

Future reporting

Information governance

FOI by service and directorate

- number received
- number responded in time
- number responded out of time
- % in time
- % out of time

FOI reviews by service and directorate

- number received
- number responded in time
- number responded out of time
- % in time
- % out of time
- Numbers for decisions upheld, partially upheld, not upheld

EIR by service and directorate

- number received
- number responded in time
- number responded out of time
- % in time
- % out of time

EIR reviews by service and directorate

- number received
- number responded in time
- number responded out of time
- % in time
- % out of time
- Numbers for decisions upheld, partially upheld, not upheld

SAR by service and directorate

- number received
- number responded in time
- number responded out of time
- % in time
- % out of time

SAR reviews by service and directorate

- number received
- number responded in time
- number responded out of time

- % in time
- % out of time
- Numbers for decisions upheld, partially upheld, not upheld

Rights of individuals by service and directorate

- number received by type
- number responded in time
- number responded out of time
- % in time
- % out of time

Notifiable (reported to regulator/ICO) breaches by service and directorate

- Number
- Grade by service and directorate e.g. Green / Amber /Red
- Decision - action, no further action (nfa)

ICO decision notices by service and directorate

- number
- decision - upheld, partially upheld, not upheld
- actioned in time
- actioned out of time
- % actioned in time
- % actioned out of time

Requests for disclosure of info by service and directorate

- number received
- number disclosed
- number withheld
- % disclosed
- % withheld

The 4Cs – corporate

compliments by service and directorate

- number received

comments by service and directorate

- number received
- responded to in time
- responded out of time
- % in time
- % out of time

concerns by service and directorate

- number received
- responded to in time
- responded out of time
- % in time
- % out of time

4Cs complaints by service and directorate

- number received
- number assessed at grade 1
- number assessed at grade 2
- % assessed at grade 1
- % assessed at grade 2
- number grade 1 responded in time
- number grade 1 responded out of time
- number grade 2 responded in time
- number grade 2 responded out of time
- number grade 1 upheld, not upheld, partially upheld, not proven, not pursued
- number grade 2 upheld, not upheld, partially upheld, not proven, not pursued
- % grade 1 upheld, not upheld, partially upheld, not proven, not pursued
- % grade 2 upheld, not upheld, partially upheld, not proven, not pursued

Adults & Childrens social care complaints

ASC complaints by service and directorate

- number received
- number assessed at Green Amber Red
- % assessed at Green Amber Red
- number RAG*responded in time
- number RAG responded out of time
- number upheld, not upheld, partially upheld, not proven, not pursued
- % upheld, not upheld, partially upheld, not proven, not pursued

CSC complaints by service and directorate

- number received
- number assessed at Stage 1 Stage 2 Stage 3
- % assessed at Stage 1 Stage 2 Stage 3
- number Stage 2 Stage 2 Stage 3 responded in time
- number Stage 1 Stage 2 Stage 3 responded out of time
- number upheld, not upheld, partially upheld, not proven, not pursued
- % upheld, not upheld, partially upheld, not proven, not pursued

LGSCO cases by service and directorate

- number
- decision - closed after initial inquiry outside jurisdiction; closed after initial inquiry no further action; not upheld no further action; not upheld no maladministration; premature; report issued not upheld no maladministration; report issued upheld maladministration and injustice; upheld maladministration and injustice no further action already remedied; upheld maladministration and injustice; upheld maladministration no injustice; upheld no further action.
- actioned in time
- actioned out of time
- % actioned in time
- % actioned out of time

Other Ombudsman e.g. Housing

- number
- decision - maladministration; partial maladministration; no maladministration; redress; resolved with intervention/early resolution; outside jurisdiction
- actioned in time
- actioned out of time
- % actioned in time
- % actioned out of time