

Report to:	QSMTM Q4
Report by:	Helen Gardner- Swift, Head of Corporate Services (HOCS) Liz Brown, Finance and Administration Manager (FAM)
Meeting Date:	27 April 2023
Subject/ Title:	Enquiries Service Statistics Report VC184938
Attached Papers	N/A

Purpose of report

- This Committee Report (CR) is required under the Key Document C1 Governance Reporting Arrangements and its purpose is to inform the Senior Management Team (SMT) of the Enquiries Service Statistics for 2022-23.

Recommendation and actions

- I recommend that:
 - the SMT notes the CR
 - this CR is published in full as set out in paragraph 22.

Executive summary

- This CR covers the following:
 - the numbers of enquiries received in 2022-23, with comparative figures for 2021-22
 - the outcome of enquiries in 2022-23, with comparative figures for 2021-22
 - analyses the number of enquiries responded to in 2022-23, within the timescales required in the Key Performance Indicators (KPIs) in the C7 Performance and Quality Framework 2022-23 and with comparative figures for 2021-22

Enquiries received

	Q1	Q2	Q3	Q4	Total
2021-22	178	208	137	160	683
2022-23	163	185	236	224	808

- A similar number of enquiries were received in Q1 in both years.
- There was an 18% increase in the total number of enquiries received in 2022-23 compared to 2021-22.

Enquiries closed by outcome

- The table below shows details of the enquiries closed by outcome:

	2021-22		2022-23 Q1/Q2	2022-23 Q3/Q4	2022-23 total		
Making / responding to a request/request for review/appeal	258	38%	127	157	284	35%	
Submitting statistics	17	2%	23	120	143	18%	
DPA / FOIA / UK EIRs referrals to ICO	123	18%	60	67	127	16%	
Referred to other SIC website content	48	7%	28	14	42	5%	
Not an FOI issue	62	9%	23	15	38	5%	
No response needed	46	7%	18	22	40	5%	
Missing code	14	2%	16	7	23	3%	
Body under jurisdiction	25	4%	10	17	27	3%	
Assessing or improving practice	22	3%	9	6	15	2%	
Signposted to another body	15	2%	7	10	17	2%	
Press: request for comment/statement/interview	3	0.5%	8	4	12	1%	
Other	2	0%	5	2	7	1%	
Governance/finance/resources	5	1%	5	4	9	1%	
Publication scheme - advice	9	1%	1	5	6	1%	
Sent Word appeal form	9	1%	3	2	5	2%	
Other assistance given	4	1%	3	2	5		
Sent YRTK	6	1%	1	3	4		
FOISA / EI(S)Rs / INSPIRE	1	0%	1	1	2		
SAR/RFI consultation	3	0.5%	1	1	2		
Publication scheme/Gtl	0	0%	1	0	1		
Request for training	1	0%	0	0	0		
Intervention general enquiry	2	0%	0	0	0		
Intervention specific case	0	0%	0	0	0		
Appeal portal	7	1%	0	0	0		
TOTAL	682	100%	350	459	809		100%

7. The table shows:

- 2 enquiries that were open at the end of the 2021-22 are now closed and included in the Q1 and Q2 figures for 2022-23
- 1 enquiry was open as at 31 March 2023
- there was a large increase in the enquiries relating to “submitting statistics” category in Q3 and Q4 compared to Q1 and Q2 and, also, as compared to the full year in 2021-22.

Response times

8. This report analyses the number of enquiries responded to within the timescales required by the Key Performance Indicators (KPIs) in the Key Document C7 Performance and Quality Framework 2022-23 which are:

- 90% to be responded to within 5 working days or fewer
- 95% to be responded to within 20 working days or fewer.

	2021-22 Total			2022-23 Total		
	No	%		No	%	
≤ 5 days	670	98.24%	98.24%	788	97.40%	97.40%
> 5 days / ≤ 20 days	12	1.76%	100%	20	2.47%	99.87%
> 20 days	0	0.00%	-	1	0.13%	100%
TOTAL	682			809		

9. For 2022-23:

- both KPIs were met
- 1 enquiry took 57 days to close – the case was kept open whilst a related intervention progressed.

COVID-19 pandemic

10. Our priority as an organisation is to continue to provide services and guidance while safeguarding the health, safety and wellbeing of our members of staff.
11. Our office premises re-opened in May 2022 and hybrid working is in place. We have continued to respond to enquiries sent to us by email or by post and they are being managed in line with the relevant procedures. Phone messages, relating to an enquiry, can be left on our general office phone number and these are picked up by the Corporate Services Team (CST) and the related details forwarded to the relevant member of staff for response. As the hybrid working system develops, the HOCS and the CST will be considering how telephone enquiries are handled.

Risk impact

12. There are policies and procedures providing guidance on how to respond to enquiries to ensure that such requests are appropriately managed and responded to and these mitigate against the risk of not complying with our duties and responsibilities.
13. This CR contributes towards the control measures aimed at reducing the likelihood and impact of risk relating to information governance and data protection.
14. This CR also helps us to monitor and report on organisational outcomes and helps us to mitigate the risk of not performing our statutory functions and duties to a high standard.

Equalities impact

15. The enquiries service is one of the main points of contact for this organisation and we aim to ensure that no one is unlawfully discriminated against when using this service.

Privacy impact

16. There is no direct privacy impact arising from this report.

Resources impact

17. As this area of work falls with “business as usual”, the work required is undertaken within current resources.

Operational/strategic plan impact

18. The management and reporting on the Enquiries Service is classed as “business as usual” in the Operational Plan 2022-23.

Records management impact (including any key documents actions)

19. None.

Consultation and Communication

20. QSMTM Q4 minute.
21. An Enquiries report will be included in the Annual Report and Accounts 2022-23.

Publication

22. I recommend that this CR is published in full.