Annex 1 - A&G CGT performance report

| 1 October to 27 December 2024 | | | | | | Q3 - 2023/2024 | | April 2024 to March 2025- YTD | | Previous Years | | |
|------------------------------------|----------|----------------|----------|--------------------|------------|--------------------|------------------|-------------------------------------|-----|----------------|---------------|---------------|
| | Received | In Progress | Complete | Respons | se in time | Number received | Response in time | Q1 | Q2 | 2021/ 2022 | 2022/ 2023 | 2023/ 2024 |
| FOI total | 231 | 40 | 191 | 177 | 93% | 211 | 87% | 97% | 97% | 79% | 83% | 83% |
| EIR total | 163 | 24 | 139 | 135 | 97% | 160 | 94% | 98% | 99% | 85% | 89% | 96% |
| SAR total | 42 | 14 | 28 | 22 | 79% | 47 | 79% | 46% | 40% | 72% | 64% | 72% |
| Disclosure of Information Requests | Received | In Progress | Complete | Agreed for release | | | | | | | | |
| total | 114 | 9 | 105 | 88 | 84% | | | | | | | |
| TOTAL | 550 | | | | | | | | | | | |

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| | | | | Total received in Q3 2023/ 2024 | 2024/2025 total received | | Previous Years Total received | | | |
|--|----------|----------------|----------|---------------------------------|--------------------------|-----|-------------------------------|---------------|---------------|--|
| Directorate Corporate complaints/ corporate complaints not housing | Received | In Progress | Complete | | Q1 | Q2 | 2021/ 2022 | 2022/ 2023 | 2023/ 2024 | |
| Adult Social Care and Integration | 1 | 0 | 1 | | | | | | | |
| Children and Education | 1 | 0 | 1 | | | | | | | |
| Customer and Communities | 25 | 6 | 19 | | | | | | | |
| Place | 230 | 47 | 183 | | | | | | | |
| Total | 257 | 53 | 204 | 369 | 278 | 276 | 1,368 | 1,866 | 1,310 | |
| Adult Social Care procedure | 7 | 1 | 6 | 7 | 1 | 7 | 43 | 37 | 43 | |
| Children Social Care procedure | 8 | 3 | 5 | 8 | 8 | 5 | 45 | 49 | 37 | |
| TOTAL | 272 | 57 | 215 | 384 | 286 | 288 | 1456 | 1952 | 1390 | |