










Appendix 2: Quality Standards - Year-end Progress

	Communications, Offices & Townhall
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Performance Indicator	2020/21	2021/22					Owner	
	Value	Status	Value	Target	Short Trend	Long Trend		Note
% of press enquiries responded to within deadline as a proportion of all press enquiries	100%		100%	99%			Target met.	Amanda Graham

	Digital & Citizens services
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Performance Indicator	2020/21	2021/22					Owner	
	Value	Status	Value	Target	Short Trend	Long Trend		Note
% of telephone calls answered within 2 minute as a proportion of all calls answered.	47%		62%	90%			In 2020/21 there was a reduction in the number of calls received while performance has also gone down. This was due in large part to Covid measures, initially services restricted to essential and Crisis Support only. As we progressed through the year the majority of staff across the Council continued to work from home. Both measures impacted greatly across the Council. The Contact Centre call handle times were longer and transfers to other services were via email or online referral rather than quicker calls transfers.	Stephen Daly
% of stage 1 complaints responded to within 5 working days.	63.67%		45.39%	100%			2021/22 saw a reduction in number of complaints responded to within 5 working	Stephen Daly

Performance Indicator	2020/21	2021/22						Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
							days. The impact of the pandemic on services and ways of working presented a challenge in most areas of the Council. This presented challenges in both scheduling and completing works. This then impacted on resolving complaints and in meeting the 5 day timescale. Citizen Relations have begun work with services to look at complaints management and how we can work together to improve responses and timescales	

**P** Leisure & Facilities Management

Performance Indicator	2020/21	2021/22						Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
% of pupil medical dietary requests met	100%		100%	100%			Target met.	Lynda Dinnie

**P** Libraries & Cultural Services

Performance Indicator	2020/21	2021/22						Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
% of local history enquires responded to within 3 working days as a proportion of all enquiries received	100%		100%	100%			Target met.	Sarah Christie

Performance Indicator	2020/21	2021/22					Owner	
	Value	Status	Value	Target	Short Trend	Long Trend		Note
% of requests responded within 10 days as a proportion of requests received	62%		94%	90%			Target exceeded.	David Main
% of requests responded within 5 days as a proportion of requests received	42%		77%	75%			Target exceeded.	David Main

	Performance & Strategy
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Performance Indicator	2020/21	2021/22					Owner	
	Value	Status	Value	Target	Short Trend	Long Trend		Note
% of EIA requests responded to within 3 working days as a proportion of all requests received.	100%		100%	100%			Target met	Nicola Docherty
% of new CP members received and responded to within 3 working days as a proportion of new CP members.	100%		100%	100%			Target met	Nicola Docherty

PI Status		Long Term Trends		Short Term Trends	
	Significantly Missed Target		Improving		Improving
	Narrowly Missed Target		No Change		No Change
	Met or Exceeded Target		Getting Worse		Getting Worse