

## Performance report

<b>Data</b>	<b>Quarter 1 – April to June 2023</b>	<b>Quarter 2 – July to Sept 2023</b>	<b>Quarter 3 – Oct to Dec 2023</b>	<b>Quarter 4 – Jan to Mar 2024</b>
Total FOI/EIR requests received	375	430	340	
Total FOI/EIR requests closed within statutory timescale	293	340	312	
Total FOI/EIR requests closed outside statutory timescale	82	90	28	
Total % FOI/EIR requests answered within statutory timescale	78%	79%	92%	
Total % FOI/EIR requests answered outside statutory timescale	22%	21%	8%	
Total SAR requests received	38	33	42	
Total SAR requests closed within statutory timescale	23	19	38	
Total SAR requests closed outside statutory timescale	15	14	4	
Total % SAR requests answered within statutory timescale	60%	58%	90%	
Total % SAR requests answered outside statutory timescale	40%	42%	10%	

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Other requests for information types received	103	87	76	
Rights of Individuals requests received	8	7	9	
ICO cases received	0	2	0	
Number of comments received	262	202	102	
Number of compliments received	84	55	53	
Number of concerns received	1	0	0	
Number of “corporate” complaints received	480	364	170	
Number of childrens social care complaints received	11	6	8	
Number of adults social care complaints received	11	6	17	
Number of LGSCO cases received	4	4	3	
Number of HOS cases received	1	3	1	