

Corporate Governance performance indicators - summary report - Annex 1								
		Previous Years			2021/2022			
		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	263	526	767	1,056
IG01j	Number of FOI reviews received	-	-	30	12	10	4	4
FOI01-03	EIR (Environmental Information Regulations) - Total Requests Received - (YTD)	487	647	625	133	289	435	625
IG01i	Number of EIR reviews received	-	-	19	3	4	3	9
FOI05	DP (Data Protection Act) / SAR (Subject Access Request) - Total Received - (YTD)	204	160	117	34	58	83	117
IG01p	Number of Rights of Individuals requests received	-	-	77	17	28	18	14
IG01o	Number of Requests for Information received	-	-	347	82	66	105	94
FOI02	FOI (Freedom of Information) - Requests responded to In time - (YTD)	1,166	975	803	193	391	582	803
	FOI (Freedom of Information) - % Requests responded to In time - (YTD)	82.00%	80.25%	78.70%	75.10%	75.90%	77.20%	78.70%
FOI03	FOI (Freedom of Information) - Requests responded to Out of time - (YTD)	256	240	217	64	124	172	217
	FOI (Freedom of Information) - % Requests responded to Out of time - (YTD)	18.00%	19.75%	20.50%	24.90%	24.10%	22.80%	21.30%
IG14ja	% of FOI reviews responded to 'In Time'	-	-	78.57%	66.67%	77.78%	100.00%	100.00%
FOI02-03	EIR (Environmental Information Regulations) - Requests responded to In time - (YTD)	430	555	521	107	232	357	521
	EIR (Environmental Information Regulations) - % Requests responded to In time - (YTD)	88.30%	85.78%	84.90%	80.50%	80.30%	82.80%	84.90%
FOI03-03	EIR (Environmental Information Regulations) - Requests responded to Out of time - (YTD)	57	92	93	26	57	74	93
	EIR (Environmental Information Regulations) - % Requests responded to Out of time - (YTD)	11.70%	14.22%	14.90%	19.50%	19.70%	17.20%	15.10%
IG14ia	% of EIR reviews responded to 'In Time'	-	-	83.33%	66.67%	100.00%	66.67%	87.50%
FOI05	DP (Data Protection Act) / SAR (Subject Access Request) - In time - (YTD)	157	120	75	18	33	53	75
	DP (Data Protection Act) / SAR (Subject Access Request) - % In time - (YTD)	76.96%	75.00%	72.10%	52.90%	67.30%	71.60%	72.10%

	DP (Data Protection Act) / SAR (Subject Access Request) - Out of time - (YTD)	47	40	37	16	24	29	37
	DP (Data Protection Act) / SAR (Subject Access Request) - % Out of time - (YTD)	29.94%	25.00%	35.60%	47.10%	49.00%	39.20%	35.60%
IG14pa	% of Rights of Individuals responded to 'In Time'	-	-	76.92%	78.57%	69.57%	87.50%	75.00%
IG14oa	% of Requests for Information responded to 'In Time'	-	-	98.98%	97.30%	100.00%	100.00%	98.84%
IG01c	Number of Comments received	-	-	1,379	439	460	236	244
IG01d	Number of 4Cs Complaints received	-	-	1,368	288	379	378	323
IG01e	Number of Compliments received	-	-	239	48	59	66	66
IG01f	Number of Concerns received	-	-	6	3	0	1	2
IG14ca	% of Comments responded to 'In Time'	-	-	74.55%	75.83%	76.66%	69.57%	71.19%
IG14da	% of 4Cs Complaints responded to 'In Time'	-	-	84.15%	55.56%	85.88%	96.00%	97.51%
IG14ea	% of Compliments responded to 'In Time'	-	-	99.56%	97.92%	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	13	8	6	16
IG08aa	Number of Adult Complaints assessed at Green	-	-	32	11	7	4	10
IG18ad	% of Adult Complaints: Upheld in Full	-	-	19.44%	20.00%	33.33%	16.67%	14.29%
IG14aa	% of Adult Complaints responded to 'In Time'	-	-	63.16%	36.36%	71.43%	83.33%	71.43%
IG01b	Number of Child Complaints received	-	-	45	12	15	11	7
IG10ba	Number of Child Complaints assessed at Grade 1	-	-	31	9	9	6	7
IG18bd	% of Child Complaints: Upheld in Full	-	-	12.50%	37.50%	0.00%	0.00%	0.00%
IG14ba	% of Child Complaints responded to 'In Time'	-	-	41.18%	27.27%	66.67%	37.50%	0.00%
IG01n	Number of LGSCO cases received	-	-	41	13	17	7	4
IG14na	% of LGSCO cases responded to 'In Time'	-	-	76.92%	77.78%	70.00%	75.00%	100.00%
IG01u	Number of Housing Ombudsman cases received	-	-	3	1	1	1	0
IG14ua	% of Housing Ombudsman cases responded to 'In Time'	-	-	100.00%	100.00%	0.00%	100.00%	0.00%
FOI01	FOI & EIR - Total Requests Received - (YTD)	1,909	1,862	1,685	396	815	1,202	1,685
FOI02	FOI & EIR - Requests responded to In time - (YTD)	1,596	1,530	1,326	300	623	939	1,326

	FOI & EIR - % Requests responded to In time - (YTD)	83.60%	82.17%	81.20%	76.90%	77.50%	79.20%	81.20%
FOI03	FOI & EIR - Requests responded to Out of time - (YTD)	313	332	310	90	181	246	310
	FOI & EIR - % Requests responded to Out of time - (YTD)	16.39%	17.83%	19.00%	23.10%	22.50%	20.80%	19.00%