

From: Foi Enquiries
Sent: 27 August 2019 12:59
To: [REDACTED]
Subject: FOI-19-1036 - Performance Management Reporting
Attachments: V3 - Further Information - Right to Review & Appeal.pdf

Dear [REDACTED],

Thank you for your information request of 30 July 2019. Aberdeen City Council (ACC) has completed the necessary search for the information requested. Our response is now detailed below.

I am in the process of completing some research / benchmarking on how councils in Scotland are resourcing performance, improvement and information assurance activities. This is in relation to transformation proposals for a new delivery model in West Lothian Council. Would you be able to provide any information on how your council has resourced this activity?

1. Does the council have a central / corporate team for co-ordinating and supporting performance management and reporting?

Yes.

2. If so, please specify the activities that are supported?

The Council's Business Intelligence team undertake:-

- Community Planning
- Performance Monitoring, Analysis and Reporting and Improvement
- Policy, Research and Development (incl consultation)
- Information Governance & Data Protection
- Family Information Service
- GIS / CAG

3. If so, what resources are allocated for the delivery of activities?

Community Planning	3 FTE
Performance Monitoring, Analysis and Reporting and Improvement	24 FTE
Policy, Research and Development (incl consultation)	2 FTE
Information Governance (Data Protection) and business architecture	6 FTE
Family Information Service	2 FTE
GIS / CAG	2 FTE

4. Does the council have a central / corporate team for managing improvement and scrutiny?

Yes, but it is not possible to split this from the information provided above (Questions 2 & 3).

5. If so, please specify the activities that are supported?

Please see the response to question 4.

6. If so, what resources are allocated for the delivery of activities?

Please see the response to question 4.

7. Does the council have a central / corporate team for complaint handling and reporting?

Yes

8. If so, please specify the activities that are supported?

The Customer Feedback Team have corporate responsibility for managing complaints on behalf of the organisation.

The team act as the single point of contact for complainants and perform a quality control function to ensure that statutory requirements and corporate standards are consistently being met. Complaints are assigned to the relevant service to investigate and respond. However, the Customer Feedback Team will also investigate and respond to complaints on behalf of functions if required e.g. Social Work.

A Complaints Handling Toolkit and online training is available to staff across the Council. The Customer Feedback Team also provide supplementary face to face training where required.

The Customer Feedback Team prepare statistical information on customer feedback including performance and lessons learned. This includes arranging the annual publication of the Council's complaints and other customer feedback handling information into the public domain.

Other responsibilities include conducting surveys to obtain customer views and feedback about complaint handling and acting as Liaison Officers for correspondence and communications with the Scottish Public Services Ombudsman (SPSO).

9. If so, what resources are allocated for the delivery of activities?

The following tiered structure is currently in place within the Customer Feedback Team. It should be noted that the team also have responsibility for other tasks other than complaint handling, including the management of elected member enquiries.

- 1 FTE Customer Feedback Officer (Tier 1)
- 5.86 FTE Customer Feedback Officers (Tier 2)
- 1 FTE Customer Feedback Officer (Tier 3)
- 1 FTE Senior Customer Feedback Officer.

The Senior Customer Feedback Officer has line management responsibilities for the whole team and prepares the statistical information. All Customer Feedback Officers (Tier 2 and 3) are Liaisons with the SPSO.

10. Does the council have a central / corporate team for FOI, Subject Access Requests and EIR handling and reporting?

Yes, the Access to Information Team.

11. If so, please specify the activities that are supported?

The Access to Information Team are responsible for recording, collating and responding to the following types of request.

- Freedom of Information Requests
- Environmental Information Requests
- Subject Access Requests
- Third Party Requests
- Additional requests under the Data Protection Act including Right to Erasure, Rectification, Restrict Processing, Data Portability, Objection and rights relating to automated decision making.

The team act as the single point of contact for customers. Requests are assigned to the relevant service to respond and the Access to Information Team then perform a quality control function to ensure that statutory requirements and corporate standards are consistently being met.

Online guidance and training is available to staff across the Council. The Access to Information Team also provide supplementary face to face training where required.

The Access to Information Team prepare statistical information on compliance for submission to OSIC (Information Commissioners Office) and are responsible for managing Freedom of Information review and appeal requests.

12. If so, what resources are allocated for the delivery of activities?

5 full time staff members are currently allocated for the delivery of activities mentioned in question 11.

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

We hope this helps with your request.

Yours sincerely,



Tomina Egbuson | Access to Information Officer

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