

Audit and Governance Committee 08/11/2023- Corporate Governance Performance Report - indicators								
		Previous Years			2022/2023			
		2019/2020	2020/2021	2021/2022	Q1	Q2	Q3	Q4
FOI01	FOI (Freedom of Information) - Total Requests Received - (YTD)	1,422	1,215	1,056	180	340	510	719
IG01j	Number of FOI reviews received	-	-	30	4	6	5	12
FOI01-03	EIR (Environmental Information Regulations) - Total Requests Received - (YTD)	487	647	625	161	309	419	572
IG01i	Number of EIR reviews received	-	-	19	7	1	5	6
FOI05	DP (Data Protection Act) / SAR (Subject Access Request) - Total Received - (YTD)	204	160	117	39	69	103	132
IG01p	Number of Rights of Individuals requests received	-	-	77	11	14	12	11
IG01o	Number of Requests for Information received	-	-	347	109	126	132	111
IG01l	Number of ICO cases received	-	-	22	3	2	2	1
FOI02	FOI (Freedom of Information) - Requests responded to In time - (YTD)	1,166	975	803	151	273	414	559
	FOI (Freedom of Information) - % Requests responded to In time - (YTD)	82.00%	80.25%	78.70%	85.31%	82.73%	83.13%	82.57%
FOI03	FOI (Freedom of Information) - Requests responded to Out of time - (YTD)	256	240	217	26	57	84	118
	FOI (Freedom of Information) - % Requests responded to Out of time - (YTD)	18.00%	19.75%	20.50%	14.69%	17.27%	16.87%	17.43%
IG14ja	% of FOI reviews responded to 'In Time'	-	-	78.57%	50.00%	100.00%	100.00%	100.00%
FOI02-03	EIR (Environmental Information Regulations) - Requests responded to In time - (YTD)	430	555	521	133	266	363	495

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	EIR (Environmental Information Regulations) - % Requests responded to In time - (YTD)	88.30%	85.78%	84.90%	83.13%	86.64%	87.68%	89.03%
FOI03-03	EIR (Environmental Information Regulations) - Requests responded to Out of time - (YTD)	57	92	93	27	41	51	61
	EIR (Environmental Information Regulations) - % Requests responded to Out of time - (YTD)	11.70%	14.22%	14.90%	16.88%	13.36%	12.32%	10.97%
IG14ia	% of EIR reviews responded to 'In Time'	-	-	83.33%	83.33%	100.00%	100.00%	100.00%
FOI05	DP (Data Protection Act) / SAR (Subject Access Request) - In time - (YTD)	157	120	75	24	43	68	85
	DP (Data Protection Act) / SAR (Subject Access Request) - % In time - (YTD)	76.96%	75.00%	72.10%	61.54%	62.32%	66.02%	64.39%
	DP (Data Protection Act) / SAR (Subject Access Request) - Out of time - (YTD)	47	40	37	14	25	32	39
	DP (Data Protection Act) / SAR (Subject Access Request) - % Out of time - (YTD)	29.94%	25.00%	35.60%	35.90%	36.23%	31.07%	29.55%
IG14pa	% of Rights of Individuals responded to 'In Time'	-	-	76.92%	90.00%	84.62%	54.55%	77.78%
IG14oa	% of Requests for Information responded to 'In Time'	-	-	98.98%	100.00%	98.29%	100.00%	99.00%
IG14la	% of ICO cases responded to 'In Time'	-	-	94.44%	100.00%	0.00%	100.00%	100.00%
IG01c	Number of Comments received	-	-	1,379	177	219	190	187
IG01d	Number of 4Cs Complaints received	-	-	1,368	556	652	368	290
IG01e	Number of Compliments received	-	-	239	67	60	65	87
IG01f	Number of Concerns received	-	-	6	1	1	1	0

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IG14ca	% of Comments responded to 'In Time'	-	-	74.55%	66.44%	71.35%	76.33%	78.71%
IG14da	% of 4Cs Complaints responded to 'In Time'	-	NC	84.15%	94.42%	95.34%	92.94%	95.24%
IG14ea	% of Compliments responded to 'In Time'	-	-	99.56%	100.00%	100.00%	100.00%	100.00%
IG14fa	% of Concerns responded to 'In Time'	-	-	0.00%	0.00%	0.00%	0.00%	0.00%
IG01a	Number of Adult Complaints received	-	-	43	8	10	11	8
IG08aa	Number of Adult Complaints assessed at Green	-	-	32	7	7	6	3
IG18ad	% of Adult Complaints: Upheld in Full	-	-	19.44%	50.00%	0.00%	28.57%	20.00%
IG14aa	% of Adult Complaints responded to 'In Time'	-	-	63.16%	75.00%	70.00%	36.36%	40.00%
IG01b	Number of Child Complaints received	-	-	45	13	9	14	13
IG10ba	Number of Child Complaints assessed at Grade 1	-	-	31	9	7	11	10
IG18bd	% of Child Complaints: Upheld in Full	-	-	12.50%	16.67%	25.00%	7.14%	25.00%
IG14ba	% of Child Complaints responded to 'In Time'	-	-	41.18%	50.00%	66.67%	85.71%	87.50%
IG01n	Number of LGSCO cases received	-	-	41	6	13	12	2
IG14na	% of LGSCO cases responded to 'In Time'	-	-	76.92%	83.33%	72.73%	90.00%	0.00%
IG01u	Number of Housing Ombudsman cases received	-	-	3	0	0	1	0
IG14ua	% of Housing Ombudsman cases responded to 'In Time'	-	-	100.00%	0.00%	0.00%	100.00%	0.00%
FOI01	FOI & EIR - Total Requests Received - (YTD)	1,909	1,862	1,685	341	649	929	1,291
FOI02	FOI & EIR - Requests responded to In time - (YTD)	1,596	1,530	1,326	284	539	777	1,054

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	FOI & EIR - % Requests responded to In time - (YTD)	83.60%	82.17%	81.20%	84.30%	84.60%	85.20%	85.50%
FOI03	FOI & EIR - Requests responded to Out of time - (YTD)	313	332	310	53	98	135	179
	FOI & EIR - % Requests responded to Out of time - (YTD)	16.39%	17.83%	19.00%	15.70%	15.40%	14.80%	14.50%