

ICO25 Performance Scorecard

Objective one: Safeguard and empower people

Measures	Charter Service Standard Measures	2023/24 Q2	2023/24 Q3	2023/24 Q4	Previous Quarter 2024/25 Q1	Latest Quarter 2024/25 Q2	RAG Status Q2	Q2 Comments
We will assess and respond to 80% of Data Protection complaints within 90 days	Charter Measure	92.7%	88.2%	64.8%	49.9%	35.9%	Red	As reported last quarter, our declining performance is primarily due to a maintained demand for our services running alongside a reduced capacity. We received an additional 370 DP complaints in quarter two compared to quarter one totalling 10,586. With high demand for our services set to continue we expect that performance against this measure will continue to slide until we are in a position to roll out significant digital and process changes. Plans to transform the way we deal with customer complaints are in train with a staged roll-out planned once we have consulted on them. Work will start on automating our case creation process in January with a March deliverable.
We will assess and respond to 90% of Data Protection complaints within 6 months	Charter Measure	99.7%	99.7%	99.5%	99.2%	98.7%	Green	This measure was reintroduced to the scorecard in Q1 to supplement the recovery reporting of our 90-day measure whilst it is performing below target. Performance in Q2 remained above target, though do we anticipate it will slide until the digital and process improvements described above are introduced.

Key to RAG ratings*

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Measures	Charter Service Standard Measures	2023/24 Q2	2023/24 Q3	2023/24 Q4	Previous Quarter 2024/25 Q1	Latest Quarter 2024/25 Q2	RAG Status Q2	Q2 Comments
Less than 1% of our Data Protection complaints caseload will be over 12 months old		0.2%	0.2%	0.1%	0.2%	0.1%	Green	We continue to exceed our performance in this area and had 10 cases that were over 12 months old at the end of Q2. Our management team in PADPCS has close oversight of these cases and is 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 Q2 we received 3 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 Q2.</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	88.8%	91.2%	90.9%	88.5%	92.1%	Green	We dealt with 101 service complaints during this quarter, with 8 taking longer than 30 days (92.08%). Weekly reminders are sent round to highlight service complaints that are approaching their deadline.

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Measures	Charter Service Standard Measures	2023/24 Q2	2023/24 Q3	2023/24 Q4	Previous Quarter 2024/25 Q1	Latest Quarter 2024/25 Q2	RAG Status Q2	Q2 Comments
95% of investigations close within 12 months of starting		90.9%	97.6%	97.6%	90.2%	95.7%	Green	Q2 performance maintains the overall improvement in directorate performance against this ICO25 measure, and the impact of the new prioritisation process in Better Regulatory Interventions is now feeding through into caseload volume. In the last quarter, 23 cases were closed, with one case exceeding the target deadline.
We will respond to 100% of Information Access Requests within statutory deadlines	Charter Measure	98.2%	97.3%	98.4%	98.4%	97.6%	Amber	The ICO has set an ambitious target of 100% against this measure, and we have continued to maintain a high level of performance in Q2. Despite reduced capacity on the team, we have been able to absorb additional workload and achieve a compliance rate of 97.6%. 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.

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Objective two: Empower responsible innovation and sustainable economic growth

Measures	Charter Service Standard Measures	2023/24 Q2	2023/24 Q3	2023/24 Q4	Previous Quarter 2024/25 Q1	Latest Quarter 2024/25 Q2	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	84.5%	88.2%	92.0%	91.9%	91.5%	Green	We continued to meet our target in Q2 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%	98.6%	99.3%	99.1%	99.2%	Green	Our performance remained on target in Q2 against this charter measure.
We will answer 80% of calls within 60 seconds (<i>Combined public advice and business services calls</i>)	Charter Measure	84%	88%	86%	87%	87%	Green	Overall during Q2, 61,643 calls were answered within 60 seconds out of 70,908 calls answered (87%), representing sustained performance in support of a slightly increased volume to those received and answered in Q1.
We will answer 80% of live chats within 60 seconds (<i>Combined public advice and business services live chats</i>)	Charter Measure	85%	90%	92%	93%	92%	Green	During Q2, a combined total (across business services and public advice) of 13,273 chats were answered within 60 seconds out of 14,395 chats answered in the quarter (92%).

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Measures	Charter Service Standard Measures	2023/24 Q2	2023/24 Q3	2023/24 Q4	Previous Quarter 2024/25 Q1	Latest Quarter 2024/25 Q2	RAG Status Q2	Q2 Comments
We will refer or close 80% of personal data breach reports within 30 days	Charter Measure	83.0%	69.0%	63.5%	84.8%	87.0%	Green	As described last quarter, although performance against this measure remains 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. We are considering changes we can make to close cases more efficiently. However, we project that performance will decrease against this measure later 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		0.1%	0.1%	0.0%	0.1%	3.4%	Red	As outlined in our Q1 report, we anticipated that the increasing age of our average caseload would adversely impact performance against this measure, and this has moved performance to red during Q2. The number of PDB reports over 12 months old at the end of the quarter was 66. We are currently developing digital improvements as part of our new operating model, which we anticipate will improve performance in 2025/26, though forecast a continued decrease in performance until these changes are embedded.
90% of our audit recommendations are accepted in full or in part		89%	100%	99%	100%	99%	Green	12 audits were completed in Q2. 323 recommendations were made, 322 of which were accepted or partially accepted with 1 rejected.

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Measures	Charter Service Standard Measures	2023/24 Q2	2023/24 Q3	2023/24 Q4	Previous Quarter 2024/25 Q1	Latest Quarter 2024/25 Q2	RAG Status Q2	Q2 Comments
80% of accepted recommendations, in full or in part, are completed or being actioned		97%	94%	95%	100%	95%	Green	6 follow-ups were completed in Q2. 300 recommendations had been accepted or partially accepted. 176 were completed and 108 were in progress at the time of the follow-ups. There were 16 recommendations that had not been started.
We will respond to 100% of prior consultation submissions within statutory timeframes	Charter Measure	N/A (None received)	100%	N/A (None received)	N/A (None received)	N/A (See commentary)	Not Applicable	1 submission was received during Q2 and dealt with within timeframes, however was withdrawn at the end of the process by the controller. There were therefore no applicable submissions in line with the measure this quarter.

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Objective three: Promote openness and transparency

Measures	Charter Service Standard Measures	2023/24 Q2	2023/24 Q3	2023/24 Q4	Previous Quarter 2024/25 Q1	Latest Quarter 2024/25 Q2	RAG Status Q2	Q2 Comments
We will reach a decision and respond to 90% of Freedom of Information concerns within 6 months	Charter Measure	96.3%	97.4%	95.3%	95.3%	95.9%	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 Q2. 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		3.4%	2.8%	0.1%	0.1%	0.2%	Green	There are now three outlier cases over 12 months old. All are due to information notices appealed and we await judgements from the tribunals before we can proceed further with our investigation.
66% of Freedom of Information tribunal hearings in our favour		82%	76%	57%	77%	81%	Green	Data is reported in-year as a quarterly snapshot; during Q2, 53 First-tier Tribunal (FTT) cases were closed, of which 43 were successfully defended (81%). (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'.

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Measures	Charter Service Standard Measures	2023/24 Q2	2023/24 Q3	2023/24 Q4	Previous Quarter 2024/25 Q1	Latest Quarter 2024/25 Q2	RAG Status Q2	Q2 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	7 executive summary reports were published in Q2 along with an overview report on our work on police forces' compliance with FOI. <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

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.

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