

# ICO25 Performance Scorecard

## Objective one: Safeguard and empower people

Measures	Charter Service Standard Measures	2022/23 Q2 performance	2022/23 Q3 performance	2022/23 Q4 performance	Previous Quarter 2023/24 Q1 performance	Latest Quarter 2023/24 Q2 performance	RAG Status Q2	Q2 Comments
We will assess and respond to 80% of Data Protection complaints within 90 days	Charter Measure	53.5%	69.4%	87.0%	96.2%	92.7%	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 remain within service standards, and we continue to provide a good service.
Less than 1% of our Data Protection complaints caseload will be over 12 months old		0.3%	0.3%	0.4%	0.3%	0.2%	Green	We continue to exceed our performance in this area and currently have 15 cases that are over 12 months old.
In 100% of cases, the Parliamentary and Health Service Ombudsman (PHSO) do not uphold a complaint about the ICO		91%	100%	100%	100%	100%	Green	In Q2 we received 20 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 Q2.

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Measures	Charter Service Standard Measures	2022/23 Q2 performance	2022/23 Q3 performance	2022/23 Q4 performance	Previous Quarter 2023/24 Q1 performance	Latest Quarter 2023/24 Q2 performance	RAG Status Q2	Q2 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	85.4%	89.1%	86.5%	84.7%	88.8%	Amber	95 out of 107 service complaints were investigated and responded to within 30 calendar days during the quarter. Of the 12 falling outside the 30 days, 4 related to Public Advice, 7 to DP Complaints and 1 to FOI Complaints. We continue to focus on improving our performance in this important work area and have introduced different initiatives aimed at increasing our service levels. This includes having a manager lead to provide oversight and direction to the wider leadership team on a weekly basis to ensure that reviews are completed on time and to a high standard. We are also exploring other ways to help us streamline our approach and to gather insight into how we can do this work better.
95% of investigations close within 12 months of starting		72.9%	68.6%	72.4%	86.7%	90.9%	Amber	Across the Directorate 77 investigations were closed in Q2, with 70 achieving this target. 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. We continue to deprioritise investigations where regulatory intervention is assessed as lacking value.

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Measures	Charter Service Standard Measures	2022/23 Q2 performance	2022/23 Q3 performance	2022/23 Q4 performance	Previous Quarter 2023/24 Q1 performance	Latest Quarter 2023/24 Q2 performance	RAG Status Q2	Q2 Comments
We will respond to 100% of Information Access Requests within statutory deadlines	Charter Measure	97%	96.3%	97.9%	96.4%	98.2%	Amber	We have continued to maintain a high level of timeliness compliance in Q2 2023/24, with 98.2% of requests responded to within statutory deadlines (compared to 97% in Q2 2022/23). Overall numbers of late cases remain low, despite the number of requests we received increasing by 22% from Q1 to Q2. Only 13 out of the 724 requests we responded to were outside of the statutory deadline in Q2. We continue 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 these volumes.
We will achieve a customer satisfaction index (CSI) score of 74		Annual measure	Annual measure	Survey process in progress	70.2	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 Q2 performance	2022/23 Q3 performance	2022/23 Q4 performance	Previous Quarter 2023/24 Q1 performance	Latest Quarter 2023/24 Q2 performance	RAG Status Q2	Q2 Comments
We will resolve 80% of written enquiries within 7 calendar days <i>(Combined measure of Public and Business Advice enquiries)</i>	Charter Measure	83.8%	88.6%	89.5%	86.6%	84.5%	Green	We have maintained performance throughout Q2 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	97.2%	98.0%	97.5%	97.9%	98.0%	Amber	Our performance in Q2 was just outside service standards at 98%, this equates to 94 out of time. We have been exploring ways to improve our overall delivery to achieve service standards, for example by scrutinising the requests that fall outside of service standards to understand how we can make improvements and exploring ways that we can improve our approach.
We will answer 80% of calls within 60 seconds <i>(Combined public advice and business services calls)</i>	Charter Measure	86% (public advice)	87% (public advice)	80.2% (public advice)	77%	84%	Green	Overall during Q2, 58,941 calls were answered within 60 seconds out of 70,427 calls answered (84%); an increase in both call volumes and in timeliness. <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 Q2 performance	2022/23 Q3 performance	2022/23 Q4 performance	Previous Quarter 2023/24 Q1 performance	Latest Quarter 2023/24 Q2 performance	RAG Status Q2	Q2 Comments
We will answer 80% of live chats within 60 seconds <i>(Combined public advice and business services live chats)</i>	Charter Measure	90% (public advice)	91% (public advice)	93% (public advice)	84%	85%	Green	During Q2, an improved 75% were answered within 60 seconds in business services and 93% in public advice; overall a combined total of 11,875 chats were answered within 60 seconds out of 14,015 chats answered (85%). <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	79.3%	80.5%	62.1%	84.3%	83.0%	Green	Intake remained high in Q2. To date, we have received almost 29% (1,245) more breach reports this year than last. We have not been able to identify any particular trend or driver for this quarter's increase. More than half of our workload remains over 30 days old, meaning achieving this measure continues to be a challenge.
Less than 1% personal data breach reports will be over 12 months old		15.9%	12.3%	0.4%	0.2%	0.1%	Green	At the end of Q1 only 2 out of 1,852 cases were over 12 months old (0.1%).
90% of our audit recommendations are accepted in full or in part		98%	100%	100%	99%	89%	Amber	5 audits were completed in Q2. 196 recommendations were made. 175 were accepted or partially accepted, and 21 were rejected. The rejected recommendations all relate to one audit which is now being followed up in conjunction with a live investigation.

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80% of accepted recommendations, in full or in part, are completed or being actioned		98%	100%	94%	97%	97%	Green	4 follow-ups were completed in Q2. 132 recommendations had been accepted or partially accepted across the 4 audits. 70 had been completed, 58 were in progress and 4 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%	100%	N/A (None received)	Not Applicable	The team received no submissions for Prior Consultation in Q2.

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## Objective three: Promote openness and transparency

Measures	Charter Service Standard Measures	2022/23 Q2 performance	2022/23 Q3 performance	2022/23 Q4 performance	Previous Quarter 2023/24 Q1 performance	Latest Quarter 2023/24 Q2 performance	RAG Status Q2	Q2 Comments
We will reach a decision and respond to 90% of Freedom of Information concerns within 6 months	Charter Measure	63.4%	61.3%	73.6%	93.3%	96.3%	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 through 2023/24, although this is dependent on available resource and the volume of new complaints - which are currently 35% higher than the first two quarters last year.
Less than 1% of our Freedom of Information caseload will be over 12 months old		9.0%	9.0%	6.3%	4.9%	3.4%	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 (33 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 0.19% over 12 months old (2 cases).
66% of Freedom of Information tribunal hearings in our favour		76%	71%	87%	83%	82%	Green	Data is reported in-year as a quarterly snapshot; during Q2 62 First-tier Tribunal (FTT) cases were closed, of which 51 were successfully defended (82%). (NB: 'Successfully defended' is outcomes other than 'Allowed', 'Part-Allowed' and 'Consent Order'). Our overall performance at mid-year stands at 83% (91 out of 110 cases).

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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		New measure	On track (cobmined measure)	On track (cobmined measure)	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		New measure	On track (cobmined measure)	On track (cobmined measure)	100%	100%	Green	6 executive summary reports were published in Q2. We also published overview reports from our audits with Police Forces and Scottish Health Boards. We published an overview report of our audits of Telecommunications Operators under the Investigatory Powers Act. In addition we published our 'Year In Focus' report for 2022/23. <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 measures underpinning the five 'shifts of approach' which support this objective are in development alongside our 'outcome' and 'sentiment' measures. We will add these to the scorecard as they are baselined.

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