

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 by quarter

Service	Quarter 1 - Stage 1			Quarter 2 - Stage 1					Quarter 3 - Stage 1					Quarter 4 - Stage 1				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-	1	1	100%	-	-	0	0	-	100%	-
Legal and Democratic Services	0	0	-	2	2	100%	-	-	0	0	-	100%	-	0	0	-	-	-
Customers and Education Support	6	6	100%	5	5	100%	100%	0%	1	1	100%	100%	0%	6	4	67%	100%	-33%
Education	0	0	-	2	2	100%	-	-	0	0	-	100%	-	1	1	100%	-	-
Environment	30	29	97%	16	15	94%	97%	-3%	23	22	96%	94%	2%	14	10	71%	96%	-24%
Finance and Assets	15	13	87%	4	3	75%	87%	-12%	6	4	67%	75%	-8%	3	3	100%	67%	33%
Housing and Community Development	23	22	96%	10	8	80%	96%	-16%	8	7	88%	80%	8%	11	10	91%	88%	3%
Planning and Public Protection	27	27	100%	22	19	86%	100%	-14%	17	16	94%	86%	8%	16	15	94%	94%	0%
Highways and Infrastructure	19	14	74%	21	19	90%	74%	17%	29	28	97%	90%	6%	15	14	93%	97%	-3%
Communication, Marketing and Leisure	20	20	100%	5	5	100%	100%	0%	11	11	100%	100%	0%	9	9	100%	100%	0%
HR	0	0	-	2	0	0%	-	-	0	0	-	0%	-	0	0	-	-	-
Corporate Total	140	131	94%	89	78	88%	94%	-6%	96	90	94%	88%	6%	75	66	88%	94%	-6%

Table 2: Overall complaint response times for stage 2 complaints by quarter

Service	Quarter 1 - Stage 2			Quarter 2 - Stage 2					Quarter 3 - Stage 2					Quarter 4 - Stage 2				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-	0	0	-	-	-	0	0	-	-	-
Legal and Democratic Services	1	0	0%	0	0	-	0%	-	0	0	-	-	-	0	0	-	-	-
Customers and Education Support	0	0	-	1	1	100%	-	-	0	0	-	100%	-	0	0	-	-	-
Education	0	0	-	1	0	0%	-	-	0	0	-	0%	-	0	0	-	-	-
Environment	0	0	-	0	0	-	-	-	1	1	100%	-	-	1	1	100%	100%	0%
Finance and Assets	3	3	100%	1	1	100%	100%	0%	0	0	-	100%	-	0	0	-	-	-
Housing and Community Development	1	1	100%	0	0	-	100%	-	1	1	100%	-	-	0	0	-	100%	-
Planning and Public Protection	5	5	100%	1	1	100%	100%	0%	4	4	100%	100%	0%	7	5	71%	100%	-29%
Highways and Infrastructure	1	1	100%	3	2	67%	100%	-33%	4	4	100%	67%	33%	1	0	0%	100%	-100%
Communication, Marketing and Leisure	0	0	-	1	1	100%	-	-	0	0	-	100%	-	0	0	-	-	-
HR	0	0	-	0	0	-	-	-	0	0	-	-	-	0	0	-	-	-
Corporate Total	11	10	91%	8	6	75%	91%	-16%	10	10	100%	75%	25%	9	6	67%	100%	-33%

Table 3: Overall complaint response times for 2014/15

Service	Total Stage 1			Total Stage 2		
	Rec'd	Within	%	Rec'd	Within	%
Business Improvement & Modernisation	1	1	100%	0	0	-
Legal and Democratic Services	2	2	100%	1	0	0%
Customers and Education Support	18	16	89%	1	1	100%
Education	3	3	100%	1	0	0%
Environment	83	76	92%	2	2	100%
Finance and Assets	28	23	82%	4	4	100%
Housing and Community Development	52	47	90%	2	2	100%
Planning and Public Protection	82	77	94%	17	15	88%
Highways and Infrastructure	84	75	89%	9	7	78%
Communication, Marketing and Leisure	45	45	100%	1	1	100%
HR	2	0	0%	0	0	-
Corporate Total	400	365	91%	38	32	84%

Table 4: Compliments received

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	5	1	2	3
Legal and Democratic Services	0	0	0	0
Customers and Education Support	10	8	7	11
Education	0	0	1	0
Environment	44	44	47	41
Finance and Assets	0	1	3	0
Housing and Community Development	27	15	3	14
Planning and Public Protection	3	7	5	0
Highways and Infrastructure	15	16	12	21
Communication, Marketing and Leisure	29	19	14	13
	133	111	94	103

Table 5: 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			0					100%	0	
May	0	0				0					100%	0	4	4			0					100%	0	
June	4	4				2	2				100%	0	8	8			0					100%	0	
July	5	4			1	0	0				100%	1	3	3			0					100%	0	
August	3	3				0					100%	0	2	2			0					100%	1	
September	6	5	1			0					83%	0	3	3			0					100%	0	
October	1	1				0					100%	0	6	4	2		0					67%	0	
November	2	2				0					100%	0	3	3			0					100%	0	
December	3	3				0					100%	0	1	1			0					100%	0	
January	5	4	1			0					80%	0	3	3			0					100%	0	
February	1	1				0					100%	0	1		1		0						0	
March	4	3		1		0					100%	0	3		1	2	0	0	0	0	0	0%	1	
Total	35	31	2	1	1	2	2	0	0	0	94%	2	38	32	3	1	0	0	0	0	0	91%	2	

Table 6: 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	25	0	2	0	0	27
February	14	0	7	0	0	21
March	8	0	12	1	0	21
Total	209	4	53	1	0	267