

ICO25 Performance Scorecard

Objective one: Safeguard and empower people

Measures	Charter Service Standard Measures	2023/24 Q1	2023/24 Q2	2023/24 Q3	Previous Quarter 2023/24 Q4	Latest Quarter 2024/25 Q1	RAG Status Q1	Q1 Comments
We will assess and respond to 80% of Data Protection complaints within 90 days	Charter Measure	96.2%	92.7%	88.2%	64.8%	49.9%	Red	<p>The result in Q1 is due to a number of factors, with an increase in intake being the most significant, whilst carrying a number of vacancies.</p> <p>We received 39,721 DP complaints in 2023/24 compared to 33,753 the previous year, an increase of 17.6%. Throughout 2023/24, we have introduced a number of continuous improvement initiatives to enhance our service. However, our efficiencies did not outweigh our intake volumes.</p> <p>For 2024/25, we are considering a range of process and digital options to improve in the longer term, though we anticipate that performance against this measure is likely to further reduce until these are realised.</p>
We will assess and respond to 90% of Data Protection complaints within 6 months	Charter Measure	99.7%	99.7%	99.7%	99.5%	99.2%	Green	<p>We retired this ICO25 measure in our 2023/24 Q1 scorecard to instead focus on the timelier 90-day measure (above), noting that we would reintroduce it as part of recovery reporting if our 90-day performance fell below target. We have therefore have reintroduced it to the scorecard in order to provide further context around performance in this area, with data for the previously unreported quarters added here for reference.</p>

Key to RAG ratings*

Green = at, or above, target ; Amber = within 10% of target; Red = more than 10% away from target

(*except for measures targeting 'less than 1%') Green = at, or less than, 1%; Amber = between 1% and 2% ; Red = greater than 2%

Measures	Charter Service Standard Measures	2023/24 Q1	2023/24 Q2	2023/24 Q3	Previous Quarter 2023/24 Q4	Latest Quarter 2024/25 Q1	RAG Status Q1	Q1 Comments
Less than 1% of our Data Protection complaints caseload will be over 12 months old		0.3%	0.2%	0.2%	0.1%	0.2%	Green	We continue to exceed our performance in this area and currently have 9 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.
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 Q1 we received 5 PHSO complaints, none of which were upheld by the PHSO during the quarter. <i>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 Q1.</i>
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	84.7%	88.8%	91.2%	90.9%	88.5%	Amber	We dealt with 96 service complaints during this quarter, with 11 taking longer than 30 days (88.54%). Some of these were responded to a few days late and others took longer to resolve. Going forwards we will ensure that reminders are sent around weekly highlighting any service complaints that are approaching the deadline.

Key to RAG ratings*

Green = at, or above, target ; Amber = within 10% of target; Red = more than 10% away from target

(*except for measures targeting 'less than 1%') Green = at, or less than, 1%; Amber = between 1% and 2% ; Red = greater than 2%

Measures	Charter Service Standard Measures	2023/24 Q1	2023/24 Q2	2023/24 Q3	Previous Quarter 2023/24 Q4	Latest Quarter 2024/25 Q1	RAG Status Q1	Q1 Comments
95% of investigations close within 12 months of starting		86.7%	90.9%	97.6%	97.6%	90.2%	Amber	Across the Directorate 46 investigations were closed in Q1 (21 Civil, 7 Criminal Investigations, 8 Cyber and 10 PDMIT), with 5 cases not quite meeting their closure target due to delays incurred by external parties or data controllers. However, most of these cases were closed within a few weeks of our 12-month target.
We will respond to 100% of Information Access Requests within statutory deadlines	Charter Measure	96.4%	98.2%	97.3%	98.4%	98.4%	Amber	The ICO has set an ambitious target of 100% against this measure, maintaining our peak of 98.4% in Q1. 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		70.2	Annual measure	Annual measure	Annual measure	Annual measure	Not Applicable	Our most recent corporate customer satisfaction* index (CSI) score of 70.2 was reported in 2023/24; 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. We are currently scheduling the next iteration of the survey and will stand down this measure from the scorecard until data is available for reporting in line with our approach to other annual ICO25 measures.

Key to RAG ratings*

Green = at, or above, target ; Amber = within 10% of target; Red = more than 10% away from target

(*except for measures targeting 'less than 1%') Green = at, or less than, 1%; Amber = between 1% and 2% ; Red = greater than 2%

Objective two: Empower responsible innovation and sustainable economic growth

Measures	Charter Service Standard Measures	2023/24 Q1	2023/24 Q2	2023/24 Q3	Previous Quarter 2023/24 Q4	Latest Quarter 2024/25 Q1	RAG Status Q1	Q1 Comments
We will resolve 80% of written enquiries within 7 calendar days (<i>Combined measure of Public and Business Advice enquiries</i>)	Charter Measure	86.6%	84.5%	88.2%	92.0%	91.9%	Green	We continue to meet this measure in Q1 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	97.9%	98.0%	98.6%	99.3%	99.1%	Green	We continue to meet this measure in Q1 to ensure that our customers receive good quality, timely replies to their enquiries.
We will answer 80% of calls within 60 seconds (<i>Combined public advice and business services calls</i>)	Charter Measure	77%	84%	88%	86%	87%	Green	Overall during Q1, 59,878 calls were answered within 60 seconds out of 69,059 calls answered (87%), representing sustained performance and a sustained volume to those received and answered in Q4.

Key to RAG ratings*

Green = at, or above, target ; Amber = within 10% of target; Red = more than 10% away from target

(*except for measures targeting 'less than 1%') Green = at, or less than, 1%; Amber = between 1% and 2% ; Red = greater than 2%

Measures	Charter Service Standard Measures	2023/24 Q1	2023/24 Q2	2023/24 Q3	Previous Quarter 2023/24 Q4	Latest Quarter 2024/25 Q1	RAG Status Q1	Q1 Comments
We will answer 80% of live chats within 60 seconds <i>(Combined public advice and business services live chats)</i>	Charter Measure	84%	85%	90%	92%	93%	Green	During Q1, there was sustained performance in both business services and public advice, with both services again performing above 90%. Overall, a combined total of 12,973 chats were answered within 60 seconds out of 13,880 chats answered in the quarter (93%).
We will refer or close 80% of personal data breach reports within 30 days	Charter Measure	84.3%	83.0%	69.0%	63.5%	84.8%	Green	We received 3,083 breach reports in Q1, the highest quarterly intake in the past two years. Although performance for the quarter was above target, our overall number of active cases and average age of cases is increasing, meaning that closing older cases has an adverse impact on our newer cases and performance against this measure. Breach reports rose by 30% last year, and we are considering changes we can make to close cases more efficiently. However, we project that performance will decrease against this measure in 2024/25 in order to positively impact and reduce our active caseload.
Less than 1% personal data breach reports will be over 12 months old		0.2%	0.1%	0.1%	0.0%	0.1%	Green	There was 1 case over 12 months old at the end of Q1. However, as outlined above, we anticipate that the increasing age of our average caseload will adversely impact performance against this measure later in 2024/25.

Key to RAG ratings*

Green = at, or above, target ; Amber = within 10% of target; Red = more than 10% away from target

(*except for measures targeting 'less than 1%') Green = at, or less than, 1%; Amber = between 1% and 2% ; Red = greater than 2%

Measures	Charter Service Standard Measures	2023/24 Q1	2023/24 Q2	2023/24 Q3	Previous Quarter 2023/24 Q4	Latest Quarter 2024/25 Q1	RAG Status Q1	Q1 Comments
90% of our audit recommendations are accepted in full or in part		99%	89%	100%	99%	100%	Green	9 audits were completed in Q1. 311 recommendations were made, all of which were accepted or partially accepted with none rejected.
80% of accepted recommendations, in full or in part, are completed or being actioned		97%	97%	94%	95%	100%	Green	3 follow-ups were completed in Q1. 135 recommendations had been accepted or partially accepted. 75 had been completed and 60 were in progress at the time of the follow-ups. There were no recommendations that had not been started.
We will respond to 100% of prior consultation submissions within statutory timeframes	Charter Measure	100%	N/A (None received)	100%	N/A (None received)	N/A (None received)	Not Applicable	With the DPBI Bill now dropped, the Prior Consultation requirement on controllers will remain and we will maintain capacity to deliver our regulatory duty when necessary. We have provided DPIA analysis to several internal parties in projects that have necessitated a risk assessment of third party activities and fed into relevant discussions on DPIA compliance issues found in relevant investigations.

Key to RAG ratings*

Green = at, or above, target ; Amber = within 10% of target; Red = more than 10% away from target

(*except for measures targeting 'less than 1%') Green = at, or less than, 1%; Amber = between 1% and 2% ; Red = greater than 2%

Objective three: Promote openness and transparency

Measures	Charter Service Standard Measures	2023/24 Q1	2023/24 Q2	2023/24 Q3	Previous Quarter 2023/24 Q4	Latest Quarter 2024/25 Q1	RAG Status Q1	Q1 Comments
We will reach a decision and respond to 90% of Freedom of Information concerns within 6 months	Charter Measure	93.3%	96.3%	97.4%	95.3%	95.3%	Green	We continue to achieve our more ambitious target of 90% (we originally committed to 80% against this measure in ICO25). The expected increase in volume of new complaints has continued but further small changes to the way we work and good performance in 2023/24 are helping to keep pace with new complaints in Q1. Our resource challenges remain, which may see performance dip in the second half of 2024/25.
Less than 1% of our Freedom of Information caseload will be over 12 months old		4.9%	3.4%	2.8%	0.1%	0.1%	Green	There remains one outlier case over 12 months old, which is due to an information notice being appealed to the Tribunal for which we still await the outcome.
66% of Freedom of Information tribunal hearings in our favour		83%	82%	76%	57%	77%	Green	Data is reported in-year as a quarterly snapshot; during Q1, 78 First-tier Tribunal (FTT) cases were closed, of which 60 were successfully defended (77%). (NB: 'Successfully defended' is outcomes other than 'Allowed' and 'Part-Allowed').
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'.

Key to RAG ratings*

Green = at, or above, target ; Amber = within 10% of target; Red = more than 10% away from target

(*except for measures targeting 'less than 1%') Green = at, or less than, 1%; Amber = between 1% and 2% ; Red = greater than 2%

Measures	Charter Service Standard Measures	2023/24 Q1	2023/24 Q2	2023/24 Q3	Previous Quarter 2023/24 Q4	Latest Quarter 2024/25 Q1	RAG Status Q1	Q1 Comments
We will publish all recommendations made in our FOI complaints handling work		100%	100%	100%	100%	100%	Green	All recommendations are published on the ICO website under 'Action we've taken' - 'FOI Regulatory Action'.
We will publish all recommendations made in our audit work		100%	100%	100%	100%	100%	Green	6 executive summary reports were published in Q1 along with an overview report on our work in relation to mobile phone extraction by police forces. <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>

Key to RAG ratings*

Green = at, or above, target ; Amber = within 10% of target; Red = more than 10% away from target

(*except for measures targeting 'less than 1%') Green = at, or less than, 1%; Amber = between 1% and 2% ; Red = greater than 2%

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

Research underpinning the five 'shifts of approach' which support this objective are reported annually alongside our 'outcome' and 'sentiment' measures. Our baseline data for these measures was presented as part of our 2023/24 year-end (Q4) scorecard, published in May 2024.

Key to RAG ratings*

Green = at, or above, target ; Amber = within 10% of target; Red = more than 10% away from target

(*except for measures targeting 'less than 1%') Green = at, or less than, 1%; Amber = between 1% and 2% ; Red = greater than 2%