

**Friday 3 July 2009**

## **ICO response to report by the Campaign for Freedom of Information**

A spokesperson for the ICO said:

“We are fully aware of the issues raised in the report by the Campaign for Freedom of Information. The FOI caseload has been discussed in two sessions of the Justice Select Committee in January and February this year. We have been consistently open about performance levels. Whilst only 10% of complaints result in a Decision Notice, these cases take longer to resolve than we would like. We are working with the resources available to us and continue to make further improvements to speed up our complaint handling. Last month we published a new Freedom of Information strategy outlining how we will resolve more cases informally and shorten the length of Decision Notices. The strategy also outlines the need for more proactive disclosure of official information by public authorities. Despite the improvements already made with additional funding from the Ministry of Justice, the popularity of FOI means that the number of complaints we are receiving is outstripping forecasts. We continue to make changes to resolve the increasing numbers of complaints as quickly and efficiently as possible within the resources available to us.”

**For all media enquires, please contact the ICO press office on 0207 025 7580.**