

EAST RENFREWSHIRE COUNCILCABINET1 December 2022Report by Director of Business Operations and PartnershipsSTRATEGIC MID-YEAR COUNCIL PERFORMANCE REPORT 2022-23**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Council performance at mid-year 2022-23 based on performance indicators in the [Outcome Delivery Plan \(ODP\) 2022-23](#). A mid-year complaints report is also included.

RECOMMENDATIONS

2. It is recommended that Cabinet:
 - (a) Scrutinises and comments on the summary of the Council's performance at mid-year 2022-23 at Annex 1 and;
 - (b) Scrutinises and notes the mid-year complaints report attached at Annex 2.

BACKGROUND AND CONTEXT

3. The Council sets out its contribution to the partnership outcomes in the [Community Plan](#) through the content of the Outcome Delivery Plan (ODP). The ODP 2022-23 has been developed as a one year operational plan primarily as a consequence of COVID and to allow for a strategic planning review. It conveys what the Council is doing to contribute to the delivery of the agreed Community Planning local outcomes. The Council is responsible for ensuring that the money we spend contributes towards achieving these outcomes and we work in partnership with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust to deliver our outcomes.

4. There continues to be variations across communities' and individuals' lived experiences due to the impact of the pandemic. Additional demands are still being placed on services, with staffing challenges in the form of absence and recruitment gaps, and in some areas, performance has not returned to pre-pandemic levels. As a result, comparative changes in indicator values from previous years should be treated with caution. There has been research and engagement undertaken to better understand the impact on COVID-19 on our communities that is central to planning our services.

5. Performance updates on the strategic indicator set included in Annex 1 have a latest data update, for most this will be for mid-year 2022-23. Some indicators have a time lag and the latest data will be 2021-22 e.g. educational attainment, or occasionally more historic.

6. Due to differences in reporting periods no targets have been set for education attainment indicators for 2021-22. At the November Education Committee, elected members will consider the department's Scottish Attainment Challenge stretch aims. The new aims will be incorporated in to the department's Outcome Delivery Plan (ODP) reporting where applicable, with the new targets included within the End Year Report 2022-23.

7. Reporting on our performance against the strategic indicators in the ODP alone does not capture the extent and impact of the challenges the Council continues to face as a result of COVID-19. Responding to the crisis has tested us in ways we had never experienced before and our ways of working have changed considerably. As we continue to work to build back better under challenging budget pressures we are committed to taking forward new approaches that are delivering positive outcomes for local people. Our [annual performance report](#) for 2021-22 provides details on some of stories behind the Council's response to negotiating the challenges of the pandemic.

OTHER STATUTORY REPORTING

8. We have a statutory duty to report on complaints. A mid-year summary report on complaints is attached at Annex 2.

9. We are also required to report on a suite of benchmarking indicators that make up the national Local Government Benchmarking Framework (LGBF), to enable comparative performance analysis with other local authorities. LGBF data for year 2020-21 was reported to Cabinet on 16 June 2022. A full set of comparative results can also be accessed via the [MyLocal Council Tool](#).

10. The 2017-21 Equality and Human Rights Mainstreaming Report provides details on progress to meet our equality outcomes and mainstream equalities, in line with the requirements of the 2010 Equality Act. It also presents the new set of equality outcomes for 2021-25. This report is available on our [website](#). The next update on the outcomes for 2021-25 will be published by June 2023.

COUNCIL PERFORMANCE

11. Of the 50 indicators in the plan, there has been an update available for 30 of these indicators at mid-year 2022-23.

12. Despite the continued focus on recovery and renewal, East Renfrewshire Council has continued to achieve excellent performance results across many areas including household recycling, increasing the supply of affordable housing, and supporting our local businesses in the first half of the year. High levels of educational attainment have been maintained and performance from academic year 2021-22 is included in this report.

Outcome 1 Early Years

13. The rate of breastfeeding at 6-8 weeks in 15% most deprived SIMD data zones significantly increased in 2021-22 to 17.9% from 7.5% in the previous year, though is still below the rate of the pre-pandemic period. The gap between the most affluent (SIMD 5) and the most deprived (SIMD 1) areas, has decreased for the second year in a row from 34.7% in 2020/21 to 27.6% in 2021-22. SIMD 5 rates have increased this year from 42.2% in 2020-21 to 45.5% in 2021-22.

Outcome 2 Learning, Life and Work

14. As well as maintaining excellent educational attainment levels overall despite the impact of COVID, very low levels of schools exclusion rates at primary level were maintained with 0 incidents per 1000 pupils in the academic year 2021-22. Although the number of exclusions in the secondary sector increased to 5.1 incidents per 1000 pupils in 2021-22, performance continues to compare very well with the national figure of 39.6 incidents per 1000 pupils (latest

published data 2020-21). In 2021-22, the proportion of pupils achieving 5 or more awards at SCQF level 5 remained at 83%. Those achieving 5 or more awards at SCQF level 6 by the end of S6 reduced very slightly from 70% to 69%, with the slight decrease linked to the legacy of the disruption of the last few years. It should be noted that due to the different assessment methodologies in place due to the impacts of COVID-19, care should be taken when making any direct comparisons across different years.

15. In the academic year 2021-22 there were also 473 awards achieved by young people participating in school and community based programmes.

16. Even though there were closures at the wet side facilities at Eastwood High Sports Centre over the summer due to maintenance, there were 3,177 sports attendances per 1000 population through leisure centres and community facilities in the first half of the year, representing 44.1% of the full year target.

17. The return of adult programmes, the children's April holiday activities, the re-introduction of school visits, and a more stable Bookbug offering all contributed to increased physical visitor numbers to libraries in the first half of the year. Virtual visits also continued to grow resulting in combined visits reaching 59.9% of pre-COVID levels, and 2,253 combined physical and virtual visits per 1000 population represents 51.2% of the full year target of 4400.

Outcome 3 Environment and Economy

18. The 77 new affordable housing units at Maidenhill and Balgraystone developments, completed in the first half of 2022/23, have been delivered through the Council's New Build Programme. These are a mix of smaller and family sized homes which fulfil some of the highest levels of demand for affordable housing experienced in recent years. Additionally 20 social rent units from Barrhead Housing Association (12 at Lyoncross and 8 at Dealston Road, both Barrhead) have been added to the supply, and a further 12 homes have been provided as entry level priced homes for sale in Barrhead.

19. The number of businesses assisted to improve performance as a result of support received from the Council increased to 71 in the first half of the year- 57 received grant advice and 14 had grant applications processed.

20. East Renfrewshire Council has reclaimed its top recycling council status with a value of 58.1% for 2021-22, an improvement from the previous year of 56.6%, and remains well above the national average of 42.7%. Overall, recycling levels have recovered from the previous year which experienced a dip to levels not seen since 2013. This was as a result of the impact of the COVID-19 pandemic on waste and recycling services. The sector continues to recover and it is hoped recycling levels locally and nationally will continue to improve.

21. 2021-22 data for the Street Cleanliness Index indicator, not available at end year, shows a decline from the previous year at 89.8%. The national average score was 89.7%, therefore, East Renfrewshire Council is very marginally above this outcome. The average national score trend has traditionally sat above 90%, therefore, results reflect a slight downward trend overall in Scotland.

Outcome 4 Safe, Supportive Communities

22. The percentage of all complaints reporting anti-social behaviour which have reoccurred has reduced to 8% at mid-year 2022-23, on target for the first half of the year. 14 of 109 new affordable homes have also been designed for wheelchair users or are ground level adaptable (13%- above the 10% target at mid-year point).

Outcome 5 Older People and People with Long Term Conditions

23. Despite the continued challenges of providing key Health and Social Care services in the recovery phase, HSCP services continued to support older people and people with long term conditions.

24. The Talking Points survey on social health care needs saw an increase to 90% of respondents that felt they were living where or as they wanted to live. We continue to develop our support for unpaid carers in collaboration with our local Carers' centre, however, there was a decrease to 79% of those reporting the 'quality of life for carers' needs were fully met.

25. The number of adults receiving personal care at home (or direct payments for personal care), as a percentage of the total number of adults needing care increased to 65.2% for latest data 2021-22. The percentage of adults supported at home who agreed that they are supported to live as independently as possible also increased for 2021-22 to 80.4%, above the Scottish average of 78.8%.

Customer, Efficiency and People

26. 29% of all customer contact excluding payments (30,592 transactions) were made online in the first half of the year, above the 20% target.

27. Sickness absence at mid-year point was 4.96 days per full time equivalent, higher than the rate of 4.3 days at the same point in 2021-22.

28. The Council still performs well across the majority of the ODP indicators where data updates are available at mid-year. In the remaining areas where there is scope for building on levels of performance, departments will continue to closely monitor progress and take appropriate action. We aim towards achieving previous performance levels, particularly in areas where services were most affected by the impact of COVID.

COMPLAINTS

29. All Scottish councils are required to assess and monitor their complaints handling performance quarterly against a number of high level performance indicators identified by Scottish Public Services Ombudsman (SPSO). A report on our performance against these indicators at mid-year point is attached at Annex 2.

30. The volume of complaints received has decreased significantly from the corresponding period in 2021-22 – down by 45.4% from 919 to 502. The Council achieved the SPSO target for responding to frontline complaints (5 days) recording an average of 4.31 days. The Council also achieved the target for investigation complaints (20 days) recording an average of 18.57 days.

PUBLICATION OF MID YEAR PERFORMANCE INFORMATION

31. Information in this report will be published on the [Council's website](#) where additional performance information can also be found, including departmental and benchmarking reports.

FINANCE & EFFICIENCY

32. There are no specific financial implications arising from this report.

CONSULTATION

33. Services across the Council continue to consult with customers and communities as part of service delivery and redesign. Consultations taking place in the first half of the year include: Gaelic and ASN education, the Local Housing Strategy, and the eight Local Action Plans.

PARTNERSHIP WORKING

34. This report summarises performance of the Council towards the outcomes within the Community Plan. Results could not have been achieved without continued excellent partnership working, including for example, with the Health and Social Care Partnership, East Renfrewshire Culture and Leisure Trust and Voluntary Action East Renfrewshire (VAER).

IMPLICATIONS OF REPORT

35. As this report is primarily a progress and performance update, there are no particular implications in terms of staffing, property, legal, IT, equalities or sustainability. Each of these issues has been mainstreamed through service plans and equality impact assessments carried out where appropriate.

CONCLUSION

36. This report details the performance of the Council at mid-year 2022-23. The Council is performing well across the majority of the ODP indicators, however the impact of COVID-19, coupled with the significant budget pressures faced by East Renfrewshire Council and all councils, continues to have an impact on future performance and delivery of services. Despite the continued challenging circumstances the Council's aim remains unchanged - making people's lives better and achieving positive outcomes for all of our communities.

RECOMMENDATIONS

37. It is recommended that Cabinet:
- (a) Scrutinises and comments on a summary of the Council's performance at mid-year 2022-23 (Annex 1) and;
 - (b) Scrutinises and notes the mid-year complaints report attached at Annex 2

10 November 2022

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BACKGROUND PAPERS

- Local Government Benchmarking Framework 2020-21, Cabinet 16 June 2022
- Outcome Delivery Plan 2021-2024, Council 29 June 2022
- Strategic End-Year Performance Report 2020-21, Council 29 June 2022



Outcome Delivery Plan 2022-2023

Strategic Mid-Year Performance Report 2022-23

The following report provides an update of Council performance data at mid-year 2022-23. The information contained in this report includes indicators in the Outcome Delivery Plan 2022-23.

Data notes

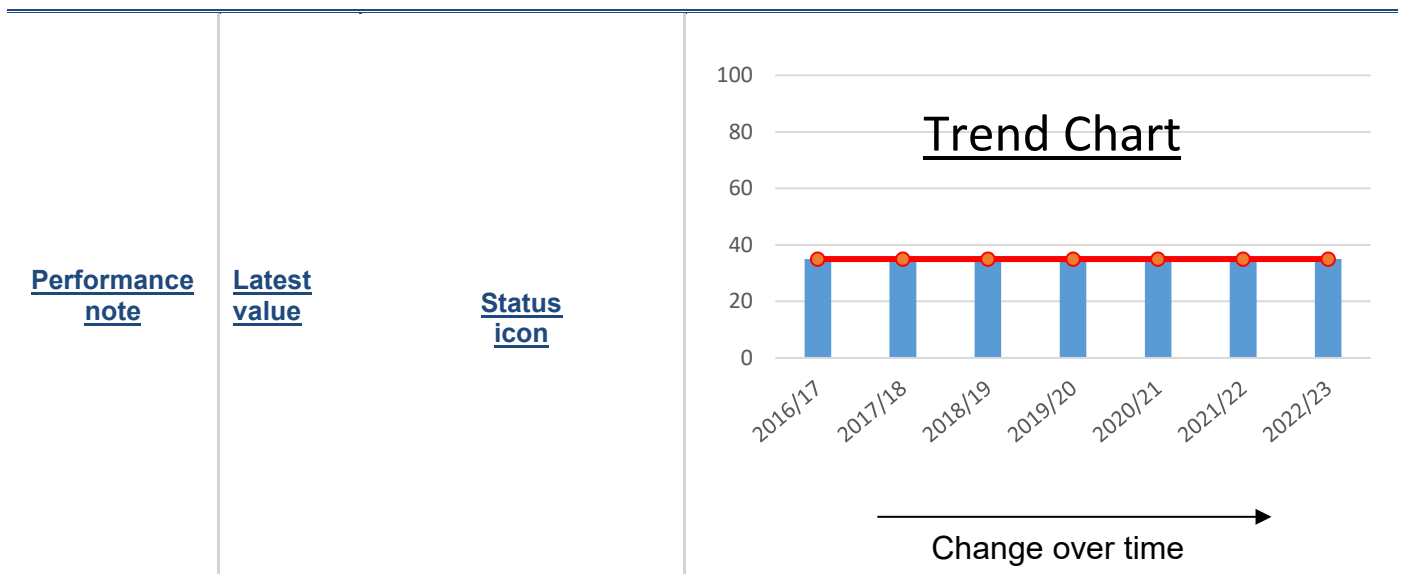
Indicators included in Annex 1 have a latest data update, the most recent being mid-year 2022-23. Some indicators have a time lag and the latest data will not be the current year, e.g. some health and education data. Of the 50 indicators in the plan, there has been an update available for 30 indicators in the last year.

Target

3 year annual targets have been set for most indicators in the ODP 2022-23, with the exception of some Education and health indicators that have a target for the end of a 2 or 3 year period. No targets were set in 2020-21 due to COVID.

Key

The key below details what each of the symbols mean within the report.



PI Status of last available data:	
	Off target
	Target still to be achieved
	On Target
	For information only (no target set)

ODP 1 Council Performance



All children in East Renfrewshire experience a stable and secure childhood and succeed.

Percentage attendance for Looked After Pupils (Primary and Secondary)

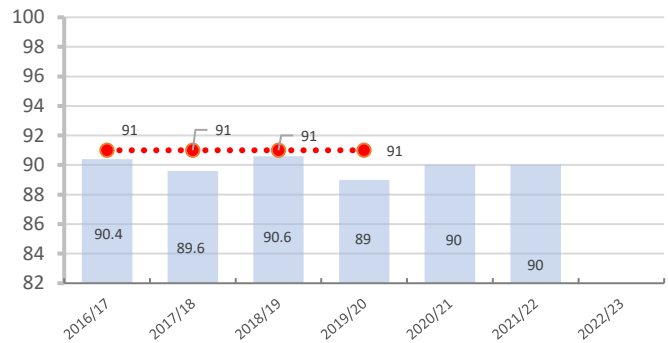
Academic year 2021-22.

The overall attendance level for looked after pupils of 90% in East Renfrewshire compares favourably to the national figure of 87%. More targeted interventions are now being provided by Children 1st to support the attendance and engagement of care experienced learners. This will complement the work of the Emotionally Based School Avoidance team.

90%



% attendance for Looked After Pupils (Primary and Secondary)



Breastfeeding at 6-8 weeks most deprived SIMD data zones (%)

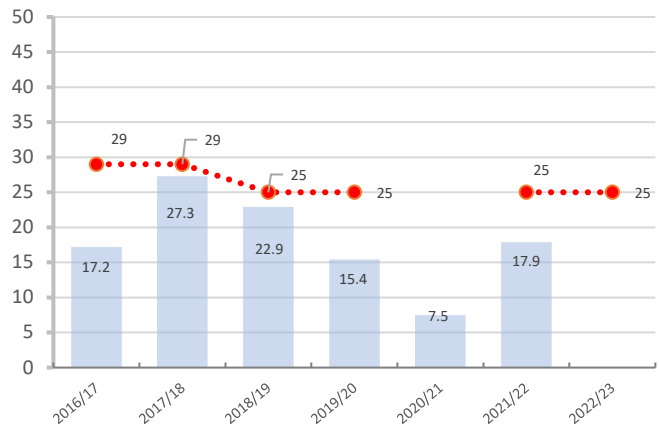
Update on 2021/22 data that wasn't available at end year.

This is a significant increase from 2020/21 (7.5%) though still below pre-pandemic levels. Our comparator authority, East Dunbartonshire continues to see a higher rate in SIMD 1, with 21.1%, however East Renfrewshire is higher in SIMD 2 (28%). The gap between the most affluent (SIMD 5) and the most deprived (SIMD 1) areas, has decreased for the second year in a row from 34.7% in 2020/21 to 27.6% in 2021/22. SIMD 5 rates have increased this year from 42.2% in 2020/21 to 45.5% in 2021/22.

17.9%



Breastfeeding at 6-8 weeks most deprived SIMD data zones (% - lgbf)



ODP 2 Council Performance

East Renfrewshire residents are healthy and active and have the skills for learning, life and work.

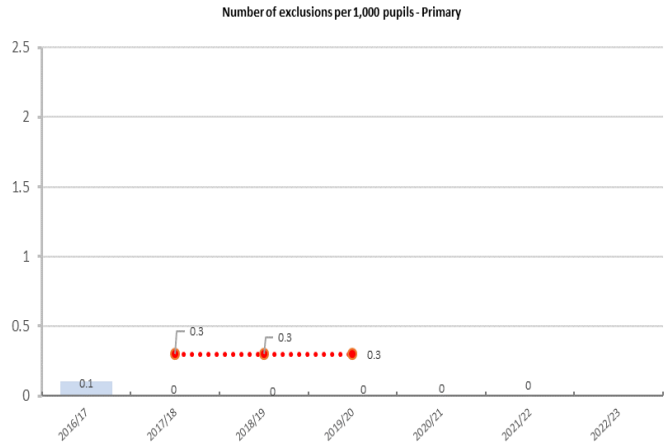


Number of exclusions per 1,000 pupils - Primary

Academic year 2021-22.

The number of exclusion incidents decreased in 2021/22 to 0 incidents per 1000 pupils. East Renfrewshire compares very favourably to the national value of 6.4 incidents per 1000 pupils (latest published data for 2020/21). The Council achieved the very challenging target in 2020/21 and further improved performance in 2021/22.

0

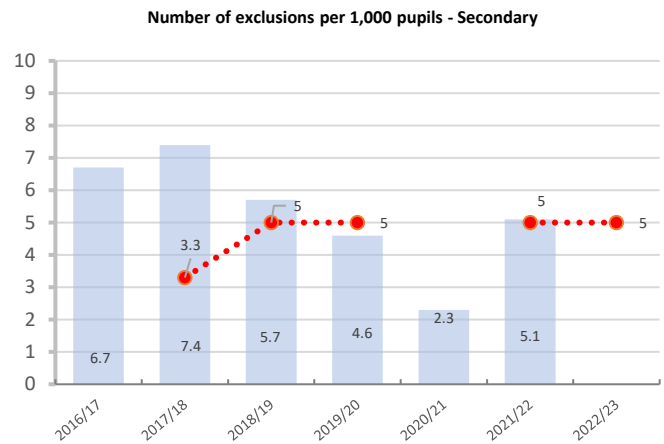


Number of exclusions per 1,000 pupils - Secondary

Academic year 2021-22.

In 2021/22, the number of exclusions in the secondary sector increased to 5.1 incidents per 1000 pupils. The ERC performance continues to compare very well with the national figure of 39.6 incidents per 1000 pupils (latest published data for 2020-21). The Council achieved the very challenging target of 5.0 incidents per 1000 pupils over the period 2019-21, although the number has increased in 2021/22.

5.1

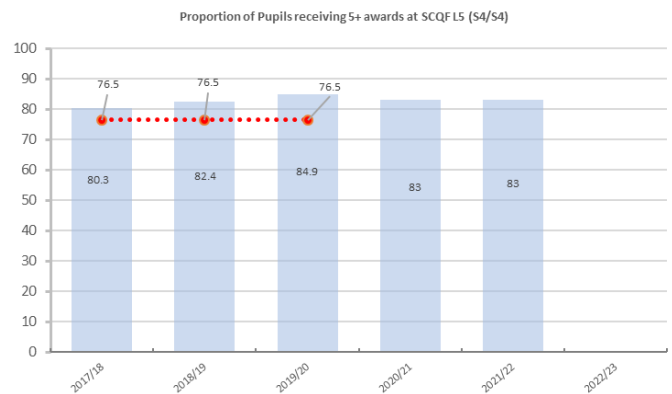


Proportion of Pupils receiving 5+ awards at SCQF L5 (S4/S4) (%)

Academic year 2021-22.

In 2021/22, the proportion of pupils achieving 5 or more awards at SCQF level 5 remained at 83%. Due to the change in assessment methodology, primarily the implementation of the alternative certification model, comparisons at the senior phase should be treated with some caution.

83%

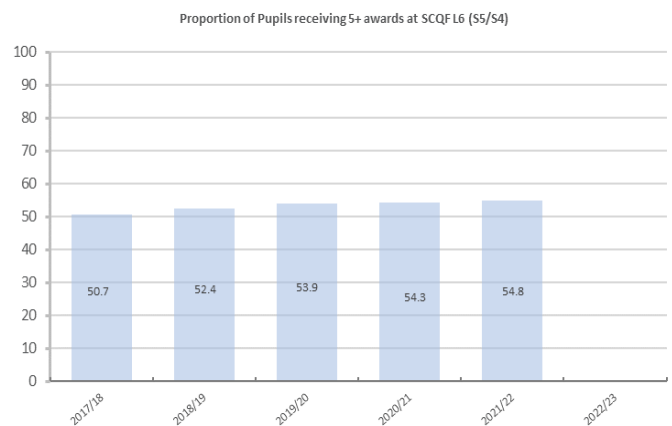


Proportion of Pupils receiving 5+ awards at SCQF L6 (S5/S4) (%)

Academic year 2021-22.

In 2021/22, the proportion of S5 pupils achieving 5 or more awards at SCQF level 6 rose slightly to 54.8%. Due to the change in assessment methodology, primarily the implementation of the alternative certification model, comparisons at the senior phase should be treated with some caution.

54.8%

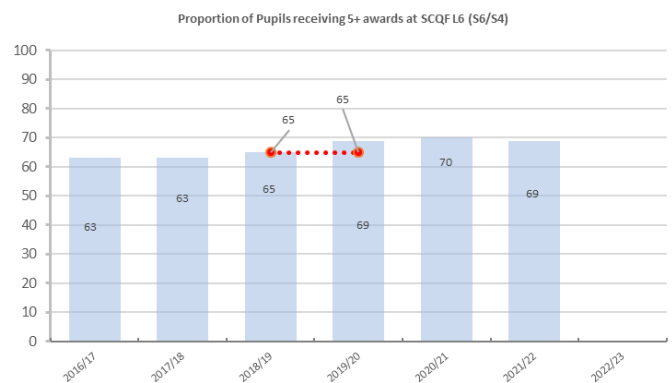


Proportion of Pupils receiving 5+ awards at SCQF L6 (S6/S4) (%)

Academic year 2021-22.

In 2021/22, the proportion of pupils achieving 5 or more awards at SCQF level 6 by S6 reduced slightly to 69%. The Council previously achieved the challenging targets for 2016-20, with a slight decrease linked to the legacy of the disruption of the last few years.

69%



Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels

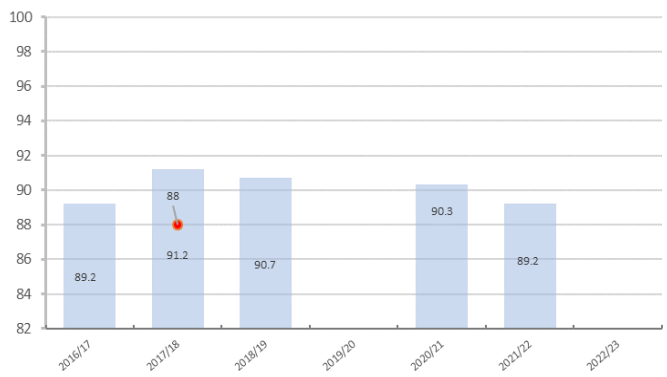
Academic year 2021-22.

In 2021-22, 89.2% of primary pupils achieved or exceeded expected Curriculum for Excellence levels in reading. The Council previously achieved the very challenging 3-year average target for 2019-21 of 90%, with a slight decrease linked to the legacy of the disruption of the last few years.

89.2 %



Primary Attainment: Reading - % Attaining or Exceeding Expected Levels



Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels.

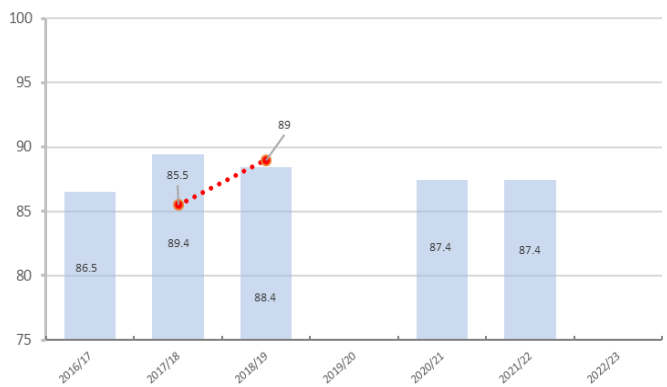
Academic year 2021-22.

In 2021-22, 87.4% of primary pupils achieved or exceeded expected Curriculum for Excellence levels in writing. The Council did not achieve the very challenging 3-year average target for 2019-21 of 89% as a result of learning loss associated with the impact of the global pandemic.

87.4 %



Primary Attainment: Writing - % Attaining or Exceeding Expected Levels



Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels

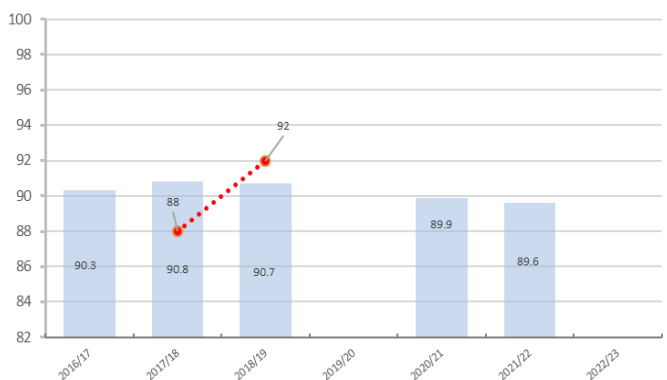
Academic year 2021-22.

In 2021-22, 89.6% of primary pupils achieved or exceeded expected Curriculum for Excellence levels in numeracy, a very slight increase. The Council did not achieve the very challenging 3-year average target for 2019-21 of 92% as a result of learning loss associated with the impact of the global pandemic.

89.6 %



Primary Attainment: Mathematics - % Attaining or Exceeding Expected Levels



Primary Attainment: Talking and Listening - Percentage Attaining or Exceeding Expected levels

Academic year 2021-22.

In 2021-22, 93.2% of primary pupils achieved or exceeded expected Curriculum for Excellence levels in talking and listening, a decrease on the previous year. The Council achieved the very challenging 3-year average target for 2019-21 of 94%, with a slight decrease linked to the legacy of disruption over the last few years.

93.2 %

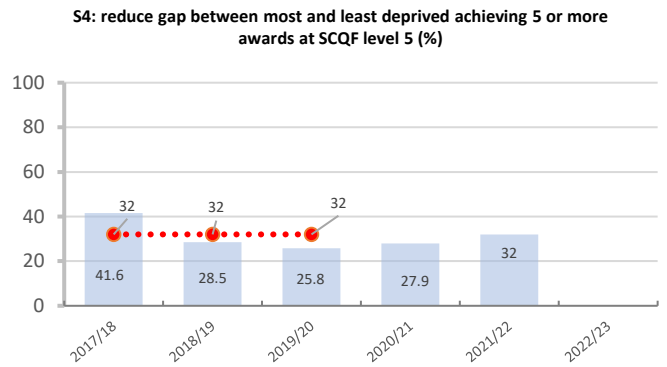


S4: reduce gap between most and least deprived achieving 5 or more awards at SCQF level 5.

Academic year 2021-22.

The gap between the proportion of young people achieving 5 or more SCQF level 5 qualifications in SIMD deciles 9 and 10 compared to deciles 1&2 increased by 3% in 2021/22 to 32%. Target under review.

32%

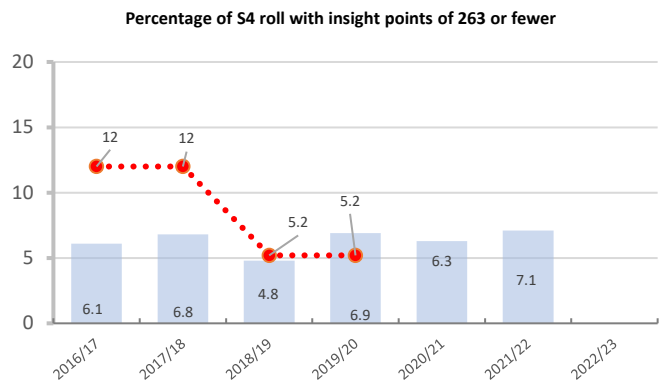


Percentage of S4 roll with insight points of 263 or fewer

Academic year 2021/22.

The percentage of S4 pupils with total Insight point scores of 263 or fewer (equivalent to eight "Pass" awards at National 4) increased to 7.1% in 2022. Target under review.

7.1%



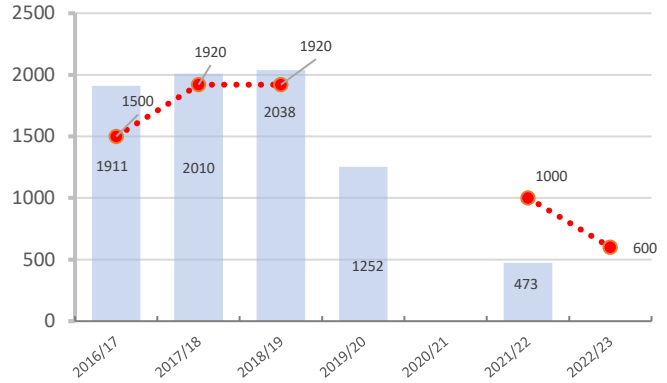
Awards achieved by young people participating in school and community based targeted programmes

Academic year 2021/22.

During the reporting timeframe 1st Aug 21-31st July 22 - young people achieved 473 awards (281 individual young people).

473 

Awards achieved by young people participating in school and community based targeted programmes



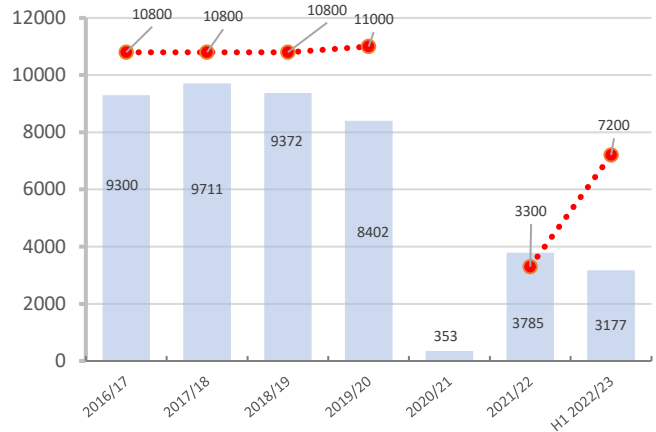
Number of attendances per 1,000 population for indoor sports and leisure facilities

Mid-year 2022/23.

Some Covid-19 safety protocols were still in place during Q1 of this year, however almost all were removed by Q2. In July, wet side facilities in Eastwood High Sports Centre closed to allow for work to be done on the pool changing facilities. Despite this, numbers through our centres alone increased to 237,302 (80.6% of pre-Covid levels in 2019/20). 3,177 sports attendances / 1000 population through our Leisure Centres and Community Facilities represents 44.1% of the full year target.

3,177 

Number of attendances per 1,000 population for indoor sports and leisure facilities



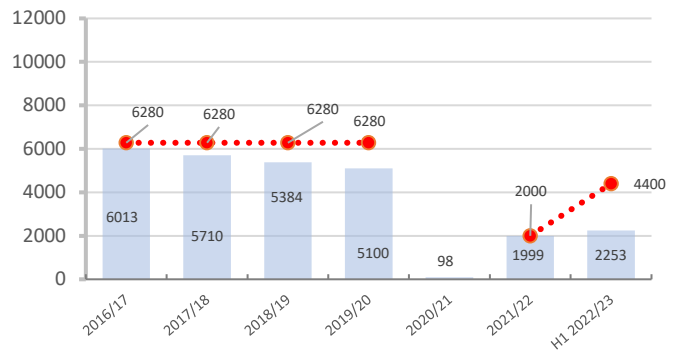
Number of Library visits per 1,000 population

Mid-year 2022/23.

The return of adult programmes, the children's April holiday activities, the re-introduction of school visits, and a more stable Bookbug offering all contributed to increased physical visitor numbers of first half of the year. Virtual visits also continued to grow resulting in combined visits reaching 59.9% of pre-Covid levels (217,610 compared to 363,155 in 2019/20). 2,253 combined physical and virtual visits represents 51.2% of the full year target.

2,253 

Number of library visits per 1,000 population



ODP 3 Council Performance

East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents



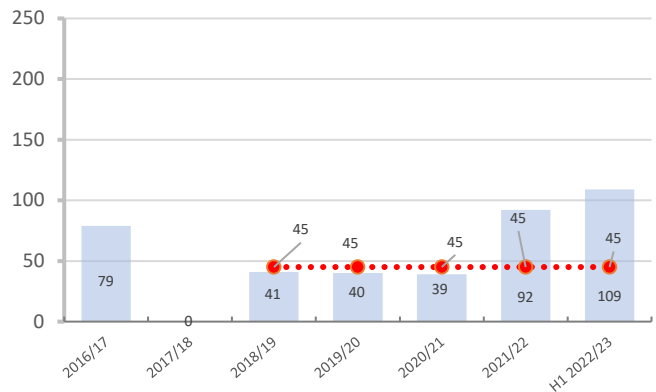
Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 225 by 2022)

Mid-Year 2022-23.

109 units of affordable housing have been delivered. These are 77 Council new build homes at Maidenhill and Balgraystone developments. A mix of 1-4 bedroom homes, including wheelchair adapted flats and ground level accessible. 20 social rent units from Barrhead Housing Association – 12 at Lyoncross; 8 at Dealston Road both Barrhead. These are 2/3 family homes. A further 12 homes have been provided as entry level priced homes for sale in Barrhead.

109

Additional units being brought into affordable housing supply



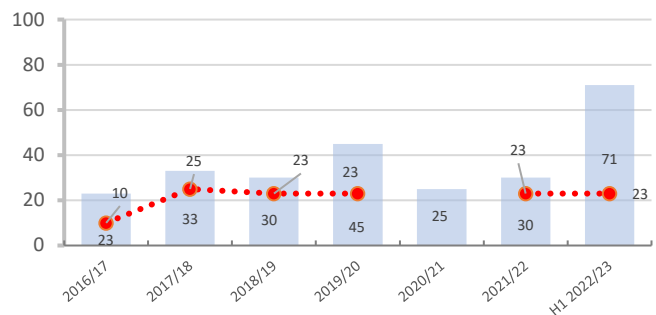
Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice

Mid-Year 2022-23.

Target exceed. Assisted 57 businesses with grant advice and processing 14 grant applications.

71

Number of businesses assisted to improve performance as a result of support received from the Council



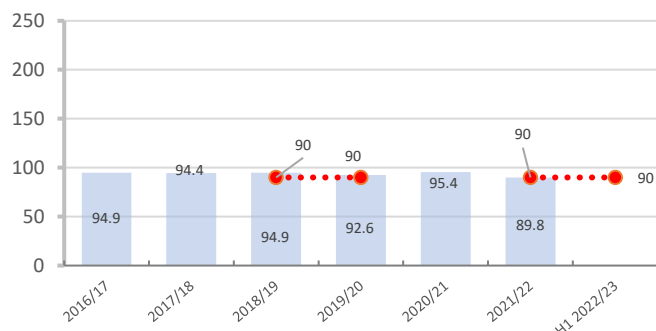
Street Cleanliness Score - % Clean

Update on 2021/22 data that wasn't available at end year.

Indicative score of 89.8%, below the target of 90%. The National Average score was 89.7%, therefore, ERC is marginally above this outcome. The Average National score trend has traditionally sat above 90%, therefore, results reflect a slight downward trend overall.

89.8%

Street Cleanliness Score - % Clean

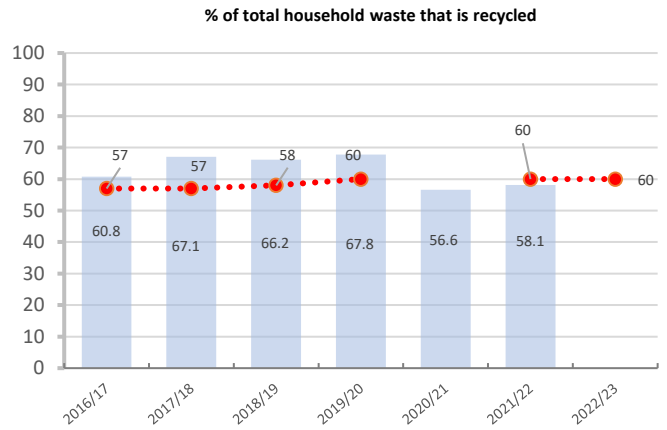


% of total household waste that is recycled

Update on 2021/22 data not available at end-year.

ERC has reclaimed its top recycling Council status with a score of 58.1%. An improvement from the previous year of 56.6% and remains well above the National average of 42.7%. Overall, Recycling levels have recovered from the previous year which experienced a dip to levels not seen since 2013. This was as a result of the impact of the Covid-19 pandemic on waste and recycling services. The sector continues to recover and it is hoped recycling levels locally and nationally will continue to improve.

58.1%



ODP 4 Council Performance

East Renfrewshire residents are safe and live in supportive communities

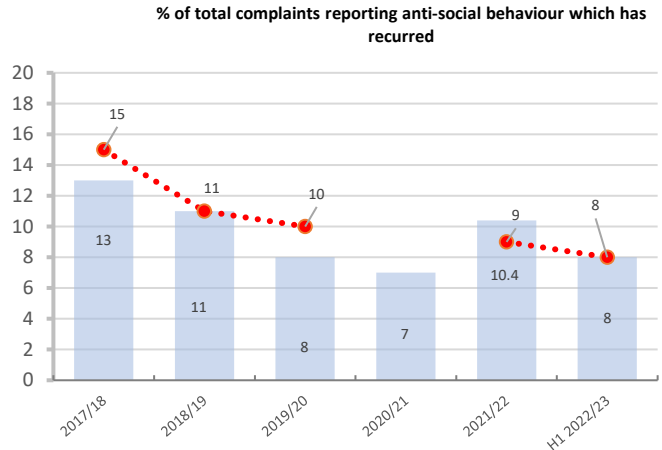


% of total complaints reporting anti-social behaviour which has reoccurred

Mid-year 2022/23.

Currently 8% of complaints have reoccurred in the first half of the year.

8%

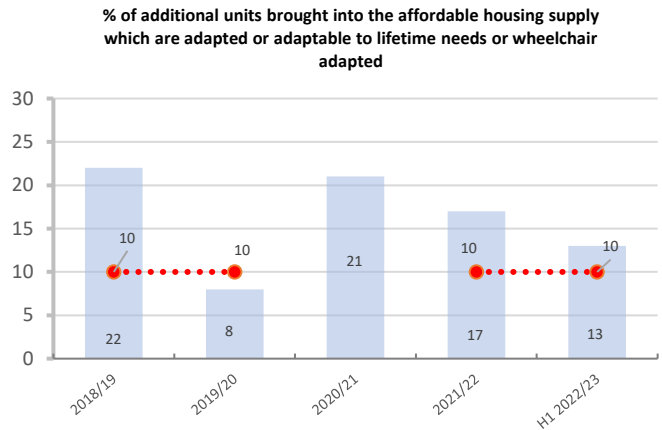


% of additional units brought into the affordable housing supply which are adapted or adaptable to lifetime needs or wheelchair adapted

Mid-Year 2022-23.

On track. 14 of 109 new affordable homes are designed for wheelchair users or ground level adaptable (13%). These homes have been delivered via the Council new build programme.

13%



ODP 5 Council Performance

Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives

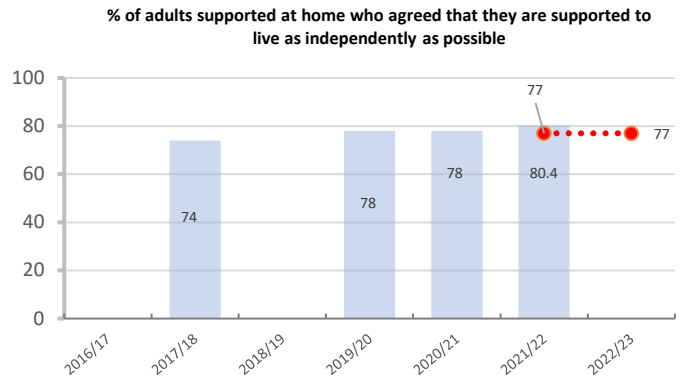


Percentage of adults supported at home who agreed that they are supported to live as independently as possible

Update on 2021/22 data not available at end-year.

Up from 78% in previous survey (2019/20). Scotland figure for period 78.8%. Latest available data at September 2022. Source: Public Health Scotland (Health and Care Experience Survey 2021/22)

80.4%

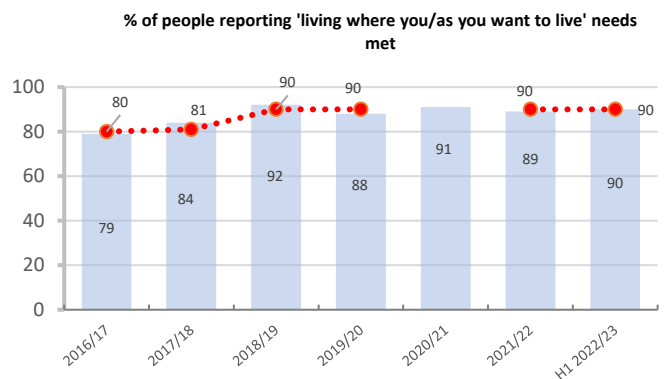


People reporting 'living where you/as you want to live' needs met (%)

Mid-year 2022/23.

In the first six months of 2022/23 of the total 423 valid responses 379 reported their needs met.

90%

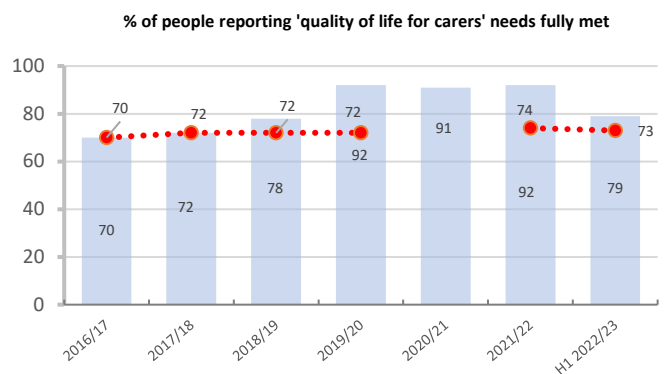


People reporting 'quality of life for carers' needs fully met (%)

Mid-year 2022/23.

In the first six months of 2022/23 of the total 77 valid responses 61 reported their needs met.

79%

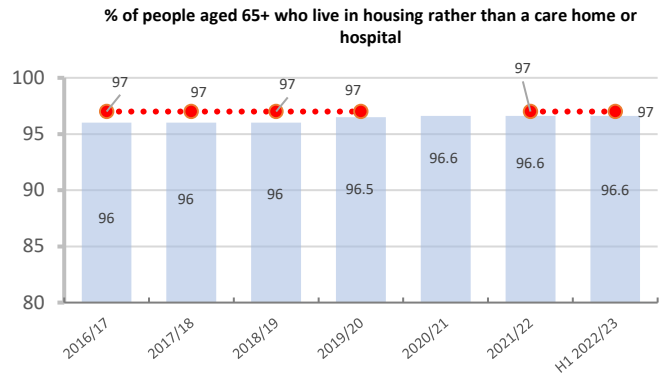


% of people aged 65+ who live in housing rather than a care home or hospital

Mid-year 2022/23.

Indicator is still under development by Scottish Government and may change in future. Due to different configurations of services, figures for the hospital/hospice categories may not be comparable across partnership areas. Figure comprises 91.2% of people living unsupported at home, with a further 5.4% being supported to live at home. (Source: Scottish Government, October 2022)

96.6%

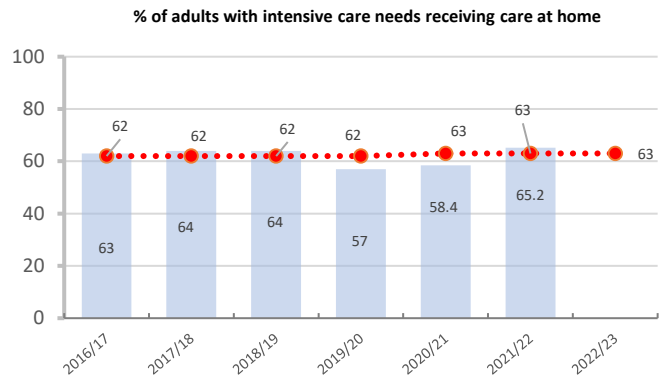


% of adults with intensive care needs receiving care at home

Update on 2021/22 data not available at end-year.

Latest available data (2021/22) at September 2022. In comparison the Scotland figure was 64.9% for the same period. (Source: Scottish Government).

65.2%



Customer, Efficiency, People- Council Performance

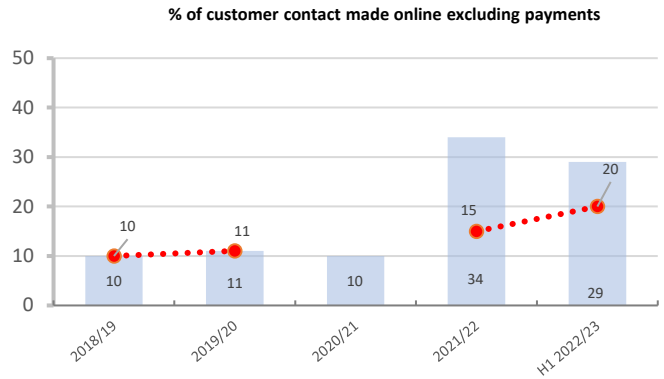


% of customer contact made online (excluding payments)

Mid-year 2022/23.

Reduction of 73% online garden waste permits from same time last year due to the promotion and uptake starting earlier in 21-22. The total number of transactions was 30,592.

29%

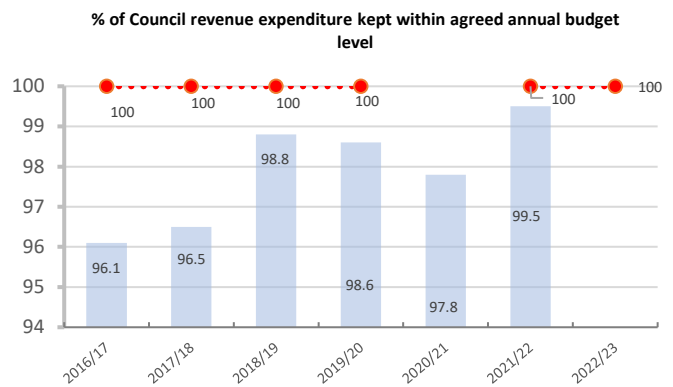


Actual Council revenue outturn against revised revenue budget. Target <100%

Update on 2021/22 data not available at end-year.

Actual expenditure vs budgeted is monitored and managed throughout the year. The pre-audit value for 2022/23 will not be available until June 2023.

99.5%

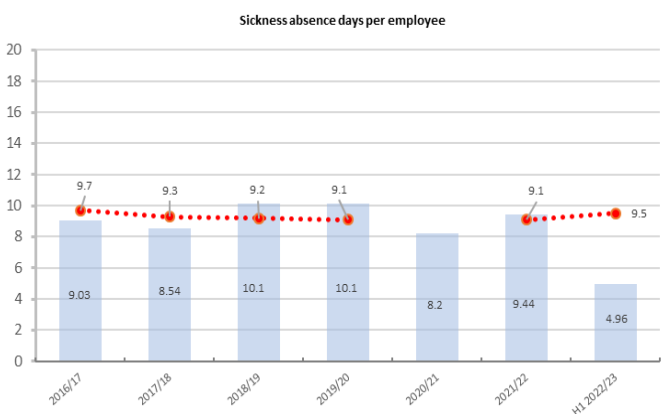


Sickness absence days per employee

Mid-year 2022/23.

The overall absence for mid-point 2022/23 is 4.96 full time equivalent days lost. When reviewing the absence data for 2022/23 thus far the trend is on the rise in comparison to 2021/22.

4.96

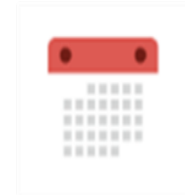


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Mid-Year complaints 2022/2023

All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. During the first half of 2022/23 we received 502 complaints, which represented a large decrease on the same period in 2021/22, where 919 complaints were received. Most complaints continue to be received by Environment Department – 57%. The data shows that we have achieved the 5-day target to respond to frontline complaints with an average time of 4.31 days taken to respond. The average time to respond to investigation complaints was under the 20-day target at 18.57 days.

The figures for 2021/22 have been recalculated due to an error being identified in the reporting process. This has contributed to the headline figure for the first half of 2021/22 being revised from, the previously reported, 1,027 to 919.



502 complaints received
5.2 per 1,000 population



57% received by
Environment Department



4.31 days for frontline
18.57 days for investigation



Note – arrows indicate direction of change from the same period of 2020-21.

Mid-Year Complaints Data Report 2022/23¹

Complaints Received per 1000 of the Population			
Description	2021/22 H1	2022/23 H1	Change
Number complaints received per 1,000 population.	9.52	5.2	-4.32 A total of 502 complaints were received in first half of 2022/23

Complaints Closed at Stage one and Stage two			
Description	2021/22 H1	2022/23 H1	Change
Number complaints closed at stage one as % of all complaints	92.79%	90.35%	-2.44
Number complaints closed at stage two as % of all complaints	4.92%	6.98%	2.06
Number complaints closed at stage two after escalation as % of all complaints	2.30%	2.67%	0.37

Complaints Not Upheld/ Partially Upheld/Upheld			
Not Upheld	2021/22 H1	2022/23 H1	Change
Number complaints not upheld at stage one as % of complaints closed at stage one	41.58%	37.95%	-3.63
Number complaints not upheld at stage two as % of complaints closed at stage two	55.56%	44.12%	-11.44
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	57.14%	69.23%	12.09

Partially upheld	2021/22 H1	2022/23 H1	Change
Number of complaints partially upheld at stage one as % of complaints closed at stage one	8.01%	11.82%	3.81
Number complaints partially upheld at stage two as % of complaints closed at stage two	24.44%	32.35%	7.91
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	32.04%	30.68%	-1.36
Upheld	2021/22 H1	2022/23 H1	Change
Number of complaints upheld at stage one as % of all complaints closed at stage one	18.37%	19.55%	1.18
Number complaints upheld at stage two as % of complaints closed at stage two	11.11%	11.76%	0.65
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	14.29%	0.00%	-14.29
Resolved	2021/22 H1	2022/23 H1	Change
Number of complaints resolved at stage one as % of all complaints closed at stage one	32.04%	30.68%	-1.36
Number complaints resolved at stage two as % of complaints closed at stage two	8.89%	11.76%	2.87
Number escalated complaints resolved at stage two as % of escalated complaints closed at stage two	4.76%	15.38%	10.62

Description	2021/22 H1	2022/23 H1	Change	Status
Average time in working days to respond to complaints at stage one (frontline resolution)	6.3	4.31	-1.99	
Average time in working days to respond to complaints at stage two (investigation)	21.56	18.82	-2.74	
Average time in working days to respond to complaints after escalation (investigation)	20.29	17.92	-2.37	
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	21.15	18.57	-2.58	

Complaints at each stage closed within set timescales

Description	2021/22 H1	2022/23 H1	Change
Number complaints closed at stage one within 5 working days as % of stage one complaints	69.26%	74.55%	5.29
Number complaints closed at stage two within 20 working days as % of stage two complaints	64.44%	55.88%	-8.56
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	47.62	53.85	6.23
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	59.09	55.32	-3.77

Where extensions to the 5 or 20 working day timeline were authorised

Description	2021/22 H1	2022/23 H1	Change
% of complaints at stage one where extension was authorised	1.65%	2.05%	0.4
% of complaints at stage two where an extension was authorised	2.22%	11.76%	9.54
% of escalated complaints where extension was authorised	4.76%	15.38%	10.62

1 - Data notes: Definitions: Stage 1 - complaints closed at stage 1 Frontline Resolution; Stage 2 (direct) - complaints that bypassed stage 1 and went directly to stage 2 Investigation (e.g. complex complaints); Escalated - complaints which were dealt with at stage 1 and subsequently escalated to stage 2 (e.g. because the customer remained dissatisfied); Investigation - stage 2 and escalated complaints combined. Resolved - A complaint is resolved when both (the organisation) and the customer agree what action (if any) will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld. (SPSO definition)