

## SPSO PERFORMANCE INDICATORS

### Indicator 1 - The total number of complaints received per thousand of the population.

This indicator records the total number of complaints received by the Council. The mid-year estimate of the Council's population in 2017-18 is 151,100. Figures for 2016-17 are based on the 2011 Census figure of 150,680.

Year	Total number of complaints received	Total complaints closed* at Stage 1	Total closed* at Stage 2	Total number of complaints closed	Number of complaints per 1000 population
2017/18	1807	1662	145	1807	12
2016/17	1637	1501	136	1637	11

\* The term "closed" refers to a complaint to which a customer has had a response, or which they have chosen to withdraw

### Indicator 2 - Complaints closed at Stage 1 and Stage 2 as a percentage of all complaints closed.

Year	Total number of complaints closed	Stage 1 complaints closed as a % of all complaints	Stage 2 complaints closed as a % of all complaints
2017/18	1807	92% (1662)	8% (145)
2016/17	1637	92% (1501)	8% (136)

### Indicator 3 - The number of complaints upheld, partially upheld or not upheld at each stage as a percentage of complaints closed in full at each stage.

This indicator records the formal outcome recorded for each complaint. Stage 1 complaints generally have one point of complaint whereas Stage 2 complaints generally have multiple points.

#### Complaints closed at Stage 1

Year	Number of complaints closed	% upheld	% partially upheld	% not upheld
2017/18	1662	27% (448)	23% (382)	50% (832)
2016/17	1501	26% (397)	22% (331)	52% (773)

## Complaints closed at Stage 2

Year	Number of complaints closed	% upheld	% not upheld
2017/18	145	51% (74)	49% (71)
2016/17	136	53% (72)	47% (64)

The SPSO indicator as detailed above requires that an overall outcome is recorded for each complaint. If any aspect of the complaint is upheld then the overall outcome is recorded as “upheld”. By way of explanation, if a complaint comprises five points, of which two are upheld, two not upheld and one partially upheld, then the overall outcome would be upheld.

The table below shows a breakdown of findings in respect of each complaint point considered at stage 2.

Stage 2	Number of complaints closed	Number of points within complaints	% complaint points upheld	% complaint points partially upheld	% complaint points not upheld
2017/18	145	556	18%(100)	*4% (24)	78%(435)
2016/17	136	456	16% (72)	11% (49)	73% (335)

\* The SPSO has advised that whenever possible individual complaint points should not be partially upheld. Further reductions in this category are likely in 2018/19.

## Indicator 4 - The average time, in working days, for a full response to complaints at each stage.

This indicator represents the average time in working days to close complaints at Stage 1 and at Stage 2.

SPSO procedures specify Stage 1 complaints to be resolved within 5 working days.

Stage 1	Number of Complaints.	Total number of working days taken to close complaints	Average time to respond to complaints
2017/18	1662	9205	5.5 days
2016/17	1501	9623	6.4 days

SPSO procedures specify Stage 2 complaints should be resolved within 20 working days.

<b>Stage 2</b>	<b>Number of Complaints.</b>	<b>Total number of working days taken to close complaints</b>	<b>Average time to respond to complaints</b>
2017/18	145	2846	20 days
2016/17	136	2790	21 days

**Indicator 5 - The number and percentage of complaints, at each stage, which were closed in full within the set timescales of 5 and 20 working days.**

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

<b>Stage 1</b>	<b>Number of complaints closed</b>	<b>Number of complaints closed within 5 working days</b>	<b>Number of complaints closed within 5 working as % of complaints closed</b>
2017/18	1662	1114	67%
2016/17	1501	989	66%

<b>Stage 2</b>	<b>Number of complaints closed</b>	<b>Number of complaints closed within 20 working days</b>	<b>Number of complaints closed within 20 working days as % of complaints closed</b>
2017/18	145	93	64%
2016/17	136	82	60%

**Indicator 6 - The number and percentage of complaints, at each stage, where an extension to the 5 or 20 working days timeline has been authorised.**

The Council's CHP allows for an extension to the timescales to be authorised in certain circumstances. An example would be where a key member of staff is on annual leave or when during school holidays.

<b>Stage 1</b>	<b>Number of complaints closed</b>	<b>Number of complaints closed where an extension had been authorised</b>	<b>Number of complaints closed as % of all complaints closed where an extension had been authorised</b>
2017/18	1662	548	33%
2016/17	1501	512	34%

<b>Stage 2</b>	<b>Number of complaints closed</b>	<b>Number of complaints closed where an extension had been authorised</b>	<b>Number of complaints closed as % of all complaints closed where an extension had been authorised</b>
2017/18	145	52	39%
2016/17	136	54	40%

**Indicator 7 - A statement to report customer satisfaction with the complaints service.**

Work with the SPSO to develop a standard Complaints Handling Customer Feedback Survey, to be used by all local authorities, is ongoing at a national level.

**Indicator 8 - A statement outlining changes or improvements, to services or procedures, as a result of the consideration of complaints.**

This qualitative indicator is intended to identify service improvements/learnings from complaints that were derived from complaints during the reporting period.

The Council aims to record all service improvements arising from complaints. Complaints performance information, including improvement actions, are considered routinely at management team meetings.

The Council is keen to understand the types of “expressions of dissatisfaction” being received and records the types of complaints received under the seven headings agreed by the SPSO. This approach provides the opportunity for identifying emerging trends and pinpointing areas for staff development and training. This information is detailed within Appendix 2.