

## Corporate Governance Team – performance indicators

		2022/2023 Q1
FOI01	FOI (Freedom of Information) - Total Requests Received - (YTD)	
IG01j	Number of FOI reviews received	
FOI01-03	EIR (Environmental Information Regulations) - Total Requests Received - (YTD)	
IG01i	Number of EIR reviews received	
FOI05	DP (Data Protection Act) / SAR (Subject Access Request) - Total Received - (YTD)	
IG01p	Number of Rights of Individuals requests received	
IG01o	Number of Requests for Information received	
IG01l	Number of ICO cases received	
FOI02	FOI (Freedom of Information) - Requests responded to In time - (YTD)	
	FOI (Freedom of Information) - % Requests responded to In time - (YTD)	
FOI03	FOI (Freedom of Information) - Requests responded to Out of time - (YTD)	
	FOI (Freedom of Information) - % Requests responded to Out of time - (YTD)	
IG14ja	% of FOI reviews responded to 'In Time'	
FOI02-03	EIR (Environmental Information Regulations) - Requests responded to In time - (YTD)	
	EIR (Environmental Information Regulations) - % Requests responded to In time - (YTD)	
FOI03-03	EIR (Environmental Information Regulations) - Requests responded to Out of time - (YTD)	
	EIR (Environmental Information Regulations) - % Requests responded to Out of time - (YTD)	
IG14ia	% of EIR reviews responded to 'In Time'	
FOI05	DP (Data Protection Act) / SAR (Subject Access Request) - In time - (YTD)	
	DP (Data Protection Act) / SAR (Subject Access Request) - % In time - (YTD)	
	DP (Data Protection Act) / SAR (Subject Access Request) - Out of time - (YTD)	
	DP (Data Protection Act) / SAR (Subject Access Request) - % Out of time - (YTD)	
IG14pa	% of Rights of Individuals responded to 'In Time'	
IG14oa	% of Requests for Information responded to 'In Time'	
IG14la	% of ICO cases responded to 'In Time'	

IG01c	Number of Comments received	
IG01d	Number of 4Cs Complaints received	
IG01e	Number of Compliments received	
IG01f	Number of Concerns received	
IG14ca	% of Comments responded to 'In Time'	
IG14da	% of 4Cs Complaints responded to 'In Time'	
IG14ea	% of Compliments responded to 'In Time'	
IG14fa	% of Concerns responded to 'In Time'	
IG01a	Number of Adult Complaints received	
IG08aa	Number of Adult Complaints assessed at Green	
IG18ad	% of Adult Complaints: Upheld in Full	
IG14aa	% of Adult Complaints responded to 'In Time'	
IG01b	Number of Child Complaints received	
IG10ba	Number of Child Complaints assessed at Grade 1	
IG18bd	% of Child Complaints: Upheld in Full	
IG14ba	% of Child Complaints responded to 'In Time'	
IG01n	Number of LGSCO cases received	
IG14na	% of LGSCO cases responded to 'In Time'	
IG01u	Number of Housing Ombudsman cases received	
IG14ua	% of Housing Ombudsman cases responded to 'In Time'	
FOI01	FOI & EIR - Total Requests Received - (YTD)	
FOI02	FOI & EIR - Requests responded to In time - (YTD)	
	FOI & EIR - % Requests responded to In time - (YTD)	
FOI03	FOI & EIR - Requests responded to Out of time - (YTD)	
	FOI & EIR - % Requests responded to Out of time - (YTD)	