

Governance Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	Draft minutes published within 3 weeks (non statutory)	✓					100%
2.	Council and Committee meetings called 5 days in advance	✓				Y	100%
3.	Agendas issued 5 days in advance	✓				Y	100%
4.	Decision sheets published on website within 4 working days (non statutory)		✓				100%
5.	Local Review Body – number of requests for review acknowledged within 14 days		✓			Y	100%
6.	School Placing and Exclusion requests – hearings heard within 28 days of request		✓			Y	100%
7.	Civic licence applications determined within 6 months of a valid application		✓			Y	100%
8.	Hearing to determine a Premises Licence application or Variation application within 119 days of the last date for representations.		✓			Y	100%
9.	Decision letters for alcohol applications issued within 7 days of Board meeting.		✓			Y	100%
10.	Personal Licence issued within 28 days of date of grant		✓			Y	100%
11.	Replacement licence issued within 14 days of notification of loss/theft etc.		✓			Y	<10%
12.	Updated licence issued within 14 days of notification of amendments.		✓			Y	<10%
13.	Civic licensing complaints acknowledged within 24 hours.		✓			N	100%
14.	Civic licensing complaints investigated within 14 days.		✓			N	95%
15.	Competence – Compulsory CPD will be carried out by all professional staff in accordance with the Law Society requirements.			✓		N	100%
16.	Communication & Diligence – Each legal team will seek feedback every six months in relation to 5 customers, to monitor the quality of delivery of the service.			✓		N	100%

Digital and Technology Service Standards

2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will aim to answer calls to the IT Service Desk within 150 seconds	✓	✓	✓		N	150 Secs
2.	We will aim to answer all calls to the IT Service Desk (i.e. abandonment rate)	✓	✓			N	30%
3.	Calls to the IT Service Desk will be resolved as first time fixes whenever possible		✓	✓		N	65%
4.	We will ensure critical systems are continuously available	✓	✓	✓		N	99.5%
5.	We will close Priority 1 incident calls within 4 working hours		✓	✓		N	99.5%
6.	We will close Priority 2 incident calls within 8 working hours		✓	✓		N	99.5%
7.	We will close Priority 3 incident calls within 3 working days		✓	✓		N	95%
8.	We will close Priority 4 incident calls within 5 working days		✓	✓		N	95%
9.	We will close Priority 5 Incident calls within 30 working days		✓	✓		N	95%
10.	Digital & Technology Services will be available as follows: <ul style="list-style-type: none"> • Service Desk Phone Support Hours: Mon – Fri (08:30-16:00) • Self Service Portal (24/7) • Emergency Support (24/7) 	✓				N	100%

Environmental Services Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	<p>We will aim to keep all Category 1 Zone - city centre, shopping streets, major transport centre roads, free from litter and refuse.</p> <p>Litter will be removed to a minimum of Grade B of the Keep Scotland Beautiful “Local Environmental Audit Management System” standard.</p>		✓	✓		Yes	80%
2.	<p>We will aim to keep all Category 2 Zone - high density residential areas (ie Torry), free from litter and refuse.</p> <p>Litter will be removed to a minimum of Grade B of the Keep Scotland Beautiful “Local Environmental Audit Management System” standard.</p>		✓	✓		Yes	80%
3.	<p>We will aim to keep all Category 3 Zone - low density residential areas (ie Cove), free from litter and refuse.</p> <p>Litter will be removed to a minimum of Grade B of the Keep Scotland Beautiful “Local Environmental Audit Management System” standard.</p>		✓	✓		Yes	80%
4.	<p>Grounds Maintenance. All high amenity open spaces (Parks) to be maintained to a minimum of Grade B of the Keep Scotland Beautiful “Land Audit Management System” standard.</p>		✓	✓		No	87%

5.	Grounds Maintenance. All general/medium amenity open spaces (cemeteries, school playing fields, housing estates) to be maintained to a minimum of Grade B of the Keep Scotland Beautiful "Land Audit Management System" standard.		✓	✓		No	87%
6.	Grounds Maintenance. All low amenity open space (country parks) to be maintained to a minimum of Grade B of the Keep Scotland Beautiful "Land Audit Management System" standard.		✓	✓		No	87%
7.	Tree maintenance work, priority 1 (emergency work / dangerous trees) completed within 2 weeks.		✓			No	100%
8.	Tree maintenance work, priority 2 (priority scheduled maintenance) completed within 3 months.		✓			No	50%
9.	Tree maintenance work, priority 3 (all other non-priority works) completed within 24 months.		✓			No	10%
10.	Outdoor play areas visited on a fortnightly basis and inspected and maintained, for safety and cleanliness, to public outdoor play area national standards.		✓	✓		No	100%
11.	Water safety equipment will be inspected on a weekly basis to ensure equipment is accessible, available and working. Between May and September equipment at the beach is inspected daily.		✓	✓		No	100%
12.	Cremation Services receive positive evaluations with no requirements for improvement by the Inspector of Cremation.			✓		No	No Complaints
13.	Maintain number of partnerships / community groups with links to national campaigns - Green Thread.			✓		No	150

Protective Services Service Standards

2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will undertake statutory visits to registered tobacco and nicotine vapour products retailers to give business advice on compliance with legislation	✓		✓		Yes	20% pa
2.	We will undertake test purchasing of registered tobacco and nicotine vapour products retailers to test retailer compliance with age restrictions			✓		Yes	10% pa
3.	We will deal with requests for trading standards business advice within 14 days		✓			Yes	100%
4.	We will respond to non-domestic noise nuisance requests within 2 days and complete them within 60 days		✓			Yes	100%
5.	We will respond to pest control requests within 2 days for high priority infestations and 5 days for low priority infestations and complete them within 30 days		✓			Yes	100%
6.	We will respond to public health requests within 2 days for high priority and 5 days for low priority and complete them within 60 days.		✓			Yes	100%
7.	We will respond to dog fouling incident requests within 2 days and other dog incident requests within 5 days and complete them within 60 days		✓			Yes	100%
8.	We will undertake food safety inspections in accordance with the requirements set by Scottish Government.		✓			Yes	100%
9.	The Scientific Laboratories will examine /analyse and report food and environmental samples within specified turnaround times agreed with partners/customers		✓			No	80%

Fleet Services Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	HGVs ('O' Licence jurisdiction) to achieve first time MOT pass when presented for annual test.			✓		No	100%
2.	Light vehicles (non 'O' licence jurisdiction) to achieve first time MOT pass when presented for annual test.			✓		No	100%
3.	We will provide vehicles which comply with ECO Stars scheme ratings Euro iv, v or vi to reduce carbon emissions. All future purchases will be a minimum of Euro vi standard or be of a type which produce zero emissions.			✓		Yes	100%
4.	We will provide vehicles which will be able to operate on fuels which are alternative to diesel and petrol, to reduce carbon emissions.		✓	✓		Yes	15%

Building Services Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will make good or make safe emergency daytime housing repairs within 24 hrs.		✓	✓		No	97.5%
2.	We will make good or make safe emergency out of hours housing repairs within 24 hrs.		✓	✓		No	95%
3.	We will complete urgent housing repairs within 24 hours.		✓	✓		No	90%
4.	We will complete high category housing repairs within 3 working days		✓	✓		No	90%
5.	We will complete non-emergency housing repairs within 5 working days		✓	✓		No	90%
6.	We will complete routine housing repairs within 10 working days		✓	✓		No	90%
7.	We will provide and keep appropriate appointments for housing repairs within the agreed timescales for each category of repair (as above).	✓	✓			No	90%
8.	We will aim to complete repairs first time where possible		✓	✓		No	90%
9.	We will complete housing repairs pre-inspections within 20 days.		✓			No	100%
10.	<p>We will complete housing voids maintenance for each property within the timescales agreed within the HRA specification below for the type of works undertaken.</p> <ul style="list-style-type: none"> - Routine void path within 10 working days - Death void path within 10 working days - Major Works void path within 15 working days <p><i>(To be reviewed subject to the outcome of the proposed new minimum letting standard)</i></p>		✓	✓		No	100%

Facilities Management Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	(Catering) We will close Corrective Action Requests (CARs) within timescales to meet Quality Assurance ISO 9001-2015 requirements. <ul style="list-style-type: none"> - Where CARs impact on Health & Safety or is a Food Safety concern we will respond immediately; - Where CARs relate to a process or materials which are not a Health & Safety or Food Safety concern the response time will be determined by the auditor using SMART methodology 		✓	✓		No	100%
2.	(Catering) All meals served to children and young people in our schools will meet the Nutritional requirements for Food and Drink in Schools (Scotland) Regulations			✓		Yes	100%
3.	(Cleaning) We will complete Void Housing/Response cleaning alerts within Building Services priority timescales:- <ul style="list-style-type: none"> - Emergency cleans within 4 working hours - Urgent cleans within 24 hours (not including Saturday or Sunday) - High priority cleans within 3 working days - Non-Emergency cleans within 5 working days - Routine priority cleans within 10 working days - Planned cleans within either 24 days or 90 working days dependant on timescale given by requestor 		✓			No	80%
4.	(Cleaning) We will respond to flytipping alerts at housing multi-storey blocks (HRA) within 48 working hours		✓			No	80%
5.	(Cleaning) We will deliver 39 weeks contracted school cleaning			✓		No	95%

Waste Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will collect refuse, recycling and food and chargeable garden waste bins on scheduled collection days. <ul style="list-style-type: none"> • Fortnightly collection for all individual household bins. • On demand/variable collections as required for communal bins. 			✓	✓	No	95%
2.	We will respond to enquiries relating to overflowing communal bins within two working days		✓			No	100%
3.	We will respond to fly-tipping enquiries within two working days		✓			No	100%
4.	We will complete paid bulky uplift service requests within 10 working days		✓		✓	No	100%
5.	We will divert household waste from landfill			✓		No	85%
6.	We will recycle and compost household waste			✓		No	50%

Roads and Infrastructure Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will make category 1 (Imminent danger to users) carriageway / footway defects safe with immediate effect.		✓	✓		Yes	100%
2.	We will repair category 2a (high probability of danger to users) carriageway / footway defects within 2 days		✓			Yes	95%
3.	We will repair category 2b (Medium probability of danger to users) carriageway / footway defects within 7 days		✓			Yes	95%
4.	We will repair category 3 (Low probability of danger to users) carriageway / footway defects within 28 days		✓			Yes	95%
5.	We will complete road safety inspections within the set timeframe as set out in the Roads Inspection Manual		✓			Yes	100%
6.	We will respond to driveway and H-marking applications within 6 weeks of receiving the application		✓			No	90%
7.	We will identify a suitable location for a disabled parking bay within 4 weeks of receiving the application		✓			No	100%
8.	We will repair all emergency traffic signal faults within 48 hours		✓			Yes	96%
9.	We will respond to street lighting emergencies within 2 hours		✓			Yes	90%
10.	We will respond to general street lighting faults within 7 days		✓			Yes	90%
11.	We will complete priority 1 winter maintenance, in line with the winter maintenance approved plan, routes within 2.5 hours of the start of operations		✓	✓		Yes	100%
12.	In conservation areas, or on roads with listed building frontages, setts will be retained.* Sett drainage channels will be retained where they have not already failed. All maintenance will comply with the procedure for permanent repair of sett and modular block roads *subject to engineering suitability at the location and the available funding.			✓		No	100%
13.	We will carry out cyclical maintenance to road drainage gullies throughout the whole of the city in line with our approved procedure. (This is being introduced over a two year phasing with frequency based on priority in relation to high flood risk areas.)		✓	✓		Yes	75%

Strategic Place Planning Service Standards

2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will ensure that the local authority area is covered by an up to date Local Development Plan			✓		Y	100%
2.	We will determine householder applications within 2 months		✓			N	85%
3.	We will determine local (non-householder) applications within 2 months		✓			N	70%
4.	We will determine major applications within 25 weeks		✓			N	
5.	We will respond to building warrant applications within 20 working days		✓			N	90%
6.	We will respond to building warrant approvals within 10 working days		✓			N	80%

City Growth Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will support businesses through delivery of Business Gateway, city centre management and the actions in the Socio Economic Action Plan			✓	✓	N	N/A
2.	We will operate Aberdeen Art Gallery, as a free to enter, with the exception of paid exhibitions and evening events, accredited 5 star visitor attraction, open 10:00 to 17:00 7 days.	✓		✓		N	100%
3.	We will operate Aberdeen Maritime Museum as free to enter visitor attraction open 10:00 to 17:00 Mon – Sat, 12:00 – 15:00 Sun	✓		✓		N	100%
4.	We will operate Provost Skene’s House, as free to enter visitor attraction open 10:00 to 16:00 Mon – Sat, 12:00 – 15:00 Sun	✓		✓		N	100%
5.	We will operate Aberdeen City and Shire Archives service from the Town House, open 09:30-16:30 Wed – Fri	✓		✓		N	100%
6.	We will operate Aberdeen City and Shire Archives service from Old Aberdeen House, open 09:30-16:30 Mon – Wed	✓		✓		N	100%
7.	We will maintain Accreditation standards for Museums and Gallery, and gain Accredited status for Archives	✓	✓	✓		N	100%
8.	We will make engaging, informative and up to date pre-arrival information and booking facilities for our cultural venues permanently available online, through social media and in promotional material	✓		✓		N	100%
9.	We will provide a quality retailing and catering offer at our cultural venues	✓		✓		N	100%
10.	We will assess referrals to our ABZWorks employability programmes and provide person centred support to those who are eligible, and signpost those who are not eligible to alternative support		✓		✓	N	102
11.	We will provide a continuously updated investment prospectus of development opportunities in the city available through investaberdeen.co.uk			✓		N	100%
12.	We will make relevant and up to date data, information and insights permanently available to stakeholders through a North East of Scotland Performs economic data observatory and the Aberdeen Economic Policy Report.	✓			✓	N	100%

13.	We will provide business start up advice and guidance to businesses through the Business Gateway start up service	✓			✓	N	N/A
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Corporate Landlord Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will work to make all our public buildings meet accessibility requirements under the Equalities Act, where this is feasible.	✓		✓		Y	81.02%
2.	We will prioritise our resource to make all of our public buildings achieve a condition rating of at least "B".			✓		N	96%
3.	We will work to make our buildings suitable for their use. Operational buildings will be a minimum "B" standard.			✓		N	75.4%
4.	We will minimise the number of days schools are unavailable for learning due to building defects. (Number of days lost to school closures).			✓		N	TBC
5.	We will complete cyclical maintenance works on public buildings in accordance with agreed programme		✓	✓		N	100%
6.	We will complete cyclical maintenance works on council houses in accordance with agreed programme		✓	✓		N	100%
7.	We will provide Asset Valuations within reported timescale		✓			Y	complete
8.	We will undertake required annual gas safety checks within twelve months of the previous safety check.		✓			Yes	100%
9.	The Council will carry out condition surveys across 100% of our public estate on a quinquennial cycle.		✓			No	100%

People and Organisational Development Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will deliver biannual absence review meetings for each Cluster	✓		✓		No	90%
2.	We will deliver annual workforce planning meetings for each Cluster	✓		✓		No	100%
3.	Job Evaluation – We will complete evaluation panels upon receipt of all completed and verified documentation – within 10 working days for each individual job		✓			No	80%
4.	We will allocate an investigation officer, when required, within 3 days		✓			No	90%
5.	We will allocate a P&O advisor to formal casework within 3 working days		✓			No	80%
6.	All people development courses will have a 80% take up rate	✓		✓		No	90%
7.	All people development courses receive at least 80% satisfaction rate form learners			✓		No	90%
8.	We will make initial contact with redeployees within 3 working days of redeployment confirmation	✓				No	90%

Customer Experience Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
	Revenues and Benefits						
1.	We will process new benefit claims within 25 days		✓			N	25 days
2.	We will process benefit change of circumstances within 12 days		✓			N	12 Days
3.	We will process Crisis Grant applications within 2 working days		✓			Y	90%
4.	We will pay the correct amount of benefit to customers			✓		N	95%
5.	We will process Community Care Grant applications within 15 working days		✓			Y	50%
	Registrars						
6.	We will ensure accurate Registration of Births, Deaths and Marriages			✓			98%
	Customer Service						
7.	We will answer Customer Contact Centre calls within 60 seconds		✓			N	70%
	Transactions Services						
8.	We will pay invoices within 30 days		✓			N	90%

Finance Service Standards

2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
	Accounting:						
1.	We will deliver all relevant statutory financial requirements for the Council met on time - statutory accounts, quarterly monitoring, budget preparation data and reports, tax and statutory returns		✓	✓		Yes	100%
2.	Business advice delivery – We will provide budget holder meetings provided in accordance with risk schedule	✓	✓	✓	✓	No	90%
3.	Business advice delivery – We will maintain an inbox query service available for 8 hours every working day	✓	✓	✓	✓	No	100%
4.	We will ensure that data systems with financial transactions (as per data forum) are maintained, developed and up to date to comply with proper financial administration	✓	✓	✓		No	100%
5.	We will ensure that business advice is provided for all Committee decisions with financial implications to comply with proper financial administration	✓	✓	✓	✓	No	100%
6.	We will ensure that the treasury strategy is prepared and implemented annually to comply with statutory requirements; credit rating updated annually.		✓	✓		Yes	100%
	Process and controls:						
7.	Care income assessments outstanding maintained to maximum number		✓	✓		No	TBC
	Financial transactions/Business services – shared with Customer Cluster:						
8.	We will pay creditor invoices within 30 days		✓	✓		No	90%
9.	1% of the Council’s annual revenue budget is subject to participatory budgeting.	✓				No	1%

Early Intervention and Community Empowerment Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will assess all homeless applications within 21 days		✓		✓	✓	100%
2.	We will ensure all homeless people secure a permanent tenancy within 100 days average		✓		✓		100 days
3.	We will review and process housing applications within 28 days		✓		✓		100%
4.	We will ensure a decision is made on all Tenancy Management actions (specifically Abandonment, Assignment, Joint Tenancy, Lodger, Single Abandonment, Single Termination, Sublet, Succession) within 28 days		✓			✓	100%
5.	We will resolve all high priority Anti-social behaviour cases	✓	✓	✓			100%
6.	We will ensure library item requests are satisfied within 21 days	✓	✓				85%
7.	We will ensure that libraries are open during agreed opening hours	✓					98%
8.	We will provide nutritious meals to children and young people in priority localities during school holiday periods	✓		✓	✓		9,000
9.	We will ensure that all people presenting as homeless receive a full financial assessment	✓			✓		100%
10.	We will ensure that Bookbug classes are delivered in every library	✓		✓	✓		100%
11.	We will ensure that the average time to let a property meets the national average	✓		✓			Yes
12.	We will ensure that our support for people being liberated from prison meets the SHORE standards	✓		✓	✓		Yes
14.	We will ensure that all people with protected characteristics will access information, goods and services knowing that social and physical barriers are identified and removed, with a focus on Age, Gender reassignment and Disability	✓		✓	✓		Yes

15.	We will ensure that diverse communities in Aberdeen will have an increased sense of safety and belonging within their neighbourhood and City, with a focus on Race (including Gypsy/Travellers), Religion and Sexual Orientation			✓	✓		> baseline
16.	We will ensure that Representation in civic participation of people with protected characteristics will be improved by ensuring our leaders, staff and organisation champion the equality agenda in the City, with a focus on Disability, Race and Sex			✓	✓		> baseline

Children's Social Work Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	Initial Assessments of children/young people are completed within 12 weeks of referral		✓				100%
2.	Child protection joint interviews are completed within 5 working days		✓			✓	90%
3.	Initial child protection Conferences are held within 21-days		✓			✓	80%
4.	Care provided within Council children's homes achieve a care standard of good or better through regulatory inspections			✓			100%
5.	Care provided by the Council's fostering service achieves a care standard of good or better through regulatory inspections			✓			100%
6.	Care provided by the Council's adoption service achieves a care standard of good or better through regulatory inspections			✓			100%
7.	Assessments of foster carers and adopters are completed within a timescale of 6 months from application			✓			75%
8.	Care experienced children and young people will experience a maximum of 3 placement moves in 12 months		✓				90%
9.	Care experienced children and young people have a pathway plan by the age of 15 years		✓			✓	100%
10.	Children and young people will be supported to live at home where safe to do so. When not safe to do so children and young people will be supported to: A) live in a kinship arrangement where appropriate to do so. Or B) live in a fostering placement where appropriate to do so. Or C) live within a residential setting where appropriate to do so.		✓				In line with or better than Scottish averages
11.	Child Protection Case Conference decisions issued to families within 24 hours		✓				90%
12.	Child Protection Plans issued within 5 days		✓			✓	90%
13.	100% of children in the city will have access to a free bike (subject to SG direction, funding, guidance).	✓					100%

Education Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will meet all requests for early learning and childcare placements		✓		✓	Y	100%
2.	We will meet all requests for a primary and secondary school placement		✓		✓	Y	100%
3.	Early learning and childcare settings will meet the national standard			✓		Y	100%
4.	Primary, secondary and special schools will achieve an average evaluation of 'good' or better in core QIs			✓			100%
5.	We will process requests for additional support to meet the wellbeing needs of children and young people within 40 days		✓				100%
	Below Subject to SG Policy						
6.	100% of children will have a tablet or laptop	✓				N	100%
7.	100% of core curriculum charges for pupils will be removed				✓	N	100%
8.	100% of primary children will have access to free school lunches (<i>Extends to P5s Jan '22 and P6s and P7s in Aug 2022</i>)	✓				N	100%
9.	100% of fees for music and arts education will be removed				✓	N	100%

Commercial and Procurement Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	The annual Audits on internal control systems for procurement processes and systems, including delegated procurement and financial authority do not identify major rated issues.			✓			100%
2.	Demand management is embedded for all contracts above £50K contracts at strategy stage and throughout life of contract to ensure that the quantity and specification of goods and services match, but do not exceed, the actual needs of the Council.			✓			100%
3.	We will enable access to all internal procedural procurement information online.	✓					100%
4.	We will publish annual contract pipelines for each financial year online after the Council Budget is set.	✓					100%
5.	We will ensure that all contracts above £50K in value can be tracked to show community, local economic and environmental benefits.			✓			100%
6.	We will ensure that all contracts above £50K have standard clauses to require providers to demonstrate commitments towards carbon reduction and efficiency.				✓		100%
7.	100% of new contracts give additional weighting to local SMEs and to social and environmental factors.				✓	No	100%

Data & Insights Service Standards 202/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	Access to advice for data protection issues will be available 09:00 to 17:00 during weekdays.	✓	✓			Y	100%
2.	Reported data protection related incidents will receive an initial response within 24 hours (weekdays)	✓	✓			N	95%
3.	We will make relevant and up to date data, information and insights permanently available to stakeholders through our online Aberdeen Outcomes Framework, Aberdeen City Data Observatory; Aberdeen City Council's Public Performance Reporting arrangements; and internal performance portals and dashboards.	✓		✓		N	100%

Capital Service Standards 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	THIS IS SUBJECT TO SCOTTISH GOVERNMENT SCHEME Give consideration to incorporating a small percentage of capital spend on new public buildings and spaces for community art commissions in accordance with the "Percentage for the Arts" scheme.		✓			Y	-

All Clusters 2022/2023

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
	Customer Feedback / Access to Information						
1.	We will respond to Stage 1 complaints to within 5 working days		✓			Y	75%
2.	We will respond to Stage 2 complaints within 20 working days		✓			Y	75%
3.	We will respond to escalated stage 2 complaints within 20 working days		✓			Y	75%
4.	We will respond to Freedom of Information requests within 20 working days		✓			Y	85%
5.	We will respond to Environmental Information Regulation Requests within 20 working days		✓			Y	85%
6.	We will respond to non complex Subject Access Requests within 1 month We will respond to complex Subject Access Requests within 3 months		✓			Y	80% 70%
7.	We will respond to Access to School Records requests within 15 school days		✓			Y	100%
8.	We will respond to Data Protection Right requests within 1 month		✓			Y	100%
9.	We will respond to Members/MP/MSP enquiries submitted via our online portal within 15 working days (recognising that in some complex cases this standard will not be met)		✓			N	75%
	Children's Rights						
10.	We will meaningfully consult with children and young people about any proposed changes which will directly or indirectly effect them and ensure that our policies and practices comply with the principles of the UN Convention on the Rights of the Child. Dignity - Each child is a unique person with intrinsic worth and should be respected and valued in all circumstances. Best interests of the child - Determining and doing what is best for a child, with that child, at that time and in that situation. Non-discrimination - Each child is treated fairly and protected from discrimination.		✓	✓		Y	100%

<p>Life, survival and development - Each child is able to develop, thrive, achieve and flourish.</p> <p>Participation - Each child is heard in matters affecting them and participates in the lives of their family, community and wider society.</p> <p>Interdependence and indivisibility - Each child enjoys all rights enshrined in the UNCRC, whatever the circumstances.</p> <p>Transparency and accountability - Dependable, open and accountable relationships and dialogue between Local Government, communities, families and children and young people is essential in the collective goal of securing children's rights.</p>						
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