

Appendix 2

Table 1: complaint response times for 2013/14

Service Area	Quarter 1 (13/14)				Quarter 2 (13/14)				Quarter 3 (13/14)				Quarter 4 (13/14)			
	Recd	Within	%	Status	Recd	Within	%	Status	Recd	Within	%	Status	Recd	Within	%	Status
Business Planning and Performance	0	0			5	5	100%	– G	1	0	0%	▼ R	0	0		
Legal and Democratic Services	2	2	100%	◀ G	1	1	100%	◀ G	0	0			3	0	0%	▼ R
Customers and Education Support	8	8	100%	◀ G	8	8	100%	◀ G	2	2	100%	◀ G	6	6	100%	◀ G
Environment	38	36	95%	▼ G	34	34	100%	▲ G	27	27	100%	◀ G	22	22	100%	◀ G
Finance and Assets	10	10	100%	◀ G	7	6	86%	▼ O	13	13	100%	▲ G	9	9	100%	◀ G
Housing and Community Development	17	16	94%	▲ Y	21	21	100%	▲ G	9	9	100%	◀ G	20	20	100%	◀ G
Planning and Public Protection	8	8	100%	◀ G	39	38	97%	▼ G	24	24	100%	▲ G	9	9	100%	◀ G
Highways and Infrastructure	22	21	95%	▲ G	19	17	89%	▼ O	22	21	95%	▲ G	28	23	82%	▼ O
Communication, Marketing and Leisure	10	10	100%	◀ G	11	11	100%	◀ G	14	14	100%	◀ G	28	28	100%	◀ G
Education	2	2	100%	– G	1	1	100%	◀ G	0	0			1	1	100%	◀ G
Other	0	0			3	2	67%	– R	2	0	0%	◀ R	4	3	75%	▲ R
	117	113	97%	◀ G	149	144	97%	◀ G	114	110	96%	▼ G	130	121	93%	▼ Y

Table 2: complaint response times according to each stage for 2013/14

Q1	Count	Within	%
Stage 1	101	100	99%
Stage 2	12	10	83%
Stage 3	4	3	75%
¹ PSOW	0	0	-
Total	117	113	97%

Q2	Count	Within	%
Stage 1	136	131	96%
Stage 2	10	10	100%
Stage 3	3	3	100%
PSOW	0	0	-
Total	149	144	97%

Q3	Count	Within	%
Stage 1	101	100	99%
Stage 2	12	9	75%
Stage 3	1	1	100%
PSOW	0	0	-
Total	114	110	96%

Q4	Count	Within	%
Stage 1	121	116	96%
Stage 2	9	5	56%
PSOW	0	0	-
Total	130	121	93%

¹ Public Services Ombudsman for Wales

Table 3: summary of response times for 2013/14

Service Area	Full Year 2011-2012					Full Year 2012-2013					Full Year 2013-2014				
	Recd	Within	%	Status		Recd	Within	%	Status		Recd	Within	%	Status	
Business Planning and Performance	1	1	100%	–	G	0	0	–	–	–	6	5	83%	▼	O
Legal and Democratic Services	6	3	50%	–	R	3	3	100%	▲	G	6	3	50%	▼	R
Customers and Education Support	19	16	84%	–	O	25	24	96%	▲	G	24	24	100%	▲	G
Environment	142	137	96%	–	G	201	198	99%	▲	G	121	119	98%	▼	G
Finance and Assets	25	21	84%	–	O	24	19	79%	▼	R	39	38	97%	▲	G
Housing Services	79	33	42%	–	R	86	75	87%	▲	O	67	66	99%	▲	G
Planning and Public Protection	97	85	88%	–	O	66	65	98%	▲	G	80	79	99%	▲	G
Highways and Infrastructure	69	56	81%	–	O	100	84	84%	▲	O	91	82	90%	▲	Y
Communication, Marketing and Leisure	51	43	84%	–	O	45	44	98%	▲	G	63	63	100%	▲	G
Education	4	3	75%	–	R	1	1	100%	▲	G	4	4	100%	◀	G
Other	1	0	0%	–	R	5	2	40%	▲	R	9	5	56%	▲	R
	494	398	81%	–	O	556	515	93%	▲	G	510	488	96%	▲	G

Table 4: summary of performance at each stage for 2013/14

YTD	Count	Within	%
Stage 1	459	447	97%
Stage 2	43	34	79%
Stage 3	8	7	88%
² PSOW	0	0	-
Total	510	488	96%

² Public Services Ombudsman for Wales

Table 5: Social Services complaints data for 2013/14

OPEN and CLOSED Complaints SUMMARY																						
Month	Adult & Business Services					Corporate - Adults					% within time, where ended	Children & Family Services					Corporate - Children					% within time, where ended
	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn		No Complaints	No within time	Beyond	Still open	Ended eg withdrawn	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn	
April	3	3				0					100%	4	2			2	0	0				100%
May	4	4				0					100%	3	2	1			0	0				67%
June	4	4				0					100%	6	6				1	1				100%
July	5	5				0					100%	9	8			1	1	1				100%
August	5	4			1	0					100%	2	1	1			0					50%
September	4	4				0					100%	5	4			1	0					100%
October	5	4	1								80%	7	6		1							100%
November	4	4				0					100%	4	3		1		0					100%
December	3	3				0					100%	4	4				0					100%
January	0	0				0					100%	3	3				0					100%
February	3	3				0					100%	3	3				0					100%
March	0	0				1	1				100%	3	3				1	1				100%
Total	40	38	1		1	1	1	0	1	0	98%	53	45	2	2	4	3	3	0	0	0	96%

In line with legislation, social services and school complaints are dealt with under separate processes.

Table 6: compliments received during 2013/14

Service Area	Q1	Q2	Q3	Q4	Total
Social Services Adults	0	97	71	51	219
Social Services Children	0	28	22	8	58
Business Planning and Performance	0	3	0	1	4
Legal and Democratic Services	1	0	0	0	1
Customers and Education Support	2	24	11	12	49
Environment	41	57	41	26	165
Finance and Assets	0	0	0	0	0
Housing Services	18	11	22	11	62
Planning and Public Protection	18	11	9	8	46
Highways and Infrastructure	13	5	38	19	75
Communication, Marketing and Leisure	6	25	17	22	70
	99	261	231	158	749