

ICO25 Performance Scorecard

Objective one: Safeguard and empower people

Measures	Charter Service Standard Measures	2021/22 Q4 performance	2022/23 Q1 performance	Previous Quarter 2022/23 Q2 performance	Latest Quarter 2022/23 Q3 performance	RAG Status Q3	Q3 Comments
We will assess and respond to 80% of Data Protection complaints within 90 days	Charter Measure	32.6%	46.0%	53.5%	69.4%	Red	We have continued to make progress against this key performance indicator throughout the year and our timeliness has further improved. We remain committed to getting to our customer's cases quickly to help them with their information rights. To ensure we remain on track, our dedicated working group has continued to focus on improving our performance by monitoring allocation and throughput. We are continuing to focus on providing our customers with outcomes that are based on their needs and to speed up decision making. As a result we are seeing monthly improvements to our timeliness and in January 2023, 72.8% of DP concerns received a decision within 90 days. We therefore remain confident that we will deliver against this KPI by year end.
We will assess and respond to 90% of Data Protection complaints within 6 months	Charter Measure	92.4%	94.1%	96.6%	98.3%	Green	We are continuing to meet this key performance indicator and to improve our delivery.
Less than 1% of our Data Protection complaints caseload will be over 12 months old		1.26%	0.5%	0.30%	0.30%	Green	We have sustained performance in this area and remain focused on reducing the number of older cases.
In 100% of cases, the Parliamentary and Health Service Ombudsman (PHSO) do not uphold a complaint about the ICO		100%	100%	91%	100%	Green	Across Q3 we received 16 PHSO complaints, none of which were upheld by the PHSO.

Key to RAG ratings*

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Measures	Charter Service Standard Measures	2021/22 Q4 performance	2022/23 Q1 performance	Previous Quarter 2022/23 Q2 performance	Latest Quarter 2022/23 Q3 performance	RAG Status Q3	Q3 Comments
We will investigate and respond to 90% of service complaints within 30 calendar days <i>(Combined measure of service complaints across all teams)</i>	Charter Measure	71.4%	72.5%	85.4%	89.1%	Amber	Continued performance improvement for the last four quarters, and performing close to our 90% target by the end of Q3. We recognise the importance of providing a good service to our customers and continue to focus on further improving our service standards. There is continued management focus on this, with a lead officer reviewing timeliness on a weekly basis.
95% of investigations close within 12 months of starting		76.4% <i>(Previously reported data including FRU: 74.2%)</i>	70.6% <i>(Previously reported data including FRU: 69.0%)</i>	72.9% <i>(Previously reported data including FRU: 70.7%)</i>	68.6%	Red	The 95% target remains a challenging 'one size fits all' target for different types of investigations; criminal investigations and the broad range of our civil regulatory investigations under UK GDPR and PECR. Actual functional team performance varies across the Directorate in achieving the target. For example, Criminal Investigation Team performance against the target is 100%. PDMIT performance is 85%. The main 'drag' on this Quarter's performance is CIRIT (Cyber) performance, which is 7% against target; this is subject to remedial action. Civil performance is 73%. We forecast improvement into Q4 as the issues in CIRIT are resolved, with an anticipated recovery date of Q2 2023/24. <i>From Q3 2022/23, we have refined this measure definition to exclude Financial Recovery Unit (FRU) investigations, as they do not investigate any of the legislation we regulate. Figures for previous quarters have been recalculated in line with the new definition, in order to provide a direct quarterly comparator.</i>

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Measures	Charter Service Standard Measures	2021/22 Q4 performance	2022/23 Q1 performance	Previous Quarter 2022/23 Q2 performance	Latest Quarter 2022/23 Q3 performance	RAG Status Q3	Q3 Comments
We will respond to 100% of Information Access Requests within statutory deadlines	Charter Measure	71%	92%	97%	96.3%	Amber	The compliance rate for the Information Access Team has consistently stayed above 95% since the end of the Recovery Plan. The team is continuing to work across the organisation to identify reasons for late cases, in particular raising awareness to ensure that colleagues identify requests and pass them on in a timely manner in order to meet our ICO25 target.
We will achieve a customer satisfaction index (CSI) score of 74		Annual measure	Annual measure	Annual measure	Annual measure	Not Applicable	We remain committed to improving our overall customer satisfaction scores and intend to run a further external benchmarking survey in February/March.

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Objective two: Empower responsible innovation and sustainable economic growth

Measures	Charter Service Standard Measures	2021/22 Q4 performance	2022/23 Q1 performance	Previous Quarter 2022/23 Q2 performance	Latest Quarter 2022/23 Q3 performance	RAG Status Q3	Q3 Comments
We will resolve 80% of written enquiries within 7 calendar days <i>(Combined measure of Public and Business Advice enquiries)</i>	Charter Measure	76.8%	81.0%	83.8%	88.6%	Green	We have sustained performance in this area and remain focused on providing our customers with a timely response to their enquiries.
We will resolve 99% of written enquiries within 30 calendar days <i>(Combined measure of Public and Business Advice enquiries)</i>	Charter Measure	96.4%	96.9%	97.2%	98.0%	Amber	With consistent improvement across the last four quarters, we continue to focus on improving our timeliness to ensure that our customer's receive a quick response to their enquiries.
We will answer 80% of calls within 60 seconds	Charter Measure	76%	86%	86%	87%	Green	Sustained performance from Q2, with 23,419 calls answered overall out of 23,971 presented. Overall calls answered stood at 97.7%, ahead of our overall 95% target.
We will answer 80% of live chats within 60 seconds	Charter Measure	88%	92%	90%	91%	Green	A continued increase in chats presented this quarter, from 7,379 in Q2 to 8,195 in Q3. The overall percentage answered remained above target at 96.6%, with 90.53% answered within 60 seconds.

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Measures	Charter Service Standard Measures	2021/22 Q4 performance	2022/23 Q1 performance	Previous Quarter 2022/23 Q2 performance	Latest Quarter 2022/23 Q3 performance	RAG Status Q3	Q3 Comments
We will refer or close 80% of personal data breach reports within 30 days	Charter Measure	74%	55.8%	79.3%	80.5%	Green	More than 80% of the cases we closed in Q3 were closed within 30 days. However, the personal data breach (PDB) caseload grew from 511 at the end of Q2 to 677 by the end of Q3. We were joined by new team members in September and diverted experienced staff from operational duties to support them throughout Q3. By the end of December over 60% of the caseload was over 30 days old. The PDB Service began receiving support from other areas of the ICO at the end of January to #beatthebacklogs. This will see a large number of old cases close during Q4, bringing the time to close/refer PDB cases under 80% within 30 days by the end of Q4. The project aims to bring operational backlogs within KPIs by the end of Q4, but there may be a lagged negative impact on performance in the next quarter.
Less than 1% personal data breach reports will be over 12 months old		<1%	15.1%	15.9%	12.3%	Red	There were 137 (out of a caseload of 1,112) PDB reports over 12 months old at the end of Q3 relating to cyber referred investigations. These cases are now closed, and we anticipate this measure being back on track in the Q4 report.
90% of our audit recommendations are accepted in full or in part		99%	99%	98%	100%	Green	3 audits were completed in Q3. 93 recommendations were made. All were accepted or partially accepted.
80% of accepted recommendations, in full or in part, are completed or being actioned		96%	100%	98%	100%	Green	3 follow-ups were completed in Q3. 85 recommendations had been accepted or partially accepted across the 3 audits. 65 were completed and 20 were in progress at the time of the follow-up.
We will respond to 100% of prior consultation submissions within statutory timeframes	Charter Measure	N/A (1 case not yet due)	100%	100%	100%	Green	The team received two cases during Q3; one of these cases remains open, and the other was closed within statutory deadlines. October also saw a long-standing prior consultation case conclude. Both closures in Q3 were within statutory deadlines.

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Objective three: Promote openness and transparency

Measures	Charter Service Standard Measures	2021/22 Q4 performance	2022/23 Q1 performance	Previous Quarter 2022/23 Q2 performance	Latest Quarter 2022/23 Q3 performance	RAG Status Q3	Q3 Comments
We will reach a decision and respond to 80% of Freedom of Information concerns within 6 months	Charter Measure	66.76%	67.6%	63.4%	61.30%	Red	We are on track against our recovery plan and this has enabled us to accelerate our recovery further, in line with our ICO25 commitments. As overall caseload gets closer to pre-pandemic levels, our focus will shift to our oldest cases. 187 cases are due to exceed the 12 month KPI by the end of March 2023. By the end of Q4 we expect that our caseload will be under 1,000 cases, a marked improvement on our pre-pandemic caseload and delivering beyond our original recovery plan measures. We expect then to see an upward trend on our new KPI to close 90% of cases in 6 months and on 1 October 2023 (which will be when the KPI begins recording our performance fully from the start of this financial year on 1 April) this measure should be performing 'green'.
Less than 1% of our Freedom of Information caseload will be over 12 months old		6.62%	7.2%	9.0%	9.0%	Red	187 cases are due to exceed the 12 month KPI by the end of March 2023. Around 90 relate to a small number of central government departments who have a disproportionate number of complaints in our caseload and cannot themselves deal with this (as opposed to any delays being at our end). We are in the process of developing bespoke recovery plans for these 3 departments, of which Cabinet Office is most significant with 128 cases in our caseload at the moment, 57 of which will be over 1 year old by 31 March. Progressing the remaining older cases is our current priority and we will have made significant inroads by the time we reach March, giving us a good platform from which to hit our new and more stretching KPIs next year.

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66% of Freedom of Information tribunal hearings in our favour		72%	74%	76%	71%	Green	14 First-Tier Tribunal cases were closed in Q3, of which 10 were successfully defended (NB: 'Successfully defended' is outcomes other than 'Allowed', 'Part-Allowed' and 'Consent Order').
We will publish 100% of our FOI case outcomes		New for 2022/23	100%	100%	100%	Green	All decision notices are published on the ICO website under 'Action we've taken'.
We will publish all recommendations made in our FOI complaints handling and audit work		New measure	New measure	New measure	On track	Green	All practice recommendations and enforcement notices are published on the ICO website under 'Action we've taken'. We continue to publish executive summary reports for all of our audits, which include summaries of key recommendations. We are engaged with the project to develop a database to identify ways in which we can publish all audit recommendations in a meaningful form that doesn't compromise any confidentiality considerations.

Objective four: Continuously develop the ICO's culture, capacity and capability

The measures underpinning the five 'shifts of approach' which support this objective are in early development alongside our 'outcome' and 'sentiment' measures.

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