

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

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, HR and Democratic Services	3	1	33% (R)	0	0	-	33%	-
Customers and Education Support	6	6	100% (G)	7	7	100% (G)	100%	0%
Revenues and Benefits	7	7	100% (G)	3	3	100% (G)	100%	0%
CES Commissioned Service	0	0	-	0	0	-	-	-
Education	3	3	100% (G)	4	3	75% (R)	100%	-25%
Highways & Environmental Services	34	26	76% (R)	41	36	88% (R)	76%	11%
Finance and Assets	12	10	83% (R)	14	11	79% (R)	83%	-5%
Economic & Business Development	0	0	-	0	0	-	-	-
Planning and Public Protection	20	20	100% (G)	31	31	100% (G)	100%	0%
Communication, Marketing and Leisure	11	11	100% (G)	9	9	100% (G)	100%	0%
Community Support Services	4	2	50% (R)	1	1	100% (G)	50%	-50%
Corporate Total	100	86	86% (R)	110	101	92% (A)	86%	5%

Chart 1: Stage 1 complaint response times – 4 year analysis

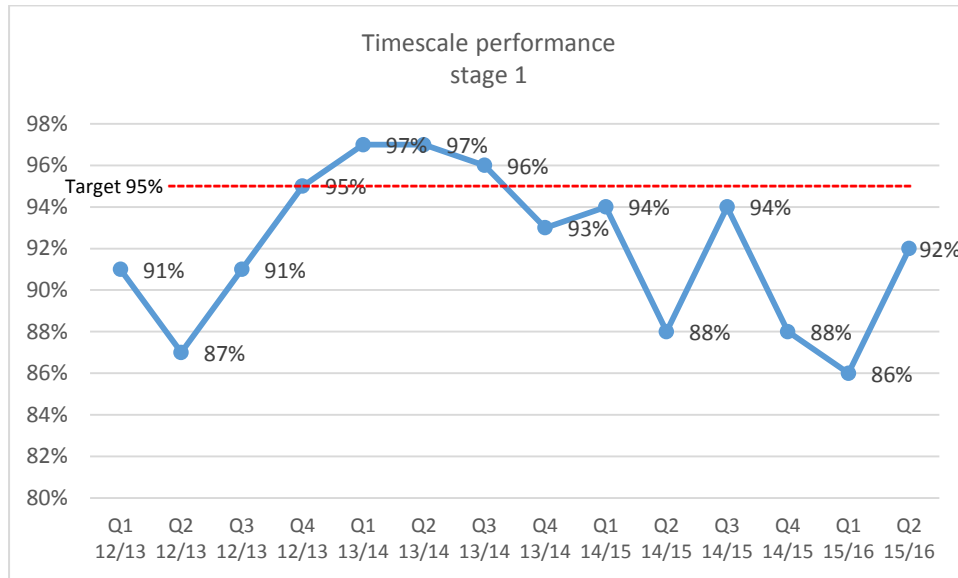


Table 2: Overall complaint response times for stage 2 complaints

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, HR and Democratic Services	0	0	-	0	0	-	-	-
Customers and Education Support	1	1	100% (G)	2	2	100% (G)	100%	0%
Revenues and Benefits	3	3	100% (G)	2	2	100% (G)	100%	0%
CES Commissioned Service	0	0	-	0	0	-	-	-
Education	4	4	100% (G)	2	1	50% (R)	100%	-50%
Highways & Environmental Services	3	2	67% (R)	1	1	100% (G)	67%	33%
Finance and Assets	0	0	-	2	2	100% (G)	-	-
Economic & Business Development	0	0	-	0	0	-	-	-
Planning and Public Protection	5	5	100% (G)	5	4	80% (R)	100%	-20%
Communication, Marketing and Leisure	0	0	-	0	0	-	-	-
Community Support Services	1	1	100% (G)	1	0	0% (R)	100%	-100%
Corporate Total	17	16	94% (A)	15	12	80% (R)	94%	-14%

Chart 2: Stage 2 complaint response times – 4 year analysis

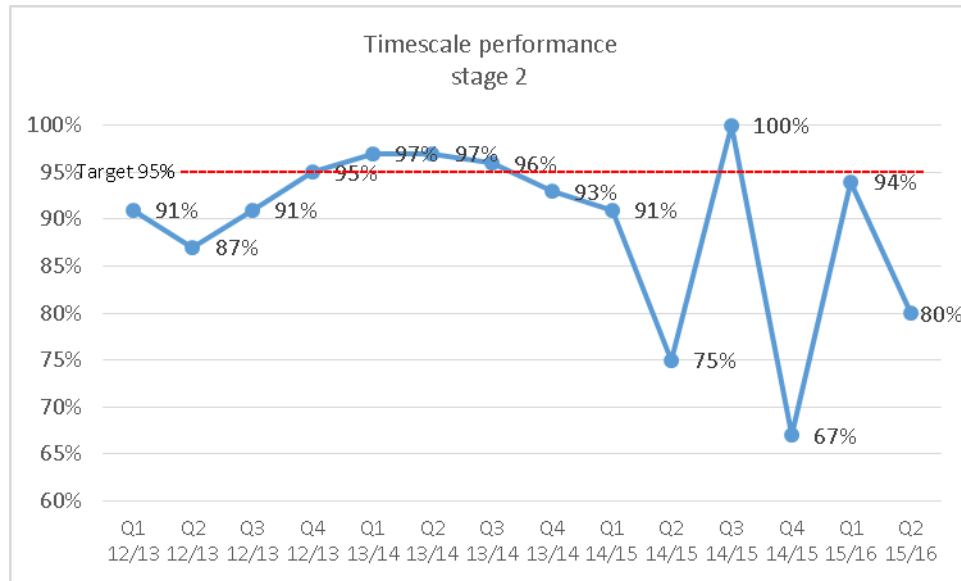
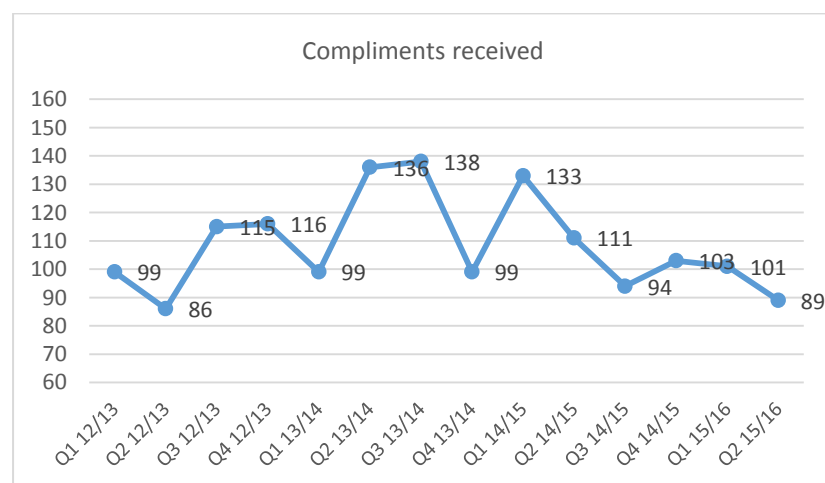


Table 3: Compliments received

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	0	1		
Legal and Democratic Services	0	1		
Customers and Education Support	11	11		
Revenues and Benefits	3	0		
Education	1	0		
Highways and Environmental Services	43	39		
Finance and Assets	14	13		
Economic and Business Development	0	0		
Planning and Public Protection	3	9		
Communication, Marketing and Leisure	24	13		
Community Support Services	2	2		
	101	89		

Chart 3: Compliments received – 4 year analysis



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

Table 4: Social Services complaint response times for stage 1 complaints

Complaints dealt with on time % Stage 1				
	Q1	Q2	Q3	Q4
2012/13	26/28 (93%)	26/32 (81%)	15/22 (68%)	20/24 (83%)
2013/14	19/21 (90%)	25/26 (96%)	22/23 (96%)	13/13 (100%)
2014/15	20/20 (100%)	17/18 (94%)	13/15 (87%)	12/14 (86%)
2015/16	10/10 (100%)	11/11 (100%)	1/2 (50%)	

Chart 4: Social Services complaint response times for stage 1 complaints – 4 year analysis

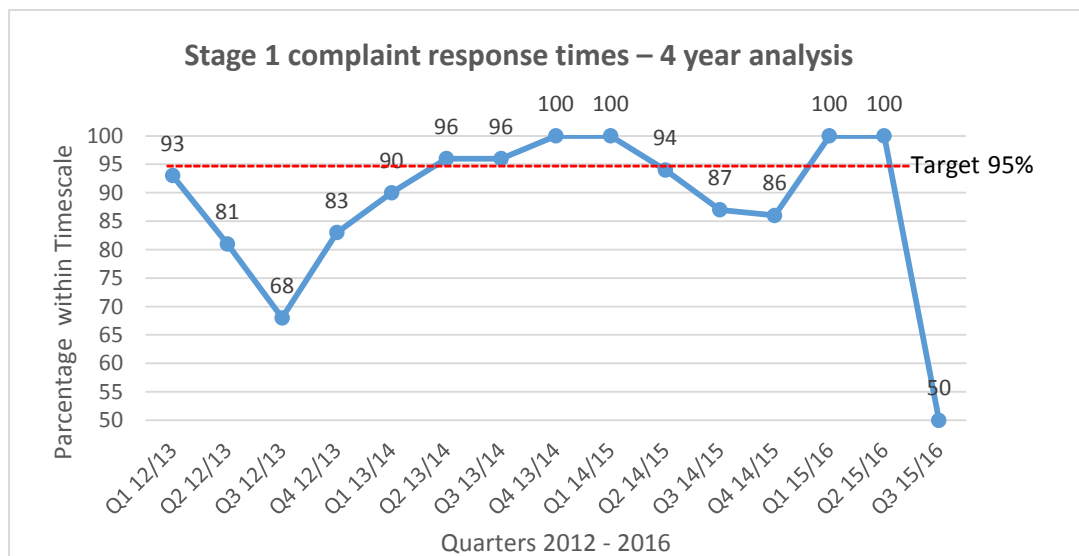


Table 5: Social Services complaint response times for stage 2 complaints

Complaints dealt with on time % Stage 2				
	Q1	Q2	Q3	Q4
2012/13	0/2 (0%)	4/4 (100%)	2/2 (100%)	0/0 (100%)
2013/14	5/5 (100%)	4/4 (100%)	4/4 (100%)	1/1 (100%)
2014/15	1/1 (100%)	1/1 (100%)	2/2 (100%)	1/3 (33%)
2015/16	1/1 (100%)	2/2 (100%)	1/1 (100%)	

Chart 5: Social Services complaint response times for stage 2 complaints – 4 year analysis

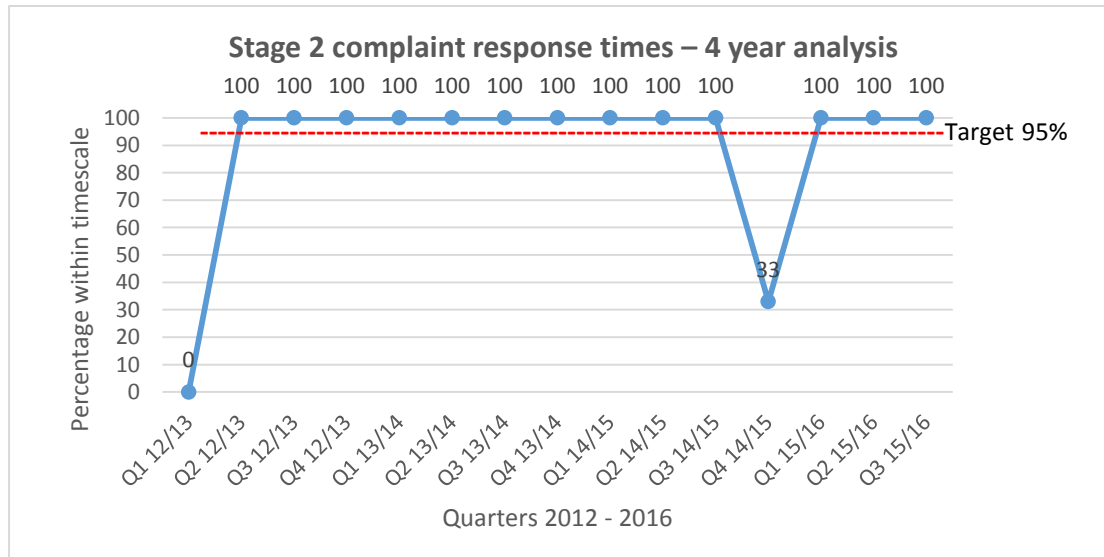


Table 5: Social Services compliments received – 4 year analysis

SSD compliments - 4 year analysis

