

Corporate Governance performance indicators

Information Governance	April	May	June	Q1	July	August	September	Q2
Number of FOI/EIR requests received	130	121	145	396	148	134	136	418
Number of Freedom of Information Requests received	89	76	98	263	86	89	92	267
Number of EIR Requests received	41	45	47	133	62	45	44	151
Number of FOI/EIR requests responded to 'In Time'	100	91	102	293	113	95	79	287
% of FOI/EIR requests responded to 'In Time'	78.74	76.47	74.45	76.50	78.47	73.64	97.53	81.07
Number of FOI/EIR requests responded to 'Out of Time'	27	28	35	90	31	34	2	67
% of FOI/EIR requests responded to 'Out of Time'	21.26	23.53	25.55	23.50	21.53	26.36	2.47	18.93
Number of Subject Access Requests received	10	12	12	34	6	12	13	31
Number of Subject Access Requests responded to 'In Time'	5	3	4	12	1	4	3	8
% of Subject Access Requests responded to 'In Time'	71.43	30.00	40.00	44.44	20.00	80.00	75.00	57.14
Number of Subject Access Requests responded to 'Out of Time'	2	7	6	15	4	1	1	6
% of Subject Access Requests responded to 'Out of Time'	28.57	70.00	60.00	55.56	80.00	20.00	25.00	42.86
Number of Rights of Individuals received	7	6	4	17	9	8	11	28
Number of Rights of Individuals responded to 'In Time'	3	1	1	5	2	1	1	4
Number of Rights of Individuals responded to 'Out of Time'	3	0	0	3	1	1	1	3
% of Rights of Individuals responded to 'In Time'	50.00	100.00	100.00	62.50	66.67	50.00	50.00	57.14
% of Rights of Individuals responded to 'Out of Time'	50.00	0.00	0.00	37.50	33.33	50.00	50.00	42.86
Number of EIR Reviews received	2	1	1	4	2	1	0	3
Number of FOI Reviews received	8	4	1	13	1	1	1	3
% of EIR Reviews responded to 'In Time'	0.00	100.00	100.00	66.67	100.00	100.00	0.00	100.00
% of EIR Reviews responded to 'Out of Time'	100.00	0.00	0.00	33.33	0.00	0.00	0.00	0.00

% of FOI Reviews responded to 'In Time'	50.00	75.00	100.00	61.54	0.00	100.00	100.00	100.00
% of FOI Reviews responded to 'Out of Time'	50.00	25.00	0.00	38.46	0.00	0.00	0.00	0.00
ICO								
Number of Information Commissioners Office received	3	1	2	6	2	0	1	3

The 4Cs - comments complaints concerns compliments	April	May	June	Q1	July	August	September	Q2
Number of Comments received	157	130	153	440	183	130	143	456
Number of Complaints received	88	60	140	288	135	136	103	374
Number of Compliments received	16	10	22	48	12	2	1	15
Number of Complaints assessed at Grade 1	67	27	41	135	31	50	32	113
Number of Complaints assessed at Grade 2	21	33	99	153	104	86	71	261
% of Grade 1 Complaints responded to 'In Time'	40.00	33.33	36.36	37.74	57.14	86.49	100.00	77.78
% of Grade 1 Complaints responded to 'Out of Time'	60.00	66.67	63.64	62.26	42.86	13.51	0.00	22.22
% of Grade 2 Complaints responded to 'In Time'	30.00	28.00	73.63	58.82	85.06	89.39	94.74	87.79
% of Grade 2 Complaints responded to 'Out of Time'	70.00	72.00	26.37	41.18	14.94	10.61	5.26	12.21
Adults & Childrens Social Care Complaints								
% of Adult Complaints responded to 'In Time'	66.67	33.33	20.00	36.36	100.00	100.00	0.00	100.00
% of Adult Complaints responded to 'Out of Time'	33.33	66.67	80.00	63.64	0.00	0.00	0.00	0.00
% of Child Complaints responded to 'In Time'	33.33	33.33	0.00	25.00	66.67	33.33	0.00	50.00
% of Child Complaints responded to 'Out of Time'	66.67	66.67	100.00	75.00	33.33	66.67	0.00	50.00
Ombudsmen								
% of Ombudsman - LGSCO responded to 'In Time'	100.00	100.00	66.67	80.00	100.00	0.00	100.00	66.67
% of Ombudsman - LGSCO responded to 'Out of Time'	0.00	0.00	33.33	20.00	0.00	100.00	0.00	33.33
% of Ombudsman - Housing responded to 'Out of Time'	100.00	0.00	100.00	100.00	0.00	0.00	0.00	0.00