



National Audit Office

The UK's independent public spending watchdog

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Reference FOI-1532

Date 4 July 2022

NAO PERFORMANCE METRICS

Thank you for your request of 7 June 2022 for information relating to the National Audit Office's (NAO)'s performance metrics.

Your specific request is reproduced at Annex A.

Having considered your request, we have found it to be a duplicate of another request which you submitted to us 8 months prior to this one (ref: FOI-1485, which you submitted on 11 October 2021). We are, therefore, refusing the request under Section 14(2) of the FOIA (repeat requests). Please see Annex B for details of this exemption and how it applies to your request.

We hope you find this response helpful. Annex C sets out the steps you may wish to take if you are not satisfied with the way we have handled your request for information under the FOIA.

Yours sincerely

NAO FOI Team

Annex A

Request for information about NAO's performance metrics

The information I am looking for is a full list of all the measures you have used to define your performance over the last five years, internally, and externally, to include:

- 1. The measures (targets and metrics) by which you assess and report your performance, and to whom do you report it?*
- 2. The internal measures you apply to assess the performance of each dept., team, and individual within the NAO?*
- 3. The measures applied to the board and CE of the NAO to assess their performance?*

Annex B

This annex sets out the exemption that we have applied to your request

Section 14(2) – Repeat requests

The Information Commissioner's [Guidance on Section 14\(2\)](#) says that a public authority does not have to comply with a request which is identical, or substantially similar to a previous request submitted by the same individual, unless a reasonable period has elapsed between those requests.

In this case, the request is identical to the one you submitted in October (FOI-1485) and would not result in the release of any further information.

We can confirm that nothing has changed in the intervening period, and the information we provided in our response to FOI-1485 remains current – that is, we do not hold a full five-year listing of all the measures you have requested and we remain of the view that the creation of such a list would involve a very large amount of work to locate, retrieve and extract specific targets and metrics from numerous sources across the entire business, and that this would constitute a significant burden and easily exceed the cost limit for responding to FOI requests specified by Section 12 of the FOIA.

Our last response did, however, set out as much information as we were able to provide and pointed to various publications such as NAO Annual Reports and Accounts, Transparency Reports, and Diversity and Inclusion Annual Reports. We can confirm that the information we provided is still current, and that we have published no further/later versions of any of the published documentation we provided.

Consequently, we are refusing your request under Section 14(2) of the FOIA, and would refer you to the response we sent you to the same request that you submitted to us in October.

There is no Public Interest Test in relation to S.14(2).

Annex C

Statement of Policy

Our policy is to respond to requests made under the Freedom of Information Act 2000 as helpfully and promptly as possible, having regard to the principles set out in the Act. I therefore hope you are happy with the way we have handled your request. If you are not, then you should take the following steps.

In the first instance, within 40 working days, write to the National Audit Office Freedom of Information (FOI) Team at FOI.requests@nao.org.uk or by post to:

FOI Team, Green 2, National Audit Office, 157-197 Buckingham Palace Road, London, SW1W 9SP

The Head of FOI will arrange a review, which will be conducted by a senior member of staff who was not involved in decisions relating to your original request. Once the review has been completed, we will write informing you of the outcome.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

<https://ico.org.uk/>

or

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF