

Your Voice information

1 Your Voice reporting periods

The following periods are used for reporting data:

- Quarter 1: 1-Apr to 30-Jun
- Quarter 2: 1-Jul to 30-Sep
- Quarter 3: 1-Oct to 31-Dec
- Quarter 4: 1-Jan to 31-Mar

2 Complaint response timescales

The 'Your Voice' feedback policy states that the following timescales should be adhered to when responding to complaints:

- Stage 1: **10** working days
- Stage 2: **20** working days

3 Your Voice performance measures

A traffic light system is used to highlight performance in relation to response timescales to complaints. Performance is rated according to:

Red	less than 90% of complaints responded to within timescale
Amber	when more than 90% but less than 95% of complaints responded to within timescale
Green	more than 95% of complaints responded to within timescale

To assist with identifying whether a service area's performance has changed from the previous period(s), the following key has been developed:

Green	Improvement in performance
Red	Decline in performance
White	No change in performance
-	No data for period for comparison

Table 1: Overall complaint response times for stage 1 complaints – Q1 and Q2

Stage 1 Complaints

Service	Quarter 1 - Stage 1			Quarter 2 - Stage 1				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-
Legal and Democratic Services	0	0	-	2	2	100%	-	-
Customers and Education Support	6	6	100%	5	5	100%	100.0%	0%
Education	0	0	-	2	2	100%	-	-
Environment	30	29	97%	16	15	94%	96.7%	-3%
Finance and Assets	15	13	87%	4	3	75%	86.7%	-12%
Housing and Community Development	23	22	96%	10	8	80%	95.7%	-16%
Planning and Public Protection	27	27	100%	22	19	86%	100.0%	-14%
Highways and Infrastructure	19	14	74%	21	19	90%	73.7%	17%
Communication, Marketing and Leisure	20	20	100%	5	5	100%	100.0%	0%
HR	0	0	-	2	0	0%	-	-
Corporate Total	140	131	94%	89	78	88%	93.6%	-6%

Green	Improvement in performance
Red	Decline in performance
White	No change in performance
-	No data for period for comparison

Table 2: Overall complaint response times for stage 2 complaints – Q1 and Q2

Stage 2 Complaints

Service	Quarter 1 - Stage 2			Quarter 2 - Stage 2				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-
Legal and Democratic Services	1	0	0%	0	0	-	0.0%	-
Customers and Education Support	0	0	-	1	1	100%	-	-
Education	0	0	-	1	1	100%	-	-
Environment	0	0	-	0	0	-	-	-
Finance and Assets	3	3	100%	1	1	100%	100.0%	0%
Housing and Community Development	1	1	100%	0	0	-	100.0%	-
Planning and Public Protection	5	5	100%	1	1	100%	100.0%	0%
Highways and Infrastructure	1	1	100%	3	2	67%	100.0%	-33%
Communication, Marketing and Leisure	0	0	-	1	1	100%	-	-
HR	0	0	-	0	0	-	-	-
Corporate Total	11	10	91%	8	7	88%	90.9%	-3%

Green	Improvement in performance
Red	Decline in performance
White	No change in performance
-	No data for period for comparison

Table 3: 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 4: Compliments received

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	5	1		
Legal and Democratic Services	0	0		
Customers and Education Support	10	8		
Education	0	0		
Environment	44	44		
Finance and Assets	0	1		
Housing and Community Development	27	15		
Planning and Public Protection	3	7		
Highways and Infrastructure	15	16		
Communication, Marketing and Leisure	29	19		
	133	111		

Table 5: Social Services complaint response times for Q1 and Q2

Social Services' data is now reported separately as the process and timescales are different

Month	Adult & Business Services					Corporate - Adults					% within time, where ended	Approaches to the Ombudsman	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	1	1				0					100%	1	1	1							0					100%
May	0	0				0					100%	0	4	4							0					100%
June	4	4				2	2				100%	0	8	7		1					0					100%
July	5	5				0	0				100%	1	3	3							0					100%
August	3	3				0					100%	0	2	1		1					0					100%
September	6	4	1	1									3	3							0					100%
October																										
November																										
December																										
January																										
February																										
March																										
Total	19	18	1	1		2	2				95%	2	21	19	0	2	0	0	0	0	0	0	0	0	0	100%

Table 6: Social Services compliments received

	Adult & business services	Corporate Adults	Children & family Services	Corporate Children	Social Services General	Total
April	10	1	1	0	0	12
May	23	1	3	0	0	27
June	26	0	6	0	0	32
July	22	1	5	0	0	28
August	19	1	4	0	0	24
September	25	0	3	0		28
October						0
November						0
December						0
January						0
February						0
March						0
Total	125	4	22	0	0	151

Specific performance issues identified by the Committee

In order to facilitate effective scrutiny of performance in complying with the council's complaints process, the Committee regularly receive performance reports. Areas of poor performance are identified and services requested to provide additional information.

During Q1 and Q2 the Committee identified the following services as having poor performance:

- Highways
- Finance and Assets

At the request of the Committee, the following analysis has been completed.

Highways & Infrastructure – 18% (8/44) complaints were reported as late during Q1 and Q2.

Ref. no.	Department	Comments from Head of Service
405362	T & I	Customer declined the offer to log the initial complaint on CRM. Instead, he insisted on "speaking to somebody". However, when he subsequently called back, he didn't know who he had spoken to. Even though he didn't know who he had spoken to, he refused to speak to "anybody else", so we had to trawl round various departments - trying to find out who had spoken to him. He wanted to know the name of the person he had spoken to previously! Several messages were left on his answer machine during this process, but the gentleman seemed to be hard of hearing, and was difficult to contact. In summary; we tried our best to deal with him in the way he wanted to be dealt with, but this proved to be very difficult, partly because of his own actions / behaviours.
406800	Traffic (parking)	There was an unacceptable delay of several months – no excuses.
413581	Public rights of way	The complaint was deemed to be political in nature, so highways were not allowed to respond (it involved a DCC member). The complaint was eventually answered by the council's legal dept.
413953	Highway Operations	Officers spoke to the complainant, who promised a corroborating witness statement, but this never arrived.
413656	Traffic Wardens	Similar to the one above. Officers spoke to the complainant, who promised a written witness statement, but this never arrived.

415931	Highway Operations	Received 2 July, answered 17 July, i.e. one day over the limit. There were 10 different points to be investigated in the complaint, which is why it over-ran by a day.
416328	Fleet	Initial responses were within time – however, there was a follow up question for property, and the response to this was late (but this was not a highways or fleet issue).
418725	Highway Operations	Stage one was on time. The follow up query related to the behaviour of a specific officer, and I had to wait for him to return (from his summer holidays) before I could conclude the investigation and reply.

Finance & Assets – 13% (3/23) complaints were reported as late during Q1 and Q2.