

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 2018-19 is 151,290. The mid-year estimate of the population in 2017-18 was 151,000.

Year	Total number of complaints received	Total complaints closed* at Stage 1	Total complaints closed* at Stage 2	Total number of complaints closed	Number of complaints per 1000 population
2018/19	1948	1803	145	1948	13
2017/18	1807	1662	145	1807	12

* 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
2018/19	1948	93% (1803)	7% (145)
2017/18	1807	92% (1662)	8% (145)

Indicator 3 – The number of complaints upheld, partially upheld or not upheld at each stage of the CHP as a percentage of complaints closed at each stage

This indicator records the formal outcome recorded for each complaint. Stage 1 complaints are more likely than Stage 2 complaints to have only one complaint point, whereas Stage 2 complaints typically have multiple complaint points.

Following guidance from the SPSO to all local authorities issued during 2018, single complaint points are not partially upheld; a definite conclusion of "upheld" or "not upheld" is reached for each one. Complaints are classified as partially upheld when they contain multiple complaint points for which different conclusions are reached.

Complaints closed at Stage 1

Year	Number of complaints closed	% upheld	% partially upheld	% not upheld
2018/19	1803	29% (516)	23 % (413)	48% (874)
2017/18	1662	27% (448)	23% (382)	50% (832)

Complaints closed at Stage 2

Year	Number of complaints closed	% upheld	% not upheld	% partially upheld
2018/19	145	35% (51)	44% (64)	21% (30)
2017/18	145	51% (74)	49% (71)	*

Prior to 2018/19 the SPSO indicator detailed above required that an overall outcome was recorded for each complaint. If any aspect of the complaint was upheld, then the overall outcome was also recorded as upheld e.g. a Stage 2 complaint with 5 complaint points, 3 of which were not upheld and 2 of which were upheld would be categorised overall as upheld. A change in reporting means that the overall outcome is now reported in terms of being upheld, not upheld or partially upheld.

Complaints closed at Stage 2 – breakdown of findings for individual complaint points

Year	Number of complaints closed	Number of individual complaint points	% complaint points upheld	% complaint points partially upheld	% complaint points not upheld
2018/19	145	837	21% (178)	0	79% (659)
2017/18	145	556	18% (100)	*4% (24)	78% (435)

* Guidance from the SPSO during 2018 means that individual complaint points are no longer partially upheld, with a definite conclusion of upheld or not upheld being reached in each case.

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

Year	Number of Stage 1 complaints	Total number of working days taken to close Stage 1 complaints	Average time to respond to Stage 1 complaints
2018/19	1803	10,191	5.6 days
2017/18	1662	9205	5.5 days

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

Year	Number of Stage 2 complaints	Total number of working days taken to close Stage 2 complaints	Average time to respond to Stage 2 complaints
2018/19	145	2918	20 days

2017/18	145	2846	20 days
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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.

Stage 1

Year	Number of Stage 1 complaints closed	Number of Stage 1 complaints closed within 5 working days	Number of complaints closed within 5 working days as % of Stage 1 complaints closed
2018/19	1803	1170	65%
2017/18	1662	1114	67%

Stage 2

Year	Number of Stage 2 complaints closed	Number of Stage 2 complaints closed within 20 working days	Number of complaints closed within 20 working days as % of Stage2 complaints closed
2018/19	145	108	74%
2017/18	145	93	64%

Indicator 6 – The number and 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.

Stage 1

Year	Number of Stage 1 complaints closed	Number of Stage 1 complaints closed where an extension was authorised	% of Stage 1 complaints closed where an extension was authorised
2018/19	1803	633	35%
2017/18	1662	548	33%

Stage 2

Year	Number of Stage 2 complaints closed	Number of Stage 2 complaints closed where an	% of Stage 2 complaints closed where an
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		extension was authorised	extension was authorised
2018/19	145	37	26%
2017/18	145	52	39%

Indicator 7 – A statement to report customer satisfaction with the complaints service

A customer satisfaction questionnaire is issued to most Stage 2 complainants at present. The very low response rate (6 responses were submitted during 2018/19) means that the results are unlikely to be statistically significant. However, feedback provided through the questionnaire is carefully considered.

A new standardised local authority Complaints Handling Customer Feedback Survey was agreed with the SPSO during September 2019 and will be introduced for all Stage 2 complainants before the end of 2019.

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, is considered routinely at management team meetings.

The Council is keen to understand the expressions of dissatisfaction it receives; it records the types of complaints received under the seven headings determined 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.