Control Environment Indicators

Internal Audit indicators – rolling average (4 Quarters)

	Q1 20/21	Q2 20/21	Q3/20/21	Q4 20/21	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22	Trend
Poorly Controlled	5.3%	0.0%	0.0%	0.0%	2.5%	2.1%	2.4%	2.3%	
Requires Improvement or Poorly Controlled	50%	58.6%	59%	50%	50%	43.8%	36.6%	37.2%	

Technology

	Q1 20/21	Q2 20/21	Q3/20/21	Q4 20/21	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22	Trend
Internal system availability (SLA baseline is 99.6%)	99.99%	99.96%	99.99%	99.89%	99.87%	99.81%	99.60%	99.96%	

Information Governance – rolling total

	Q1 20/21	Q2 20/21	Q3/20/21	Q4 20/21	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22	Trend
Number of FOI requests	2687	2551	2315	2205	2286	2488	2609	2771	
On time FOI responses	99.4%	99.7%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	