



# Southern Water Environmental Information Regulations (2004)

## Performance Table

**Date of most recent data collection:**

**14th April 2026**

Data to collect	Jan - Mar '26	Apr - June '26	July - Sept '26	Oct - Dec ' 26	Total
<b>Total requests received</b>	320				320
<b>Total open requests</b>	77				77
> Total of open requests with permitted extensions – public interest test	0				0
> Total of open requests with permitted extensions – complex and voluminous	6				6
<b>Total requests closed</b>	243				243
> Total requests closed within statutory timescale	231				231
> Total requests closed with a permitted extension	12				12
> Total requests closed outside statutory timescale	0				0
> Total closed requests where information was granted in full	161				161
> Total closed requests where information was withheld in full	0				0
> Total closed requests where information was partially provided	82				82
<b>Total internal reviews received</b>	11				11
<b>Total requests with a stopped clock for clarification</b>	20				20
<b>Total requests with a paused clock for fees notice</b>	0				0
<b>Average days to respond</b>	17				17



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## Performance Table

**Date of most recent data collection:**

**24th February 2026**

Data to collect	Jan - Mar '25	Apr - June '25	July - Sept '25	Oct - Dec ' 25	Total
<b>Total requests received</b>	208	205	257	225	895
<b>Total open requests</b>	0	0	0	0	0
> Total of open requests with permitted extensions – public interest test	0	0	0	0	0
> Total of open requests with permitted extensions – complex and voluminous	0	0	0	0	0
<b>Total requests closed</b>	208	205	257	225	895
> Total requests closed within statutory timescale	200	199	226	199	824
> Total requests closed with a permitted extension	8	6	31	26	71
> Total requests closed outside statutory timescale	0	0	0	0	0
> Total closed requests where information was granted in full	134	159	183	165	641
> Total closed requests where information was withheld in full	5	1	2	5	13
> Total closed requests where information was partially provided	69	45	72	55	241
<b>Total internal reviews received</b>	0	5	6	18	29
<b>Total requests with a stopped clock for clarification</b>	8	13	14	20	55
<b>Total requests with a paused clock for fees notice</b>	0	0	0	0	0
<b>Average days to respond</b>	18	17.5	18	18.7	18.4



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## Performance Table

**Date of most recent data collection:**

**6th June 2025**

Data to collect	Jan - Mar '24	Apr - June '24	July - Sept '24	Oct - Dec ' 24	Total
<b>Total requests received</b>	220	183	161	170	734
<b>Total open requests</b>	0	0	0	0	0
> Total of open requests with permitted extensions – public interest test	0	0	0	0	0
> Total of open requests with permitted extensions – complex and voluminous	0	0	0	0	0
<b>Total requests closed</b>	220	183	161	170	734
> Total requests closed within statutory timescale	156	107	108	141	512
> Total requests closed with a permitted extension	64	75	53	29	221
> Total requests closed outside statutory timescale	3	1	0	0	4
> Total closed requests where information was granted in full	200	155	149	144	648
> Total closed requests where information was withheld in full	8	8	2	4	22
> Total closed requests where information was partially provided	12	20	10	22	64
<b>Total internal reviews received</b>	1	2	5	4	12
<b>Total requests with a stopped clock for clarification</b>	11	10	11	12	44
<b>Total requests with a paused clock for fees notice</b>	0	0	0	0	0
<b>Average days to respond</b>	18.8	25.2	25.9	23.3	22

