

Appendix 1

SPSO Performance Indicators

In these indicators, the term “closed” refers to a complaint to which a customer has had a response, or which they have chosen to withdraw. It should also be noted that the number of complaints recorded in a year is greater than the number of those complaints actually processed, i.e. completed, within the year.

Indicator 1 – The total number of complaints received per 1000 of the population

This indicator records the total number of complaints received by the Council. The mid-year estimate of the Council’s population was 151,950.

Year	Total number of complaints received	Total number of complaints closed	Number of complaints received per 1000 population
2021-22	1784	1676	11.7
2020-21	1328	1283	8.8

Indicator 2 – Complaints closed at Stage 1 and Stage 2 as a percentage of all complaints closed

Year	Closed at Stage 1	Closed at Stage 2	Closed after escalation
2021-22	1523 (91%)	55 (3%)	98 (6%)
2020-21	1207 (94%)	33 (3%)	43 (3%)

Indicator 3 – The number of complaints upheld, partially upheld, or not upheld

Stage 1 complaints are more likely to have only one complaint point, whereas Stage 2 complaints typically have multiple complaint points. The SPSO’s guidance indicates that single complaint points can’t be “partially upheld”; a definite conclusion of “upheld” or “not upheld” must be reached for each one. Complaints can be classified as “partially upheld” if they contain multiple complaint points for which different conclusions are reached. A new outcome of “resolved” was introduced in this reporting year, meaning that this is the first year that this outcome is reportable.

Complaints closed at Stage 1

Year	Number of complaints closed	Upheld	Not upheld	Partially upheld	Resolved
2021-22	1523	358 (24%)	448 (30%)	75 (4.9%)	642 (42%)
2020-21	1207	310 (26%)	628 (52%)	269 (22%)	N/A

Complaints closed at Stage 2

Year	Number of complaints closed	Upheld	Not upheld	Partially upheld	Resolved
2021-22	55	6 (11%)	26 (47%)	23 (42%)	0
2020-21	33	3 (9%)	22 (67%)	8 (24%)	N/A

Escalated complaints closed

Year	Number of complaints closed	Upheld	Not upheld	Partially upheld
2021-22	98	5 (5%)	53 (54%)	40 (41%)
2020-21	43	9 (21%)	18 (42%)	16 (37%)

Indicator 4 – The average time, in working days, for a full response to be issued to complaints at each stage

SPSO procedures specify that Stage 1 complaints should be resolved within 5 working days and Stage 2 complaints should be resolved within 20 working days.

Year	Average time Stage 1 complaints (working days)	Average time Stage 2 complaints (working days)	Average time escalated complaints (working days)
2021-22	5 days	30.7 days	26.3 days
2020-21	6.7 days	28.9 days	28 days

Indicator 5 – The percentage of complaints, at each stage, which were closed in full within the set timescales

This indicator presents the number and percentage of complaints closed within 5 working days at Stage 1 and 20 working days at Stage 2.

Year	Stage 1 complaints closed within 5 working days	Stage 2 complaints closed within 20 working days	Escalated complaints closed within 20 working days
2021-22	71.4%	36.4%	23.5%
2020-21	71.3%	42.4%	51.2%

Indicator 6 – The percentage of complaints, at each stage, where an extension to the 5 or 20 working days response timescales has been authorised

The Council's CHP allows for an extension to the timescales for response to be authorised in certain circumstances e.g. when a key member of staff is absent from work or during school holidays.

Year	% of Stage 1 complaints closed where an extension was authorised	% of Stage 2 complaints closed where an extension was authorised	% of escalated complaints closed where an extension was authorised
2021-22	28.6%	63.6	40.8%
2020-21	26.8%	38.2%	32.6%