

## Performance report

<b>Data</b>	<b>Quarter 1 – April to June 2023</b>	<b>Quarter 2 – July to Sept 2023</b>	<b>Quarter 3 – Oct to Dec 2023</b>	<b>Quarter 4 – Jan to Mar 2024</b>
Total FOI/EIR requests received	375	430	340	479
Total FOI/EIR requests closed within statutory timescale	293	340	312	391*
Total FOI/EIR requests closed outside statutory timescale	82	90	28	29*
Total % FOI/EIR requests answered within statutory timescale	78%	79%	92%	93%
Total % FOI/EIR requests answered outside statutory timescale	22%	21%	8%	7%
Total SAR requests received	38	33	42	56*
Total SAR requests closed within statutory timescale	23	19	38	40*
Total SAR requests closed outside statutory timescale	15	14	4	3*
Total % SAR requests answered within statutory timescale	60%	58%	90%	93%
Total % SAR requests answered outside statutory timescale	40%	42%	10%	7%

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Other requests for information types received	103	87	76	112
Rights of Individuals requests received	8	7	9	5
ICO cases received	0	2	0	Not yet available
Number of comments received	262	202	102	124
Number of compliments received	84	55	53	Not yet available
Number of concerns received	1	0	0	Not yet available
Number of “corporate” complaints received	480	364	170	299
Number of childrens social care complaints received	11	6	8	11
Number of adults social care complaints received	11	6	17	9
Number of LGSCO cases received	4	4	3	Not yet available
Number of HOS cases received	1	3	1	1

\*For information - where the figures appear to not add up to the totals, this is due to responses that are still outstanding either due to the statutory timescales for responding being outside of the reporting period or an appropriate extension has been applied and that has not yet been reached. The reasons why the figures for Q1, Q2, Q3 are not showing these discrepancies, is due to this report being brought forward from July 2024, and so it has not been possible to do the calculations as there are cases that have not yet reached either their response or extension deadlines.