

**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:

<b>Red</b>	less than 90% of complaints responded to within timescale
<b>Amber</b>	when more than 90% but less than 95% of complaints responded to within timescale
<b>Green</b>	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:

<b>Green</b>	Improvement in performance
<b>Red</b>	Decline in performance
<b>White</b>	No change in performance
-	No data for period for comparison

Table 1: Overall complaint response times for stage 1 complaints

Service	Quarter 1 - Stage 1			Quarter 2 - Stage 1					Quarter 3 - Stage 1				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-	1	1	100%	-	-
Legal and Democratic Services	0	0	-	2	2	100%	-	-	0	0	-	100%	-
Customers and Education Support	6	6	100%	5	5	100%	100%	0%	1	1	100%	100%	0%
Education	0	0	-	2	2	100%	-	-	0	0	-	100%	-
Environment	30	29	97%	16	15	94%	97%	-3%	23	22	96%	94%	2%
Finance and Assets	15	13	87%	4	3	75%	87%	-12%	6	4	67%	75%	-8%
Housing and Community Development	23	22	96%	10	8	80%	96%	-16%	8	7	88%	80%	8%
Planning and Public Protection	27	27	100%	22	19	86%	100%	-14%	17	16	94%	86%	8%
Highways and Infrastructure	19	14	74%	21	19	90%	74%	17%	29	28	97%	90%	6%
Communication, Marketing and Leisure	20	20	100%	5	5	100%	100%	0%	11	11	100%	100%	0%
HR	0	0	-	2	0	0%	-	-	0	0	-	0%	-
Corporate Total	140	131	94%	89	78	88%	94%	-6%	96	90	94%	88%	6%

Table 2: Overall complaint response times for stage 2 complaints

Service	Quarter 1 - Stage 2			Quarter 2 - Stage 2					Quarter 3 - Stage 2				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-	0	0	-	-	-
Legal and Democratic Services	1	0	0%	0	0	-	0%	-	0	0	-	-	-
Customers and Education Support	0	0	-	1	1	100%	-	-	0	0	-	100%	-
Education	0	0	-	1	0	0%	-	-	0	0	-	0%	-
Environment	0	0	-	0	0	-	-	-	1	1	100%	-	-
Finance and Assets	3	3	100%	1	1	100%	100%	0%	0	0	-	100%	-
Housing and Community Development	1	1	100%	0	0	-	100%	-	1	1	100%	-	-
Planning and Public Protection	5	5	100%	1	1	100%	100%	0%	4	4	100%	100%	0%
Highways and Infrastructure	1	1	100%	3	2	67%	100%	-33%	4	4	100%	67%	33%
Communication, Marketing and Leisure	0	0	-	1	1	100%	-	-	0	0	-	100%	-
HR	0	0	-	0	0	-	-	-	0	0	-	-	-
Corporate Total	11	10	91%	8	6	75%	91%	-16%	10	10	100%	75%	25%

**Table 3: Compliments received**

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	5	1	2	
Legal and Democratic Services	0	0	0	
Customers and Education Support	10	8	7	
Education	0	0	1	
Environment	44	44	47	
Finance and Assets	0	1	3	
Housing and Community Development	27	15	3	
Planning and Public Protection	3	7	5	
Highways and Infrastructure	15	16	12	
Communication, Marketing and Leisure	29	19	14	
<b>133</b>	<b>111</b>	<b>94</b>		

**Table 4: Social Services complaint response times**

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

OPEN and CLOSED Complaints SUMMARY																									
Month	Adult & Business Services					Corporate - Adults					% within time, where ended	Approaches to the Ombudsman	Children & Family Services					Corporate - Children					% within time, where ended	Approaches to the Ombudsman	
	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							100%	0		
May	0	0				0					100%	0		4	4							100%	0		
June	4	4				2	2				100%	0		8	8							100%	0		
July	5	4			1	0	0				100%	1		3	3							100%	0		
August	3	3				0					100%	0		2	2							100%	1		
September	6	5	1			0					83%	0		3	3							100%	0		
October	1	1				0					100%	0		6	4	2						67%	0		
November	2	2				0					100%	0		3	3							100%	0		
December	3	3				0					100%	0		1	1							100%	0		
January																									
February																									
March																									
<b>Total</b>	<b>25</b>	<b>23</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>96%</b>	<b>2</b>		<b>31</b>	<b>29</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>94%</b>	<b>1</b>

**Table 5: Social Services compliments received**

PRAISE summary						
	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	0	28
October	14	0	1	0	0	15
November	9	0	4	0	0	13
December	14	0	5	0	0	19
January						0
February						0
March						0
<b>Total</b>	<b>162</b>	<b>4</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>198</b>

### 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 Q2 the Committee identified eleven stage 1 complaints that exceeded timescale. At the request of the Committee, the following analysis has been completed:

**Resolved:** *subject to the observations made:*

*(i) to accept the reasons given for the delay in dealing with specific complaints and otherwise note the performance in dealing with other complaints under the 'Your Voice' Complaints Procedure; and*

*(ii) request that future performance monitoring reports include a comprehensive explanation on why targets have not been met when dealing with specific complaints, the reasons for non-compliance, measures taken to rectify the failures and to ensure that future complaints will be dealt with within the specified timeframe*

Ref. no.	Department	Summary of complaint	Reason target not met	Action taken to rectify failure	Outcome
416574	Legal, HR & Democratic Services (HR)	Job application hand delivered to County Hall. Not received by HR so applicant not considered for role. When this was followed-up with HR, applicant found the officer to be rude and unhelpful.	Manager on annual leave for 3 weeks.	Book in reception in County Hall now so that a receipt can be given when someone hands in anything for HR (however, this isn't failsafe as some people put post through letter box or leave letter on reception, and if staff are busy with another customer, they may not have completed the receipt book).	Manager spoke to HR officer for background to conversation. Letter sent to customer to explain situation.
420672	Legal, HR & Democratic	Ex-employee had not received copy of exit	Manager on long term sickness and then the	Due to the nature of the matter, it was not	Notes prepared and given to customer.

	Services (HR)	interview despite pursuing on several occasions.	other employee in HR was off on leave and then sick leave. Customer informed of delays.	feasible for anyone to deal with it in the officer's absence.	
415931	Highways and Environmental Services (highway operations)	Submitted plans for Phase 1 Townsend to Pentre Llanrhaeder were different to those that we published during consultation phase. Objection letters not submitted to Committee. Poor communication from officers.	Target date was missed because it took longer than anticipated to compile a response because information was required from a variety of sources to cover the many issues raised in the complaint.	Start preparation of responses as early as possible to allow sufficient time to reply. Request time extension if required.	Detailed response setting our position sent. Planning application resubmitted with additional information and customer feedback.
416328	Highways and Environmental Services (fleet services)	Inappropriate parking of council vehicle and poor response following reporting concerns.	According to email records, the complainant received timely email responses from both the Traffic Team and the Facilities Management team.	Ensure all responses are sent to correct email addresses and are copied to the Complaints Team.	Staff formally notified not to park in this place again.
418462	Highways and Environmental Services (enforcement and waste)	Excess waste repeatedly not taken by crew.	The written response time was slower than usual due to being short staffed during the school holiday period.	Within the section we stagger holidays so that time when both the responsible officers are both absent is minimised. However, during school holidays it is not practicable to avoid this altogether.	Customer advised to familiarize themselves with what can and can't be recycled. Advised not to use sacks in the black bin to save space.
418188	Finance &	Complaint from Member.	Complaint received just	Unforeseen case	All points of the complaint were

	Assets (agricultural estates)	Tenants not having formal agreements, not receiving tenancies after assurances, length of time for decision making.	prior to school holiday period. The complaint was case specific and case officer was on leave. HoS requested extension of time which was granted but response from case officer to HoS coincided with HoS leave which delayed the final response.	specific complaints during periods of increased leave activity will always be difficult to manage. The number of complaints received annually is very low for the service which minimises the risk of recurrence. Property Manager to monitor in future.	responded to and previously agreed action plan had already been implemented. No further complaint from Member.
419774	Planning and Public Protection (community safety enforcement)	Issuing of FPN. Inflexible and surly staff.	The response was 1 day late due to awaiting further information to fully investigate the complaint.	No action necessary as we had contacted the complainant to request further information in order to respond fully and investigate.	Complaint not upheld. The officer's evidence is clear and the cigarette was seen to fall to the ground. The complainant did deliberately leave it and only when the officer pointed out the facts did she suggest that she would pick it up.
425616	Protection (community safety enforcement)	Issuing of FPN. Intimidating staff.	Late due to lead officer being off sick.	A system has been put in place to ensure if the lead officer is unable to respond on time (i.e. off sick) the complaint is referred to line manager so a response can be sent in time.	Complaint not upheld. Evidence from the body camera footage shows the officer behaved politely and respectfully throughout the incident.
422001	Planning and Public Protection (Development)	Concerns over how her complaint has been handled.	In order to provide a comprehensive response to the complaint the line	1 day late.	Complaint upheld and apology given.

	Management)		<p>manager considered it was appropriate to discuss the matter with the relevant case officer. The case officer was on leave and returned the day after the deadline for a response. The line manager took the decision not to respond until the case officer returned, which meant the response would be a day late, but this was balanced against the fact it would be a full and comprehensive response. The Head of Service supported this pragmatic approach even though it would mean that the performance statistic for the service would drop, but that actually a better customer service had been provided.</p>		
415976	Housing and Community Development (repairs and	Complaint from Member. Failure to provide bilingual service.	Contracts manager for contractor was on a/l. Extension was authorised by HoS but	To ensure CRM system and customer are updated.	Contractor replied that the bilingual service was in place and could be requested in accordance to our policy and

	maintenance)	Complaint lodged against contactor providing gas appliance servicing.	system and customer not updated.		procedures.
422069	Housing and Community Development (community housing)	Failure of officer to identify themselves. Manner in which home visit was conducted.	Logged on system but service not notified. 5 days lost as a result. Response was late due to member of staff on a/l, services stretched and unable to contact complainant.	Service has since improved response times. The team is now fully staffed.	Neighbourhood team leader visited complainant, spoke to complainant, follow up letter sent.