




CCF Quality Standards 2020/21 progress report



Action	2020/21			Latest Note	Managed By
	Status	Value	Target		
% of Engaging Community Framework requests received within 3 working days as a proportion of all requests		100%	100%	Target met	Amanda Graham
% of EIA requests responded to within 3 working days as a proportion of all requests received.		100%	100%	Target met	Amanda Graham
% of new CP members received and responded to within 3 working days as a proportion of new CP members.		100%	100%	Target met	Amanda Graham
% of pupil medical dietary requests met		100%	100%	Target met	Lynda Dinnie
% of requests responded within 5 days as a proportion of requests received		42%	33%	Target met.	Stephen Daly
% of requests responded within 10 days as a proportion of requests received		62%	50%	Target met.	Stephen Daly
% of stage 1 complaints responded to within 5 working days.		88%	90%	Despite narrowly missing target we have maintained a high level of performance during a very challenging year.	Stephen Daly
% of telephone calls answered within 2 minute as a proportion of all calls answered.		47%	90%	Performance against this standard has been significantly disrupted due to the Covid pandemic. While longer delays were experienced by residents it is important to highlight that 87% of calls were answered.	Stephen Daly

PI Status	
	Alert
	Warning

	OK
	Unknown
	Data Only