

Appendix A: 1st April to 30th September 2022-23 Performance of KPIs

KPI	Performance Comments and Management Measures
Corporate Complaints KPIs:	
67.77% (554) of stage one corporate complaints responded to within 10 clear working days	<p>Building Services responded to 55% (71) complaints within 10 working days. These delays are due to many repairs involving complex elements and take more than 10 days to resolve i.e. Disrepair claims where tenants will not allow repairs to be completed as instructed by their claims lawyer. Access issues where appointments being made to complete the work are either not being kept or are arranged beyond the 10 days as requested by the tenant.</p> <p>22/23 Stage 1 justified 218 (27.4%) 21/22 Stage 1 justified 214 (31.6%)</p>
86.25% (70) of stage two corporate complaints responded to within 20 clear working days, or within any extension agreed with the customer.	<p>One case relates to a request to move a pelican crossing in a Ward and has been delayed due to a by-election.</p> <p>22/23 Stage 2 justified 12 (14.8%) 21/22 Stage 2 justified 11 (12.6%)</p>
Adult Social Services Complaints KPIs:	
100% (18) stage 1 corporate complaints responded to within 10 clear working days (no requirement for a discussion)	No delays
% stage two corporate complaints responded to within 20 clear working days, or within any extension agreed with the customer.	No stage 2 corporate complaints received for this period

KPI	Performance Comments and Management Measures
93.5% (93) of stage one social services complaints acknowledged within 2 working days	6 complaints not acknowledged within 2 working days
81% (76) of stage one social services complaints discussed with complainants, i.e. appointments with a Social Services Officer or Complaints Officer within 10 working days of acknowledgement	Delays due to capacity within the team
88.5% (82) of stage one responded to within 5 working days of discussion	Delays due to capacity within the team. Some delay also due to being unable to reach complainants
100% (7) of stage two complainants receiving a written summary of the complaint within 5 working days	No delays – or within agreed timeframe with complainant
86% (6) of stage two complaints responded to within 25 working days, or within any extension approved by the Director of Social Services.	All extensions agreed with Director of Social Services One is still ongoing and has exceeded the timeframe the Director can agree to
Child and Family Social Services Complaints KPIs:	
85% (7) stage 1 corporate complaints responded to within 10 clear working days (no requirement for a discussion)	Delay due to responding officer
100% (2) of stage two corporate complaints responded to within 20 clear working days, or within any extension agreed with the customer.	Both not upheld
92% (63) stage 1 social services complaints acknowledged within 2 working days	A small number of delays due to the volume of workload and capacity within the team for three of the six month period
69% (43) of stage one social services complaints discussed with complainants, i.e. appointments with a Social Services Officer or Complaints Officer within 10 working days of acknowledgement	Delays due to capacity within the team. Some delay also due to being unable to reach complainants

KPI	Performance Comments and Management Measures
74% (47) of stage 1 Social Services complaints responded to within 5 working days of discussion	A small number of delays due to the volume of workload and capacity within the team
100% (6) of stage two complainants receiving a written summary of the complaint within 5 working days	No delays – or within agreed timeframe with complainant
100% (6) of stage two complaints responded to within 25 working days, or within any extension approved by the Director of Social Services.	All extensions agreed with the Director 3 of the complaints were not upheld 1 partially upheld 1 upheld 1 decided to take legal action