

### Audit and Governance Committee – Corporate Governance performance report

<b>Data</b>	<b>2022 – 2023 year total</b>	<b>2023 – 2024 year total</b>	<b>Quarter 1 – April to June 2024</b>
Total FOI/EIR requests received	1291	1640	429
Total FOI/EIR requests closed within statutory timescale	1054	1358	372
Total FOI/EIR requests closed outside statutory timescale	179	168	9
Total % FOI/EIR requests answered within statutory timescale	86%	89%	98%
Total % FOI/EIR requests answered outside statutory timescale	14%	11%	2%
Total SAR requests received	132	175	48
Total SAR requests closed within statutory timescale	85	126	22
Total SAR requests closed outside statutory timescale	39	26	2
Total % SAR requests answered within statutory timescale	64%	72%	46%
Total % SAR requests answered outside statutory timescale	30%	15%	4%

<b>Data</b>	<b>2022 – 2023 year total</b>	<b>2023 – 2024 year total</b>	<b>Quarter 1 – April to June 2024</b>
Other requests for information types received	478	378	111
Rights of Individuals requests received	48	27	6
ICO cases received	8	8	1
Number of comments received	773	692	70
Number of compliments received	279	256	98
Number of concerns received	3	1	0
Number of “corporate” complaints received	1866	1310	278
Number of childrens social care complaints received	49	37	8
Number of adults social care complaints received	37	43	1
Number of LGSCO cases received	33	15	3
Number of HOS cases received	1	7	2

The following figures are additional to last report following comments and feedback from Audit and Governance

<b>Data</b>	<b>2022 – 2023 year total</b>	<b>2023 – 2024 year total</b>	<b>Quarter 1 – April to June 2024</b>
Number of FOI reviews received	27	47	4
Number of EIR reviews received	19	21	6
Total % FOI reviews answered within statutory timescale	92%	95%	100%
Total % EIR requests answered within statutory timescale	94%	100%	80%
% of Rights of Individuals responded to 'In Time'	77%	73%	0%
% of Requests for Information responded to 'In Time'	99%	97%	88%
% of ICO cases responded to 'In Time'	75%	86%	100%
Total number of FOI Requests which are incomplete ("no response sent" or "ongoing")	-	54	29
Number of FOI Requests which are incomplete ("no response sent" or "ongoing") > 30 days	-	10	5
% of Comments responded to 'In Time'	73%	78%	100%
% of “corporate” Complaints responded to 'In Time'	95%	86%	52%
% of Compliments responded to 'In Time'	100%	100%	0%
% of Concerns responded to 'In Time'	0%	0%	0%

<b>Data</b>	<b>2022 – 2023 year total</b>	<b>2023 – 2024 year total</b>	<b>Quarter 1 – April to June 2024</b>
% of Adult Complaints responded to 'In Time'	56%	54%	0%
% of Child Complaints responded to 'In Time'	72%	67%	33%
% of LGSCO cases responded to 'In Time'	82%	67%	0%
% of Housing Ombudsman cases responded to 'In Time'	100%	50%	0%

\*For information - where the figures appear to not add up to the totals, this is due to

- responses that are still outstanding either due to the statutory timescales for responding being outside of the reporting period or an appropriate extension has been applied and that has not yet been reached
- where it is not yet possible to do the calculations as there are cases that have not yet reached either their response or extension deadlines.