

## Information governance and complaints performance

<b>Information Governance Performance - April to June 2021</b>					
	<b>total received</b>	<b>how many in time</b>	<b>% in time</b>	<b>how many out of time</b>	<b>% out of time</b>
<b>FOI</b>	299	227	75.9%	72	24.1%
<b>EIR</b>	127	106	83.5%	21	16.5%
<b>SAR</b>	31	19	61.3%	12	38.7%
<b>FOI review</b>	23	12	52.2%	11	47.8%
<b>EIR review</b>	5	4	80.0%	1	20.0%
<b>SAR review</b>	3	3	100.0%	0	0.0%
<b>Total cases</b>	488	371	76.0%	117	24.0%

<b>Complaints report - April to June 2021</b>							
	<b>total received</b>	<b>ongoing (not yet out of timescale)</b>	<b>total without ongoing</b>	<b>how many in time</b>	<b>% in time</b>	<b>how many out of time</b>	<b>% out of time</b>
<b>Stage 1 (child statutory)</b>	6	0	6	4	66.7%	2	33.3%
<b>Level 1 (corporate)</b>	166	42	124	66	53.2%	58	46.8%
<b>Green (adult statutory)</b>	12	4	8	4	50.0%	4	50.0%
<b>Stage 2 (child statutory)</b>	2	1	1	0	0.0%	1	100.0%
<b>Level 2 (corporate)</b>	136	70	66	45	68.2%	21	31.8%
<b>Amber (adult statutory)</b>	0						
<b>Stage 3 (child statutory)</b>	0						
<b>Red (adult statutory)</b>	2						
<b>TOTAL all complaints</b>	324	117	205	119	58.1%	86	41.9%