

Annex 2

	April 17 to March 18	April 18 to March 19	April 19 to March 20		April 17 to March 18	April 18 to March 19	April 19 to March 20
Definition	Q1	Q1	Q1		Q2	Q2	Q2
% of Stage 1 corporate complaints responded to within 5 days	73.20%	-	56.10%		60.97%	49.44%	77.00%
FOI & EIR - Total Received - (Year To Date - YTD)	401	554	455		849	1,057	932
FOI & EIR - % In time – (Year To Date - YTD)	92.50%	92.80%	80.40%		91.64%	92.24%	83.05%
FOI & EIR - % Out of time - (Year To Date - YTD)	7.50%	7.20%	19.60%		8.36%	8.41%	16.95%
Data Protection Act- SAR (Subject Access Request) - Total Received -(Year To Date - YTD)	13	35	44		28	59	83
Data Protection Act - SAR (Subject Access Request) – % In time – (Year To Date - YTD)	84.60%	82.80%	75.00%		85.71%	74.58%	78.31%
Data Protection Act - SAR Subject Access Request – % Out of time – (Year To Date - YTD)	15.40%	17.10%	25.00%		14.28%	25.42%	21.69%