

From: Arlene Goss
To: ["ben@taxpayers.org.nz"](mailto:ben@taxpayers.org.nz)
Subject: LGOIMA response
Date: Tuesday, 8 November 2016 09:41:32 a.m.
Attachments: [image001.png](#)

New Zealand Taxpayers Union
'ben@taxpayers.org.nz'

Dear Sir,

Official information request for information on OFFICIAL INFORMATION REQUESTS

I refer to your official information request dated 8-July-2016 for information about official information requests, and the subsequent time extension to respond. I apologise for the delay in responding to your request.

Please note we previously did not have a process to keep track of statistics related to official information requests. A new IT solution was introduced in June this year to track response times and other trends. I have provided year to date figures using this new system, and will be able to easily answer these questions in the future.

I am able to supply the following information:

- (a) The total number of information requests received;
- Year ending 30 June, 2015 – 160 requests
 - Year ending 30 June, 2016 – 217 requests
 - Year to date (July 1 to October 20, 2016) – 112 requests
- (b) The average amount of time taken for the Council to respond to information requests;
- Year ending 30 June, 2015 – This information was not recorded. This part of the request is refused under Section 17(e) in that the information does not exist.
 - Year ending 30 June, 2016 – This information was not recorded. This part of the request is refused under Section 17(e) in that the information does not exist.
 - Year to date (July 1 to October 20, 2016) – Average number of processing days to decision 15.07.
- (c) The number of information requests that were refused;
- Year ending 30 June, 2015 – This information was not recorded. This part of the request is refused under Section 17(e) in that the information does not exist.
 - Year ending 30 June, 2016 – This information was not recorded. This part of the request is refused under Section 17(e) in that the information does not exist.
 - Year to date (July 1 to October 20, 2016) – 63 requests released, 4 requests declined, another 4 declined in part and 24 requests with other outcomes (withdrawn, transferred etc). 17 requests are still in progress.

(d) The total amount charged by the Council, if any, to respond to information requests;

To date there has been no charging for official information.

(e) The total number of complaints to the Ombudsman relating to requests for information directed at your Council (rounded to the nearest ten or hundred).

We are not aware of the total number of complaints received by the office of the ombudsman directed at our council - only those complaints the ombudsman decides to investigate. We estimate the number of investigated complaints to be fewer than 10 per year. We suggest you contact the office of the Ombudsman directly to request the number of complaints directed at Council (including those not referred to us for investigation).

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this information with us, please feel free to contact me and I can put you in touch with the appropriate staff to answer your questions.

Yours sincerely
Arlene Goss

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