

# ICO25 Performance Scorecard

## Objective one: Safeguard and empower people

Measures	Charter Service Standard Measures	2022/23 Q1 performance	2022/23 Q2 performance	Previous Quarter 2022/23 Q3 performance	Latest Quarter 2022/23 Q4 performance	2022/23 Outturn	RAG Status Q4	Q4 Comments
We will assess and respond to 80% of Data Protection complaints within 90 days	Charter Measure	46.0%	53.5%	69.4%	87.0%	65.0%	Green	During Q4 we continued to improve the age profile of our caseload to exceed this key performance indicator and ended the quarter with 87% of customer complaints being assessed in 90 days. It is important that we provide a good service to our customers to help them with their information rights and so we have focused on speeding up our decision making to reduce the time it takes for us to consider their complaints. We have also continued to have a dedicated group of managers focused on our performance in this area. This is reflected in the improvements we have made since Q1, when only 46% of our caseload was assessed in 90 days. We are committed to sustaining our delivery and making further improvements.
We will assess and respond to 90% of Data Protection complaints within 6 months	Charter Measure	94.1%	96.6%	98.3%	98.8%	97.1%	Green	We sustained performance in Q4 and exceeded our Charter measure throughout the year. We have focused on improving the service we provide to our customers, which is reflected in an overall downward trend in the age profile of our caseload.
Less than 1% of our Data Protection complaints caseload will be over 12 months old		0.5%	0.3%	0.3%	0.4%	0.4%	Green	We have continued to exceed this Charter measure during Q4, with an overall year end measure of 0.4% of our caseload being more than 12 months old. We have focused on reducing the age profile of our work and seek to make further improvements.

### Key to RAG ratings\*

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Measures	Charter Service Standard Measures	2022/23 Q1 performance	2022/23 Q2 performance	Previous Quarter 2022/23 Q3 performance	Latest Quarter 2022/23 Q4 performance	2022/23 Outturn	RAG Status Q4	Q4 Comments
In 100% of cases, the Parliamentary and Health Service Ombudsman (PHSO) do not uphold a complaint about the ICO		100%	91%	100%	100%	98%	Green	In Q4 we received 15 PHSO complaints, none of which were upheld by the PHSO. Across 2022/23 we received a total of 58 PHSO complaints, one of which was upheld due to a missed service level agreement (SLA) in Q2. As a result, reminders were sent to the relevant department about the importance of meeting our SLAs.
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	72.5%	85.4%	89.1%	86.5%	83.4%	Amber	We are committed to continuing to make improvements in this area and to provide our customers with a response to their service complaints in line with our Charter commitments and desire to continually improve. The timeliness of service reviews continue to be assessed on a weekly basis, with the management team aware of the importance of this work. We have made progress during the year and are performing close to the 90% target but are keen to further improve.
95% of investigations close within 12 months of starting		70.6%	72.9%	68.6%	72.4%	71.6%	Red	Functional team performance varies across the Directorate in achieving the target. The Criminal Investigation Team performance against the target in Q4 was 71.43% (7 cases closed - 5 within target). PDMIT performance was 92.11% (35 cases closed - 31 within target). Civil Investigation was 87.06% (81 closed - 74 within target). For the second quarter, the Cyber team's performance has acted as the main drag on overall performance, although improving on Q3 with 22.5% (41 closed - 9 within target). A number of remedial actions have been taken in Cyber, which will improve performance going forward.

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Measures	Charter Service Standard Measures	2022/23 Q1 performance	2022/23 Q2 performance	Previous Quarter 2022/23 Q3 performance	Latest Quarter 2022/23 Q4 performance	2022/23 Outturn	RAG Status Q4	Q4 Comments
We will respond to 100% of Information Access Requests within statutory deadlines	Charter Measure	92%	97%	96.3%	97.9%	96.0%	Amber	In 2022/23 we successfully delivered our recovery plan to ensure that our response rate to requests for information made to us as a public authority met our service standards. We achieved our target of clearing our backlog of overdue cases in full by June 2022. In 2022/23, we completed 96% (compared to 73% in 2021/22) of information requests within statutory deadlines. Our timeliness compliance rate since the end of our recovery plan in June 2022 has remained above 95%. We have implemented measures and lessons learned from our recovery plan to ensure we maintain and continue to improve our performance.
We will achieve a customer satisfaction index (CSI) score of 74		Annual measure	Annual measure	Annual measure	Survey process in progress	Survey process in progress	Not Applicable	During Q4 we concluded the sample collection of just over 2,000 customers and are allowing for opt outs before sending out the survey in early May. This will run for approximately 4 weeks, and we will report the outcome in our Q1 report.

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## Objective two: Empower responsible innovation and sustainable economic growth

Measures	Charter Service Standard Measures	2022/23 Q1 performance	2022/23 Q2 performance	Previous Quarter 2022/23 Q3 performance	Latest Quarter 2022/23 Q4 performance	2022/23 Outturn	RAG Status Q4	Q4 Comments
We will resolve 80% of written enquiries within 7 calendar days <i>(Combined measure of Public and Business Advice enquiries)</i>	Charter Measure	81.0%	83.8%	88.6%	89.5%	85.6%	Green	We have sustained performance during Q4 and have provided 89.5% of our customers with a response to their written enquiries within seven calendar days. This mirrors our overall performance throughout the year. We have exceeded our Customer Charter measure and are committed to continue to provide 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	96.9%	97.2%	98.0%	97.5%	97.4%	Amber	Our performance in Q4 remained consistent with 97.5% of our customers receiving a response to their written enquiry within 30 calendar days, and an overall year output of 97.4%. This is close to our Customer Charter target and we aim to further improve.
We will answer 80% of calls within 60 seconds <i>(Public Advice calls)</i>	Charter Measure	86%	86%	87%	80%	85%	Green	We continue to meet our Customer Charter commitments across both calls and live chats. 27,884 calls from the public were received in Q4, of which 97% (27,089) were answered, ahead of our 95% target, and 80.3% of these were answered within 60 seconds. Across the full year, 98% of our 99,636 calls were answered, and 85% of these were within 60 seconds. We have sustained delivery throughout the year and aim to provide excellent quality advice to those that contact us for help. <i>Public Advice figures. Measure reporting refinements are in place to expand this measure and combine Public and Business Advice performance from Q1 2023/24.</i>

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Measures	Charter Service Standard Measures	2022/23 Q1 performance	2022/23 Q2 performance	Previous Quarter 2022/23 Q3 performance	Latest Quarter 2022/23 Q4 performance	2022/23 Outturn	RAG Status Q4	Q4 Comments
We will answer 80% of live chats within 60 seconds <i>(Public Advice live chats)</i>	Charter Measure	92%	90%	91%	93%	92%	Green	7,675 chats from the public were presented in Q4, of which 97% (7,493) were answered, and 93% within 60 seconds. Throughout 2022/23, a total of 29,559 live chats were presented, and 92% of these were answered within 60 seconds. We have continued to exceed our performance in this area throughout the year and aim to provide an excellent service to our customers. <i>Public Advice figures. Measure reporting refinements are in place to expand this measure and combine Public and Business Advice performance from Q1 2023/24.</i>
We will refer or close 80% of personal data breach reports within 30 days	Charter Measure	55.8%	79.3%	80.5%	62.1%	68.8%	Red	Towards the end of January 2023, around 75% of cases in the personal data breach (PDB) caseload were over 30 days old (488 cases). The #beatthebacklogs project has reduced the proportion of cases in the PDB caseload that are over 30 days old to less than 50. As these cases were all closed within a short period of time, many more cases over 30 days old were closed than newer cases. This has resulted in a red measure for Q4 as a whole, but now that we have cleared the majority of the historic caseload, we should be in a good position to respond to customers in a timelier manner.
Less than 1% personal data breach reports will be over 12 months old		15.1%	15.9%	12.3%	0.4%	0.4%	Green	The 137 cyber referred investigations over 12 months old at the end of Q3 were closed during Q4, restoring performance against this measure in line with our target.

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90% of our audit recommendations are accepted in full or in part		99%	98%	100%	100%	99%	Green	19 audits were completed in Q4. 443 recommendations were made. All were accepted or partially accepted.
80% of accepted recommendations, in full or in part, are completed or being actioned		100%	98%	100%	94%	96%	Green	8 follow-ups were completed in Q4. 461 recommendations had been accepted or partially accepted across the 8 audits. 191 were completed and 243 were in progress at the time of the follow-up.
We will respond to 100% of prior consultation submissions within statutory timeframes	Charter Measure	100%	100%	100%	100%	100%	Green	The team received three Prior Consultation cases during Q4; all of which have now been completed and closed within statutory deadlines. Our overall 2022/23 outturn stands at 100%.

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## Objective three: Promote openness and transparency

Measures	Charter Service Standard Measures	2022/23 Q1 performance	2022/23 Q2 performance	Previous Quarter 2022/23 Q3 performance	Latest Quarter 2022/23 Q4 performance	2022/23 Outturn	RAG Status Q4	Q4 Comments
We will reach a decision and respond to 80% of Freedom of Information concerns within 6 months	Charter Measure	67.6%	63.4%	61.3%	73.6%	66.8%	Amber	Caseload at the end of Q4 was at the lowest level ever (703) and we completed double the number of decision notices (2,822) compared to the previous financial year - the highest recorded. Key challenges remain to further improve performance to 'Green', and actions include working with government departments around resource issues and agreeing recovery plans to ensure future compliance.
Less than 1% of our Freedom of Information caseload will be over 12 months old		7.2%	9.0%	9.0%	6.3%	6.3%	Red	Significant progress has been made to reduce the backlog of cases over 12 months old (reduced from 187 in Q3 to 44 in Q4). Most of the remaining cases are from Cabinet Office and will be dealt with via the recovery plan. Once the rest are closed, and excluding Cabinet Office, we will be within the 1% target. Further detail can be found in the <a href="#">recently published blog</a> from our Director of Freedom of Information and Transparency.
66% of Freedom of Information tribunal hearings in our favour		74%	76%	71%	87%	73%	Green	Data is reported in-year as a quarterly snapshot; during Q4 15 First-tier Tribunal (FTT) cases were closed, of which 13 were successfully defended (NB: 'Successfully defended' is outcomes other than 'Allowed', 'Part-Allowed' and 'Consent Order'). Across 2022/23, a total of 126 FTT cases were closed, of which 92 (73%) were successfully defended, ahead of our published target.

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We will publish 100% of our FOI case outcomes		100%	100%	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	On track	On track	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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