Freedom of Information Compliance

TWFRS are committed to openness, transparency and meeting our obligations under the Freedom of Information Act 2000 (FOIA).

We monitor our handling of Freedom of Information requests to ensure requests are managed effectively and responded to within the statutory timescales wherever possible.

Under FOIA, public authorities are normally required to respond to requests within 20 working days. The legislation allows additional time in certain circumstances, including where further time is required to consider the public interest test.

Our FOI performance

We regularly monitor our Freedom of Information performance, including:

- the number of requests received;
- the number of requests completed;
- the percentage responded to within the statutory timescale;
- requests where information was disclosed in full or in part;
- requests where information was not held;
- requests where exemptions were applied;
- overdue and outstanding requests; and
- requests for internal review.

Monitoring this information allows us to identify trends, address areas where improvement may be required and maintain oversight of our compliance with FOIA. The ICO identifies effective logging, tracking, monitoring, internal reporting and the use of performance information to drive improvement as important elements of FOI compliance and assurance.

FOI compliance statistics

During 2026/27, 92 requests were completed, of which 91 (99%) were responded to within the statutory timescale. The remaining request was completed shortly after the deadline.

Reporting period	Requests received	Requests completed	Responded within the statutory timescale	Compliance rate
April to June 2026	41	41	41	100%
July to September 2026	51	51	50	98%

October to December 2026				%
January to March 2027				%
Annual Total	92	92	91	99%