





Appendix 2: CCCF Delivery plan 2019/20 year end progress report - Quality Standards

Action	2019/20			Latest Note	Managed By
	Status	Value	Target		
% of ECF requests received within 3 working days as a proportion of all requests	✓	100%	100%	Target met representing continued performance in this area.	Amanda Coulthard
% of EIA requests responded to within 3 working days as a proportion of all requests received.	✓	100%	100%	Whilst requests for assistance have been met within target timescales, it is important to emphasise that such processes must start as soon as policy begin development. This requirement is being reemphasised in training but must also be supported by the Council's general approach to policy development. To aid this and other continuous improvements we plan to facilitate a performance and policy forum within the Council during 2020/2021	Amanda Coulthard
% of new CP members received and responded to within 3 working days as a proportion of new CP members.	✓	100%	100%	Target met representing continued performance in this area.	Amanda Coulthard
% of pupil medical dietary requests met	✓	100%	100%	Target met - medical requests are considered individually and special diets are prepared to meet each pupil's requirements. Records are kept of such requests along with documentary	Lynda Dinnie

Action	2019/20			Latest Note	Managed By
	Status	Value	Target		
				medical evidence.	
% of library requests responded within 5 days as a proportion of requests received		40%	50%	This was a new Quality Standard for 19/20 which will now set a benchmark for improvement.	Stephen Daly
% of library requests responded within 10 days as a proportion of requests received		30%	33%	This was a new Quality Standard for 19/20 which will now set a benchmark for improvement.	Stephen Daly
% of stage 1 complaints responded to within 5 working days.		60.67 %	100%	Complaint response times during 2019/20 have been negatively impacted by an increase in the average working days for a Stage 1 response to 9 days. This compares with an average of 4 working days for 2018/19. Q4 2019/20 brought an unexpected increase in the number of complaints received by the Council and reduced performance to 44% completed in timescale. Full adoption of the new Complaints Handling Procedures from April 2021 has provided an opportunity to remind services of the importance of complaints to improve WDC reputation and inform service improvements.	Stephen Daly
% of telephone calls answered within 2 minute as a proportion of all calls answered.		68%	90%	Whilst target has not been met this shows an improvement from the previous year. Due to system upgrade this figure accounts for 8 months of data.	Stephen Daly