

Management Board Scorecard

Measures	Charter Service Standard Measures	Previous Quarter 2021/22 Q4 performance	Latest Quarter 2022/23 Q1 performance	RAG Status Q1	Q1 Comments
We will assess and respond to 80% of Data Protection concerns within 90 days	Charter Measure	32.6%	46.0%	Red	This key performance indicator reflects our ambition to provide as many people as possible with outcomes to their cases as soon as we are able. We continue to close more cases than we receive and are getting to issues quicker and remain on track to deliver against this stretching target by year-end.
We will assess and respond to 90% of Data Protection concerns within 6 months	Charter Measure	92.4%	94.1%	Green	We have made significant progress in terms of delivery and are now able to meet this KPI as a matter of routine.
Less than 1% of our Data Protection complaints caseload will be over 12 months old		1.26%	0.5%	Green	We were able to resolve a number of our oldest case in the past few months, and continue to keep our oldest cases under close review
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%	Green	We have reviewed our approaches to providing advice, and have been able to improve timeliness as a result and expect to continue to deliver against this target in months ahead.
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%	Amber	Further improvement since Q4, with 2,141 out of 2,210 cases resolved within 30 calendar days.
We will answer 80% of calls within 60 seconds	Charter Measure	76%	86%	Green	Improvement from Q4, with 95% of 22,395 calls answered overall, and consistent performance above our target across the whole quarter.
We will answer 80% of live chats within 60 seconds	Charter Measure	88%	92%	Green	Continued performance significantly above target during Q1, with 97% of chats answered of out 6,710 presented in total.
In 100% of cases, the Parliamentary and Health Service Ombudsman (PHSO) do not uphold a complaint about the ICO		100%	100%	Green	Across Q1 we received 16 PHSO complaints, of which none were upheld.
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%	Red	In Q1, 79 out of 109 service complaints were investigated and responded to within 30 calendar days. The highest volume of these were 96 Data Protection complaints, 67 of which (70%) were responded to within timescales.
Customer satisfaction score		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 are currently consulting on an overall CSI score ambition of 74 as part of ICO25 in support of our objective to safeguard and empower people.

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We will refer or close 80% of personal data breach reports within 30 days	Charter Measure	74%	55.8%	Red	We were unable to progress and close cases as quickly as we would have liked. Throughout Q1, the PDB team had just 80% of its operational roles filled. And of the staff members that were in post, more than half had <6 months experience of breach work. This means that 100% of our operational staff were either in training or responsible for training others. However, as our newer staff continue to grow in experience, they will be able to make improvements. We will also work with People Services to review our approach to recruitment. Although all sectors in the economy are reporting recruitment difficulties, we must make sure we're doing all we can to mitigate these difficulties and ensure our offer is attractive. We are reviewing whether a more appropriate measure in support of ICO25 would be to report the average time to close or refer reports, in order to provide a more holistic overview which tracks all cases, both old and new, through the process.
Less than 1% personal data breach reports will be over 12 months old		<1%	15.1%	Red	137 out of 910 personal data breach reports were over 12 months old at the end of Q1. The marked increase since Q4 is caused by the Investigations Cyber team now conducting some investigations in ICE. 136 of the 137 reports relate to cyber cases. Given that this process change will have a long-term impact on performance, we will review both the appropriateness of the measure and its target as part of our ICO25 consultation, to ensure that we reflect the process change, whilst also striving to continue targeting improvements in reducing the number of older reports.
Less than 1% of our Freedom of Information caseload will be over 12 months old		6.62%	7.2%	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%	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 looking to introduce early resolution training for all staff, as well as how we will implement a new public interest prioritisation approach. The latter in particular will inform new KPIs to mirror this new approach to prioritisation from next year that will come forward for approval once developed. At present we are tracking well against our original forecast and keeping pace with the demand for our service. We have reduced our caseload in line with our original expectations by well over 150 cases from its peak this year (down from 2,305 in May to 2,130 in July, against a projection of 2,133 at this stage). This reduction is now expected to accelerate as the additional resources we have recruited are trained up and we deliver new methods of case resolution.
66% of Freedom of Information tribunal hearings in our favour		72%	74%	Green	39 First-Tier Tribunal cases were closed in Q4, of which 29 were successfully defended (NB: 'Successfully defended' is outcomes other than 'Allowed', 'Part-Allowed' and 'Consent Order').
90% of our audit recommendations will be accepted in full or in part		99%	99%	Green	241 recommendations issued so far in 2022/23 of which 0.8% are urgent priority, 55.2% high priority, 31.1% medium priority and 12.9% low priority.
Positive feedback from Sandbox participants		91% (2021/22 Outturn)	N/A (Annual)	Not Applicable	This is an annual measure. There was one Sandbox exit report published in April, two are due within quarter 2. At the end of June there were 9 participants in the Sandbox.

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We will respond to 92% of Information Access Requests within statutory deadlines	Charter Measure	71%	92%	Green	We have achieved our recovery plan objectives. These were to achieve 92% compliance by the end of Q1 and all cases over 3 months old to be closed. At the end of Q1 we had no cases that were overdue. We are reviewing our target with a view to targeting further improvements as part of our ICO25 consultation process.
Number of organisations working with the Innovation Hub		55	16	Not Applicable	The Hub engages with businesses and public sector organisations (including regulators), and activities and outputs are tailored to each individual project. Projects which were progressed during the first quarter include: <ul style="list-style-type: none"> • ICO input in the UK/US PETS Challenge launched by President Biden in the Summit for Democracy end of 2021. • Supporting FCA with the upcoming Authorised Push Payment Fraud TechSprint. • Developing a new MOU with Geovation, the Ordnance Survey Accelerator to support our smart cities work. • Delivery to innovators working within the Defence and Security Accelerator. • Working on Phase 2 of our delivery within the Connected Places Catapult Homes for Healthy ageing programme.
70% of external DPIA requests for advice to be responded to in 8 weeks	Charter Measure	100%	100%	Green	6 cases received in period (3 of which were closed in period) 100% were closed within 8 weeks
We will respond to 100% of prior consultation submissions within statutory timeframes	Charter Measure	N/A (1 case not yet due)	100%	Green	2 cases received in period (1 of which was closed in period) 100% were closed within statutory timeframe. Neither of the cases received in period related to law enforcement processing.
100% of regulatory outcome fines have a recovery action plan within 2 working days of the debt becoming due		100%	100%	Green	This KPI continued to be met in Q1 (11 cases).
95% of investigations close within 12 months of starting		74.2%	69.0%	Red	Across Q1, 60 out of 87 investigations were closed within 12 months of starting, the highest volume being Civil (31 out of 47), Cyber (6 out of 8), Privacy and Digital Marketing Investigations (21 out of 22), and the Criminal Investigation Team (2 out of 8 cases). 27 cases did not meet this KPI target in Q1. The majority (16) of these were in Civil along with 6 cases in Criminal. Most of the Civil cases relate to a particular data controller and have been closed due to a thematic approach to that controller. Delay in the other cases is due to impact of regulatory posture during the pandemic (for example delay in serving a caution), and cases remaining open on our system for decision-making, legal review and completion of Tribunal / Court processes and outcomes.
We will deliver ICO role in UK adequacy process to agreed timetables to enable support delivery of adequacy findings		On target	On target	Green	In Q1, we provided written responses to the Government on two assessments currently in the Assessment 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%