

Appendix 2

Scottish Borders Council SPSO Performance Indicators 2013/14 and 2014/15 comparison

Number of Complaints Received By Year	No. including invalid complaints	No. excluding invalid complaints
2013/14	696	557
2014/15	742	619

Table 1

How Customers Complained (including invalid complaints)	2013/14		2014/15		Variance	
	No.	% of Total	No.	% of Total	No.	%
In Person	85	12.2%	81	10.9%	-4	-1.3%
By Telephone	231	33.2%	272	36.7%	+41	+3.5%
Online	221	31.8%	231	31.1%	+10	-0.7%
By Letter	78	11.2%	68	9.2%	-10	-2.0%
By email	81	11.6%	90	12.1%	+9	+0.5%

Table 2

Indicator 1: Complaints received per 1000 of Population (excluding invalid complaints)	2013/14	2014/15	Variance
Population Total	113,710	114,030	+320
Complaints per 1000 residents	4.9	5.4	+0.5

Table 3

Indicator 2: Closed Complaints	2013/14		2014/15		Variance	
	No.	% of Total	No.	% of Total	No.	%
Stage one	429	78.4%	504	81.4%	+75	+3.0%
Stage two	118	21.6%	115	18.6%	-3	-3.0%
Escalated from Stage one	13	2.4%	23	3.7%	+10	+1.3%

Table 4

Indicator 3: Complaints Upheld/Not Upheld	2013/14		2014-15		Variance	
	No.	% of Total	No.	% of Total	No.	%
Stage one - upheld	198	46.2%	248	49.2%	+50	+3.0%
Stage one - not upheld	231	53.8%	256	50.8%	+25	-3.0%
Stage two - upheld	46	39.0%	34	29.6%	-12	-9.4%
Stage two - not upheld	72	61.0%	81	70.4%	+9	+9.4%
Escalated from Stage one - upheld	6	46.2%	11	47.8%	+5	+1.6%
Escalated from Stage one - not upheld	7	53.8%	12	52.2%	+5	-1.6%

Table 5

Indicator 4: Average Time Spent Responding to Complaints (in days)	2013/14	2014/15	Variance
Stage one	3.8	3.9	+0.1
Stage two	17	17.3	+0.3
Escalated from Stage one	15.6	17.5	+1.9

Table 6

Indicator 5: Complaints Closed Against Timescales	2013/14		2014/15		Variance	
	No.	% of Total	No.	% of Total	No.	%
Stage one	387	90.2%	438	86.9%	+51	-3.3%
Stage two	101	85.6%	89	77.4%	-12	-8.2%
Escalated from Stage one	11	84.6%	14	60.9%	+3	-23.7%

Table 7

Indicator 6: Complaints Requiring Authorised Extensions	2013/14		2014/15		Variance	
	No.	% of Total	No.	% of Total	No.	%
Stage one	8	1.9%	13	2.58%	+5	+0.68%
Stage two	5	4.2%	20	17.4%	+15	+13.2%
Escalated from Stage one	2	15.4%	7	30.4%	+5	+15.0%

Table 8