

Audit and Governance Committee 08/11/2023- Corporate Governance Performance Report - indicators								
		Previous Years			2023/2024			
		2020/2021	2021/2022	2022/2023	Q1	Q2	Q3	Q4
FOI01	FOI (Freedom of Information) - Total Requests Received - (YTD)	1,215	1,056	719	189	428	-	-
IG01j	Number of FOI reviews received	-	30	27	7	9	-	-
FOI01-03	EIR (Environmental Information Regulations) - Total Requests Received - (YTD)	647	625	572	186	377	-	-
IG01i	Number of EIR reviews received	-	19	19	6	3	-	-
FOI05	DP (Data Protection Act) / SAR (Subject Access Request) - Total Received - (YTD)	160	117	132	38	71	-	-
IG01p	Number of Rights of Individuals requests received	-	77	48	8	7	-	-
IG01o	Number of Requests for Information received	-	347	478	103	87	-	-
IG01l	Number of ICO cases received	-	22	8	0	2	-	-
FOI02	FOI (Freedom of Information) - Requests responded to In time - (YTD)	975	803	559	124	297	-	-
	FOI (Freedom of Information) - % Requests responded to In time - (YTD)	80.25%	78.70%	82.57%	82.67%	87.61%	-	-
FOI03	FOI (Freedom of Information) - Requests responded to Out of time - (YTD)	240	217	118	26	42	-	-
	FOI (Freedom of Information) - % Requests responded to Out of time - (YTD)	19.75%	20.50%	17.43%	17.33%	12.39%	-	-
IG14ja	% of FOI reviews responded to 'In Time'	-	78.57%	92.00%	100.00%	100.00%	-	-
FOI02-03	EIR (Environmental Information Regulations) - Requests responded to In time - (YTD)	555	521	495	169	336	-	-

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	EIR (Environmental Information Regulations) - % Requests responded to In time - (YTD)	85.78%	84.90%	89.03%	94.94%	97.11%	-	-
FOI03-03	EIR (Environmental Information Regulations) - Requests responded to Out of time - (YTD)	92	93	61	9	10	-	-
	EIR (Environmental Information Regulations) - % Requests responded to Out of time - (YTD)	14.22%	14.90%	10.97%	5.06%	2.89%	-	-
IG14ia	% of EIR reviews responded to 'In Time'	-	83.33%	94.44%	100.00%	100.00%	-	-
FOI05	DP (Data Protection Act) / SAR (Subject Access Request) - In time - (YTD)	120	75	85	23	42	-	-
	DP (Data Protection Act) / SAR (Subject Access Request) - % In time - (YTD)	75.00%	72.10%	64.39%	60.53%	59.15%	-	-
	DP (Data Protection Act) / SAR (Subject Access Request) - Out of time - (YTD)	40	37	39	7	9	-	-
	DP (Data Protection Act) / SAR (Subject Access Request) - % Out of time - (YTD)	25.00%	35.60%	29.55%	18.42%	12.68%	-	-
IG14pa	% of Rights of Individuals responded to 'In Time'	-	76.92%	76.74%	66.67%	100.00%	-	-
IG14oa	% of Requests for Information responded to 'In Time'	-	98.98%	99.31%	98.89%	100.00%	-	-
IG14la	% of ICO cases responded to 'In Time'	-	94.44%	75.00%	0.00%	50.00%	-	-
IG01c	Number of Comments received	-	1,379	773	262	202	-	-
IG01d	Number of 4Cs Complaints received	-	1,368	1,866	480	364	-	-
IG01e	Number of Compliments received	-	239	279	84	55	-	-
IG01f	Number of Concerns received	-	6	3	1	0	-	-
IG14ca	% of Comments responded to 'In Time'	-	74.55%	73.26%	72.86%	93.75%	-	-
IG14da	% of 4Cs Complaints responded to 'In Time'	NC	84.15%	94.56%	96.12%	93.26%	-	-

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IG14ea	% of Compliments responded to 'In Time'	-	99.56%	100.00%	100.00%	100.00%	-	-
IG14fa	% of Concerns responded to 'In Time'	-	0.00%	0.00%	0.00%	0.00%	-	-
IG01a	Number of Adult Complaints received	-	43	37	11	6	-	-
IG08aa	Number of Adult Complaints assessed at Green	-	32	23	8	2	-	-
IG18ad	% of Adult Complaints: Upheld in Full	-	19.44%	25.00%	50.00%	0.00%	-	-
IG14aa	% of Adult Complaints responded to 'In Time'	-	63.16%	55.88%	50.00%	100.00%	-	-
IG01b	Number of Child Complaints received	-	45	49	11	6	-	-
IG10ba	Number of Child Complaints assessed at Grade 1	-	31	37	10	4	-	-
IG18bd	% of Child Complaints: Upheld in Full	-	12.50%	16.67%	25.00%	33.33%	-	-
IG14ba	% of Child Complaints responded to 'In Time'	-	41.18%	72.09%	88.89%	100.00%	-	-
IG01n	Number of LGSCO cases received	-	41	33	4	4	-	-
IG14na	% of LGSCO cases responded to 'In Time'	-	76.92%	81.48%	100.00%	66.67%	-	-
IG01u	Number of Housing Ombudsman cases received	-	3	1	1	3	-	-
IG14ua	% of Housing Ombudsman cases responded to 'In Time'	-	100.00%	100.00%	100.00%	0.00%	-	-
FOI01	FOI & EIR - Total Requests Received - (YTD)	1,862	1,685	1,291	375	805	-	-
FOI02	FOI & EIR - Requests responded to In time - (YTD)	1,530	1,326	1,054	293	633	-	-
	FOI & EIR - % Requests responded to In time - (YTD)	82.17%	81.20%	85.50%	89.30%	92.40%	-	-
FOI03	FOI & EIR - Requests responded to Out of time - (YTD)	332	310	179	35	52	-	-
	FOI & EIR - % Requests responded to Out of time - (YTD)	17.83%	19.00%	14.50%	10.70%	7.60%	-	-