of the Act investigated and assessed	7%	3%	4%	1%	17%	3%	6%	4%	12%	3%	5%	2%
Individuals have no rights	-	1%	1%	0%	1%	0%	0%	0%	0.4%	0.2%	0%	0%
<i>Don't know</i>	23%	12%	19%	5%	4%	3%	7%	3%	14%	7%	13%	4%

7.1.2 Awareness of individuals' rights (Prompted)

On a prompted level, 98% of all organisations were aware that individuals have the right to see information held about them. From 2004 to 2007, this measure had shown a gradual and significant increase (+10% overall). After peaking at 99% in 2007, awareness has remained consistently high at 98% in 2010.

Chart 3: Prompted awareness of the right to see information



Prompted awareness of all rights is very high and all have seen positive movements since 2009, with the greatest increase being with awareness of *the right to object to a decision made only by automatic means* (+5%). It is a positive picture across both sectors.

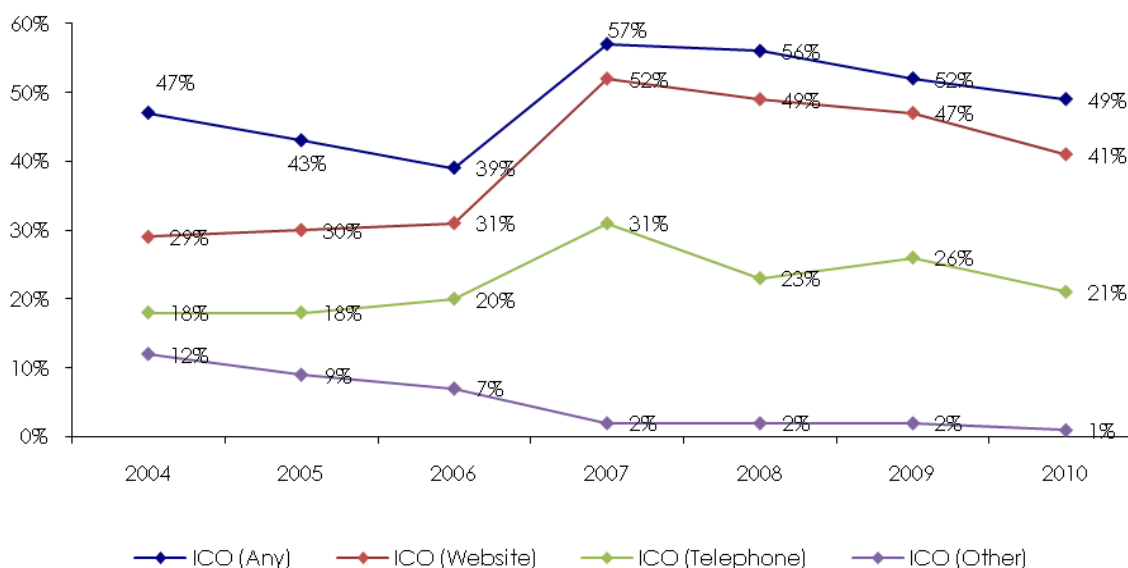
Q13 I am now going to read out a list of rights which may or may not be given to individuals about whom your organisation processes personal information. Please tell me which you believe to be true and which you believe to be false.

Individuals' Rights (Prompted)	Private				Public				Overall			
	2007	2008	2009	2010	2007	2008	2009	2010	2007	2008	2009	2010
The right to see information	99%	98%	97%	98%	99%	99%	97%	98%	99%	98%	97%	98%
The right to have the breach of the Act investigated and assessed	94%	95%	94%	91%	97%	95%	95%	99%	95%	95%	94%	95%
The right to correct inaccurate information	94%	94%	94%	95%	96%	95%	94%	96%	95%	94%	94%	95%
The right to stop unsolicited mail	91%	89%	88%	90%	92%	87%	89%	92%	92%	88%	89%	91%
The right to claim compensation for damage or distress caused by a breach of the Act	92%	88%	88%	84%	87%	87%	86%	93%	89%	87%	87%	88%
The right to prevent the processing of information if it would cause damage or distress	84%	72%	72%	78%	86%	85%	83%	82%	85%	79%	78%	80%
The right to object to decisions made only by automatic means	75%	62%	64%	72%	77%	74%	74%	77%	76%	68%	69%	74%
Individuals have no rights	2%	2%	2%	7%	1%	2%	2%	1%	1%	2%	2%	4%

7.1.5 Source of advice on the DPA

The overall percentage of respondents mentioning the ICO as their main source of advice on the DPA has decreased by 3% since 2009; however it remains higher than figures recorded between 2004 and 2006.

Chart 4: Where to go to get advice on responsibilities regarding the DPA?



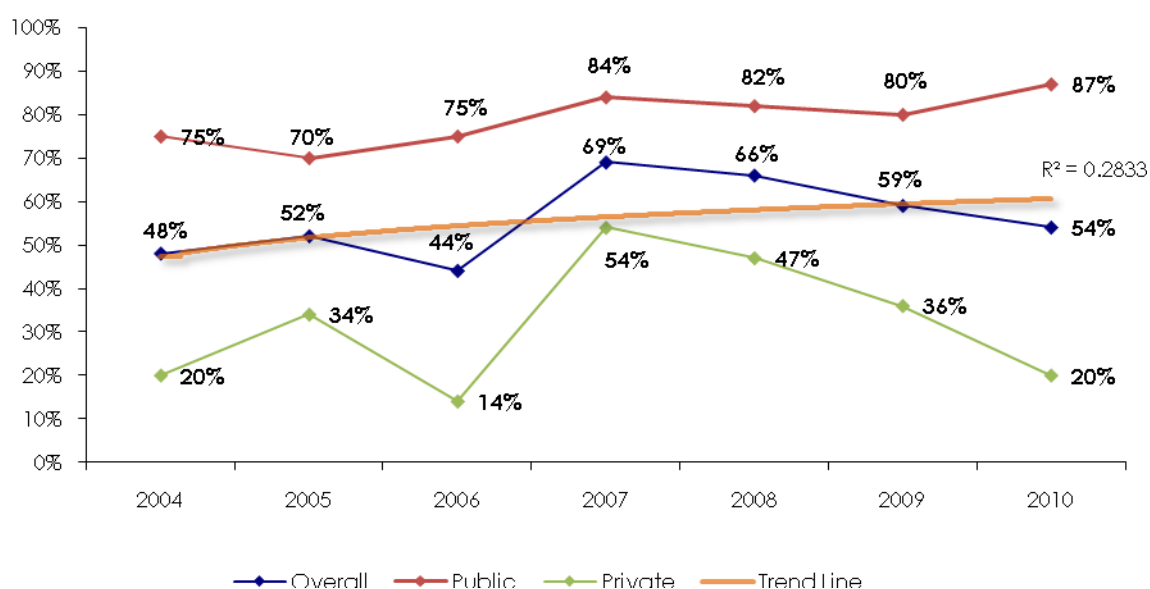
The ICO's website is still the main source of advice for organisations in both sectors, with 41% mentioning this method. There has been a decrease of 10% in the mention of the website in the private sector; this has caused an overall decrease since 2009 of 6%.

Q16 Where would you go to get advice on your responsibilities regarding the DPA? (Unprompted)																					
	Private							Public							Overall						
	04	05	06	07	08	09	10	04	05	06	07	08	09	10	04	05	06	07	08	09	10
ICO Any	30%	28%	13%	40%	41%	30%	19%	64%	53%	66%	74%	70%	73%	80%	47%	43%	39%	57%	56%	52%	49%
ICO Website	19%	19%	10%	36%	37%	25%	15%	39%	40%	52%	69%	60%	67%	67%	29%	30%	31%	52%	49%	47%	41%
ICO Phone	9%	11%	5%	17%	13%	11%	5%	27%	25%	35%	46%	33%	41%	37%	18%	18%	20%	31%	23%	26%	21%
Solicitor	21%	20%	13%	28%	20%	17%	14%	20%	22%	16%	19%	9%	13%	19%	20%	21%	15%	23%	15%	15%	17%
Head office	10%	20%	37%	14%	6%	8%	8%	5%	9%	6%	8%	4%	4%	5%	8%	14%	22%	11%	5%	6%	6%
CAB	n/a	n/a	11%	4%	2%	6%	4%	n/a	n/a	2%	1%	2%	1%	1%	n/a	n/a	6%	2%	2%	3%	3%
Gov. Dep.	n/a	n/a	4%	2%	2%	3%	4%	n/a	n/a	3%	2%	2%	2%	3%	n/a	n/a	4%	2%	2%	3%	3%
ICO (other means)	9%	5%	2%	1%	0%	0%	1%	15%	12%	11%	2%	3%	3%	1%	12%	9%	7%	2%	2%	2%	1%

7.1.6 Knowledge of organisations responsible for enforcing the DPA

Over half (54%) of organisations are aware that the ICO is responsible for enforcing the DPA. Overall awareness of the ICO's responsibility to enforce the DPA has tended to vary since 2004. There has been a 5% decrease when compared with 2009 but a gradual increase since 2004. Awareness of the ICO's responsibility has decreased significantly in the private sector (-16% since 2009), while there has been an increase in public sector awareness (+7%) – the highest recorded awareness since the research began.

Chart 5: Awareness of the ICO as the enforcer of the DPA



Overall awareness regarding the responsibility of enforcing the DPA amongst public sector organisations (87%) is much higher than those organisations in the private sector (20%).

Q17 Which organisations are you aware of that are responsible for enforcing the DPA?

Response (Unprompted)	Private							Public							Overall						
	04	05	06	07	08	09	10	04	05	06	07	08	09	10	04	05	06	07	08	09	10
ICO ³	20%	34%	14%	54%	48%	36%	20%	76%	70%	75%	84%	83%	80%	87%	48%	52%	44%	69%	66%	59%	54%
Government	9%	10%	9%	6%	12%	12%	12%	5%	5%	3%	2%	5%	3%	3%	7%	7%	6%	4%	9%	7%	7%
D.P Agency	8%	11%	5%	2%	5%	7%	7%	3%	7%	2%	2%	2%	2%	3%	6%	9%	4%	2%	4%	5%	5%
D. P Registrar / Commissioner	7%	7%	2%	3%	3%	1%	0%	8%	4%	2%	3%	1%	2%	2%	7%	5%	2%	3%	2%	2%	1%
⁴ OSIC	n/a	n/a	0.2%	1%	1%	0%	0%	n/a	n/a	1%	2%	1%	1%	1%	n/a	n/a	0.4%	1%	1%	0%	1%
Department for Constitutional Affairs	0%	0.5%	0.2%	1%	0%	1%	0%	2%	6%	2%	2%	2%	0%	1%	1%	3%	1%	1%	1%	0%	0%
None	26%	10%	4%	3%	3%	5%	0%	4%	5%	2%	0%	0%	1%	4%	15%	7%	3%	1%	2%	3%	2%
Don't know	27%	28%	60%	33%	30%	36%	46%	6%	9%	17%	10%	8%	8%	7%	16%	19%	39%	21%	19%	22%	27%

³ Combined Information Commissioner's Office, Information Commissioner and ICO responses

⁴ Office of the Scottish Information Commissioner

The impact of the organisational sector on awareness of the ICO as enforcer of the DPA is evident in the table below. Public sector organisations are much more likely to be aware of the ICO as an enforcer of the DPA than private sector organisations.

Since 2009, there have been decreases across all organisation sizes in the private sector, with the biggest decreases being in the larger organisations (-29%). Large public organisations have seen a 6% increase since 2009, while small public organisations have seen an 11% increase.

Q17 Which organisations are you aware of that are responsible for enforcing the DPA?								
Response (Unprompted)	Private				Public			
	Large		Small		Large		Small	
	2009	2010	2009	2010	2009	2010	2009	2010
ICO ⁵	53%	24%	25%	17%	88%	94%	68%	79%
Government	15%	16%	10%	9%	2%	2%	4%	3%
Data protection Registrar / Commissioner	1%	1%	1%	3%	1%	0%	3%	1%
Data Protection Agency	5%	4%	8%	10%	1%	2%	4%	3%
Ministry of Justice	4%	1%	0%	0%	6%	8%	3%	2%
Department for Constitutional Affairs	1%	0%	0.4%	0%	0%	1%	0%	1%
Office of the Scottish Information Commissioner (OSIC)	0%	1%	0%	0%	0.4%	1%	1%	1%
None	2%	4%	7%	3%	0%	0%	1%	0%
Don't know	19%	42%	49%	50%	2%	3%	16%	12%

⁵ Combined Information Commissioner's Office, Information Commissioner and ICO responses

7.1.7 Notification

There are generally high levels of awareness regarding notification, although for most statements awareness has decreased since 2009. The two statements that usually occupy the top two places: *exempt organisations still have to comply* (79%), and *notification is usually a legal requirement* (76%), remain in top place, and positions have not changed since 2008.

Public sector respondents indicated significantly higher levels of correct agreement across the four statements; in the private sector awareness had decreased for all statements. The greatest difference between public and private sector was in awareness that notification is usually a legal requirement as part of the DPA (public: 92%, private: 60%).

Q18 I am now going to read out four statements about notification. Please tell me which you believe to be true and which you believe to be false.												
Statements (Prompted)	Private				Public				Overall			
	2007	2008	2009	2010	2007	2008	2009	2010	2007	2008	2009	2010
Those organisations that do not have to notify still have to comply with the principles of the DPA	86%	86%	83%	70%	84%	92%	91%	88%	85%	89%	87%	79%
Notification is usually a legal requirement as part of the DPA	85%	82%	80%	60%	92%	91%	90%	92%	89%	87%	85%	76%
Organisations can notify voluntarily	69%	62%	60%	55%	67%	72%	71%	75%	68%	67%	66%	65%
Some organisations may be exempt from having to notify	65%	49%	49%	36%	66%	73%	67%	68%	66%	61%	58%	52%

7.1.8 Implications of the DPA

The wave of increased positivity and appreciation of the role of the DPA and its impact on organisations has continued in 2010 with the scores remaining consistently high across the board with the prompted benefits of the Act. Indeed, 93% of organisations agree that the DPA is needed, 86% that it improves information management, 85% that it improves risk management and 83% that it has a positive affect on customers' trust.

Public sector organisations were more likely than private sector organisations to agree with the statements; the greatest difference was in agreement that the DPA adds value to the business (public: 79%, private: 58%).

There has been a slight increase in agreement with the more negative statements since 2009, with a 4% increase in the number of those that feel that the DPA means extra work, a 1% increase in those that feel the DPA is a burden and a 3% increase in the number who felt that the DPA is a waste of resources. Both public and private organisations are following this pattern.

As stated last year it is worth noting that the measure of extra work is one of fact rather than emotional opinion, and not necessarily a "negative" measure. Instead, it may be a perception that the organisation is taking the matter of data protection seriously.

Q19 To what extent would you agree or disagree with the following statements about the DPA?⁶

Data Protection Act Statement (Prompted)	Private							Public							Overall						
	04	05	06	07	08	09	10	04	05	06	07	08	09	10	04	05	06	07	08	09	10
It is needed	n/a	n/a	86%	90%	93%	92%	90%	n/a	n/a	93%	97%	97%	96%	97%	n/a	n/a	89%	94%	95%	94%	93%
It improves information management	72%	69%	80%	80%	85%	82%	81%	83%	81%	88%	90%	92%	90%	92%	78%	75%	84%	85%	88%	86%	86%
It helps improve risk management	64%	64%	78%	80%	83%	81%	80%	77%	76%	82%	90%	92%	89%	89%	71%	70%	80%	85%	87%	85%	85%
It improves customers' trust	72%	73%	81%	79%	83%	81%	79%	85%	84%	85%	90%	92%	89%	87%	78%	78%	83%	84%	87%	85%	83%
It adds value to the business	47%	48%	60%	52%	61%	59%	58%	60%	61%	72%	75%	77%	73%	79%	54%	55%	66%	63%	69%	66%	68%
It means extra work	76%	65%	45%	64%	53%	57%	60%	88%	81%	78%	69%	66%	67%	73%	82%	73%	56%	66%	60%	62%	66%
It is a burden on my organisation	25%	24%	13%	16%	14%	16%	17%	29%	21%	18%	11%	12%	16%	18%	29%	23%	16%	13%	13%	16%	18%
It is a waste of resources	15%	14%	11%	10%	3%	7%	12%	7%	6%	9%	7%	4%	4%	6%	11%	10%	10%	7%	4%	6%	9%

⁶ This percentage of agreement refers to the respondents that stated 'agree' or 'strongly agree' to the statements.

7.1.9 Requests for personal information (subject access requests)

Private sector organisations say they have received fewer subject access requests over the past 12 months; 37% of organisations say they have received at least one request, compared to 48% in 2009.

Large public organisations remain the sector that is most likely to receive a high volume of requests; 35% say they have received more than 50 requests in the last year (this was also the case in 2009), compared with just 2% of small-medium organisations in the public sector (19% lower than in 2009).

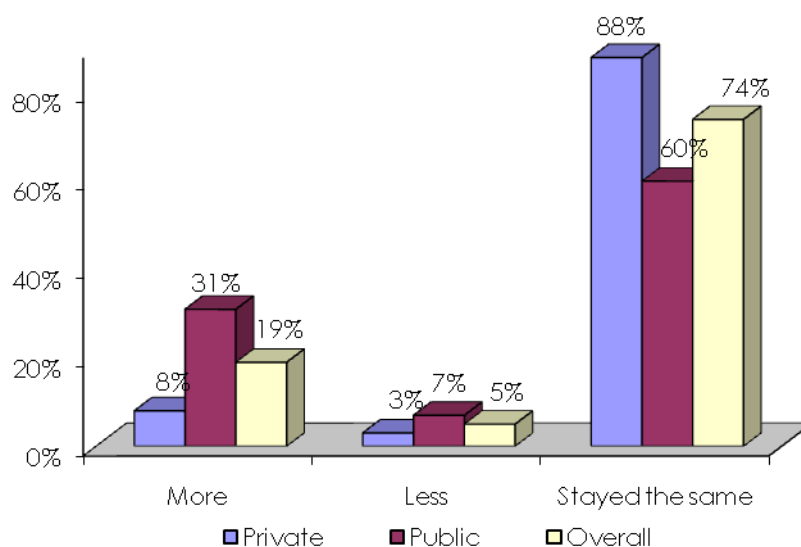
Smaller organisations are, unsurprisingly, more likely to have received no or few requests.

Again, police forces were most likely to receive the most requests for personal information. Health Authorities also experienced higher demands.

Q20 Approximately how many requests for personal information has your organisation received in the past 12 months?												
Number of requests	Private				Public				Overall			
	2007	2008	2009	2010	2007	2008	2009	2010	2007	2008	2009	2010
None	57%	47%	52%	63%	24%	21%	20%	16%	41%	34%	35%	39%
Just 1-2	11%	15%	14%	14%	11%	15%	12%	13%	11%	15%	13%	13%
3-10	14%	19%	16%	11%	17%	24%	18%	21%	15%	22%	17%	16%
10-50	10%	7%	7%	6%	17%	16%	20%	18%	13%	12%	14%	12%
50-100	3%	5%	4%	3%	6%	6%	8%	8%	4%	6%	6%	5%
100-200	2%	2%	2%	2%	8%	4%	7%	6%	5%	3%	5%	4%
200-500	3%	2%	2%	1%	5%	5%	3%	8%	4%	4%	2%	4%
500+	2%	4%	3%	1%	11%	10%	11%	10%	6%	7%	7%	5%

When asked how this compared to the previous year, 19% of all respondents said they had seen an increase (consistent with 2009); 5% said it was less and 74% felt it was about the same. As was found in 2009, the public sector claimed a larger increase in requests when compared with the private sector. Local authorities indicated the highest level of increased demand (35%).

Chart 6: The number of requests for information under the DPA



Respondents say there has been a continual increase in the number of requests for personal information under the DPA within the public sector – although the increase since 2009 has been less dramatic than that of 2007/2008.

Q21 The amount of requests for personal information under the DPA compared to 2007												
Number of requests	Private				Public				Overall			
	2007	2008	2009	2010	2007	2008	2009	2010	2007	2008	2009	2010
More	18%	10%	8%	8%	8%	21%	27%	31%	13%	16%	18%	19%
Less	4%	3%	4%	3%	4%	9%	6%	7%	4%	6%	5%	5%
About the same	78%	86%	88%	88%	88%	70%	65%	60%	83%	78%	76%	74%

7.2 Freedom of Information Act

7.2.1 Knowledge of FOIA obligations

Awareness of the two key indicators was low compared with awareness of other obligations. Awareness that public authorities must provide help and advice and must disclose information unless there is a legal reason not to was significantly higher among large public authorities (by -20% and -11%).

Q24 What obligations are you aware of that apply to public authorities under the FOIA? ⁷			
Obligations (Unprompted)	Small/Medium	Large	Overall – Public Sector
Public authorities must provide help and advice to people asking for information	18%	38%	29%
Public authorities must disclose information unless there is a legal reason not to	18%	29%	24%

Over half (58%) of respondents were spontaneously aware that public authorities must respond to requests made under the general rights of access within 20 working days, this represented an increase of 2% compared with 2009.

Following significant decreases in previous years, awareness of providing information through a publication scheme has increased by 10% since 2009.

Awareness that *public authorities must disclose information unless there is a legal reason not to* has decreased by 7% when compared with 2009. Awareness of the obligation *public authorities must provide help and advice to those asking for information* declined by 2% between 2009 and 2010.

Q24 What obligations are you aware of that apply to public authorities under the FOIA? ⁷				
Obligations (Unprompted)	2007	2008	2009	2010
Public authorities must provide help and advice to people asking for information	50%	32%	31%	29%
Public authorities must disclose information unless there is a legal reason not to	52%	30%	31%	24%
Public authorities must respond to requests made under the general rights of access within 20 working days	67%	55%	56%	58%
Public authorities must provide information through a publication scheme	63%	49%	39%	49%

⁷ Following qualitative consultation with public authorities, the wording of this question was changed in 2010. The word 'legal' was removed so that it read "what obligations...." as opposed to "what legal obligations...." to ensure a better understanding of the question by the respondent.

The following table shows the breakdown between large and small-medium sized organisations and it is interesting that a higher number of small or medium authorities are aware of their requirement to provide a publication scheme.

Q24 What obligations are you aware of that apply to public authorities under the FOIA?⁷			
Obligations (Unprompted)	Small/Medium	Large	Overall – Public Sector
Public authorities must respond to requests made under the general rights of access within 20 working days	47%	67%	58%
Public authorities must provide information through a publication scheme	52%	45%	49%
Public authorities must provide help and advice to people asking for information	18%	38%	29%
Public authorities must disclose information unless there is a legal reason not to	18%	29%	24%

On prompting, there were extremely high levels of awareness of all obligations, which was also the case in 2009.

Q25 Which of the following obligations under the FOIA do you believe to be true or false?⁸				
Obligations (Prompted)	2007	2008	2009	2010
Public authorities must respond to requests made under the general rights of access within 20 working days	96%	96%	97%	98%
Public authorities must provide information through a publication scheme	95%	95%	97%	95%
Public authorities must disclose information unless there is a legal reason not to	97%	98%	99%	99%
Public authorities must provide help and advice to people asking for information	99%	97%	98%	98%

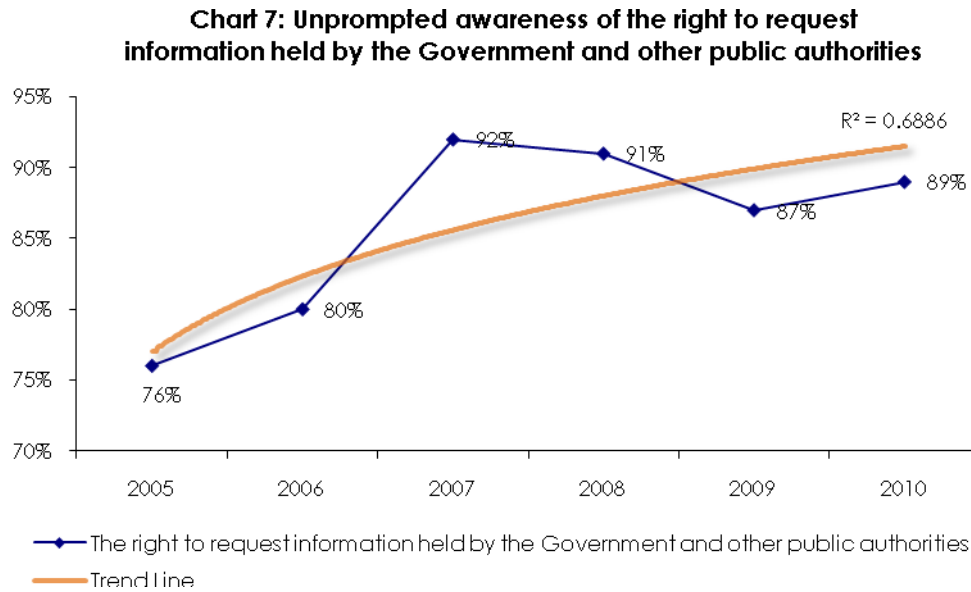
⁸ Following qualitative consultation with public authorities, the wording of this question was changed in 2010. The word 'legal' was removed so that it read "what obligations...." as opposed to "what legal obligations...." to ensure a better understanding of the question by the respondent.

As with unprompted awareness, for most obligations large public authorities demonstrated higher prompted awareness than small/medium.

Q25 Which of the following obligations under the FOIA do you believe to be true or false?⁸			
Obligations (Prompted)	Small/Medium	Large	Overall – Public Sector
Public authorities must respond to requests made under the general rights of access within 20 working days	95%	100%	98%
Public authorities must provide information through a publication scheme	91%	98%	95%
Public authorities must disclose information unless there is a legal reason not to	100%	99%	99%
Public authorities must provide help and advice to people asking for information	96%	99%	98%

7.2.2 Awareness of public's rights (Unprompted)

A total of 89% of public authorities spontaneously mentioned the public's *right to request information held by the Government and other public authorities*. Overall this is an increase of 13% since 2005 and a 2% increase since 2009.



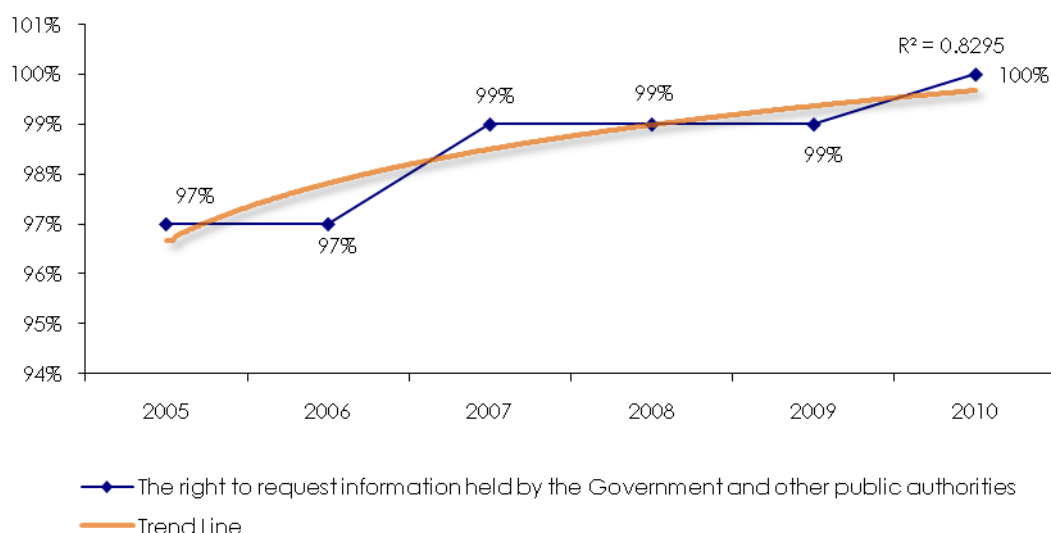
Both large and small/medium public organisations have seen a slight increase in awareness in 2010 (the increase for both was 2%). However, 97% of large public authorities were aware of this right compared to 79% of small/medium sized public authorities.

When compared with 2009, there were decreases in awareness across all other rights; awareness regarding *the right to know what type of information is available from the Government and other public authorities* and *the right to see official information from the Government and other public authorities such as minutes and planning documents*, experienced the largest decreases (by 10% and 8% respectively).

Q22 What rights are you aware of that the FOIA gives to the public?						
Public Rights (Unprompted)	2005	2006	2007	2008	2009	2010
The right to request information held by the Government and other public authorities	76%	80%	92%	91%	87%	89%
The right to know what type of information is available from the Government and other public authorities	14%	12%	40%	13%	20%	10%
The right to request information about the environment	3%	7%	14%	10%	6%	4%
The right to see official information from the Government and other public authorities such as minutes and planning documents	3%	2%	21%	5%	11%	3%
The right to see what public money is being spent on	4%	6%	16%	5%	4%	3%
The public don't have any rights	/	/	1%	0.2%	0%	0%
Don't know	/	/	4%	1%	4%	4%

On a prompted basis, all public authorities were aware of *the right to request information held by the Government and other public authorities*. This awareness has been consistently high since tracking began in 2005 and has increased for the first time since 2007.

Chart 8: Prompted awareness of the right to request information held by the Government and other public authorities



Awareness of all prompted rights remains high and, positively, there have been slight increases in awareness of rights, perhaps the most significant being with regards to requesting information about the environment, of which there has been a 3% increase (following a 2% increase the previous year). It is large organisations which have contributed towards this increase (+9% since 2009).

Q23 I am now going to read out a list of rights that may or may not be given to the public under the FOIA. Please tell me which you believe to be true and which you believe to be false.				
Public Rights (Prompted)	2007	2008	2009	2010
The right to request information held by the Government and other public authorities	99%	99%	99%	100%
The right to see what public money is being spent on	96%	99%	98%	100%
The right to know what type of information is available from the Government and other public authorities	98%	97%	98%	98%
The right to see official information from the Government and other public authorities such as minutes and planning documents	95%	95%	94%	93%
The right to request information about the environment	87%	82%	84%	87%
The public don't have any rights	2%	3%	1%	1%

7.2.3 Source of advice on the FOIA

The vast majority of respondents indicated that they would turn to the ICO for advice on the FOIA. The ICO website remains a key source of advice, and has seen an increase of 5% since 2009. Overall use of the ICO as a source of advice on the FOIA has increased by 7% since 2009.

Q26 Where do you turn to for advice on the FOIA? ⁹						
Source of Advice (Unprompted)	2005	2006	2007	2008	2009	2010
ICO Overall	73%	63%	76%	66%	70%	77%
ICO website	43%	54%	72%	58%	64%	69%
ICO (by telephone)	20%	26%	45%	27%	36%	30%
In-house expert	23%	32%	16%	16%	12%	25%
Solicitor / legal department	19%	16%	20%	10%	13%	13%
Ministry of Justice	n/a	n/a	4%	7%	9%	8%
ICO (not website or telephone)	10%	8%	2%	2%	5%	3%
Person responsible for freedom of information overall	5%	4%	3%	7%	4%	2%
Office of the Scottish Information Commissioner	2%	3%	2%	5%	5%	2%
Campaign for freedom of information	1%	2%	1%	1%	1%	0.3%
Other	30%	19%	22%	17%	23%	25%

This increase in use of the ICO website as a source of information and advice for the FOIA has been driven higher by small-medium sized authorities, which have seen an increase of 12% compared with 2009 (larger authorities have seen a decrease of 1% since 2009).

⁹ 'ICO' combines responses of Information Commissioner's Office, Information Commissioner and ICO

The large public authorities were more likely to turn to the ICO for advice when compared with small / medium sized organisations. The larger public authorities are also more likely to use the ICO website; 73% compared to 63% of small/medium public authorities. This was also the case in 2007, 2008 and 2009.

Q26 Where do you turn to for advice on the FOIA?¹⁰		
Source of Advice (Unprompted)	Large	Small
ICO Overall	82%	71%
ICO website	73%	63%
ICO (by telephone)	33%	26%
In-house expert	30%	19%
Solicitor / legal department	10%	16%
Ministry of Justice	13%	3%
Person responsible for freedom of information overall	1%	4%
ICO (not website or telephone)	2%	4%
Office of the Scottish Information Office	2%	1%
Campaign for freedom of information	1%	0%
Other	17%	34%

¹⁰ ICO' combines responses of Information Commissioner's Office, Information Commissioner and ICO

7.2.4 Organisations responsible for enforcing the FOIA

When asked to identify the organisation responsible for enforcing the Act, 84% identified the ICO. This is an increase of 14% since 2005, and an increase of 3% since 2009.

Q27 Which organisations are you aware of that are responsible for enforcing the FOIA?¹¹

Organisations (Unprompted)	2006	2007	2008	2009	2010
ICO	70%	84%	80%	81%	84%
Office of the Scottish Information Commissioner	4%	5%	5%	5%	4%
Ministry of Justice	-	1%	3%	5%	3%
Government	6%	4%	6%	3%	3%
Data Protection Agency	2%	-	1%	1%	1%
Department for Constitutional Affairs	4%	2%	2%	1%	0.3%
Data Protection Registrar / Commissioner	1%	-	-	0.2%	0.3%
None	3%	-	0.2%	0.2%	0.3%

91% of large public authorities correctly identified the ICO, compared to 75% of small/medium public authorities. 12% of small/medium public authorities answered "don't know" to this question.

¹¹ 'ICO' combines responses of Information Commissioner's Office, Information Commissioner and ICO

7.2.5 Implications of the FOIA

Similar to last year's findings, the majority (88%) of organisations agreed that the Act is 'needed'; this is an increase of 1% since 2009 and 6% since 2006.

The negative statements have seen a slight increase since 2009, with 12% more feeling that it is a burden on the organisation, 9% more feeling that it has increased expenditure business and 3% more feeling that it has put a strain on resources.

Agreement that the FOIA increases trust has decreased by 13% since 2009.

Q28 To what extent would you agree or disagree with the following statements about the FOIA?							
Implication (Prompted)	2004	2005	2006	2007	2008	2009	2010
It is needed	n/a	n/a	82%	88%	91%	87%	88%
It improves records management	89%	86%	79%	83%	86%	85%	83%
It means extra work	n/a	83%	73%	80%	78%	81%	82%
It improves organisational knowledge externally	79%	76%	69%	77%	83%	81%	78%
It improves organisational knowledge internally	77%	75%	71%	72%	75%	73%	74%
It increases trust	72%	79%	73%	81%	81%	83%	70%
It increases participation	63%	69%	66%	76%	79%	74%	69%
It puts strain on resources	70%	68%	62%	58%	61%	65%	68%
It has increased expenditure	67%	57%	59%	51%	58%	57%	66%
It is a burden on my organisation	51%	38%	36%	34%	31%	37%	49%

High levels of positivity towards FOIA are shared across all sector sizes although both small/medium and large authorities are stating slightly lower less positive responses.

Large public authorities are more likely to agree with the negative elements.

Q28 To what extent would you agree or disagree with the following statements about the FOIA?												
Implication (Prompted)	Small/Medium				Large				Overall			
	2007	2008	2009	2010	2007	2008	2009	2010	2007	2008	2009	2010
It is needed	85%	90%	85%	86%	90%	91%	89%	89%	88%	91%	87%	88%
It improves records management	78%	85%	84%	83%	88%	88%	86%	84%	83%	86%	85%	83%
It means extra work	70%	73%	73%	74%	90%	83%	87%	89%	80%	78%	74%	82%
It improves organisational knowledge externally	72%	82%	75%	69%	83%	83%	85%	85%	77%	83%	83%	78%
It improves organisational knowledge internally	66%	76%	70%	68%	78%	74%	76%	80%	72%	75%	73%	74%
It increases trust	78%	82%	80%	74%	84%	81%	85%	67%	81%	81%	81%	70%
It increases participation	71%	77%	69%	64%	81%	81%	79%	73%	76%	79%	81%	69%
It puts strain on resources	47%	54%	51%	54%	68%	68%	76%	80%	58%	61%	65%	68%
It has increased expenditure	45%	54%	47%	59%	57%	61%	65%	71%	51%	58%	57%	66%
It is a burden on my organisation	29%	23%	29%	45%	39%	38%	44%	53%	34%	31%	37%	49%

7.2.6 Information requests

Respondents said there has been an increase in the number of information requests made – with 5% more public authorities receiving over 500 requests.

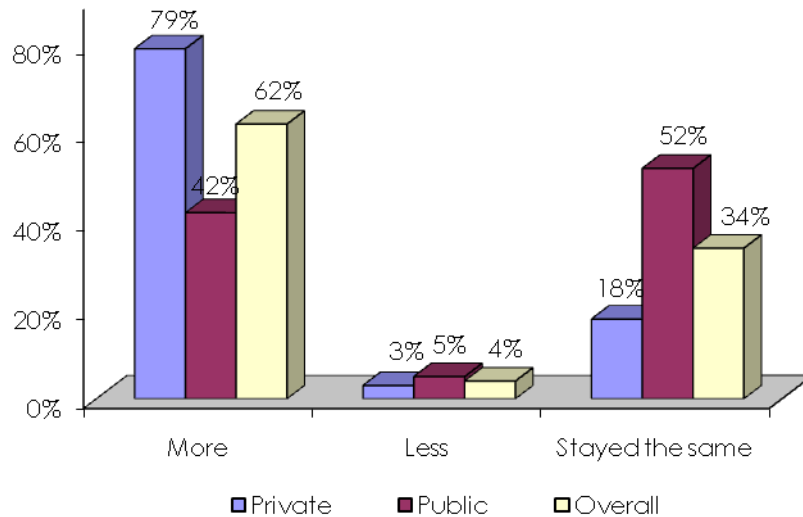
There has been a slight decrease (-2%) in the number of organisations saying they received zero requests for information in the last 12 months, with these most likely to be small/medium public authorities (23%).

Unsurprisingly, large public authorities are receiving far higher request volumes than small/medium organisations, with 69% receiving over 100 requests a year. This is mainly driven by the police and local authorities.

Q29 Approximately how many requests for information has your organisation received in the past 12 months under the FOIA?												
Number of requests	Small/Medium				Large				Total			
	2007	2008	2009	2010	2007	2008	2009	2010	2007	2008	2009	2010
None	37%	25%	28%	23%	2%	0%	2%	0%	19%	12%	13%	11%
Just 1-2	11%	19%	10%	13%	2%	2%	1%	1%	6%	10%	5%	7%
3-10	12%	17%	15%	17%	6%	4%	4%	2%	9%	10%	9%	9%
10-50	20%	17%	14%	16%	20%	17%	12%	11%	20%	17%	13%	13%
50-100	11%	10%	6%	6%	16%	20%	12%	14%	13%	15%	9%	10%
100-200	5%	9%	10%	9%	22%	22%	13%	16%	14%	15%	12%	13%
200-500	2%	3%	10%	10%	22%	19%	34%	26%	12%	11%	24%	19%
500+	2%	1%	4%	6%	12%	16%	22%	30%	7%	9%	14%	19%

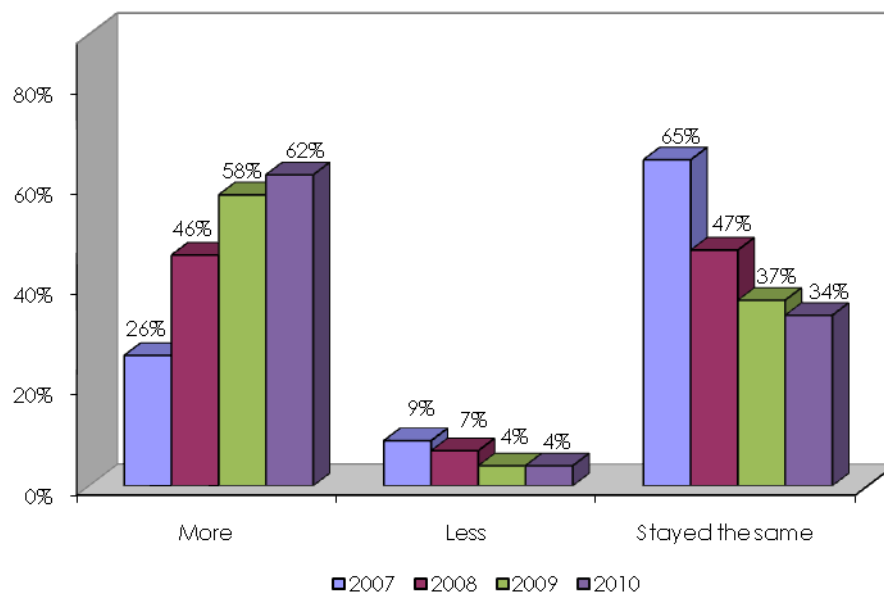
When asked how this compared to 2009, 62% said that they had received more requests than last year. Large public authorities appear to be handling the majority of the increase, at 79% compared to 42% of small/medium public authorities.

Chart 9: The number of requests for information under the FOIA compared with 2009, by size of public authority



The increased momentum is also evident when these figures are compared year on year. In 2007, only 26% of public authorities said they were experiencing more requests compared to 46% in 2008, 58% in 2009 and now 62% in 2010.

Chart 10: The number of requests for information under the FOIA over time



This increase may be a factor in the negative perceptions seen in section 7.2.6.

7.3 Information Commissioner's Office

7.3.1 Awareness of the ICO

Overall 78% indicated that they were aware of the ICO, a 4% decrease since last year. This decrease has been driven by the private sector (down 8%). Again, awareness was highest in the large public sector and lowest within small private sector organisations.

Q31 Have you ever heard of the Information Commissioner's Office?												
Awareness (Prompted)	Private				Public				Overall			
	2007	2008	2009	2010	2007	2008	2009	2010	2007	2008	2009	2010
Yes	71%	75%	66%	58%	96%	96%	96%	97%	84%	85%	82%	78%
No	29%	23%	32%	42%	4%	4%	4%	3%	16%	14%	18%	22%

7.3.2 Advice and guidance from the ICO

As in 2009, a stand alone email request was the preferred way of receiving advice and guidance. Preference for receiving advice and guidance via an email bulletin which must be registered to has increased by 9%, meaning it is now the second most popular method.

Q32 How would you prefer to receive advice and guidance on the DPA and FOIA from the Information Commissioner?					
Method (Unprompted)	2006	2007	2008	2009	2010
Via stand alone email request	37%	47%	46%	36%	35%
Via email bulletin I register to	25%	26%	7%	15%	24%
Website	19%	32%	29%	28%	22%
Via letter	26%	27%	21%	22%	21%
Via email through a website	24%	31%	13%	9%	11%
Phone	7%	5%	7%	5%	8%
Through a leaflet	5%	5%	2%	3%	4%
Face to face	1%	2%	3%	2%	1%
Get in touch with other organisations/advice agency to ask on my behalf	1%	1%	4%	1%	0.4%
Visit office	1%	1%	1%	0.2%	0.1%

The differences in preferences between the public and private sector are shown in the table below. Both favour stand alone email requests, yet the private sector is more likely than the public sector to want a letter (+12%), and only 17% of private organisations mentioned email bulletins they register to, compared with 31% of public sector organisations.

There is also a marked difference between the sectors regarding the preference of the ICO website, with only 8% of private sector organisations stating this method of communication compared to 37% of public sector organisations. Only 5% of small/medium private companies mentioned the website.

Q32 How would you prefer to receive advice and guidance on the DPA and FOIA from the Information Commissioner?										
Method (Unprompted)	Private					Public				
	2006	2007	2008	2009	2010	2006	2007	2008	2009	2010
Via stand alone email request	25%	40%	41%	41%	35%	40%	54%	52%	36%	36%
Via email bulletin I register to	17%	21%	2%	4%	17%	27%	31%	12%	26%	31%
Website	17%	22%	21%	21%	8%	19%	43%	36%	35%	37%
Via letter	36%	38%	27%	30%	27%	24%	16%	15%	14%	15%
Via email through a website	25%	24%	15%	5%	6%	24%	38%	12%	13%	16%
Phone	4%	6%	3%	2%	6%	7%	7%	11%	8%	9%
Through a leaflet	10%	3%	1%	2%	2%	4%	8%	2%	4%	6%
Face to face	0%	3%	1%	1%	1%	1%	2%	5%	3%	1%
Get in touch with other organisations/advice agency	0%	-	2%	2%	0%	1%	1%	6%	1%	1%
Visit office	0%	1%	0.2%	0%	0%	1%	1%	2%	1%	0.3%

7.4 Organisational structure and DPA / FOIA duties

7.4.1 Other duties

As was seen in 2007, 2008 and 2009, the vast majority of respondents working in both the public (87%) and private (94%) sectors said that they have other duties aside from their data protection or, where applicable, freedom of information duties.

7.4.2 Time dedicated to data protection duties

Based on comparisons with 2009, it seems that individuals are dedicating less time to data protection duties overall in 2010. However, 4%, (compared with just 1% in 2009) of respondents are now 100% occupied with data protection duties. The number of respondents dedicating 10% or less of their time to data protection has increased by 2%.

Unlike 2009, the public sector generally dedicates less time to data protection than the private sector. 84% of those in the public sector said 25% or less of their time was dedicated to data protection compared with 77% of those in the private sector.

Q4 On a weekly basis, what percentage of your time is dedicated to data protection duties?												
Time dedicated to data protection	Private				Public				Overall			
	2007	2008	2009	2010	2007	2008	2009	2010	2007	2008	2009	2010
10% or less	73%	69%	69%	68%	59%	52%	59%	64%	66%	60%	64%	66%
10 - 25%	9%	9%	10%	9%	18%	20%	21%	20%	14%	15%	15%	14%
25 - 50%	8%	8%	11%	9%	11%	10%	13%	9%	9%	9%	12%	9%
50 - 75%	4%	5%	6%	4%	6%	5%	4%	4%	5%	5%	5%	4%
75 - 99%	4%	4%	3%	3%	3%	3%	3%	2%	3%	4%	3%	2%
100%	3%	4%	1%	8%	3%	10%	2%	1%	3%	7%	1%	4%

7.4.3 Time dedicated to freedom of information duties

For freedom of information, 49% of those interviewed said that just 10% or less of their time is dedicated to freedom of information duties - a very slight increase (+1%) since 2009 - while just 1% of the sample dedicated all of their time to freedom of information.

Q5 On a week to week basis, what percentage of your time is dedicated to freedom of information duties?				
Time dedicated to freedom of information	2007	2008	2009	2010
10% or less	55%	44%	48%	49%
10 - 25%	17%	21%	21%	23%
25 - 50%	16%	18%	17%	14%
50 - 75%	7%	5%	10%	9%
75 - 99%	3%	2%	3%	3%
100%	2%	10%	2%	1%

7.4.4 Additional resources within the organisation

52% of private sector respondents said that there are others in their organisation working on data protection duties, while 72% of public sector respondents said the same.

Unsurprisingly, larger private organisations are more likely to have allocated more human resources to data protection than are smaller private organisations; this was also the case in the public sector.

Q7 How many staff members are there in your organisation working on data protection duties? (Private sector)												
Number of staff	Large				Small/Medium				Overall			
	2007	2008	2009	2010	2007	2008	2009	2010	2007	2008	2009	2010
One other	16%	14%	17%	25%	19%	19%	27%	31%	17%	16%	22%	28%
2 - 5 staff	26%	26%	35%	24%	18%	20%	32%	32%	22%	23%	33%	28%
5 - 10 staff	13%	6%	14%	8%	4%	7%	14%	14%	8%	6%	14%	11%
More than 10	18%	25%	35%	40%	8%	13%	22%	20%	13%	19%	29%	31%

Q7 How many staff members are there in your organisation working on data protection duties? (Public sector)												
Number of staff	Large				Small/Medium				Overall			
	2007	2008	2009	2010	2007	2008	2009	2010	2007	2008	2009	2010
One other	21%	21%	20%	39%	22%	27%	30%	50%	21%	24%	23%	44%
2 - 5 staff	37%	29%	41%	35%	30%	24%	39%	33%	33%	27%	40%	34%
5 - 10 staff	10%	15%	16%	10%	4%	6%	12%	8%	7%	11%	15%	9%
More than 10	8%	12%	21%	11%	4%	9%	20%	7%	6%	11%	21%	9%

7.4.5 Type of personal information held

Organisations were asked to indicate whether they held information about employees, customers, clients and / or suppliers. Similar to findings in 2007, 2008 and 2009, the majority of respondents held information about employees (94%). 91% held information about suppliers, 93% held such information on their customers and 91% held information on their clients.

Q8 Does your organisation hold any information about any of the following?												
(Prompted)	Public				Private				Total			
	2007	2008	2009	2010	2007	2008	2009	2010	2007	2008	2009	2010
Employees	97%	99%	98%	100%	94%	98%	99%	89%	96%	99%	93%	94%
Customers	88%	84%	89%	95%	84%	84%	87%	91%	86%	84%	88%	93%
Suppliers	94%	92%	92%	95%	83%	89%	85%	87%	88%	90%	89%	91%
Clients	89%	84%	83%	93%	83%	81%	84%	90%	86%	83%	83%	91%

8.0 Appendices

8.1 Organisation Tables

Private Sector	
Organisation Type	Number
Wholesale and retail trade; repair of motor vehicles and personal and household goods	17
Manufacturing	50
Transport, storage and communication	37
Electricity, gas and water supply	21
Agriculture hunting and forestry	2
Mining and Quarrying	3
Financial intermediation	57
Health and Social work	54
Fishing	2
Private household with employed persons	1
Other community, social and personal service activities	41
Hotels and restaurants	40
Construction	16
Real estate, renting and business activities	28
Public administration and defence	15
Education	16
Extra-territorial organisations and bodies	1
TOTAL	401

Q9: How many employees are employed by your organisation?		
	Number of employees	Private Sector
Small Organisation	1-50	190
	51-100	18
	101-200	7
Large Organisation	201-500	88
	501+	98

Public Sector (Small/Medium)	
Organisation Type	Number
District policing partnerships	8
District courts and Sheriff courts	1
Further Education Colleges	15
Health regulators	6
Secondary schools	3
Local health boards	3
Trusts (Wales)	2
Magistrates courts committees	3
Primary schools	1
Acute trusts	9
Passenger transport executives	2
Community Health Councils	1
Internal drainage boards	4
Port health authorities	9
Passenger transport authorities	3
Independent practitioners (GPs, opticians, pharmacists and dentists)	31
Ambulance trusts	4
National Parks	12
Waste authorities	5
Police Authorities	18
Mental Health Authorities	10
District drainage commissioners	2
Parish/Town councils	29
Parish Meetings	4
TOTAL	185

Public Sector (Large)	
Organisation Type	Number
Central Government departments	36
Non Departmental Public Bodies	4
Local Authorities	60
District Councils (Northern Ireland)	7
Welsh Local Authorities	4
Police Forces	24
Primary Care Trusts	19
Strategic Health Authorities	8
Higher Education Bodies	21
Fire Authorities	32
TOTAL	215

Q9: How many employees are employed by your organisation?	
Number of employees	Public Sector
1-50	119
51-100	29
101-200	46
201-500	32
501+	174