

Appendix A - Performance Management Framework Report, 21<sup>st</sup> June 2022 – City Growth and Resources Clusters

## CITY GROWTH CLUSTER

## 1. Customer

## Corporate Measures – Cluster Level

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarterly Status	Long Trend	2020/21 Target
	Value	Value	Value	Value			
Total No. complaints received (stage 1 and 2) – City Growth	0	2	2	0			
% of complaints resolved within timescale stage 1 and 2) – City Growth	N/A	50%	100%	N/A			75%
% of complaints with at least one point upheld (stage 1 and 2) – City Growth	N/A	0%	0%	N/A			
Total No. of lessons learnt identified (stage 1 and 2) – City Growth	N/A	0	0	N/A			

## 2. Processes

## Service Level Measures

Performance Indicator	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22
	Value	Value	Value	Value
Number of total visits/attendances at museums and galleries ( includes outreach/enquiries and events)	264,443	300,316	303,675	302,078

Performance Indicator	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22
	Value	Value	Value	Value
Number of virtual visits/attendances at museums and galleries	252,856	264,993	256,845	259,926
Number of visits at museums and galleries that were in person	10,237	34,542	46,474	61,599

**Metric Descriptor**

These measures link to the City Growth Service Standard '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.'

**Data Commentary**

The number of Virtual Visits had experienced a sustained rise across 2021/22 to the highest outcome to date which, alongside increased visits in person, drove total visit numbers over the 1.19 million mark for the year.

**Strategic Level Measures**

Performance Measure	2020/21	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Status	Long Trend - Quarterly
	Value	Value	Value	Value	Value		
Number of new Business Gateway start-ups	414	120	105	97	41		

**Metric Descriptor**

The strategic level data above represents outcomes that are delivered in collaboration with a range of internal and external partners where the Aberdeen City Council plays a direct or facilitation role. The figures above are drawn from sampling of COSLA COVID-19 datasets and links with Scottish Local Authority Economic Development (SLAED) Indicator reporting where the City Growth Service is a significant contributing partner, or materially supports delivery vehicles.

This metric links to the City Growth Service Standard: 'We will provide business start-up advice and guidance to businesses through the Business Gateway start up service.'

Data Source: COSLA Local Government COVID-19 Dashboard

**Service Commentary**

The rate of Business Start-ups had slowed towards year-end, a pattern evident in prior years. The City had consistently performed above the national monthly average of Scottish Local Authorities for start-ups per 1,000 of working age population since September 2020 through to late 2021 but, with the latest absolute monthly figure of 16 start-ups in March 2022, this is below the national Council average of 21. Across Quarter 4, there were 41 new start-ups which equates to 1.06 per 10,000 of population.

The number of start-ups in the 2020/21 fiscal year was 363 (rate of 1.43 per 1,000) which compares to 414 (rate of 1.63 per 1,000) for the same period in 2020/21. At this level, the City's annualised outcome is better than the majority of its Urban Geography comparators, and the national figure both for the actual and proportional level of business start-ups.

### 3. Staff

#### Corporate Measures – Cluster Level

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Status	Long Trend - Quarterly
	Value	Value	Value	Value		
H&S Employee Reportable by Cluster – City Growth	0	0	1	0		
H&S Employee Non-Reportable by Cluster – City Growth	0	0	2	1		

Performance Measure	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	Status	2021/22 Target
	Value	Value	Value	Value	Value	Value		
Average number of total working days lost per FTE (12 month rolling figure) – City Growth	2.3	1.9	1.6	1.0	1.1	1.1		5.0
Establishment actual FTE – City Growth	157.53	169.35	166.11	167.7	167.15	176.99		

### 4. Finance & Controls

## Corporate Measures – Cluster Level

Performance Measure	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to full year budget profile – City Growth	24.6%		50.95%		77.9%		111.3%	

## Service Commentary

Quarterly net budget profiles and variances for City Growth, including Staff Expenditure, are influenced by the timings of project expenditure, and revenue receipts from significant external funding streams, across the fiscal year affecting Business Trade and Growth, Employability and Development functions. Some additional staff expenditure was incurred in the delivery of support for business throughout the pandemic, particularly that relating to the administration of COVID-19 grants and advice around eligibility.

## STRATEGIC PLACE PLANNING CLUSTER

## 5. Customer

## Corporate Measures – Cluster Level

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	2020/21 Target	Quarterly Status	Long Trend - Quarterly
	Value	Value	Value	Value			
Total No. complaints received (stage 1 and 2) – Strategic Place Planning	5	3	2	3			
% of complaints resolved within timescale stage 1 and 2) – Strategic Place Planning	80%	66.6%	0%	33.3%	75%		
% of complaints with at least one point upheld (stage 1 and 2) – Strategic Place Planning	0%	33.3%	50%	66.7%			
Total No. of lessons learnt identified (stage 1 and 2) – Strategic Place Planning	1	0	0	0			

## Service Measures – Service Standards

Performance Measure	2020-21 Average	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Status	Long Trend-Quarterly
	Value	Value	Value	Value	Value		
Percentage of first reports, (for building warrants and amendments) issued within 20 working days	97.75%	98.0%	97.0%	97.0%	98.0%		
Percentage of building warrant approvals responded to within 10 days	87.5%	83.0%	78.0%	75.0%	81.0%		

### Metric Descriptor

The Scottish Government applies targets for these measures as part of the Planning Authority's Verifier Status which are set at 90% for the issuing of first reports and 80% for response times, respectively. These measures align directly with the Strategic Place Planning Service Standards around Building Standards processing above. The complexity of individual applications and the rate of re-submissions are both significant influences in quarterly variances in both first report production and warrant approvals.

### Service Commentary

The figures for Quarter 4 show an increase in performance for the issue of first reports, and with building warrant approvals recovering from a dip earlier in the year (which arose from the number of YTD warrant applications moving beyond what was experienced in both previous years in the same period, alongside catch-up work around the return of site based visits as lockdown restrictions eased) On an annual basis, the average for production of first reports within 20 working days was equal to that in 2020/21, although the response rate on warrant approvals was below that of the previous year and only marginally below that recorded in 2019/20. Both measures met the national building standards targets for the full year.

## 6. Processes

### Service Measures

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Long Trend-Quarterly
	Value	Value	Value	Value	
Number of Development Management Applications processed	402	356	325	320	
Number of Building Standards Applications processed	455	428	390	386	

Service Measures – National Quarterly Planning Performance Framework\*

Performance Measure	2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Quarter1 2021/22	Quarter2 2021/22	Status	Long Trend - Quarterly	National Quarter 2 2021/22 Figure
	Annual Baseline Value	Value	Value	Value	Value			
Percentage (and Number of decisions) of Application Processing Agreements agreed within timescale	99.1% (214)	96.0% (50)	100% (47)	100% (60)	97.1% (70)			77.1%

Performance Measure	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarter 2 2021/22	Status	Long Trend-Quarterly	National Quarter 2 2021/22 Figure
	Value	Value	Value	Value			
Average Determination Times of Major Development Planning Applications in Weeks (Applications)	28.3	47.4 (2)	48.3 (1)	26.1(2)			46.3 (41)
Average Determination Times of All Local Development Planning Applications in Weeks (Applications)	9.3	10.9 (125)	10.2 (170)	11.4 (164)			10.7 (6,451)
Average Determination Times of Non-Householder Local Development Planning Applications in Weeks (Applications)	12.7	12.1 (59)	14.8 (57)	14.4 (73)			13.2 ( 2,726)
Average Determination Times of Householder Planning Applications In Weeks (Applications)	7.8	9.8 (66)	7.9 (113)	9.0 (91)			8.8 (3,725)
Average Determination Times of Local Business and Industry Planning Applications in Weeks (No. of Applications)	N/A	N/A	N/A	N/A		N/A	11.1 ( 357)

## Service Standards - National Quarterly Planning Performance Framework\*

Performance Measure	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarter 2 2021/22	Status **	Long Trend- Quarterly	National Quarter 2 2021/22 Figure
	Value	Value	Value	Value			
Percentage of All Local Development applications determined within 2 months ** (Applications)	82.2%	69.6% (87)	80.0% (136)	70.1% (115)			60.7%
Percentage of local (non-householder) applications determined within 2 months ** (Applications)	73.8%	69.5% (41)	66.7% (38)	57.6% (42)			47.9%
Percentage of local (householder) applications determined within 2 months ** (Applications)	86.0%	69.7% (46)	86.7% (98)	80.2% (73)			70.0%

\*\* excludes applications subject to a processing agreement and Status is defined by comparison with National figures.

**Service Commentary**

The Service Standards outcomes for Quarter 4 were above the national figures against each of the three categories with rolling 12-month outcomes of 75.5%, 66.9% and 80.7% respectively. Year-to-date determination times for both non-householder and householder applications were within 5 percentage points of the original local targets and followed the national trend pattern. Traditionally, application times vary according to the level, and complexity, of applications received and are affected by seasonality so it's not possible to extrapolate the fiscal year outcome from the year-to-date position and early suggestions are that the dip experienced in Quarter 2 was driven by a significant rise in applications activity as the local economy moved from more to less severe restrictions linked to the pandemic.

\*Information on the formal status of the above standards and measures is updated twice yearly on publication of data relating to the national Planning Performance Framework. The latest of these publications, covering 2021/22 quarters 1 and 2 was published on 25<sup>th</sup> January 2022.

**7. Staff****Corporate Measures – Cluster Level**

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Status	Long Trend - Quarterly
	Value	Value	Value	Value		
H&S Employee Reportable by Cluster – Strategic Place Planning	0	0	0	0		
H&S Employee Non-Reportable by Cluster – Strategic Place Planning	0	0	0	0		

Performance Measure	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	Status	2021/22 Target
	Value	Value	Value	Value	Value	Value		
Average number of total working days lost per FTE (12 month rolling figure) – Strategic Place Planning	1.1	0.9	1.0	1.0	1.2	1.4		5.0
Establishment actual FTE – Strategic Place Planning	89.56	89.56	89.95	90.85	90.12	91.16		

**8. Finance & Controls**

**Corporate Measures – Cluster Level**

Performance Indicator	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2022/22		Quarter 4 2020/21	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – Spend to full year budget profile – Strategic Place Planning	23.5%		49.8%		70.5%		92.7%	

**Service Measures**

Performance Measure	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	Status
	Value	Value	Value	Value	Value	Value	
YTD % of budgeted income received from Planning Application fees	66.5%	73.4%	84.9%	88.4%	93.1%	101.8%	

Performance Measure	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	Status
	Value	Value	Value	Value	Value	Value	
YTD % of budgeted income received from Building Warrant fees	61.6%	67.6%	72.2%	79%	82.8%	91.4%	

### Service Commentary

In line with the processing of applications highlighted above, the respective incomes received from Development Management Planning Applications and Building Standard Warrants are driven by the extent of activity. Planning Applications generated an estimated income of £956,905 from 1,403 applications, in comparison with a 2020/21 figure of £777,488 from a slightly higher number of applications.

Building Standards Warrant applications across the year saw an increase in activity in 2021/22 from 1,337 to 1,659 applications, close to that in 2019/20, but as a result of an ambitious target set for the year against what, at the time, was relative uncertainty about the pace at which applications would revert to 'normal' levels, the 2021/22 outcome fell short of the target despite generating an additional £299,616 (+ 31.8%) on the prior year.

## GOVERNANCE CLUSTER

### 9. Customer

#### Corporate Measures -Cluster Level

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarterly Status	Long Trend - Quarterly	2021/22 Target
	Value	Value	Value	Value			
Total No. complaints received (stage 1 and 2) – Governance	3	5	4	2			
% of complaints resolved within timescale stage 1 and 2) – Governance	100.0%	40.0%	75.0%	100.0%			75%
% of complaints with at least one point upheld (stage 1 and 2) – Governance	0.0%	20.0%	25.0%	50.0%			
Total No. of lessons learnt identified (stage 1 and 2) – Governance	0	2	2	0			

## 10. Processes

## Service Measures – Service Standards

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Status	Long Trend - Quarterly
	Value	Value	Value	Value		
% of School Placing and Exclusion Hearings held within 14 days	100%	100%	100%	100%		
% of Civic Licence Applications determined within 9 months of a valid application	100%	100%	100%	100%		
% of Hearings to determine a Premises Licence application or Variation application within 119 days of the last date for representations.	100%	100%	100%	100%		
% of Decision Letters for alcohol applications issued within 7 days of Board meeting	100%	100%	100%	100%		
% of Civic Licensing Complaints acknowledged within 24 hours/and investigated within 14 days	100%/>95%	100%/>95%	100%/>95%	100%		

## 11. Staff

## Corporate Measures - Cluster Level

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Status	Long Trend - Quarterly
	Value	Value	Value	Value		
H&S Employee Reportable by Cluster – Governance	0	0	0	0		
H&S Employee Non-Reportable by Cluster – Governance	0	0	0	0		

Performance Measure	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	Status	2021/22 Target
	Value	Value	Value	Value	Value	Value		
Average number of total working days lost per FTE (12 month rolling figure) – Governance	1.21	1.02	1.01	1.02	1.04	1.02		5.0
Establishment actual FTE – Governance	58.99	59.17	59.17	58.49	56.6	59.71		

## 12. Finance & Controls

### Corporate Measures - Cluster Level

Performance Indicator	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to full year budget profile – Governance	25.7%		49.9%		74.7%		100.7%	

## FINANCE CLUSTER

## 13. Customer

### Corporate Measures – Cluster Level

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarterly Status	Long Trend - Quarterly	2021/22 Target
	Value	Value	Value	Value			
Total No. complaints received (stage 1 and 2) – Finance	2	8	4	2			
% of complaints resolved within timescale stage 1 and 2) – Finance	50%	75%	25%	50%			75%
% of complaints with at least one point upheld (stage 1 and 2) – Finance	50%	25%	25%	0%			

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarterly Status	Long Trend - Quarterly	2021/22 Target
	Value	Value	Value	Value			
Total No. of lessons learnt identified (stage 1 and 2) – Finance	1	1	0	0			

**14. Processes**

N/A

**15. Staff**

**Corporate Measures – Cluster Level**

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Status	Long Trend - Quarterly
	Value	Value	Value	Value		
H&S Employee Reportable by Cluster – Finance	0	0	0	0		
H&S Employee Non-Reportable by Cluster – Finance	0	0	0	0		

Performance Measure	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	Status	Monthly Target
	Value	Value	Value	Value	Value	Value		
Average number of total working days lost per FTE (12 month rolling figure) – Finance	3.1	3.3	3.3	3.2	3.1	2.9		5.0
Establishment actual FTE – Finance	88.46	91.48	90.77	90.59	92.21	92.69		

**16. Finance & Controls**

**Corporate Measures – Cluster Level**

Performance Indicator	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to full year budget profile – Finance	22.7%		46.0%		69.6%		94.1%	

## PEOPLE AND ORGANISATION CLUSTER

### Corporate Measures – Cluster Level

#### 17. Customer

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarterly Status	Long Trend - Quarterly	2021/22 Target
	Value	Value	Value	Value			
Total No. complaints received (stage 1 and 2) – People and Organisation	0	0	0	0			
% of complaints resolved within timescale stage 1 and 2) – People and Organisation	N/A	N/A	N/A	N/A			75%
% of complaints with at least one point upheld (stage 1 and 2) – People and Organisation	N/A	N/A	N/A	N/A			
Total No. of lessons learnt identified (stage 1 and 2) – People and Organisation	N/A	N/A	N/A	N/A			

#### 18. Processes

N/A

#### 19. Staff

## Corporate Measures – Cluster Level

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Status	Long Trend - Quarterly
	Value	Value	Value	Value		
H&S Employee Reportable by Cluster – People and Organisation	0	0	0	0		
H&S Employee Non-Reportable by Cluster – People and Organisation	0	0	0	0		

Performance Measure	October	November	December	January 2022	February 2022	March 2022	Status	Monthly Target
	Value	Value	Value	Value	Value	Value		
Average number of total working days lost per FTE (12 month rolling figure) – People and Organisation	0.20	0.25	0.27	0.27	0.32	0.32		5.0
Establishment actual FTE – People and Organisation	33.4	32.2	31.44	31.47	31.44	31.85		

## 20. Finance &amp; Controls

## Corporate Measures – Cluster Level

Performance Indicator	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2020/21		Quarter 4 2019/20	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to full year budget profile – People and Organisation	19.0%		38.8%		63.3%		86.9%	

## CAPITAL CLUSTER

## 21. Customer

## Corporate Measures – Cluster Level

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarterly Status	Long Trend - Quarterly	2021/22 Target
	Value	Value	Value	Value			
Total No. complaints received (stage 1 and 2) – Capital	2	3	2	5			
% of complaints resolved within timescale stage 1 and 2) – Capital	50%	33.3%	100%	100%			75%
% of complaints with at least one point upheld (stage 1 and 2) – Capital	0%	33.3%	50%	80%			
Total No. of lessons learnt identified (stage 1 and 2) – Capital	0	0	1	1			

**22. Processes**

N/A

**23. Staff**

**Corporate Measures – Cluster Level**

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 3 2021/22	Status	Long Trend - Quarterly
	Value	Value	Value	Value		
H&S Employee Reportable by Cluster – Capital	0	0	0	0		
H&S Employee Non-Reportable by Cluster – Capital	0	0	0	0		

Performance Measure	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	Status	Monthly Target
	Value	Value	Value	Value	Value	Value		
Average number of total working days lost per FTE (12 month rolling figure) – Capital	1.19	1.29	1.4	1.54	1.73	1.73		5.0
Establishment actual FTE – Capital	62.9	59.7	62.5	64.35	65.46	66.21		

## 24. Finance &amp; Controls

## Corporate Measures - Cluster Level

Performance Indicator	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to full year budget profile – Capital	17.7%		34.2%		51.5%		72.3%	

## CORPORATE LANDLORD CLUSTER

## 25. Customer

## Corporate Measures - Cluster Level

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarterly Status	Long Trend - Quarterly	2021/22 Target
	Value	Value	Value	Value			
Total No. complaints received (stage 1 and 2) – Corporate Landlord	8	12	21	11			
% of complaints resolved within timescale stage 1 and 2) – Corporate Landlord	37.5%	41.7%	47.6%	27.3%			
% of complaints with at least one point upheld (stage 1 and 2) – Corporate Landlord	50%	25%	33.3%	18.2%			
Total No. of lessons learnt identified (stage 1 and 2) – Corporate Landlord	1	0	0	1			

## 26. Processes

N/A

**27. Staff**

**Corporate Measures – Cluster Level**

Performance Measure	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Status	Long Trend - Quarterly
	Value	Value	Value	Value		
H&S Employee Reportable by Cluster – Corporate Landlord	0	0	0	0		
H&S Employee Non-Reportable by Cluster – Corporate Landlord	0	0	0	0		

Performance Measure	October	November	December	January 2022	February 2022	March 2022	Status	Monthly Target
	Value	Value	Value	Value	Value	Value		
Average number of total working days lost per FTE (12 month rolling figure) – Corporate Landlord	6.1	6.6	7.1	6.7	6.5	6		5.0
Establishment actual FTE – Corporate Landlord	52.68	52.66	51.15	50.96	50.96	50.96		

**28. Finance & Controls**

**Corporate Measure - Cluster Level**

Performance Indicator	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 2021/22		Quarter 4 2021/22	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to full year budget profile – Corporate Landlord	16.1%		49.9%		48.6%		60.0%	

## FUNCTION LEVEL

## 29. Customer

Performance Measure	2020-21	2021-22	Quarterly Status	Long Trend - Annual	2021/22 Target
	Value	Value			
Total No. complaints received (stage 1 and 2) – Commissioning ( excludes Commercial and Procurement)	34	31			
% of complaints resolved within timescale stage 1 and 2) – Commissioning ( excludes Commercial and Procurement)	64.7%	74.1%			75%
% of complaints with at least one point upheld (stage 1 and 2) – Commissioning ( excludes Commercial and Procurement)	9	7			
Total No. of lessons learnt identified (stage 1 and 2) – Commissioning ( excludes Commercial and Procurement)	2	5			

Performance Measure	2020-21	2021-22	Quarterly Status	Long Trend - Annual	2021/22 Target
	Value	Value			
Total No. complaints received (stage 1 and 2) – Resources	58	83			
% of complaints resolved within timescale stage 1 and 2) – Resources	70.6%	72.2%			75%
% of complaints with at least one point upheld (stage 1 and 2) – Resources	42	26			
Total No. of lessons learnt identified (stage 1 and 2) – Resources	6	4			

## Function Level Commentary

## Complaints Handling – Commissioning

Across the three services within the Commission function, there has been a reduction in number of complaints received from 34 to 31, a significant improvement in the percentage of complaints which are responded to within the required timescale of 20 days, taking the Function level outcome within scope of the corporate target, and a reduction in the proportion of complaints that are upheld.

**Complaints Handling – Resources**

Within the Resources function, covering Finance, Capital, P&O and Corporate Landlord, the number of complaints received has risen with Corporate Landlord and Capital Clusters respectively recording the higher number of complaints. Contrary to this increase, the proportion of complaints which are upheld have significantly reduced and the percentage of complaints resolved within the required timescale has improved sufficiently to move the Function to within scope of the corporate target.

**Appendix Notes**

Staff Costs: Staffing costs referred to throughout this Appendix exclude adjustments for the corporate vacancy factor.

PI Status		Long Term Trends		Short Term Trends	
	Alert – more than 20% out with target/national figure		Improving/Increasing		Improving/Increasing
	Warning – more than 5% out with target/national figure		No or Limited Change		No or Limited Change
	OK – within limits of target/national figure		Getting Worse/Decreasing		Getting Worse/Decreasing
	Unknown				
	Data Only				