

## 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 2016-17 is 150,680. Figures for 2015-16 are based on the 2011 Census figure of 148,000.

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 1,000 population
2016/17	1637	1501	136	1637	11
2015/16	1450	1332	118	1450	10

As outlined in point 3.3, figures for missed bins have been excluded from these statistics.

\* The term "closed" refers to a complaint to which a customer has had a response, or which they've 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
2016/17	1637	92% (1501)	8% (136)
2015/16	1450	92% (1332)	8% (118)

### 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	% no conclusion*
2016/17	1501	26% (397)	22% (331)	52% (773)	0
2015/16	1332	33% (433)	17% (231)	47% (626)	3% (42)

- \* A complaint may be recorded as “no conclusion” when there are two differing opinions on an issue and no independent witnesses. In 2016/17, no complaints were recorded as having “no conclusion”.

### Complaints closed at Stage 2

Year	Number of complaints closed	% upheld	% not upheld
2016/17	136	53% (72)	47% (64)
2015/16	118	60% (71)	40% (47)

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 at stage 2 consideration.

Stage 2	Number of complaints closed	Number of points within complaints	% points of complaint points upheld	% points of complaint points partially upheld	% points of complaint points not upheld	% No conclusion
2016/17	136	456	16% (72)	11% (49)	73% (335)	0
2015/16	118	495	14% (71)	11% (54)	71% (352)	4 % (18)

- \* A complaint may be recorded as “no conclusion” when there are two differing opinions on an issue and no independent witnesses. In 2016/17, no complaints were recorded as having “no conclusion”, which would indicate that Services are recording complaints of this nature differently.

### 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
2016/17	1501	9623	6.4 days
2015/16	1332	7684	5.8 days

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

<b>Stage 2</b>	Number of Complaints.	Total number of working days taken to close complaints	Average time to respond to complaints
2016/17	136	2790	21 days
2015/16	118	2533	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>	Number of complaints closed	Number of complaints closed within 5 working days	Number of complaints closed within 5 working as % of complaints closed
2016/17	1501	989	66%
2015/16	1332	635	48%

<b>Stage 2</b>	Number of complaints closed	Number of complaints closed within 20 working days	Number of complaints closed within 20 working days as % of complaints closed
2016/17	136	82	60%
2015/16	118	69	58%

**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>	Number of complaints closed	Number of complaints closed where an extension had been authorised	Number of complaints closed as % of all complaints closed where an extension had been authorised
2016/17	1501	512	34%
2015/16	1332	697	52%

<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>
2016/17	136	54	40%
2015/16	118	49	42%

**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 Departmental Management Team meetings and as part of Head of Service ERDs.

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