FQ1 2021/22 – KPIs with no data for reporting

CPD104_01 Number of capacity building support sessions held with community groups.

CSS101_01 Improve the current accuracy rate for registration of births, deaths and marriages by the Council's Registration Service.

This is an annual Measure but it looks back retrospectively to the registrations completed in 2020 as the accuracy is determined by independent inspection by National Records of Scotland. They are still doing that inspection so this figure is still the one from 2019. As soon as NRS complete their audit and publish the figure this metric will be updated.

DEG110_01 The 12 month survival rate of new small and medium sized businesses.

The data is still unavailable. An update on current status and future plans for survival monitoring has been requested. The survival rate of new SME businesses is monitoring activity undertaken by the Business Gateway National Unit (BGNU), COSLA.

Collection of survival data has been resumed and is now being analysed. A full year's worth of data should be available for 12 and 36 month survival.

LRS104_01 Undertake visits to all premises identified as high risk on the Trading Standards database.

No high risk routine inspections were scheduled in FQ1. High rick visit will recommence in July. Visit have taken place for Covid enforcement purposes only.

LRS110_01 Maintain the percentage of all Council spend that is either under a contract or a Service Level Agreement (SLA).

The financial spend information is not yet available from our national spend database. This is due to be available at the end of July, which will then allow the appropriate reports to be run and report the FQ1 spend in FQ2.

LRS110_04 Increase the number of community benefits that are delivered through the contracts we award locally.

To improve reporting this measure is currently being reviewed. Going forward the measure will better reflect the volume and variety of community benefits that are being delivered through the contracts we award. This measure will be reported on in FQ2.

LRS115_01 The percentage of complaints that are resolved at Stage 1 (within 5 working days).

The reports are run at the start of the second month after the quarter end. As with FOIs, Subject Access Requests and Stage 2 complaints it is normally the following month before the data is available. This will be reported in FQ2.

LRS115_02 The percentage of Freedom of Information requests that are responded to within timescales.

The reports are run at the start of the second month after the quarter end. As with Subject Access Requests and Stage 1 and 2 complaints it is normally the following month before the data is available. This will be reported in FQ2.

Appendix 2

LRS115_03 The percentage of subject access requests that are responded to within the Data Protection Act timescales

The reports are run at the start of the second month after the quarter end. As with FOIs and Stage and 2 complaints it is normally the following month before the data is available. This will be reported in FQ2.