

PERFORMANCE INDICATORS

The Scottish Public Services Ombudsman (SPSO) have outlined four key performance indicators for local authorities to use to monitor practice and identify any trends.

INDICATOR ONE

Complaints received per 1,000 population.

Indicator One: The total number of complaints received in Q1 was 155 which is 1.3 per 1,000 population. In Q2 was 227 which is 2.0 per 1,000 of the population and in Q3, 176 which is 1.5 per 1000 of the population.

This SPSO indicator records the total number of complaints received per 1,000 population. This is based on the sum of the number of complaints received at Stage 1 (this includes escalated complaints, as they were first received at Stage 1), and the number of complaints received directly at Stage 2. The table also shows for information, the total number of complaints received and the total number of complaints closed as well the total number of complaints closed per 1,000 population.

Table 1 - Council's total complaints per 1,000 population.

| Measure | 1 April- 30 June 2023 Quarter 1 | 1 July – 30 September 2023 Quarter 2 | 1 October – 31 December 2023 Quarter 3 |
|--|---------------------------------------|--|--|
| Angus Population | 115,820 | 115,820 | 115,820 |
| Total number of complaints received in the period | 155 | 227 | 176 |
| Total number of complaints received per 1,000 population | 1.3 | 2.0 | 1.5 |
| Total number of complaints closed in the period | 72 | 110 | 62 |
| Number of complaints closed per 1,000 population | 0.6 | 0.9 | 0.5 |

INDICATOR TWO

The number and percentage of complaints at each stage that were closed in full within the set timescales of five and 20 working days.

The SPSO requires complaints to be closed within five working days at stage 1 and 20 working days at stage 2.

This indicator will report:

- (i) the number of complaints closed in full at stage 1 within five working days as % of all stage 1 complaints responded to in full
- (ii) the number of complaints closed in full at stage 2 within 20 working days as % of all stage 2 complaints responded to in full.
- (iii) Escalated complaints are those that have been considered at Stage 1 and then have either moved to Stage 2 at the customer's request (because the customer was unhappy with the response at Stage 1) or because they have exceeded the maximum of ten working days at Stage 1 therefore have automatically been moved to Stage 2.

Table 2

| Category | Q1 | % | Q2 | % | Q3 | % |
|---------------------|-----------|-------------|------------|-------------|-----------|-------------|
| Stage 1 complaints | 45 | 62.5% | 48 | 43.6% | 21 | 33.9% |
| Stage 2 complaints | 5 | 6.9% | 3 | 2.7% | 3 | 4.8% |
| Escalated Stage 2 | 22 | 30.6% | 59 | 53.6% | 38 | 61.3% |
| | | | | | | |
| Total Closed | 72 | 100% | 110 | 100% | 62 | 100% |

The total number of complaints closed in Quarter 2 is 110 and Q3 is 62.

INDICATOR THREE

The average time in working days for a full response to complaints at each stage.

This indicator represents the average time in working days for a full response to complaints at each stage.

This indicator will report:

- (i) the average time in working days to respond to complaints at stage 1
- (ii) the average time in working days to respond to complaints at stage 2
- (iii) the average time in working days to respond to complaints after escalation.

There is a requirement for a formal outcome to be recorded for each complaint. These outcomes are resolved, upheld, partially upheld or not upheld.

A complaint is resolved when both Angus Council 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. Angus Council try to **resolve** complaints wherever possible, although we accept that this will not be possible in all cases.

If it were found that the correct procedures had been followed or the service provided was as expected, a complaint would be recorded as "not upheld". However, if this was not the case the complaint would be recorded as "upheld". Where there are several points to a complaint and the decisions are a mixture of "upheld" and "not upheld", the complaint is recorded as "partially upheld" overall. If an issue is resolved before it becomes a complaint, then this is recorded as "resolved." This category of "resolved" came into operation on 1 April 2021.

| Category | 1 April – 30 June 2023 Q1 | % | 1 July – 30 September 2023 Q2 | % | 1 October – 31 December 2023 Q3 | % |
|--------------------------|--|-------------|--|-------------|--|-------------|
| Stage 1 Upheld | 14 | 31.1% | 15 | 31.3% | 4 | 19.0% |
| Stage 1 Not Upheld | 18 | 40.0% | 21 | 43.8% | 9 | 42.9% |
| Stage 1 Partially Upheld | 13 | 28.9% | 12 | 25.0% | 8 | 38.1% |
| Stage 1 Resolved | 0 | 0.0% | 0.0 | 0.0 | 0 | 0.0% |
| Total Stage 1 | 45 | 100% | 48 | 100% | 21 | 100% |
| | | | | | | |
| Stage 2 Upheld | 1 | 20% | 1 | 33.3% | 1 | 33.3% |
| Stage 2 Not Upheld | 3 | 60% | 1 | 33.3% | 1 | 33.3% |
| Stage 2 Partially Upheld | 1 | 20% | 1 | 33.3% | 1 | 33.3% |
| | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Total Stage 2 | 5 | 100% | 3 | 100% | 3 | 100% |

| | | | | | | |
|------------------------------------|-----------|-------------|------------|-------------|-----------|-------------|
| | | | | | | |
| Stage 2 Escalated Upheld | 3 | 13.6% | 22 | 37.3% | 16 | 42.1% |
| Stage 2 Escalated Not Upheld | 8 | 36.4% | 21 | 35.6% | 16 | 42.1% |
| Stage 2 Escalated Partially Upheld | 11 | 50% | 16 | 27.1% | 6 | 15.8% |
| Stage 2 Resolved after escalation | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Total Stage 2 Escalated | 22 | 100% | 59 | 100% | 38 | 100% |
| | | | | | | |
| Total Closed | 72 | | 110 | | 62 | |

INDICATOR FOUR

The outcome of complaints at each stage.

There is a requirement for the outcome to be recorded for each complaint. There are four outcome categories: resolved, upheld, partially upheld or not upheld. Where some of the points of complaint are upheld and others are not, this should be reported as 'partially upheld'.

This indicator will report:

(i) the number of complaints

- (a) upheld
- (b) partially upheld
- (c) not upheld and
- (d) resolved

as a % of all complaints closed at stage 1.

(ii) the number of complaints

- (a) upheld
- (b) partially upheld
- (c) not upheld and
- (d) resolved

as a % of all complaints closed at stage 2.

(iii) the number of complaints

- (a) upheld
- (b) partially upheld
- (c) not upheld and
- (d) resolved after escalation

as a % of all complaints closed after escalation.

The average time in working days for a full response to complaints at each stage.

The table below shows the average working days taken to respond to complaints at each stage of the complaint's procedure.

| | Sum of the total number of working days taken for all complaints closed at | Number of complaints closed at stage 1 | The average time in working days for a full response to complaint |
|---------------------------|--|--|---|
| Stage 1 - Q1 | 192 | 45 | 4.3 |
| Stage 2 - Q1 | 43 | 5 | 8.6 |
| Following Escalation - Q1 | 179 | 22 | 8.1 |
| Stage 1 - Q2 | 192 | 48 | 4.0 |
| Stage 2 - Q2 | 240 | 3 | 80.0 |
| Following Escalation - Q2 | 2,131 | 59 | 36.1 |
| Stage 1 - Q3 | 122 | 21 | 5.8 |
| Stage 2 - Q3 | 126 | 3 | 42.0 |
| Following Escalation - Q3 | 1,575 | 38 | 41.4 |

INDICATOR FIVE

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

We are required to respond to a Stage 1 complaint within 5 working days and a Stage 2 complaint within 20 working days. Extensions are permitted for Stage 1 complaints of 5 days and for Stage 2 complaints of 5 days.

| | The number of complaints – closed – Stage 1 within 5 working days | Number of complaints – closed at Stage 1 (frontline resolution) | The number of complaints closed at stage 1 within 5 working days as a % of total number of stage 1 complaints |
|------------|---|---|---|
| Stage 1 Q1 | 29 | 45 | 64.4% |
| Stage 1 Q2 | 36 | 48 | 75.0% |
| Stage 1 Q3 | 14 | 21 | 66.7% |

| | The number of complaints – closed – Stage 2 within 20 working days | Number of complaints – closed at Stage 2 (investigation) | The number of complaints closed at stage 2 within 20 working days as a % of total number of stage 2 complaints |
|------------|--|--|--|
| Stage 2 Q1 | 3 | 5 | 60.0% |
| Stage 2 Q2 | 0 | 3 | 0.0% |
| Stage 2 Q3 | 1 | 3 | 33.3% |

| | The number of complaints – closed – after escalation within 20 working days | Number of complaints – closed after escalation | The number of complaints closed after escalation within 20 working days as a % of total number of escalated complaints |
|------------|---|--|--|
| Stage 1 Q1 | 13 | 22 | 59.1% |
| Stage 2 Q2 | 32 | 59 | 54.2% |
| Stage 1 Q3 | 12 | 38 | 31.6% |

INDICATOR SIX

The number and percentage of complaints at each stage where an extension to the 5 and 20 working day timeline has been authorised.

Where a response has taken longer to be issued, an update is given to the complainant with a new date for response.

Stage 1 complaints may be extended by a further 5 working days. There is no fixed timeframe for an extension to a Stage 2 complaint investigation. Any extensions to the Stage 1 and Stage 2 complaint timelines must be authorised by the relevant manager.

| Number of complaints with an extension | 1 April – 30 June 2023 Quarter 1 | | 1 July – 30 September 2023 Quarter 2 | | 1 October – 31 December 2023 Quarter 3 | |
|--|-------------------------------------|-------|---|-------|---|-------|
| Stage 1 | 13 | 28.9% | 32 | 66.7% | 12 | 57.1% |
| Stage 2 | 1 | 20.0% | 3 | 100% | | |
| Stage 2 Escalated | 0 | 0.0% | 13 | 22.0% | 21 | 55.3% |

COMPLAINTS PER SERVICE AREA

The attached Appendix 1 shows the areas complaints have been received.

COMPLIMENTS

Our customers have an opportunity to submit compliments via the website, by contacting staff directly or via Accessline. Members had requested that examples of compliments be provided in this report albeit this is not part of the requirements under the SPSO framework for reporting.

Below is an example of the compliments received in Q2.

- Thanks to two Revenues & Benefits members of staff who assisted a single male, with no experience of the benefits system to apply for Council Tax Reduction.
- The cry came up from X, please put those Heaters, in we've waited far tae lang here and am Cauld an Shivering. We never thought it would be five Years, oh michity michity me, an Mrs X, must hae got real sick at aye thon Poems fae me. But yet she never once complained, And replied with her guid Grace, tae aye the verse from this eer Poet who used to stay in X. Ah went tae ma Bed wee Hot Bag's, loosh me ah felt licht ice, ah could tell all those who asked me it was truly nae sae nice. An then een Day Mrs X, she went on Holiday, tae some Country, awa oor the Sea where it is real Hot they say.
- But next Year, she winna need tae gae that far tae get lots Warmth an Heat, for noo oor brand New Heaters, are in ,she'll be doon tae XXX, take a seat. Though sorry you'll get no Sun Tan, an they'll be nae Sand or Sea, But but i'm sure I could rise tae an Icream as a little thank you fae me.

Below is an example of the compliments received in Q3

- I switched on Notifications for your Twitter account during the run-up to Storm Babet. I've been really impressed by the quality of the messages you're putting out. The language is clear and down-to-earth – also very emphatic when you want to stop people taking daft risks. Whoever's responsible for keeping bureaucratic jargon out of the feed did a really great job!
- Good morning. Just a message to thank you for all the effort you have made and help you have given during the last few challenging days in Angus – job well done.
- Can't imagine what the last few days have been like for you, your team and Council colleagues. As a local resident and comms sympathiser, WELL DONE and thank you – under really difficult circumstance AC have done an amazing job across the team.
- I don't have names or contact details and want to pass on my very grateful thanks to everyone who has worked so hard over the last couple of days to the Campus tidy, clean and back to full capacity, we really appreciate it.

HOUSING REPAIRS AND COMMENTS/COMPLIMENTS

Members had requested that information pertaining to housing be provided in this report albeit this is not part of the requirements under the SPSO framework for reporting.

During the period July – September 2023 the following repairs were completed (reactive repairs):

- 1040 Emergency repairs
- 360 Urgent repairs
- 416 Priority repairs
- 1061 Routine repairs

Of the reactive repairs reported in the quarter, 1534 are outstanding.

Repairs completed within the quarter (void repairs):

- 195 Void 5 days
- 149 Void 10 days

There are 86 void repairs outstanding from those reported in the quarter.

During the period October to December the following repairs were completed (reactive repairs):

1063 Emergency repairs

- 351 Emergency out of hours repairs
- 387 Urgent repairs
- 553 Priority repairs
- 1109 Routine repairs

Of the reactive repairs reported in the quarter, 1,171 are outstanding.

Repairs completed within the quarter (void repairs):

- 189 Void 5 days
- 192 Void 10 days

There are 70 void repairs outstanding from those reported in the quarter.

MONTHLY REPAIR SATISFACTION SURVEY

A repair satisfaction survey is carried out monthly by Knowledge Partnership (KP) on behalf of Angus Council's Housing Services using a telephone survey method. The survey questionnaire was administered during:

- **July 2023 to a population of 444 tenants** whose homes had received one or more repairs during June 2023. Working with this population, a random sample of **119 telephone interviews** was completed, giving a response rate of 26.8%. Each interview lasted approx. 10 minutes according to the needs of the respondent. This survey report feeds back on the results of these 119 repair service interviews.
- **August 2023 to a population of 407 tenants** whose homes had received one or more repairs during July 2023. Working with this population, a random sample of **100 telephone interviews** was completed, giving a response rate of 24.6%¹. Each interview lasted approx. 10 minutes according to the needs of the respondent. This survey report feeds back on the results of these 100 repair service interviews.
- **September 2023 to a population of 502 tenants** whose homes had received one or more repairs during August 2023. Working with this population, a random sample of **120 telephone interviews** was completed, giving a response rate of 24.0%. Each interview lasted approx. 10 minutes according to the needs of the respondent. This survey report feeds back on the results of these 120 repair service interviews.
- **October 2023** to a population of **421** tenants whose homes had received one or more repairs during September. Working with this population, a random sample of **106** telephone interviews was completed, giving a response rate of 25.1%¹. Each interview lasted approx. 10 minutes according to the needs of the respondent. This survey report feeds back on the results of these 106 repair service interviews.
- **November 2023** to a population of **436** tenants whose homes had received one or more repairs during October 2023. Working with this population, a random sample of **110** telephone interviews was completed, giving a response rate of 25.2%¹. Each interview lasted approx. 10 minutes according to the needs of the respondent. This survey report feeds back on the results of these 110 repair service interviews.
- **December 2023.** In the last few years, we have not surveyed in December mainly because of the small window between receiving the repairs data by KP and the end of the year and because of Christmas season when tenants are not easy to reach for survey call.

Feedback responses from tenants

There were 69 feedback responses received in July, 76 in August and 94 in September.

Below is an overview of the feedback received, including some of the comments: -

- Contractor was very flexible, and the end job was much appreciated.
- Access Line staff were brilliant. The two plumbers came round straightaway, and I am highly delighted with the work.
- Housing officer is a star, and the work was all done to a high standard and quickly. The contractor was very helpful with the appointment process, which was a big help to me.
- This work was carried out after a fire. Housing officer and the contractor all worked well together, and I am very happy with the work.
- Had great service from McNulty, very impressed.
- Easy to connect with the Access Line team and the electrician was first class too.
- Was perfect; very happy with QAPM.

- I'd say that I'm conscious that I should have asked the workman for ID. Aside from the work all went to plan and within the timescale.
- Great service from the Access Line staff and the contractor was amazing all sorted within 24 hours.
- There was quite a wait connecting with the Access Line staff. The Contractor just turned up and did not show ID. However, the work itself was just great, very quick, efficient and tidy.
- A number of complaints regarding housing officers
- The workmen left a real mess of mud and debris from the guttering on my garden path which left a slipping hazard.
- More notice of when repairs are taking place - waited for repair for a number of months then little notice was given when repair carried out.
- Service very good however quality of product was not up to scratch.

There were 86 feedback responses received in October and 77 in November

Below is an overview of the feedback received, including some of the comments: -

- Access Line staff and the contractor were on the ball - brilliant.
- Easy to organise and the plumber was out straight away and left a tidy job and cleaned up after him.
- Highly delighted with the quick attention to this work.
- I reported this repair at the local office. The staff there were brilliant. I was very happy with just how quickly the joiner turned up to do the work and the gate is perfect. I'm so impressed with McNulty.
- Excellent service from Access Line and also the electrician who visited.
- Process and fulfilment were both outstanding.
- A bit more/ better communication would have been good - after the housing officer reported the repair on my behalf, I didn't hear anything for about 2 months, when the contractor just turned up out of the blue - I hadn't known if or when anyone would come.
- Quick to report and very prompt attention from the plumber.
- Very quick work, a wee while to connect with the Access Line, but all very efficient.
- I am very pleased with the approach taken by the contractors; however, the housing officer took ages to get the job moving and there was a mix up with the job being overlooked and the specification for the locks was wrong on the
- This repair was excellent and seems to have fixed the issue very effectively. However, the exact same repair was previously done 3 months ago by a different contractor and the problem recurred.
- I found it difficult to connect with the Access Line team, so I went into the local office. The contractor turned up without appointment, however, he was very efficient and left everything very tidy, so I am delighted with the end result.
- It would be good if the contractor could explain/ discuss a bit more the work/ job they are doing / what they have done.

HOUSING PILOT

Members will be aware that in order to support Housing Officers, Housing embarked on a new approach to respond to MP/MSP enquiries, councillor enquiries and complaints. However, since Storm Babet, there has been a delay in dealing with complaints and enquiries due the need for staff to support those displaced after the storm.

From February, the Housing team have initiated a face-to-face drop in clinic for Elected Members to give them the opportunity to address issues directly with the Housing staff and it is hoped that this will significantly improve the ongoing relationships and address any housing related issues that have been raised by tenants.

COMPLAINT PROGRESSED TO THE SPSO

The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about councils. Due to the impact of COVID-19 there is currently a delay of up to 4 months in allocating some complaints to a Complaints Reviewer.

During the first nine months of 2023-24, ten complaints have progressed to the SPSO by customers. Notification has been received advising that two of the complaints will not be taken forward. The outcome of the remaining eight will be reported in due course.