

AYRSHIRE SHARED SERVICE JOINT COMMITTEE

7 June 2024

Report by the Head of Roads – Ayrshire Roads Alliance

AYRSHIRE ROADS ALLIANCE PERFORMANCE SCORECARD

Purpose of report

1. The purpose of this Report is to advise the Joint Committee regarding the progress made to date against the Performance Scorecard.

Recommendations

2. It is recommended that the Joint Committee:
 - i. **Notes the performance scorecard presented in this report;**
 - ii. **Continues to receive the performance scorecard updates; and**
 - iii. **Otherwise, notes the content of the report.**

Background

3. The purpose of the performance management and benchmarking is to work collaboratively to deliver tangible and sustained improvements within the Ayrshire Roads Alliance in order to manage the on-going development and delivery of benchmarking frameworks.
4. Improved performance management is fundamental to supporting the Ayrshire Roads Alliance. This drives change and improvement within the fully integrated roads service and support improved outcomes, better performance, and more effective use of resources.
5. The Performance Indicators are regularly refreshed when new useful performance measures are introduced by the Ayrshire Roads Alliance or there is an agreement to include a specific indicator. This will be a regular item for the Ayrshire Shared Service Joint Committee to review

Main report/main issues

6. This scorecard is used to:
 - monitor the progress in meeting the Ayrshire Roads Alliance's objectives;
 - help managers to have performance-related conversations with staff; and

- identify any problem areas that need addressed.
7. Some indicators are collated at different frequencies and so these will be included as appropriate.
 8. The Performance Scorecard is presented in Appendix 1. Commentary against the specific red and amber performance measures are included in Appendix 1. There are a number of green performance measures which should be highlighted, especially:
 - Finance with respect to the percentage of invoices paid within 30 calendar days. This is currently at 99% for this financial year.
 - Priority 1 and Priority 2 Faults – with respect to the percentage of priority 1 and 2 faults completed within timescale. This is currently above target for this financial year.
 - Street Lighting Repairs – with respect to the percentage of street lighting repairs completed within the timescale. The service has achieved an average of 98% for this financial year.
 9. The Process Improvement and Integration Plan continues to identify improvements to a number of existing processes for re-design within The Ayrshire Roads Alliance.

Implications

Implications	Yes	No	Paragraph number in report
1. Policy/Strategic Planning	x		10 and 11
2. Governance	x		12
3. Human Resources	x		13
4. Equality and Fairer Scotland Duty	x		14
5. Financial	x		15
6. Risk	x		16
7. Community Wealth Building	x		17
8. Net Zero	x		18

Policy/strategic planning implications

10. A well-maintained road network will contribute to achieving the 2015-2030 Community Plan objectives and associated 2021-2024 Delivery Plans
11. The matters referred to in this report contribute to Priority 1 of the South Ayrshire Council Plan: Spaces and Places/ Moving around and the environment (Outcome 1).

Governance Implications

12. The work of the Ayrshire Roads Alliance is undertaken in accordance with relevant legislation.

Humans resources Implications

13. The Performance Scorecard has no direct impact on human resources.

Equality impact and Fairer Scotland duty implications

14. The Performance Scorecard complements the Equality Impact Assessment by ensuring that any issues arising are adequately prioritised, managed and either eliminated or mitigated.

Financial implications

15. The Performance Scorecard facilitates the existing scrutiny arrangements to manage, prioritise, and review the budget provided by East Ayrshire Council and South Ayrshire Council to the Ayrshire Roads Alliance.

Risk implications

16. The Performance Scorecard assists in the prioritisation of risks that need to be mitigated by the Ayrshire Roads Alliance in order to reduce the overall risk to either Council and to comply with the Community Plan/Council Plan in both partner bodies.

Community Wealth Building implications

17. The works programme provides economic levers to develop resilient, inclusive local economies with more local spend and fair employment, as well as ensuring that wealth is more locally owned and benefits local people

Net zero implications

18. The Ayrshire Roads Alliance Service Plan supports and links to East Ayrshire Climate Strategy Themes

Theme 2: Transport

Theme 4: Natural Environment

Appendices (if applicable)

1. Performance Scorecard

Background papers

None

Person to contact

Jane Corrie, Head of Roads - Ayrshire Roads Alliance

Tel No. 01563 503164

E-mail: jane.corrie@ayrshireroadsalliance.org

Implementation Officer

Kevin Braidwood, Head of Roads - Ayrshire Roads Alliance

Tel No. 01563 503164

E-mail: jane.corrie@ayrshireroadsalliance.org

AYRSHIRE ROADS ALLIANCE PERFORMANCE SCORECARD DETAILED MONITORING REPORT

ANNUAL REPORT 2023 / 24

ANNUAL PERFORMANCE INDICATORS (CALENDAR YEAR)	AYRSHIRE ROADS ALLIANCE								
	2014	2015	2016	2017	2018	2019	2020	2021	2022
Number of people killed or seriously injured in road accidents per 100,000 population	25	29	29	33	59	46	36	36	42.6
Number of slightly injured casualties per 100,000 population	147	176	138	150	181	86	65	49	58

ANNUAL PERFORMANCE INDICATORS (FINANCIAL YEAR)	East Ayrshire Council										South Ayrshire Council									
	2018/20	2018/20 Scotland Average	2019/21	2019/21 Scotland Average	2020/22	2020/22 Scotland Average	2021/23	2021/23 Scotland Average	2022/24	2022/24 Scotland Average	2018/20	2018/20 Scotland Average	2019/21	2019/21 Scotland Average	2020/22	2020/22 Scotland Average	2021/23	2021/23 Scotland Average	2022/24	2022/24 Scotland Average
% of A Class roads that should be considered for maintenance	23.00%	30.60%	22.10%	29.80%	17.20%	27.60%	15.60%	27.40%	18.80%	To be Advised	34.10%	30.60%	34.10%	29.80%	28.90%	27.60%	23.00%	27.40%	21.7%	To be Advised
% of B Class roads that should be considered for maintenance	32.50%	35.00%	32.60%	34.00%	26.85%	33.60%	27.00%	31.50%	22.60%	To be Advised	36.90%	35.00%	37.30%	34.00%	34.40%	33.60%	32.50%	31.50%	31.0%	To be Advised
% of C Class roads that should be considered for maintenance	38.80%	35.10%	33.50%	33.60%	29.50%	33.20%	29.60%	32.70%	35.60%	To be Advised	42.20%	35.10%	40.80%	33.60%	37.90%	33.20%	38.90%	32.70%	38.1%	To be Advised
% of U Class roads that should be considered for maintenance	42.10%	37.80%	42.30%	38.30%	40.90%	36.70%	40.60%	36.40%	31.40%	To be Advised	42.40%	37.80%	43.40%	38.30%	42.90%	36.70%	41.00%	36.40%	38.5%	To be Advised
Overall % of the road network that should be considered for maintenance	38.40%	35.80%	36.80%	35.50%	33.80%	34.20%	33.50%	33.60%	29.30%	To be Advised	40.60%	35.80%	40.90%	35.50%	39.00%	34.20%	37.40%	33.60%	35.5%	To be Advised

AYRSHIRE ROADS ALLIANCE																
MONTHLY PERFORMANCE INDICATORS	APSE Average 2015/16	Target	Current Status	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	Comments
FINANCE																
No of invoices paid within 30 days				423	481	492	558	522	581	563	543	587	524	552	650	
No of Invoices Received	-	98%	↑	427	485	499	559	554	586	567	547	591	524	554	650	
Average Year to date of Number of Invoices paid within 30 days				99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	
HEALTH AND SAFETY																
Number of ARA Safety Inspections Completed within Timescale				51	51	47	50	51	48	45	49	-	38	45	45	No information available for P9 due to the WDM System migrating over to the Cloud (Web based system)
Number of ARA Safety Inspections Scheduled	92.02%	90%	↑	52	51	47	50	51	48	45	49	-	44	51	46	
% of ARA Safety Inspections Completed within timescale				98%	100%	100%	100%	100%	100%	100%	100%	-	87%	88%	98%	
Number of Health and Safety Incidents Reported to the Health and Safety Section				5	5	5	5	3	6	6	4	14	2	3	2	
Average Number of days to report an incident to the Health and Safety Section	-	5	↑	1.8	5.5	2.3	5.5	1.9	4	1.5	2.8	2.6	1.5	1	1.3	
ABSENCE MONITORING																
Average days lost per employee	-	-	↑	1.19	0.99	0.6	0.6	0.86	0.6	0.6	0.52	0.54	0.84	1.07	1.04	
WELL ENGAGED																
Visits to the ARA Website every month	-	49,000 per annum	↑	7,168	7,307	7,325	7,753	8,407	7,705	9,322	9,431	7,796	11,302	10,585	10,471	
No of Twitter Followers every month	-	-	-	4,427	4,426	4,427	4,416	4,427	4,459	4,483	4,505	3,298	4,551	4,551	4,599	
Monthly visits to the website from social media	-	1,800 per annum	↑	856	737	758	1694	864	981	1386	1899	2062	5337	1464	2312	

MONTHLY PERFORMANCE INDICATORS	APSE	EAST AYRSHIRE COUNCIL	SOUTH AYRSHIRE COUNCIL
--------------------------------	------	-----------------------	------------------------

MONTHLY PERFORMANCE INDICATORS	APSE Average 2015/16	EAST AYRSHIRE COUNCIL														SOUTH AYRSHIRE COUNCIL														Comments
		Target	Current Status	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	Target	Current Status	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	
PARKING																														
Number of parking appeals accepted				29	27	22	48	51	34	42	51	31	19	35	39			48	23	38	22	32	18	28	32	24	28	53	183	
Number of parking appeals received	-	-	-	80	81	67	100	121	86	104	140	72	71	85	94	-	-	108	93	99	80	104	57	82	102	34	64	143	213	
% of parking appeals accepted				36%	33%	33%	48%	42%	40%	40%	36%	43%	27%	41%	41%			44%	25%	38%	25%	31%	32%	34%	31%	71%	44%	37%	86%	
ROADWORKS PROGRAMME																														
Physical % of Roadworks Programme Completed	-	100%		12%	25%	31%	36%	41%	45%	50%	55%	65%	70%	72%	75%	100%		20%	28%	32%	40%	50%	55%	65%	70%	80%	90%	96%	100%	Estimated costs were calculated in March 23, however, in April and November material costs increased meaning that EAC could not complete the full Roadworks Programme
BRIDGES																														
Number of General Bridge Inspections	-	408		16	29	44	16	27	20	38	17	0	0	9	1	257		36	38	29	16	40	12	10	0	0	15	37	51	EAC - Did not achieve target due to Long Term Sickness within the Section
Number of General Bridges Inspected Year to Date				16	45	89	105	132	152	190	207	207	207	216	217			36	74	103	119	159	171	181	181	181	196	233	284	
Number of Special Bridge Inspections	-	408		7	61	7	61	7	61	7	63	7	63	7	61	150		62	5	26	5	27	5	27	5	6	5	0	5	
Number of Special Bridge Inspections Year to Date				7	68	75	136	143	204	211	274	281	344	351	412			62	67	93	98	125	130	157	162	168	173	173	178	
Number of Principal Bridge Inspections	-	88		0	0	0	0	0	0	0	0	0	0	0	0	56		0	0	0	0	0	0	0	0	3	2	28	9	
Number of Principal Bridge Inspections Year to D				0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0	0	0	3	5	33	41	
PRIORITY 1 DEFECTS																														
Number of Category 1 Road Emergency defect repairs made safe within 2 hours				1	2	3	3	1	1	1	1	-	1	1	1	75%		1	5	3	1	2	10	1	3	-	2	4	2	No information available for P9 due to the WDM System migrating over to the Cloud (Web based system)
Number of Category 1 Repair Lines issued	91.20%	75%		2	2	3	3	1	1	1	1	-	1	1				1	5	3	1	2	10	1	3	-	2	4	2	
% of Category 1 Road Emergency defect repairs made safe within 2 hours				50%	100%	100%	100%	100%	100%	100%	100%	-	100%	100.00%	100%			100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	
PRIORITY 2 DEFECTS																														
Number of Category 2 Road Emergency defect repairs made safe within 5 working days				12	4	3	5	8	6	7	7	-	8	29	23	50%		16	64	14	5	11	63	8	10	-	12	53	31	No information available for P9 due to the WDM System migrating over to the Cloud (Web based system)
Number of Category 2 Repair Lines issued	76.23%	50%		18	7	5	6	8	8	7	14	-	12	36	28			16	74	14	5	11	79	9	12	-	12	56	31	
% of Carriageway Category 2 Defects repaired within 5 working days				67%	57%	60%	83%	100%	75%	100%	50%	-	67%	81%	82%			100%	86%	100%	100%	100%	80%	89%	83%	-	100%	95%	100%	
STREET LIGHTING																														
Number of Street Lighting repairs completed within 7 working days				66	39	51	49	60	91	121	134	104	161	120	60	95%		36	30	41	45	50	49	75	99	52	87	69	35	
Number of Street Lighting Repair Lines Issued	88.07%	95%		66	41	51	51	61	93	135	145	119	177	125	62			36	30	42	47	50	51	89	107	55	93	78	35	
% Street Lighting repairs completed within 7 working days				100%	95%	100%	96%	98%	98%	90%	92%	87%	91%	96%	97%			100%	100%	98%	96%	100%	96%	84%	93%	95%	94%	88%	100%	
TRAFFIC																														
Number of Traffic light repairs completed within 48 hours				3	10	19	16	17	25	19	23	24	34	34	27	95%		8	13	15	14	19	12	9	21	20	11	18	13	
Number of Traffic light repair lines issued	88.23%	95%		3	12	20	16	17	25	19	23	26	36	34	27			8	13	17	14	19	12	11	21	21	12	18	13	
% of Traffic light repairs completed within 48 hours				100%	83%	95%	100%	100%	100%	100%	100%	92%	95%	100%	100%			100%	100%	88%	100%	100%	100%	82%	100%	95%	92%	100%	100%	
COMPLAINTS																														

MONTHLY PERFORMANCE INDICATORS	APSE Average 2015/16	EAST AYRSHIRE COUNCIL														SOUTH AYRSHIRE COUNCIL														
		Target	Current Status	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	Target	Current Status	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	Comments
Number of Stage 1 Complaints responded to within allotted timescales	-	100%		0	1	1	5	1	0	0	0	1	0	1	1	100%		3	2	2	4	1	0	0	0	1	3	0	0	
Numer of Stage 1 Complaints received				-	1	1	5	1	-	-	-	1	-	1	1			3	2	2	4	1	-	-	-	1	3	-	-	
% of Stage 1 Complaints responded to within allotted timescales				-	100%	100%	100%	100%	-	-	-	100%	-	100%	100%			100%	100%	100%	100%	100%	-	-	-	100%	100%	-	-	
Number of Stage 2 complaints responded to within allotted timescales	-	100%		0	0	0	0	1	0	0	0	1	0	1	0	100%		0	0	0	1	0	0	0	0	0	1	0	0	
Number of Stage 2 complaints received				-	-	-	-	1	-	-	-	1	-	1	-			-	-	-	1	-	-	-	-	-	1	-	-	
% of Stage 2 complaints responded to within allotted timescales				-	-	-	-	100%	-	-	-	100%	-	100%	-			-	-	-	100%	-	-	-	-	-	-	100%	-	
ENQUIRIES																														
Number of enquiries responded to within allotted timescales	83.44%	80%		37	38	43	54	51	50	59	49	58	59	61	58	80%		25	28	33	35	38	39	54	43	48	51	53	59	
Number of enquiries received				42	41	47	55	58	53	60	55	61	63	65	66			35	31	36	35	41	40	54	45	53	55	58	62	
% of enquiries responded to within allotted timescales				88%	93%	91%	98%	88%	94%	98%	89%	95%	94%	94%	88%			71%	90%	92%	100%	93%	97%	100%	96%	91%	93%	91%	95%	
FREEDOM OF INFORMATION																														
Number of FOI & EIR requests responded to within 20 working days	88.52%	100%		23	19	16	13	8	7	12	13	15	31	14	21	100%		20	18	12	10	14	11	19	14	10	42	16	25	
Number of FOI & EIR requests received				23	19	16	13	8	7	12	13	15	31	14	21			20	18	12	12	14	11	19	14	10	42	16	25	
% of FOI & EIR requests responded to within 20 working days				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	83%	100%	100%	100%	100%	100%	100%	100%	100%	
PUBLIC LIABILITY CLAIMS																														
Number of Public Liability claims closed	-	-		9	8	7	5	3	5	2	4	6	1	6	14	-		8	7	7	9	8	9	7	4	13	17	21	18	
Number of Public Liability claims received				8	10	5	5	6	6	4	6	3	17	35	30			9	10	6	6	6	6	3	2	8	9	18	8	
Total number of open claims				43	48	35	33	39	36	31	35	38	54	53	48			56	58	53	37	33	35	30	33	39	52	72	57	
Number of Public Liability Claims that were successful				0	1	0	0	1	0	0	0	0	1	0	0			1	0	0	1	1	1	0	0	0	1	1	0	

AYRSHIRE ROADS ALLIANCE PERFORMANCE SCORECARD DETAILED MONITORING REPORT

UPDATE : JOINT COMMITTEE - 7 JUNE 2024

ANNUAL PERFORMANCE INDICATORS (CALENDAR YEAR)	AYRSHIRE ROADS ALLIANCE								
	2014	2015	2016	2017	2018	2019	2020	2021	2022
Number of people killed or seriously injured in road accidents per 100,000 population	25	29	29	33	59	46	36	36	42.6
Number of slightly injured casualties per 100,000 population	147	176	138	150	181	86	65	49	58

ANNUAL PERFORMANCE INDICATORS (FINANCIAL YEAR)	East Ayrshire Council							South Ayrshire Council								
	2019/21	2019/21 Scotland Average	2020/22	2020/22 Scotland Average	2021/23	2021/23 Scotland Average	2022/24	2022/24 Scotland Average	2019/21	2019/21 Scotland Average	2020/22	2020/22 Scotland Average	2021/23	2021/23 Scotland Average	2022/24	2022/24 Scotland Average
% of A Class roads that should be considered for maintenance	22.10%	29.80%	17.20%	27.60%	15.60%	27.40%	17.60%	To be Advised	34.10%	29.80%	28.90%	27.60%	23.00%	27.40%	21.7%	To be Advised
% of B Class roads that should be considered for maintenance	32.60%	34.00%	26.85%	33.60%	27.00%	31.50%	26.10%	To be Advised	37.30%	34.00%	34.40%	33.60%	32.50%	31.50%	31.0%	To be Advised
% of C Class roads that should be considered for maintenance	33.50%	33.60%	29.50%	33.20%	29.60%	32.70%	31.00%	To be Advised	40.80%	33.60%	37.90%	33.20%	38.90%	32.70%	38.1%	To be Advised
% of U Class roads that should be considered for maintenance	42.30%	38.30%	40.90%	36.70%	40.60%	36.40%	39.00%	To be Advised	43.40%	38.30%	42.90%	36.70%	41.00%	36.40%	38.5%	To be Advised
Overall % of the road network that should be considered for maintenance	36.80%	35.50%	33.80%	34.20%	33.50%	33.60%	33.00%	To be Advised	40.90%	35.50%	39.00%	34.20%	37.40%	33.60%	35.5%	To be Advised

AYRSHIRE ROADS ALLIANCE					
MONTHLY PERFORMANCE INDICATORS	APSE Average	Target	Current Status	Apr	Comments
FINANCE					
No of invoices paid within 30 days				904	
No of Invoices Received				907	
% of invoices paid within 30 days	-	98%	↑	99%	
Average Year to date of Number of Invoices paid within 30 days				99%	
HEALTH AND SAFETY					
Number of ARA Safety Inspections Completed within Timescale				573	
Number of ARA Safety Inspections Scheduled	92.02%		↑	583	
% of ARA Safety Inspections Completed within timescale				98%	
Average Number of days to report an incident to the Health and Safety Section			↑	1	

AYRSHIRE ROADS ALLIANCE					
MONTHLY PERFORMANCE INDICATORS	APSE Average	Target	Current Status	Apr	Comments
ABSENCE MONITORING					
Average days lost per employee	-	-	↑	0.82	
WELL ENGAGED					
Visits to the ARA Website every month	-	49,000 per annum	↑	11,906	
No of Twitter Followers every month		-	↑	4,676	
Monthly visits to the website from social media	-	1,800 per annum	↑	1,066	

MONTHLY PERFORMANCE INDICATORS	APSE Average	EAST AYRSHIRE COUNCIL			SOUTH AYRSHIRE COUNCIL			Comments
		Target	Current Status	Apr	Target	Current Status	Apr	
FACETIME								
Number of staff who have received annual FACETIME review	-	100%	-	0%	100%	-	0%	Managers are aware of the importance of completing FACE reviews with their staff
PUBLIC LIABILITY CLAIMS								
Number of Public Liability claims closed				11			12	
Number of Public Liability claims received				13			14	
Total number of open claims	-	-	-	70	-	-	46	
Number of Public Liability Claims that were successful				0			0	
% of Public Liability Claims that were successful				0%			0%	
PRIORITY 1 FAULTS								
Number of Priority 1 Road Emergency defect repairs made safe within 2 hours				1			2	
Number of Priority 1 Repair Lines issued	91.20%	75%	↑	1	75%	↑	2	
% of Priority 1 Road Emergency defect repairs made safe within 2 hours				100%			100%	

MONTHLY PERFORMANCE INDICATORS	APSE Average	EAST AYRSHIRE COUNCIL			SOUTH AYRSHIRE COUNCIL			Comments
		Target	Current Status	Apr	Target	Current Status	Apr	
ROADWORKS PROGRAMME								
Physical % of Roadworks Programme Completed	-	100%	↑	17%	100%	↑	13%	
BRIDGES								
Number of General Bridge Inspections	-	20	●	0	21	↑	21	Clerk of Works in the East area is currently off long term sick which is having an impact on inspections being carried out
Number of Special Bridge Inspections	-	40	●	7	13	↑	30	
Number of Principal Bridge Inspections	-	0	●	0	5	↑	13	
STREET LIGHTING								
Number of Street Lighting repairs completed within 7 working days				72			39	
Number of Street Lighting Repair Lines Issued	88%	95%	↑	72	95%	↑	40	
% Street Lighting repairs completed within 7 working days				100%			98%	

MONTHLY PERFORMANCE INDICATORS	APSE Average	EAST AYRSHIRE COUNCIL			SOUTH AYRSHIRE COUNCIL			
		Target	Current Status	Apr	Target	Current Status	Apr	Comments
PRIORITY 2 FAULTS								
Number of Priority 2 Road Emergency defect repairs made safe within 5 working days	76.23%	50%		16	50%		16	
Number of Priority 2 Repair Lines issued				22			17	
% of Carriageway Priority 2 Defects repaired within 5 working days				73%			94%	
COMPLAINTS								
Number of Stage 1 Complaints responded to within allotted timescales	-	100%		2	100%		2	
Number of Stage 1 Complaints received				2			2	
% of Stage 1 Complaints responded to within allotted timescales				100%			100%	
Number of Stage 2 complaints responded to within allotted timescales	-	100%		0	100%		0	
Number of Stage 2 complaints received				0			0	
% of Stage 2 complaints responded to within allotted timescales				-			-	
PARKING								
Number of parking appeals accepted	-	-	-	39	-	-	187	
Number of parking appeals received				102			243	
% of parking appeals accepted				38%			76%	

MONTHLY PERFORMANCE INDICATORS	APSE Average	EAST AYRSHIRE COUNCIL			SOUTH AYRSHIRE COUNCIL			
		Target	Current Status	Apr	Target	Current Status	Apr	Comments
TRAFFIC LIGHTS								
Number of Traffic light repairs completed within 48 hours	88.23%	95%		28	95%		11	
Number of Traffic light repair lines issued				29			13	
% of Traffic light repairs completed within 48 hours				97%			85%	
ENQUIRIES								
Number of enquiries responded to within allotted timescales	83.44%	80%		77	80%		39	Officers are reminded of the importance of responding to enquiries within timescales
Number of enquiries received				78			47	
% of enquiries responded to within allotted timescales				99%			83%	
FREEDOM OF INFORMATION								
Number of FOI & EIR requests responded to within 20 working days	88.52%	100%		17	100%		24	
Number of FOI & EIR requests received				17			24	
% of FOI & EIR requests responded to within 20 working days				100%			100%	