

Management Board Scorecard

Measures	Charter Service Standard Measures	2021/22 Q4 performance	Previous Quarter 2022/23 Q1 performance	Latest Quarter 2022/23 Q2 performance	RAG Status Q2	Q2 Comments
We will assess and respond to 80% of Data Protection concerns within 90 days	Charter Measure	32.6%	46.0%	53.5%	Red	We continue to make progress against this key performance indicator and to close more cases than we receive. We are committed to getting to people's cases quickly to help them with their information rights. We have introduced a dedicated working group specifically targeting this KPI, monitoring allocation and throughput, we have amended standard processes in favour of outcomes that focus on customer needs, and a range of casework support networks that look to remove barriers to delivery that all aim to speed up decision making. As a result we are seeing monthly improvements to our timeliness and in October 66% of DP concerns received a decision within 90 days. We therefore remain confident that we will deliver against this KPI by year end.
We will assess and respond to 90% of Data Protection concerns within 6 months	Charter Measure	92.4%	94.1%	96.6%	Green	We are continuing to meet this key performance indicator and to improve our delivery.
Less than 1% of our Data Protection complaints caseload will be over 12 months old		1.26%	0.5%	0.30%	Green	Our performance has further improved in this area to ensure that we continue to reduce the number of older cases.
We will resolve 80% of written enquiries within 7 calendar days <i>(Combined measure of Public and Business Advice enquiries)</i>	Charter Measure	76.8%	81.0%	83.8%	Green	Sustained performance since Q1 with a continued focus on further improving the timeliness of responding to requests for advice.
We will resolve 99% of written enquiries within 30 calendar days <i>(Combined measure of Public and Business Advice enquiries)</i>	Charter Measure	96.4%	96.9%	97.2%	Amber	There has been a continued improvement in the volume of written enquiries resolved within 30 calendar days and we remain on track to deliver against this by year end.
We will answer 80% of calls within 60 seconds	Charter Measure	76%	86%	86%	Green	Sustained performance from Q1, with an increase in overall call volume - 24,816 calls answered overall out of 25,386 presented (97.75%, ahead of our 95% target). Calls from the public remain high with 97.69% answered, we continue to focus on continued improvement in this area.
We will answer 80% of live chats within 60 seconds	Charter Measure	88%	92%	90%	Green	An increase from 6,710 chats presented in Q1 to 7,379 in Q2. The overall percentage answered remained above target at 97.24%, with 90.27% answered within 60 seconds. We continue to focus on providing an equally good service to the public, with 91% of chats answered in line with this KPI.
In 100% of cases, the Parliamentary and Health Service Ombudsman (PHSO) do not uphold a complaint about the ICO		100%	100%	91%	Amber	Across Q2 we received 11 PHSO complaints, one of which was upheld due to a missed service level agreement (SLA). 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	71.4%	72.5%	85.4%	Amber	We have continued to focus our attention in improving the service we provide to our customers and to ensure that those that do submit a service complaint receive a timely response. We have made improvements in recent months, and have ongoing work to ensure our recording of turnaround times is accurately reflected and that all managers can clearly identify cases at risk of an out of time reply.
Customer satisfaction score		Annual measure	Annual measure	Annual measure	Not Applicable	Our baseline overall ICO Customer Satisfaction Index (CSI) is 69.4, with satisfaction at 60.4 for our Public Services and 80.7 for Business Services. We remain committed to improving our customer satisfaction index score and have set targets to do so as part of ICO25.

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We will refer or close 80% of personal data breach reports within 30 days	Charter Measure	74%	55.8%	79.3%	Amber	Staffing levels improved in the Personal Data Breach Service in Q2, with almost 90% of operational posts filled by the end of September. Recruitment to fill remaining posts is well underway. A quarter of staff still had less than six months in role, and the service continued to divert more experienced staff away from casework, to train new starters. Of the cases we closed or referred in Q2, almost 80% were actioned in 30 days. However, we received more cases in Q2 than in Q1 and due to the staffing situation, by the middle of Q2 we were unable to keep pace with receipts. Therefore, we expect future performance against this measure to dip, as we action cases that are already over 30 days old.
Less than 1% personal data breach reports will be over 12 months old		<1%	15.1%	15.9%	Red	The percentage of cases over 12 months old at the end of Q2 is consistent with the position at the end of Q1. As reported previously, the marked increase since Q4 is caused by the Investigations Cyber team now conducting some investigations in ICE, and we are therefore reviewing the measure and target in line with the impact of this change.
Less than 1% of our Freedom of Information caseload will be over 12 months old		6.62%	7.2%	9.0%	Red	This KPI will remain outside its target in the coming months as a result of the complaint casework queue becoming older. We will gradually see this reduce once the new staff we secured as part of our original recovery plan are trained. This will increase towards the end of the financial year as we develop our wider cross-ICO plan to return to pre-pandemic service levels across the business (including FOI) by March, as set out in ICO25.
We will reach a decision and respond to 80% of Freedom of Information concerns within 6 months	Charter Measure	66.76%	67.6%	63.4%	Red	As above, this will remain out of target as we implement our recovery plan. Beyond this, we are also doing work as part of ICO25 to look beyond next March to identify how we should deliver our service going forward. We are tracking well against our original recovery plan, which puts us in a good place as we implement new approaches to case closure, that have helped us allocate significantly more cases out to caseworkers to start accelerating our recovery in line with our ICO25 commitments. We have moved to less than 2,000 cases in-hand for the first time in around 18 months. We have also identified a clear group of cases that we can allocate to the surge support anticipated in the New Year, which will help us hit our recovery target.
66% of Freedom of Information tribunal hearings in our favour		72%	74%	76%	Green	17 First-Tier Tribunal cases were closed in Q2, of which 13 were successfully defended (NB: 'Successfully defended' is outcomes other than 'Allowed', 'Part-Allowed' and 'Consent Order').
80% of accepted recommendations, in full or in part, are completed or being actioned		96%	100%	98%	Green	New measure for ICO25, superseding "90% of our audit recommendations will be accepted in full or in part", which reported at 99% in 2021/22 and into Q1 of 2022/23. This new, more outcome-focused measure, will better demonstrate that controllers are taking positive actions on recommendations.
Positive feedback from Sandbox participants		91% (2021/22 Outturn)	N/A (Annual)	97.3%	Green	There were three Sandbox exit reports published since April 2022, with five due before next reporting period in April 2023. At the end of October there were eight participants in the Sandbox, a new area of focus on Biometrics was published in late September.
We will respond to 92% of Information Access Requests within statutory deadlines	Charter Measure	71%	92%	97%	Green	Following implementation of an ambitious recovery plan, the significant backlog of requests built up before and during the pandemic has now been cleared, and we are now achieving timely performance in turnaround of requests within statutory deadlines.

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Number of organisations working with the Innovation Hub		55	16	220	Not Applicable	During this period The Innovation Hub: * delivered workshops to innovators tasked with advancing the maturity of privacy-enhancing technologies (PETs) combating financial crime and boosting pandemic response capabilities in the CDEI led UK/US PETs Challenge. * delivered mentoring support in the Financial Conduct Authority and Payment Systems Regulator TechSprint addressing Authorised Push Payment Fraud. * worked with Innovate UK Edge on referrals to the ICO
70% of external DPIA requests for advice to be responded to in 8 weeks	Charter Measure	100%	100%	100%	Green	6 cases received and closed within 8 weeks in Q2.
We will respond to 100% of prior consultation submissions within statutory timeframes	Charter Measure	N/A (1 case not yet due)	100%	100%	Green	1 case received and closed in Q2.
100% of regulatory outcome fines have a recovery action plan within 2 working days of the debt becoming due		100%	100%	100%	Green	This KPI continued to be met in Q1 (11 cases), and in Q2 (2 cases).
95% of investigations close within 12 months of starting		74.2%	69.0%	70.7%	Red	Across Q2, in Civil Investigations 64 out of 86 investigations were closed within 12 months of starting, along with 4 out of 9 Criminal Investigations, 3 out of 6 Cyber Investigations and 23 out of 28 PDMIT Investigations. Delay in the other cases is due to impact of regulatory posture during the pandemic and cases remaining open on our system for decision-making, legal review and completion of Tribunal / Court processes and outcomes. We have strengthened our triage processes so that we are closing cases earlier, where they are assessed as low risk, and our regular process of case reviews in order to identify and mitigate slippage on existing cases. A MI related improvement will be made to our case management system in October improving the accuracy of the data we use to report.
We will deliver ICO role in UK adequacy process to agreed timetables to enable support delivery of adequacy findings		On target	On target	On target	Green	In Q2, we provided written responses to the Government on two assessments currently in the Assessment phase, and are currently reviewing a third assessment. We also shared one response on a proposed policy position as part of the Recommendation phase. All timelines are currently being met

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%