

ICO25 Performance Scorecard

Objective one: Safeguard and empower people

Measures	Charter Service Standard Measures	2022/23 Q1 performance	2022/23 Q2 performance	2022/23 Q3 performance	Previous Quarter 2022/23 Q4 performance	Latest Quarter 2023/24 Q1 performance	RAG Status Q1	Q1 Comments
We will assess and respond to 80% of Data Protection complaints within 90 days	Charter Measure	46.0%	53.5%	69.4%	87.0%	96.2%	Green	During Q1 we have exceeded this key performance indicator and ended the quarter on 96.2% of customer complaints being assessed in 90 days. It's important that we provide a good service to our customers and we've continued to prioritise this. We've also continued to have a dedicated group of managers focus on the allocation of work and performance across the department.
We will assess and respond to 90% of Data Protection complaints within 6 months	Charter Measure	94.1%	96.6%	98.3%	98.8%	99.7%	Green	We once again outperformed against target during Q1, achieving 99.7%. As a result, we propose to retire this measure from the ICO25 scorecard in future quarters and focus our performance reporting on the timelier 90-day measure (above), which performed at 96.2% this quarter. Should our 90-day measure performance fall below target at any point in the future, we will reintroduce this measure as part of performance recovery reporting.
Less than 1% of our Data Protection complaints caseload will be over 12 months old		0.5%	0.3%	0.3%	0.4%	0.3%	Green	We continued to exceed our target during Q1 and continue to focus on improving the service we offer to our customers.

Key to RAG ratings*

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Measures	Charter Service Standard Measures	2022/23 Q1 performance	2022/23 Q2 performance	2022/23 Q3 performance	Previous Quarter 2022/23 Q4 performance	Latest Quarter 2023/24 Q1 performance	RAG Status Q1	Q1 Comments
In 100% of cases, the Parliamentary and Health Service Ombudsman (PHSO) do not uphold a complaint about the ICO		100%	91%	100%	100%	100%	Green	In Q1 we received 9 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 Q1.
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	72.5%	85.4%	89.1%	86.5%	84.7%	Amber	Performance in this area remains steady and close to the scorecard target but we recognise the need for us to further improve to ensure our customers receive a timely response to their service complaints. This is an important area of work and we will strive to see further improvements during this review year. We are reviewing the supporting data to help shape the best way for us to make improvements.

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Measures	Charter Service Standard Measures	2022/23 Q1 performance	2022/23 Q2 performance	2022/23 Q3 performance	Previous Quarter 2022/23 Q4 performance	Latest Quarter 2023/24 Q1 performance	RAG Status Q1	Q1 Comments
95% of investigations close within 12 months of starting		70.6%	72.9%	68.6%	72.4%	86.7%	Amber	<p>We have recently completed a comprehensive review of our end-to-end investigative processes. Our performance metrics, including the current measure reported here, are under review as part of delivering improvements required for our investigations.</p> <p>Functional team performance varies across the Directorate in achieving target. The Criminal Investigation Team performance against the target in Q1 was 100% (4 cases closed). PDMIT performance was 100% (16 cases closed). Civil Investigation was 87.18% (78 closed - 68 within target). For the third quarter, the Cyber team's performance has acted as the main drag on overall performance, although improving on Q4 with 66.67% (15 closed - 10 within target). A number of remedial actions have been taken in Cyber to improve performance, such as de-prioritisation of cases with lowest risk, and seeking input from external legal to support case turnaround.</p>

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Measures	Charter Service Standard Measures	2022/23 Q1 performance	2022/23 Q2 performance	2022/23 Q3 performance	Previous Quarter 2022/23 Q4 performance	Latest Quarter 2023/24 Q1 performance	RAG Status Q1	Q1 Comments
We will respond to 100% of Information Access Requests within statutory deadlines	Charter Measure	92%	97%	96.3%	97.9%	96.4%	Amber	We have continued to maintain a high level of timeliness compliance in Q1 2023/24, with 96.4% of requests responded to within statutory deadlines (compared to 92% in Q1 2022/23). Late referral of requests from other areas of the business remains our primary reason for late responses, but we expect this to decrease over the coming months as backlog reduction projects in other departments come to an end. We are also continuing to engage with teams across the office to improve processes and promote awareness and understanding of how we handle information access requests.
We will achieve a customer satisfaction index (CSI) score of 74		Annual measure	Annual measure	Annual measure	Survey process in progress	70.2	Amber	We received a corporate customer satisfaction* index (CSI) score of 70.2 which is an improvement of 0.8 since our first customer survey. Our 'Amber' RAG rating is based on further ICO improvement against a national backdrop of decreasing CSI scores, whilst acknowledging the work to do on our overall ambition to achieve a score of 74 over the lifespan of ICO25. The great work across all teams has meant we have bucked the national trend and moved up 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 Q1 performance	2022/23 Q2 performance	2022/23 Q3 performance	Previous Quarter 2022/23 Q4 performance	Latest Quarter 2023/24 Q1 performance	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	81.0%	83.8%	88.6%	89.5%	86.6%	Green	Performance in this area remained steady and within standards. We are committed to exploring ways to further improve to ensure that our customers receive a timely response 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	96.9%	97.2%	98.0%	97.5%	97.9%	Amber	Performance levels remained consistent in Q1 and close to our customer charter measure; however we are keen to see further improvements in this area. We will review our current approach and explore ways to improve our performance.
We will answer 80% of calls within 60 seconds <i>(Combined public advice and business services calls)</i>	Charter Measure	86% (Public advice)	86% (Public advice)	87% (Public advice)	80.2% (Public advice)	77%	Amber	From Q1 2023/24 this measure has been expanded to include both public advice and business services 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. Overall during Q1, 49,058 calls were answered within 60 seconds out of 63,842 calls answered (77%). Our performance stood at 88% in public advice, and 69% in business services. We are currently training additional staff in the business services team to provide increased resource and improve our speed of answering calls.

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We will answer 80% of live chats within 60 seconds <i>(Combined public advice and business services live chats)</i>	Charter Measure	92% (public advice)	90% (public advice)	91% (public advice)	93% (public advice)	84%	Green	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. During Q1, 71% were answered within 60 seconds in business services and 95% in public advice; overall a combined total of 9,989 chats were answered within 60 seconds out of 11,941 chats answered (84%).
We will refer or close 80% of personal data breach reports within 30 days	Charter Measure	55.8%	79.3%	80.5%	62.1%	84.3%	Green	The #beatthebacklogs project helped us back into service level and we are now able to respond to customers more quickly. However, a high number of breach reports relating to cyber incidents affecting two data processors (as reported in the press) means that intake was around 50% higher than expected. Dealing with this work means that more than half of our workload is now over 30 days old. This will naturally make achieving this SLA in Q2 more challenging, although we expect to do so.
Less than 1% personal data breach reports will be over 12 months old		15.1%	15.9%	12.3%	0.4%	0.2%	Green	We continue to perform within this service level. At the end of Q1 only 2 out of 1,266 cases were over 12 months old (0.2%), and both cases have been subsequently closed.
90% of our audit recommendations are accepted in full or in part		99%	98%	100%	100%	99%	Green	7 audits were completed in Q1. 256 recommendations were made. 254 were accepted or partially accepted. 2 were rejected.

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80% of accepted recommendations, in full or in part, are completed or being actioned		100%	98%	100%	94%	97%	Green	4 follow ups were completed in Q1. 216 recommendations had been accepted or partially accepted across the 4 audits. 116 were completed, 94 were in progress and 6 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%	100%	Green	The team received one Prior Consultation case during Q1, which was completed and closed within statutory deadlines.

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Objective three: Promote openness and transparency

Measures	Charter Service Standard Measures	2022/23 Q1 performance	2022/23 Q2 performance	2022/23 Q3 performance	Previous Quarter 2022/23 Q4 performance	Latest Quarter 2023/24 Q1 performance	RAG Status Q1	Q1 Comments
We will reach a decision and respond to 90% of Freedom of Information concerns within 6 months	Charter Measure	67.6%	63.4%	61.3%	73.6%	93.3%	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.
Less than 1% of our Freedom of Information caseload will be over 12 months old		7.2%	9.0%	9.0%	6.3%	4.9%	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 (31 out of 39 cases) and will be dealt with via the recovery plan. Without Cabinet Office cases this measure would show green at 0.97% over 12 months old (8 cases).
66% of Freedom of Information tribunal hearings in our favour		74%	76%	71%	87%	83%	Green	Data is reported in-year as a quarterly snapshot; during Q1 48 First-tier Tribunal (FTT) cases were closed, of which 40 were successfully defended (83%). (NB: 'Successfully defended' is outcomes other than 'Allowed', 'Part-Allowed' and 'Consent Order').
We will publish 100% of our FOI case outcomes		100%	100%	100%	100%	100%	Green	All decision notices are published on the ICO website under 'Action we've taken'.

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We will publish all recommendations made in our FOI complaints handling work		New measure	New measure	On track (combined measure)	On track (combined measure)	100%	Green	From Q1 2023/24 we are reporting this KPI as a separate measure for FOI and audit recommendations, with supporting percentages.
We will publish all recommendations made in our audit work		New measure	New measure	On track (combined measure)	On track (combined measure)	100%	Green	<p>5 executive summaries were published in Q1. This figure includes 4 audits that were completed in Q1 and 1 that was completed in Q4. The 3 outstanding summaries from Q1 are of Scottish Health Boards which will be covered by an overarching outcomes report in Q2.</p> <p>Publication of executive summaries of audit reports is a part of our process; we also publish overview or thematic reports and are about to publish an annual review of our audit work. All of these publications contain information on recommendations. We are also working on the development of a recommendations database to improve the searchability of published executive summaries.</p> <p>We will report on 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.</p>

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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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