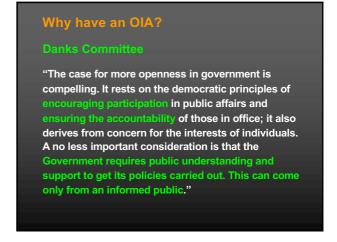
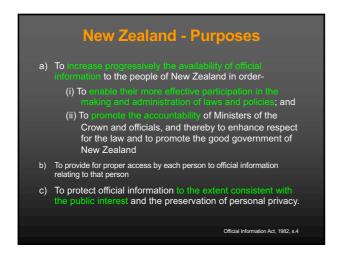






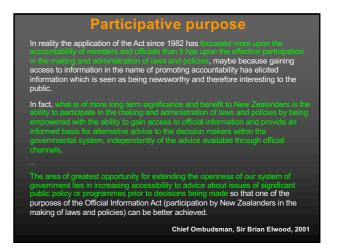
## "Throughout the period that the Inquiry has to examine...there is to be found, in my opinion, a consistent undervaluing by Government of the public interest that full information should be made available to Parliament. In circumstances where disclosure might be politically or administratively inconvenient, the balance struck by the Government comes down, time and time again, against full disclosure." The Scott Report, vol. 1, page 211

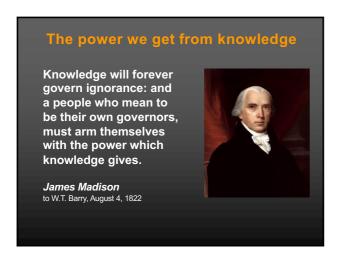




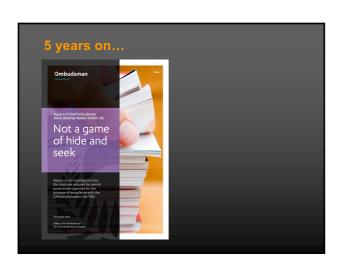






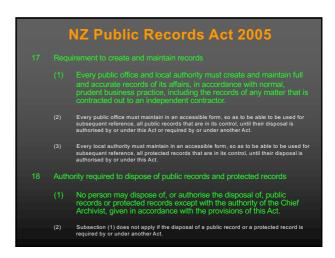






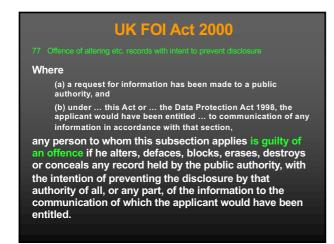




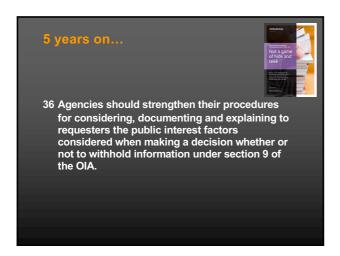


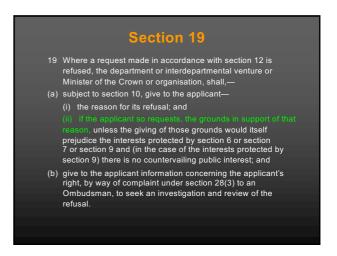


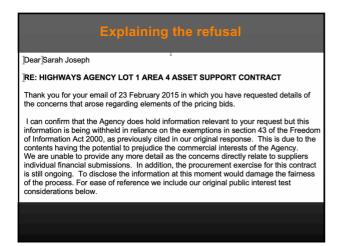


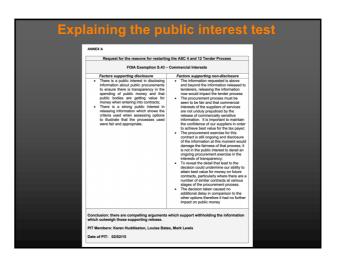




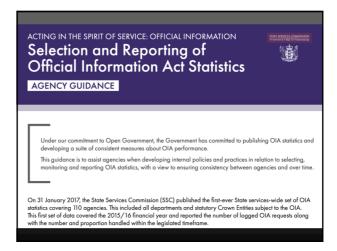


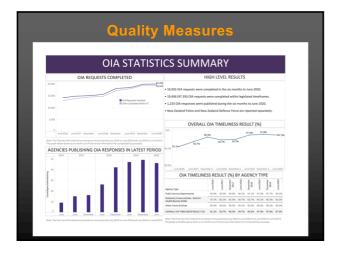




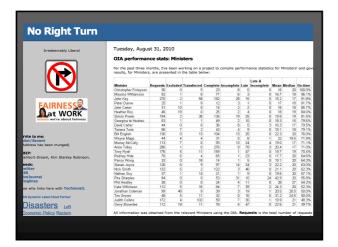


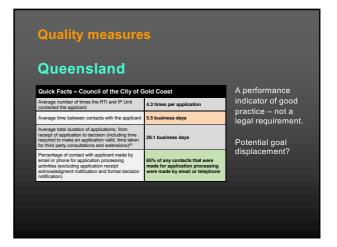


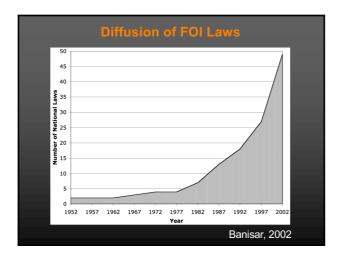




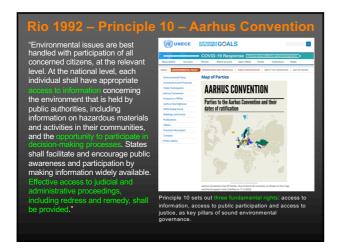
Types	of time	eline	ss co	mplai	nts to	the (	Ombud	
Period	Decision not ASARP	% change	Delay deemed refusals	% change	Extensions	% change	Undue delay in release	% change
July-Dec 2016	4	n/a	107	n/a	20	n/a	5	n/a
Jan-June 2017	9	+125	108	+0.93	39	+95	14	+180
July-Dec 2017	9	0	114	+5.56	50	+28.21	11	-21.43
Total change July-Dec 2016 to July-Dec 2017	+5	+125%	+7	+6.54%	+30	+150%	+6	+120%
Jan-June 2020	6		130		33		8	
Total change July-Dec 2016 to Jan-June 2020	+2	+50%	+23	+21.5%	+13	+65%	+3	+60%

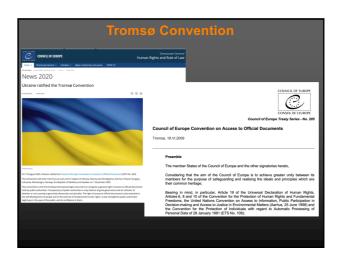


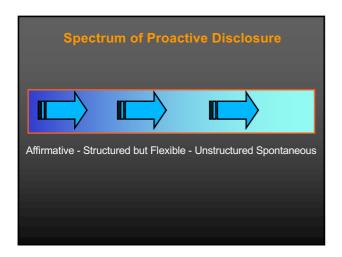


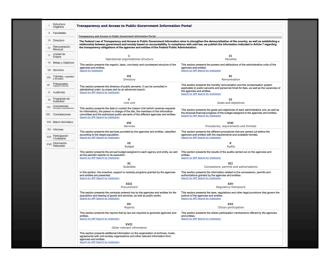




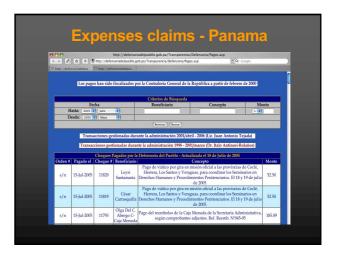




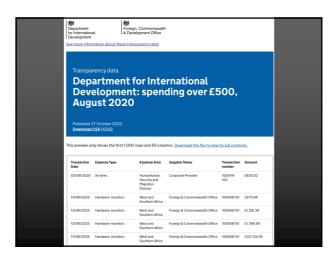


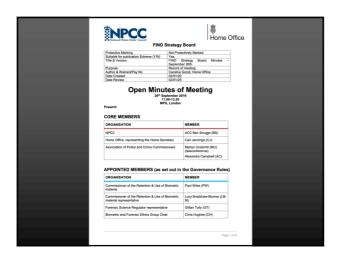


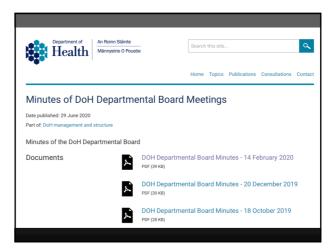


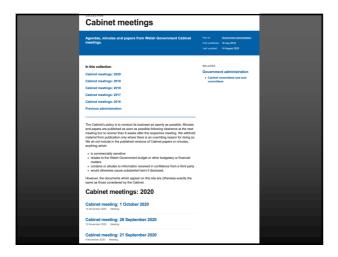


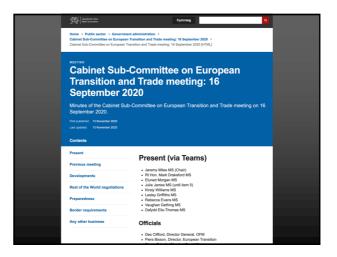








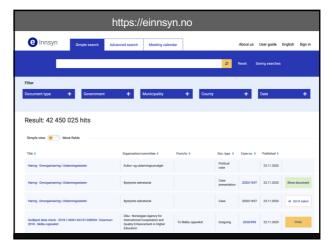


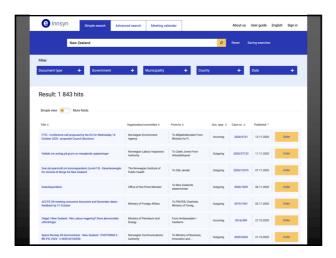


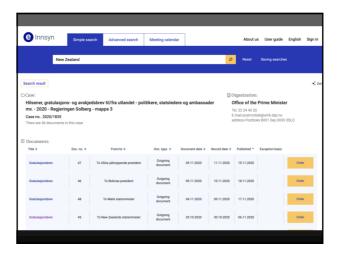








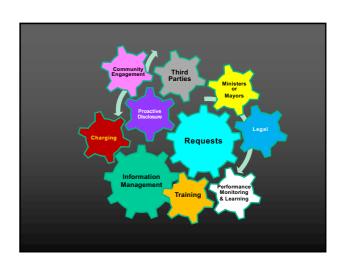






## "Transparency mandates disclosure or dissemination, but does not require effective communication with any audience." "Disclosure and dissemination may leave 'audiences' unaware that there has been communication, unable to understand what was communicated, unable to see whether or how it was relevant to them, or (at worst) misinformed or disinformed. The fact that some others - often the expert - can grasp what is disclosed in order to achieve transparency... may help encourage trustworthiness, but is unlikely to be enough for placing and refusing trust intelligently. For even where information and informants are trustworthy, transparency by itself may leave many with little reason to trust, because it does not even aim to put them in a position to judge matters for themselves, or to follow, check or challenge the information disclosed."





## Risk of fixing parts of a system In general, those who make public policy and engage in public decision making do not understand that improvement in the performance of the parts of a system taken separately may not, and usually does not, improve the system as a whole. In fact, it may make system performance worse or even destroy it. \*\*Transforming the Systems Movement. Russell L. Ackoff, 28 May 2004. Paper presented at the 3rd International Conference on Systems Thinking in Management, 19 - 21 May 2004.









## Do: Document how you interpreted the scope of the request. Document the search terms you used, and the systems you searched, to find the information. Document your reasons for thinking that the test for a withholding ground have been met. Explicitly document your weighing of the public interest factors favouring release, against withholding. Provide all of the above to the requester in your response. Don't: Require requesters to provide proof of eligibility. Unnecessary, and makes it look like an agency is acting in bad faith. Provide info in image-only PDFs with a 'Released under the OIA' watermark. It's inaccessible and contrary to the spirit of the law.