Appendix A

Information Governance
Performance Management Indicators

A & G Committee – April 2024

Table 1 – Service Unit All Requests for Information 2023/24

	DISCLOSURE	DPA SAR	FOI & EIR	TOTAL
Adult Social Care	160	28	81	269
Children's Social Care	437	159	94	690
Communities	1	11	143	155
Corporate (cross cutting requests(1)	6	22	80	108
Customer Programmes & Policy		2	17	19
Delivery – Regen (Future Places)(2)			6	6
Destination & Culture		2	73	75
Environment		1	148	149
Finance			122	122
Housing	50	65	138	253
People & Culture		14	65	79
Inclusion & Family Services		8	137	145
Information Technology			46	46
Law & Governance		3	35	38
Planning			96	96
Revenues & Benefits BCP (SVPP)			79	79
Transport & Engineering		1	98	99
Total	**654**	**316**	**1458**	**2428**

(1)   Corporate requests where information is held by more than one unit are processed by IG
(2)   Future Places (3 requests logged) will be removed from Jan 24

Table 2 – Service Unit FOI/EIR response rates 2023/24 (to Dec 2023)

	Q1	Q2	Q3	Overall Average (1)
Adult Social Care	89%	64%	83%	79%
Children's Social Care	64%	100%	82%	82%
Communities	87%	97%	98%	94%
Corporate cross cutting requests(2)	74%	74%	89%	79%
Customer Programmes & Policy	Nil	45%	50%	48%
Delivery – Regen (Future Places)(3)	100%	100%	100%	100%
Destination & Culture	85%	87%	84%	85%
Environment	98%	62%	68%	76%
Finance	63%	97%	72%	77%
Housing	70%	79%	89%	79%
People & Culture	73%	86%	85%	81%
Inclusion & Family Services	80%	98%	98%	92%
Information Technology	100%	80%	100%	93%
Law & Governance	56%	100%	10%	55%
Planning	78%	83%	74%	78%
Revenues & Benefits BCP (SVPP)	86%	82%	90%	86%
Transport & Engineering	99%	77%	88%	88%

(1)   Excludes Q4 data
(2)   Requests where information is held by more than one unit are processed by IG
(3)   Future Places will be removed from Q1 2024/25

Table 3 – BCP FOI/EIR quarterly volume & response rates – yearly comparison

Year	Q1 Requests	Q1 Response	Q2 Requests	Q2 Response	Q3 Requests	Q3 Response	Q4 Requests	Q4 Response	TOTAL REQUESTS	TOTAL RESPONSE
April 2020/21	196	81%	351	78%	313	79%	324	83%	1184	80%
April 2021/22	343	83%	311	88%	309	87%	342	73%	1305	83%
April 2022/23	309	85%	349	79%	272	82%	349	88%	1279	88%
April 2023/24	305	83%	343	83%	356	80%	454	82%*	1458	82%*

Requests - Number FOI/EIR requests logged and responded by all service units
Response - Percentage of requests responded within 20 business days
*April 23/24 projected response results (Q4 not available end April 24)

Table 4 - Information Commissioner's Office (ICO) target for FOI/EIR response rates

Good	95% or more of requests are responded to within 20 working days.	95% or more of internal review requests are responded to within recommended timescales.	Complaints to the ICO about late responses and failure to respond are rare and rarely upheld.
Adequate	90 to 95% of requests are responded to within 20 working days.	90 to 95% of internal review requests are responded to within recommended timescales.	Complaints to the ICO about late responses and failure to respond are occasional and sometimes upheld.
Unsatisfactory	Fewer than 90% of requests are responded to within 20 working days.	Fewer than 90% of internal review requests are responded to within recommended timescales	Complaints to the ICO about late responses and failure to respond are frequent and often upheld.

Table 5 - BCP FOI/EIR response rates within 20 business days – yearly comparison

	Q1	Q2	Q3	Q4	Yearly average %
FY 2020-21	81%	78%	79%	83%	80%
FY 2021-22	85%	88%	87%	73%	83%
FY 2022-23	85%	79%	82%	88%	88%
FY 2023-24	83%	83%	80%	82%*	82%*

*Projected response rate for Q4 and total 2023/24

Table 6 – Service Unit Subject Access Requests (SAR) volumes – yearly comparison

DSAR by Service Unit	2020/2021	2021/22	2022/23	2023/24
Adult Social Care	15	26	41	28
Children's Social Care	127	164	118	159
Communities	8	10	7	11
Cross Cutting	8	13	9	22
Customer, Prog & Policy	0	1	1	2
Destination and culture	0	0	0	2
Environment	1	0	0	1
Housing	9	23	38	65
People & Culture	15	7	4	14
Inclusion family & learning	14	11	2	8
Law and Governance	1	2	1	3
Revenues & Benefits (SVPP)	1	Nil	1	0
Planning	0	0	2	0
Transport & Engineering	0	4	0	1
Yearly Total	199	261	224	316

Table 7 – Service Unit Disclosure request volumes – yearly comparison

	2020/21	2021/22	2022/23	2023/24
Adult Social Care	153	171	83	160
Children's Social Care	217	301	213	437
Communities		3	1	1
Corporate cross cutting requests(2)	3	7		6
Customer Programmes & Policy			1	0
Housing	6	31	23	50
Inclusion & Family Services	2	1	2	0
Law & Governance	1			0
Planning	1			0
Revenues & Benefits BCP (SVPP)	4			0
Transport & Engineering		1		0
Yearly total	387	515	323	654

Table 8 – BCP Information Governance mandatory training

	Cyber Awareness and Staying Safe Online	Introduction to Data Protection	Headcount	Compliance Cyber	Compliance Data Protection
Aug 2020 to Aug 2023	3319	3188	6006	55.30%	53.10%
Dec 2020 to Dec 23	4204	4076	6273	67.02%	64.98%

Average headcount taken over period
Rolling percentage of compliance across the organisation

Table 9 – BCP Internal Reviews & ICO yearly comparison

	2020/21	2021/22	2022/23	2023/24
Internal Reviews	15	22	21	38
ICO Complaints	3	3	12	8
Yearly Total	18	25	33	46

Review Outcomes

	2020/21	2021/22	2022/23	2023/24
Position Maintained	7	16	17	21
Full Information released	11	7	9	12
Partial Information released		2	7	13

Key Highlights

Table 1 – Service Unit All requests for Information 2023/24

Highest volumes of requests for information processed by CSC 29%

60% of requests for FOI/EIR, 13% SAR, 27% Disclosure

Table 2 – Service Unit FOI/EIR Response rates 2023/24

5 units with consistent results through year: D & C, Inc & Family, IT, Revs and Bens, remaining units have inconsistent quarterly results

Table 3 – BCP FOI/EIR quarterly request volumes and response rates – yearly comparison

Number FOI requests increased 2023/24, notably in Q4 due to significant increase in volume of requests

Table 4 – Information Commissioner's Office target response rates for FOI/EIR

Table 5 – BCP FOI/EIR response rates within 20 business days – yearly comparison

BCP standing currently 'unsatisfactory' at an average of 82%

IG in process of reviewing service with a view to meeting minimum ICO response rate and customer service levels

Table 6 – Service Unit Subject Access Requests (SAR) volumes – yearly comparison

Significant increase in DSAR processed 2023/24 – overall 30% increase on previous year across SU's – all units increase (apart from ASC decrease)

75% increase in People & Culture (HR) SAR, 60 % increase in Corporate SAR processed by IG (Applications for personal data from ALL Council systems) often forming part of a formal complaint, 40% increase in Housing SAR.

DSAR response rates are not monitored, Increase in SAR (more complex) adding strain on IG resources across BCP

Table 7 – Service Unit Disclosure requests volumes – yearly comparison

Increase in requests for disclosure information on previous year

Majority disclosure requests processed by CSC and ASC

Table 8 – BCP Information Governance Mandatory Training

Increase in numbers of staff compliant with mandatory IG training

Table 9 – BCP Internal Reviews/ICO complaints – yearly comparison

Number of internal reviews increased 2023/24 – Attention required on quality of first response

More than 50% of reviews in 2023/24 found information should have been released in the first response