

## Annex 2 – Internal Performance Report

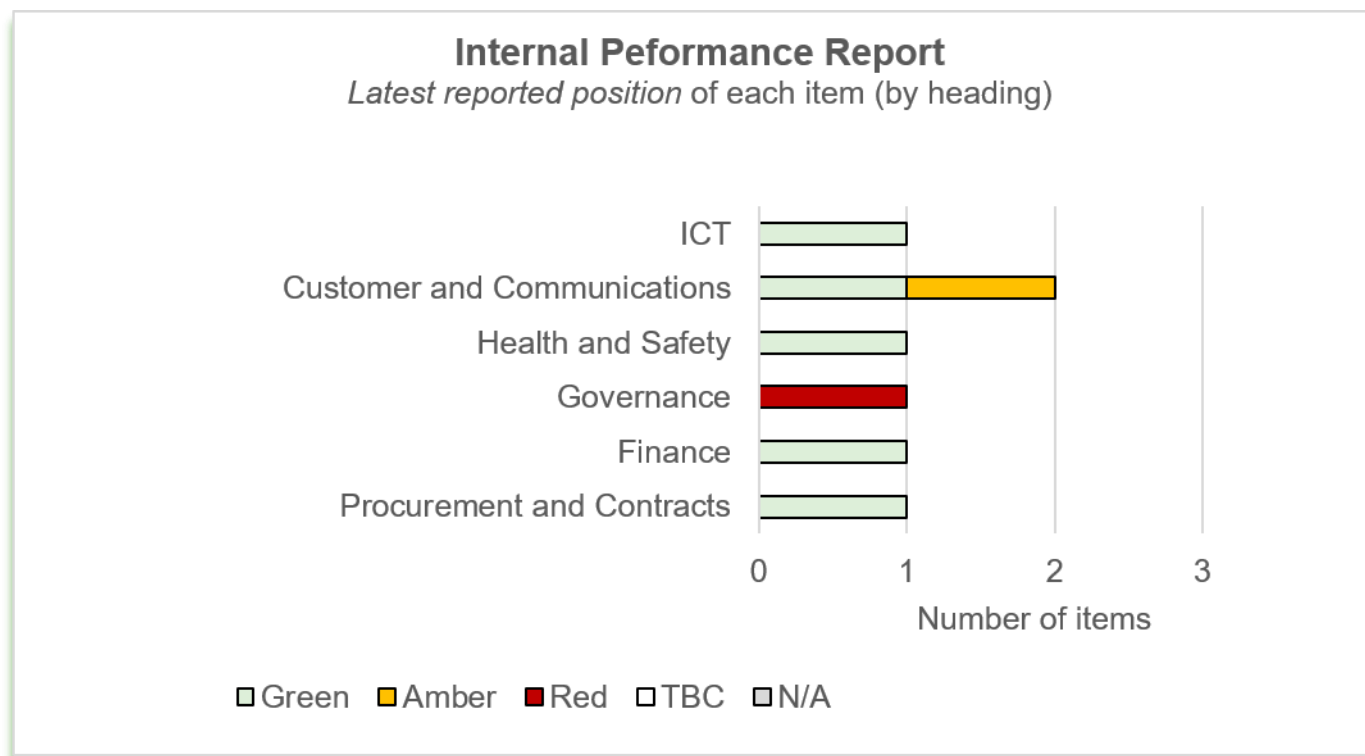
The following pages provide the performance snapshot at the end of quarter one in relation to key measures relating to the ‘health’ of our organisation.

### Summary

The performance position\* (at the end of quarter one, June 2026) for the measures covered by this report is:

- Five green
- One amber
- One red

(see next page for detail)



\* Key: Green - achieved; Amber – partially achieved; Red – missed; Grey – N/A (Not applicable)

## Amber or Red

### Governance:

- **Declarations of Interest** (where people working for us declare when their official and/or private interests may be perceived to conflict with NRW's work) is Red at 77% at the end of the quarter. Quarter one is usually when declarations for the financial year are renewed. Staff still needing to complete their declaration will be prompted to do this. Green is anticipated for this item by the end of the financial year

### Customer and Communications:

- **Access to Information requests** responded to within 20 days is Amber at the end of the quarter at 89.8%. Just 0.2% short of the (90%) target for the quarter. This slight drop is not seen as significant, though small changes within the team are expected to bring this back to green (including a changed approach to phone cover with other teams). Green is anticipated for this item by the end of the financial year

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## Green

### ICT:

- **Information Commissioner's Office (ICO) reported incidents** is Green at the end of the quarter with no investigations ongoing and none requiring ICO reporting during the quarter.

### Customer and Communications:

- **Complaints** responded to within service level is Green at the end of the quarter at 98%.

### Health and Safety:

- **Health & Safety Near Miss reporting** is now Green with 42 near miss reports for June, which is an increase from June last year.

### Finance:

- **Payments performance** to our suppliers remains Green at the end of the quarter at 98%.

### Procurement and Contracts:

- **Retrospective orders** is Green at the end of June with 4% of purchase orders being retrospective.

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