

CPP – February 2026

Charlotte Marriott

Borough Council of
King's Lynn &
West Norfolk



Additional Information Requested by Cllr Sayers

Departmental compliance breakdown for Planning, Revenues and Benefits, Housing Needs, HR and Licensing:

Department	Number of FOIs	Compliance rate (%)
Planning	94	72.6
Revenues & Benefits	65	55.4
Housing Needs	51	33.4
HR	45	77.8
Licensing	40	90

Average overdue period for late responses:

Working days response was overdue	No. of responses /FOIs
< 5 days	25
5 - 10 days	12
10 - 15 days	7
15 - 20 days	2
20 - 40 days	11
40 - 60 days	1
>60 days	249



Additional Information Requested by Cllr Sayers

ICO contact regarding FOI compliance rate

- No formal correspondence from the ICO regarding this matter.
- It is worth noting that the ICO would not ordinarily be aware of our compliance rates as this data is internal.

Information Governance Officer vacancy

- This point was included in the 'introduction' section to set the scene on how we are moving forward and addressing the compliance issues highlighted within the report for 2024-25.

The main body of the report relates to the 2024–25 financial year, during this period the former postholder and the previous service structure were still operating.



FOI compliance rates

Historic	
2023-24	71%
2024-25	61%

Where we are now		
2025-26		
Q1 (1 April 2025) - Q3 (1 Jan 2026)	594	<u>89.2%</u>

Department	Number of FOIs solely to that department	Compliance rate (%)
Planning	55	80
Revenues & Benefits	57	96.5
Housing Needs	48	66.7
HR	22	91
Licensing	36	100



Looking forward: Embedding a Data Protection culture

Increase
Awareness and
Understanding

- Imminent, mandatory data protection training for all staff
- Comms – assets – simplified guide to data protection and process flowcharts – to compliment the launch of training



Looking forward: Embedding a Data Protection culture

Information Governance Leads

Responsibility for:

- Managing information through its lifecycle
- Maintaining privacy notices, retention schedules and ensuring compliance
- overseeing data protection approaches in assigned area, including DPIAs and providing general advice and guidance to their teams
- Supporting data breach, FOI, EIR and SAR processes
- Article 30 registers - RoPA

Ownership,
Oversight and
Accountability

Empowerment



Looking forward: Embedding a Data Protection culture

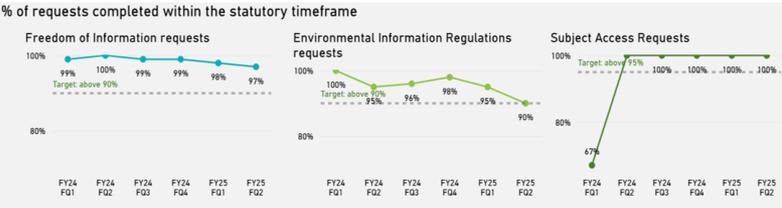
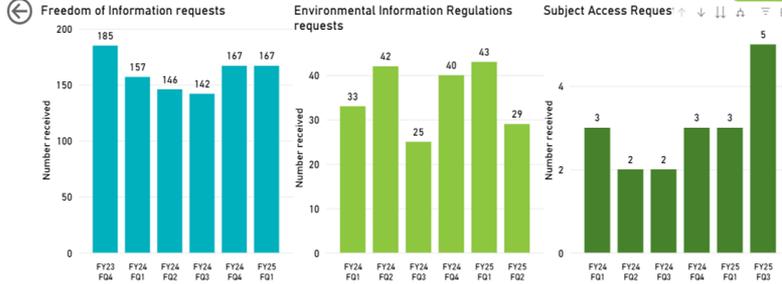
Ownership,
Oversight and
Accountability

- Ownership at Executive level
- Designing a clear escalation route
- Corporate Management System - Governance dashboards – regular agenda item for ELT



Numbers received

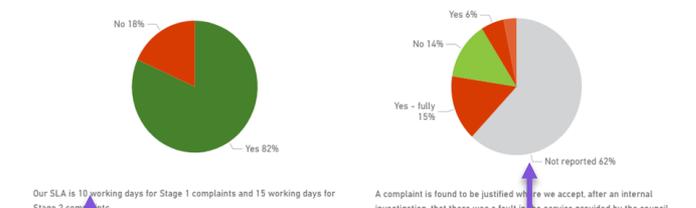
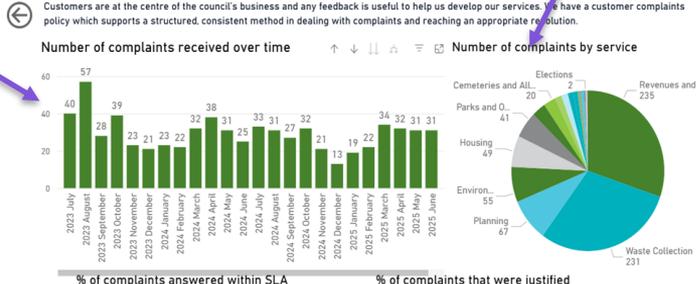
Information requests



Tracking compliance with statutory timeframes

Breakdown by service area

Complaints



Tracking compliance with process timeframes

Number of justified complaints

Customers who have been through Stage 1 and 2 of our Complaints Policy may refer their complaint to the Local Government Ombudsman for independent review if they are not satisfied with the council's response. Complaints are classified as upheld where the Ombudsman finds that the council was at fault.

Number of Local Government Ombudsman complaints upheld

Financial year	Number of complaints
FY19	1
FY20	2
FY21	7
FY22	3
FY23	3
FY24	2

[Find out more about our Complaints Policy and Procedure](#)

Complaints

Redesigned into the Corporate Complaints, Compliments and Comments Policy.

- Updated in line with the Local Government and Social Care Ombudsman complaints handling code
- Clear process for compliments and comments
- Other key changes include:
 - A strengthened focus on engaging directly with complainants at an early stage, alongside an enhanced emphasis on Equality, Diversity and Inclusion considerations
 - Clearly defined roles and responsibilities
 - Inclusion of definitions and expansion of the legal framework section
 - Clarity of matters not in scope



Any questions?

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