

Corporate Governance Team – performance indicators

		Previous Years			2022/2023		
		2019/2020	2020/2021	2021/2022	Q1	Q2	Q3
FOI01	FOI (Freedom of Information) - Total Requests Received - (YTD)	1,422	1,215	1,056	180	339	510
IG01j	Number of FOI reviews received	-	-	30	4	6	3
FOI01-03	EIR (Environmental Information Regulations) - Total Requests Received - (YTD)	487	647	625	161	309	419
IG01i	Number of EIR reviews received	-	-	19	7	3	3
FOI05	DP (Data Protection Act) / SAR (Subject Access Request) - Total Received - (YTD)	204	160	117	41	70	107
IG01p	Number of Rights of Individuals requests received	-	-	77	9	15	9
IG01o	Number of Requests for Information received	-	-	347	0	0	132
IG01l	Number of ICO cases received	-	-	22	2	1	1
FOI02	FOI (Freedom of Information) - Requests responded to In time - (YTD)	1,166	975	803	150	271	405
	FOI (Freedom of Information) - % Requests responded to In time - (YTD)	82.00%	80.25%	78.70%	84.70%	83.90%	83.70%
FOI03	FOI (Freedom of Information) - Requests responded to Out of time - (YTD)	256	240	217	27	52	79
	FOI (Freedom of Information) - % Requests responded to Out of time - (YTD)	18.00%	19.75%	20.50%	15.30%	16.10%	16.30%

IG14ja	% of FOI reviews responded to 'In Time'	-	-	78.57%	50.00%	100.00%	100.00%
FOI02-03	EIR (Environmental Information Regulations) - Requests responded to In time - (YTD)	430	555	521	133	266	358
	EIR (Environmental Information Regulations) - % Requests responded to In time - (YTD)	88.30%	85.78%	84.90%	83.10%	87.80%	87.50%
FOI03-03	EIR (Environmental Information Regulations) - Requests responded to Out of time - (YTD)	57	92	93	27	37	51
	EIR (Environmental Information Regulations) - % Requests responded to Out of time - (YTD)	11.70%	14.22%	14.90%	16.90%	12.20%	12.50%
IG14ia	% of EIR reviews responded to 'In Time'	-	-	83.33%	83.33%	66.67%	100.00%
FOI05	DP (Data Protection Act) / SAR (Subject Access Request) - In time - (YTD)	157	120	75	24	42	68
	DP (Data Protection Act) / SAR (Subject Access Request) - % In time - (YTD)	76.96%	75.00%	72.10%	63.20%	71.20%	68.70%
	DP (Data Protection Act) / SAR (Subject Access Request) - Out of time - (YTD)	47	40	37	14	22	31
	DP (Data Protection Act) / SAR (Subject Access Request) - % Out of time - (YTD)	29.94%	25.00%	35.60%	36.80%	37.30%	31.30%
IG14pa	% of Rights of Individuals responded to 'In Time'	-	-	76.92%	87.50%	90.91%	71.43%

IG14oa	% of Requests for Information responded to 'In Time'	-	-	98.98%	100.00%	98.29%	100.00%
IG14la	% of ICO cases responded to 'In Time'	-	-	94.44%	100.00%	0.00%	100.00%
IG01c	Number of Comments received	-	-	1,379	178	220	191
IG01d	Number of 4Cs Complaints received	-	-	1,368	557	655	364
IG01e	Number of Compliments received	-	-	239	67	60	65
IG01f	Number of Concerns received	-	-	6	1	1	1
IG14ca	% of Comments responded to 'In Time'	-	-	74.55%	65.99%	71.51%	77.44%
IG14da	% of 4Cs Complaints responded to 'In Time'	-	-	84.15%	94.59%	95.07%	93.97%
IG14ea	% of Compliments responded to 'In Time'	-	-	99.56%	100.00%	100.00%	100.00%
IG14fa	% of Concerns responded to 'In Time'	-	-	0.00%	0.00%	0.00%	0.00%
IG01a	Number of Adult Complaints received	-	-	43	10	10	12
IG08aa	Number of Adult Complaints assessed at Green	-	-	32	8	8	7
IG18ad	% of Adult Complaints: Upheld in Full	-	-	19.44%	40.00%	0.00%	50.00%
IG14aa	% of Adult Complaints responded to 'In Time'	-	-	63.16%	80.00%	88.89%	50.00%
IG01b	Number of Child Complaints received	-	-	45	13	9	14
IG10ba	Number of Child Complaints assessed at Grade 1	-	-	31	9	7	12
IG18bd	% of Child Complaints: Upheld in Full	-	-	12.50%	22.22%	16.67%	8.33%
IG14ba	% of Child Complaints responded to 'In Time'	-	-	41.18%	54.55%	57.14%	90.00%
IG01n	Number of LGSCO cases received	-	-	41	6	12	12
IG14na	% of LGSCO cases responded to 'In Time'	-	-	76.92%	83.33%	70.00%	90.00%
IG01u	Number of Housing Ombudsman cases received	-	-	3	1	0	1

IG14ua	% of Housing Ombudsman cases responded to 'In Time'	-	-	100.00%	100.00%	0.00%	100.00%
FOI01	FOI & EIR - Total Requests Received - (YTD)	1,909	1,862	1,685	341	648	929
FOI02	FOI & EIR - Requests responded to In time - (YTD)	1,596	1,530	1,326	283	537	763
	FOI & EIR - % Requests responded to In time - (YTD)	83.60%	82.17%	81.20%	84.00%	85.80%	85.40%
FOI03	FOI & EIR - Requests responded to Out of time - (YTD)	313	332	310	54	89	130
	FOI & EIR - % Requests responded to Out of time - (YTD)	16.39%	17.83%	19.00%	16.00%	14.20%	14.60%