

SPSO Performance Indicators

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 used for both years was 151,290.

Note that the term "closed" refers to a complaint to which a customer has had a response, or which they have chosen to withdraw.

Year	Total number of complaints received	Total number of complaints closed	Number of complaints received per 1000 population
2020-21	1328	1283	8.8
2019-20	1923	1733	12.7

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
2020-21	1207 (94%)	33 (3%)	43 (3%)
2019-20	1592 (92%)	55 (3%)	86 (5%)

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.

Complaints closed at Stage 1

Year	Number of complaints closed	Upheld	Not upheld	Partially upheld
2020-21	1207	310 (26%)	628 (52%)	269 (22%)
2019-20	1592	430 (27%)	768 (48%)	394 (25%)

Complaints closed at Stage 2

Year	Number of complaints closed	Upheld	Not upheld	Partially upheld
2020-21	33	3 (9%)	22 (67%)	8 (24%)
2019-20	55	9 (16%)	33 (60%)	13 (24%)

Escalated complaints closed

Year	Number of complaints closed	Upheld	Not upheld	Partially upheld
2020-21	43	9 (21%)	18 (42%)	16 (37%)
2019-20	86	13 (26%)	30 (35%)	33 (39%)

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	Average time Stage 2 complaints	Average time escalated complaints
2020-21	6.7 days	28.9 days	28.0 days
2019-20	5.5 days	22.7 days	20.2 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
2020-21	71.3%	42.4%	51.2%
2019-20	75.7%	60.0%	67.4%

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
2020-21	26.8%	38.2%	32.6%
2019-20	27.5%	57.6%	48.8%