

ICO25 Performance Scorecard

Objective one: Safeguard and empower people

Measures	Charter Service Standard Measures	2022/23 Q3 performance	2022/23 Q4 performance	2023/24 Q1 performance	Previous Quarter 2023/24 Q2 performance	Latest Quarter 2023/24 Q3 performance	RAG Status Q3	Q3 Comments
We will assess and respond to 80% of Data Protection complaints within 90 days	Charter Measure	69.4%	87.0%	96.2%	92.7%	88.2%	Green	Performance remains in line with service levels. We have seen an increase in intake this calendar year and so continue to have a group of managers lead our work in this area to ensure we continue to provide a good service focusing on those cases that have been with us the longest.
Less than 1% of our Data Protection complaints caseload will be over 12 months old		0.3%	0.4%	0.3%	0.2%	0.2%	Green	We continue to exceed our performance in this area and currently have 17 cases that are over 12 months old. Our management team has close oversight of these cases and we are working proactively to ensure that our customers are kept up to date. At least four of the cases will be closed before the end of February 2024.
In 100% of cases, the Parliamentary and Health Service Ombudsman (PHSO) do not uphold a complaint about the ICO		100%	100%	100%	100%	100%	Green	In Q3 we received 7 PHSO complaints, none of which were upheld by the PHSO during the quarter. Due to the nature of reporting timeframes and time needed to consider cases, it should be noted that new case outcomes do not always align directly with the quarter in which the complaint is made. However, we will report any upheld cases, whether new within the quarter or first received in previous quarters, in the quarter where the complaint is upheld. No new or older complaints were upheld during Q3.

Key to RAG ratings*

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Measures	Charter Service Standard Measures	2022/23 Q3 performance	2022/23 Q4 performance	2023/24 Q1 performance	Previous Quarter 2023/24 Q2 performance	Latest Quarter 2023/24 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	89.1%	86.5%	84.7%	88.8%	91.2%	Green	93 out of 102 service complaints were investigated and responded to within 30 calendar days during the quarter. Our continued focus on improving our performance in this important work area has helped us to streamline our approach and to ensure that this work is progressed in line with service standards
95% of investigations close within 12 months of starting		68.6%	72.4%	86.7%	90.9%	97.6%	Green	Across the Directorate 124 investigations were closed in Q3, with 121 achieving the target, marking the first time we have achieved or exceeded this target. The quarter's result reflects the positive trajectory of performance against this KPI through the year, and reflects the extensive work in discontinuing low value cases where resources could be better deployed on higher priority and more impactful work. It should be noted that our performance metrics, including this measure, are under review as part of delivering improvements required for our investigations. We aim to introduce new measures, including around measurement of regulatory interventions and impact in due course.

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Measures	Charter Service Standard Measures	2022/23 Q3 performance	2022/23 Q4 performance	2023/24 Q1 performance	Previous Quarter 2023/24 Q2 performance	Latest Quarter 2023/24 Q3 performance	RAG Status Q3	Q3 Comments
We will respond to 100% of Information Access Requests within statutory deadlines	Charter Measure	96.3%	97.9%	96.4%	98.2%	97.3%	Amber	Our timeliness compliance continues to remain strong in 2023/24 with 97.3% of requests responded to on time in Q3. We are continuing to engage with teams across the office to improve processes and promote awareness and understanding of how we handle information access requests in order to reduce late cases and increase efficiency in our request handling.
We will achieve a customer satisfaction index (CSI) score of 74		Annual measure	Survey process in progress	70.2	Annual measure	Annual measure	Not Applicable	Our most recent corporate customer satisfaction* index (CSI) score of 70.2 was reported at Q1; an improvement of 0.8 since our first customer survey. Our overall ambition is to achieve a score of 74 over the lifespan of ICO25. Our improvement sits positively against a backdrop of other organisations seeing an overall reduction in satisfaction of 2 points. However, in a tough economic climate, we recognise that to increase satisfaction levels further, we will need to deliver a customer service digital and cultural transformation programme in line with our ICO25 ambitions.

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Objective two: Empower responsible innovation and sustainable economic growth

Measures	Charter Service Standard Measures	2022/23 Q3 performance	2022/23 Q4 performance	2023/24 Q1 performance	Previous Quarter 2023/24 Q2 performance	Latest Quarter 2023/24 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	88.6%	89.5%	86.6%	84.5%	88.2%	Green	We have maintained performance throughout Q3 across both business areas to ensure that our customers receive good quality, timely replies 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	98.0%	97.5%	97.9%	98.0%	98.6%	Amber	We have continued to focus on improving our performance against this service standard throughout Q3.
We will answer 80% of calls within 60 seconds <i>(Combined public advice and business services calls)</i>	Charter Measure	87% (public advice)	80.2% (public advice)	77%	84%	88%	Green	Overall during Q3, 60,138 calls were answered within 60 seconds out of 68,577 calls answered (88%); an increase in timeliness since Q2. <i>NB: From Q1 2023/24 this measure has been expanded to include both public and business advice calls to provide a fuller picture of our service provision. Previously reported quarter figures for 2022/23 are public advice calls only, and caution is advised when making direct comparisons.</i>

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Measures	Charter Service Standard Measures	2022/23 Q3 performance	2022/23 Q4 performance	2023/24 Q1 performance	Previous Quarter 2023/24 Q2 performance	Latest Quarter 2023/24 Q3 performance	RAG Status Q3	Q3 Comments
We will answer 80% of live chats within 60 seconds <i>(Combined public advice and business services live chats)</i>	Charter Measure	91% (public advice)	93% (public advice)	84%	85%	90%	Green	During Q3, 87% were answered within 60 seconds in business services (an improvement from the 75% reported at Q2) and 94% in public advice; overall a combined total of 12,078 chats were answered within 60 seconds out of 13,362 chats answered (90%). <i>NB: From Q1 2023/24 this measure has been expanded to include both public and business advice calls to provide a fuller picture of our service provision. Previously reported quarter figures for 2022/23 are public advice calls only, and caution is advised when making direct comparisons.</i>
We will refer or close 80% of personal data breach reports within 30 days	Charter Measure	80.5%	62.1%	84.3%	83.0%	69.0%	Red	As reported in our Q2 Scorecard, intake and active cases continue to provide a challenge to us achieving our 80% target. The measure comprises activity across two departments - the PDB service and Cyber Investigations. Historically, cases actioned by Cyber take longer to close as complex cyber incident response and investigation by the affected controller can often take longer than 30 days. During Q3, 39.8% of cases actioned by Cyber Investigations were actioned within 30 days, compared to 79.6% of those actioned by the PDB service. We are currently considering a range of process change options to improve and sustain overall performance in the longer term, though project that it will continue to be a challenge for us to achieve our 80% target for the rest of 2023/24.

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Less than 1% personal data breach reports will be over 12 months old		12.3%	0.4%	0.2%	0.1%	0.1%	Green	At the end of Q3 only 1 out of 1,995 cases was over 12 months old.
90% of our audit recommendations are accepted in full or in part		100%	100%	99%	89%	100%	Green	8 audits were completed in Q3. 270 recommendations were made, all of which were accepted or partially accepted, and 0 were rejected.
80% of accepted recommendations, in full or in part, are completed or being actioned		100%	94%	97%	97%	94%	Green	1 follow-up was completed in Q3. 33 recommendations had been accepted or partially accepted. 23 had been completed, 8 were in progress and 2 had not been started at the time of the follow-up.
We will respond to 100% of prior consultation submissions within statutory timeframes	Charter Measure	100%	100%	100%	N/A (None received)	100%	Green	139 prior consultation submissions were received during Q3, all of which were processed within statutory timeframes. 138 of these resulted from the implementation of the Accelerated Access to GP Records (AAGPR) by the NHS. The British Medical Association produced a prepopulated Data Protection Impact Assessment (DPIA) that identified residual high risks in the processing of the data and this was used by 138 GP practices in submissions for prior consultation. A template response was created (and shared with Public Affairs) and a program of responses implemented to comply with the required timelines. There was one additional prior consultation received and processed in the more traditional manner.

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Objective three: Promote openness and transparency

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We will reach a decision and respond to 90% of Freedom of Information concerns within 6 months	Charter Measure	61.3%	73.6%	93.3%	96.3%	97.4%	Green	Although we committed to achieving 80% against this measure in ICO25, based on significantly improved performance, we have set a more ambitious target of 90%. Improved processes to assess eligibility of complaints has enabled us to achieve this measure ahead of expected timescales. Further resilience in our processes should ensure we are able to sustain this performance in Q4 2023/24, although this is dependent on available resource and the volume of new complaints - which are currently 46% higher than the first three quarters last year.
Less than 1% of our Freedom of Information caseload will be over 12 months old		9.0%	6.3%	4.9%	3.4%	2.8%	Red	Continued progress has been made to reduce the backlog of cases over 12 months old. Most of the remaining cases are from Cabinet Office (34 out of 35 cases) and will be dealt with via the recovery plan. Without Cabinet Office cases over 12 months old this measure would show green at 0.08% over 12 months old (1 case).

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66% of Freedom of Information tribunal hearings in our favour		71%	87%	83%	82%	76%	Green	Data is reported in-year as a quarterly snapshot; during Q3, 41 First-tier Tribunal (FTT) cases were closed, of which 31 were successfully defended (76%). (NB: 'Successfully defended' is outcomes other than 'Allowed', 'Part-Allowed' and 'Consent Order'). Our overall in-year performance for 2023/24 stands at 81% (122 out of 151 cases).
We will publish 100% of our FOI case outcomes		100%	100%	100%	100%	100%	Green	Details of all our closed case outcomes can be found in our published FOI dataset on the ICO website under 'About the ICO' - 'Our information' - 'Complaints and concerns datasets'. All decision notices are also published on the ICO website under 'Action we've taken' - 'Decision notices'.
We will publish all recommendations made in our FOI complaints handling work		On track (combined measure)	On track (combined measure)	100%	100%	100%	Green	All recommendations are published on the ICO website under 'Action we've taken' - 'FOI Regulatory Action'.

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We will publish all recommendations made in our audit work		On track (combined measure)	On track (combined measure)	100%	100%	100%	Green	8 executive summary reports were published in Q3. <i>NB: This measure reports the number of executive summaries published against the total number due for publication whilst we develop an approach where we will publish a digest of the recommendations that have been made. There may be occasion where we do not publish an executive summary, for instance where regulatory action is being considered or confidentiality concerns have been raised. These are exceptions and will be noted in commentary.</i>

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

The research underpinning the five 'shifts of approach' which support this objective will be finalised in Q4 alongside our 'outcome' and 'sentiment' measures. Baseline data for these measures will be presented as part of our 2023/24 year-end reporting arrangements.

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