

## 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

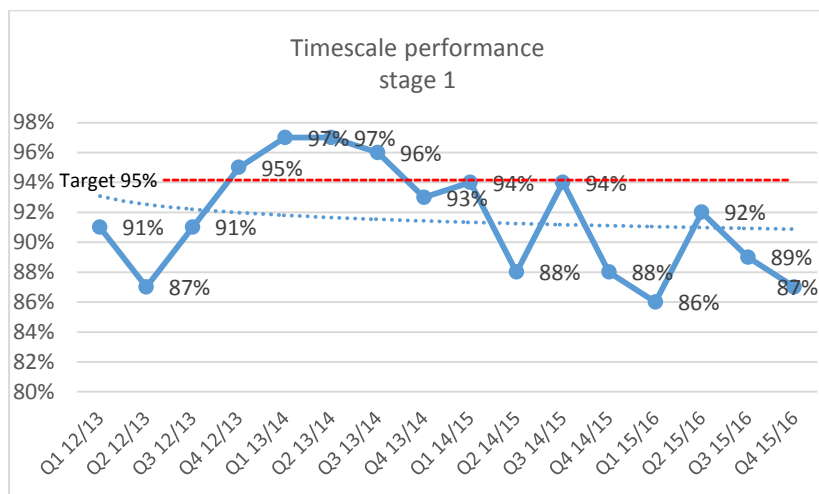
To assist with identifying whether a service area's performance has changed from the previous period(s), the following key has been developed:

<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<sup>1</sup>**

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	-	-	-	0	0	-	-	-	0	0	-	-	-
Legal, HR and Democratic Services	3	1	33%	0	0	-	33%	-	0	0	-	-	-	1	0	0%	-	-
Customers and Education Support	6	6	100%	7	7	100%	100%	0%	8	8	100%	100%	0%	13	9	69%	100%	-31%
Revenues and Benefits	7	7	100%	3	3	100%	100%	0%	3	3	100%	100%	0%	4	3	75%	100%	-25%
CES Commissioned Service	0	0	-	0	0	-	-	-	0	0	-	-	-	0	0	-	-	-
Education	3	3	100%	4	3	75%	100%	-25%	1	0	0%	75%	-75%	1	0	0%	0%	0%
Highways & Environmental Services	34	26	76%	41	36	88%	76%	11%	35	32	91%	88%	4%	47	45	96%	91%	4%
Finance and Assets	12	10	83%	14	11	79%	83%	-5%	8	8	100%	79%	21%	18	18	100%	100%	0%
Economic & Business Development	0	0	-	0	0	-	-	-	0	0	-	-	-	0	0	-	-	-
Planning and Public Protection	20	20	100%	31	31	100%	100%	0%	29	23	79%	100%	-21%	20	14	70%	79%	-9%
Communication, Marketing and Leisure	11	11	100%	9	9	100%	100%	0%	6	6	100%	100%	0%	13	13	100%	100%	0%
Community Support Services	4	2	50%	1	1	100%	50%	50%	0	0	-	100%	-	1	1	100%	-	-
Corporate Total	100	86	86%	110	101	92%	86%	6%	90	80	89%	92%	-3%	118	103	87%	89%	-2%

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

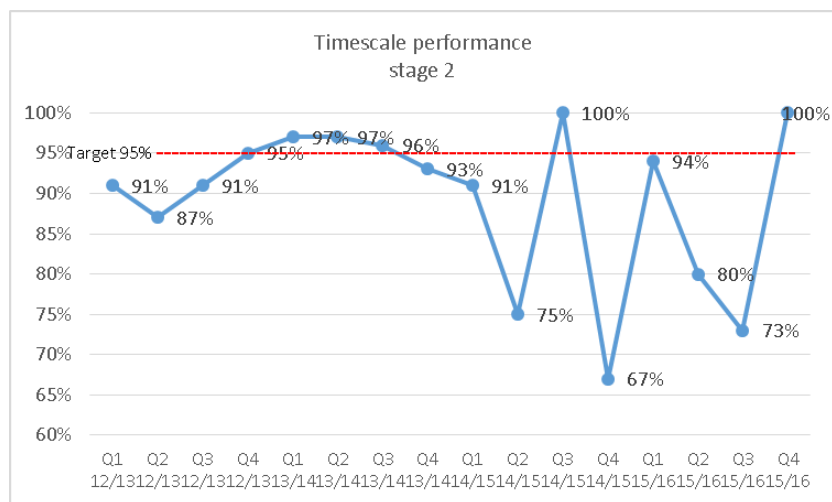


**Table 2: Overall complaint response times for stage 2 complaints<sup>2</sup>**

<sup>1</sup> 16/17 of the complaints logged against Revenues and Benefits concern services provided by Civica. 82/100 of the complaints logged against Planning and Public Protection concern services provided by Kingdom Security.

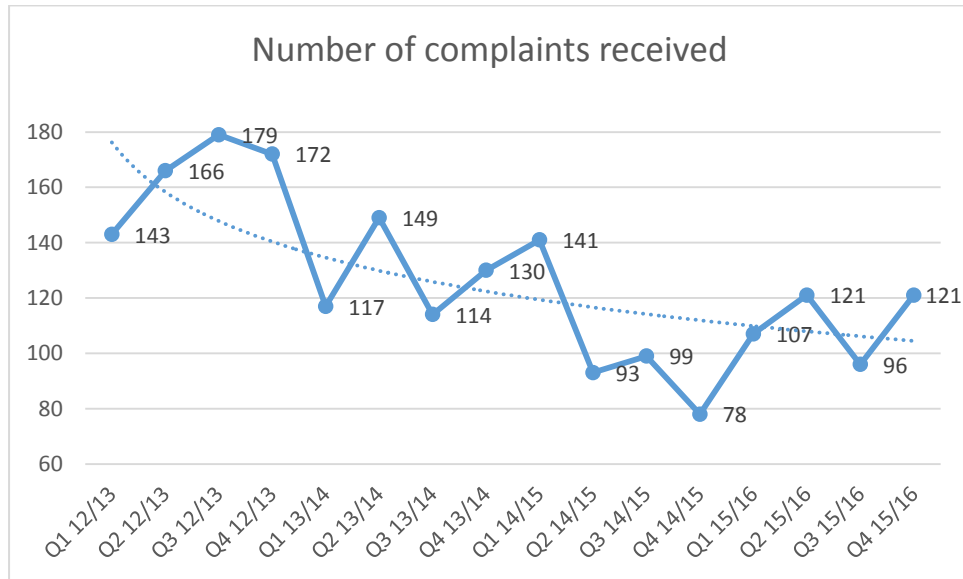
Service	Quarter 1 - Stage 2			Quarter 2 - Stage 2					Quarter 3 - Stage 2					Quarter 4 - Stage 2				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-	0	0	-	-	-	0	0	-	-	-
Legal, HR and Democratic Services	0	0	-	0	0	-	-	-	2	2	100%	-	-	0	0	-	100%	-
Customers and Education Support	1	1	100%	2	2	100%	100%	0%	4	4	100%	100%	0%	0	0	-	100%	-
Revenues and Benefits	3	3	100%	2	2	100%	100%	0%	1	1	100%	100%	0%	0	0	-	100%	-
CES Commissioned Service	0	0	-	0	0	-	-	-	0	0	-	-	-	0	0	-	-	-
Education	4	4	100%	2	1	50%	100%	-50%	0	0	-	50%	-	5	5	100%	-	-
Highways & Environmental Services	3	2	67%	1	1	100%	67%	33%	1	1	100%	100%	0%	2	2	100%	100%	0%
Finance and Assets	0	0	-	2	2	100%	-	-	0	0	-	100%	-	1	1	100%	-	-
Economic & Business Development	0	0	-	0	0	-	-	-	0	0	-	-	-	0	0	-	-	-
Planning and Public Protection	5	5	100%	5	4	80%	100%	-20%	6	2	33%	80%	-47%	1	1	100%	33%	67%
Communication, Marketing and Leisure	0	0	-	0	0	-	-	-	1	1	100%	-	-	0	0	-	100%	-
Community Support Services	1	1	100%	1	0	0%	100%	-100%	0	0	-	0%	-	0	0	-	-	-
Corporate Total	17	16	94%	15	12	80%	94%	-14%	15	11	73%	80%	-7%	9	9	100%	73%	27%

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



<sup>2</sup> 5/6 of the complaints logged against Revenues and Benefits concern services provided by Civica. 4/17 of the complaints logged against Planning and Public Protection concern services provided by Kingdom Security.

**Chart 3: Total number of Your Voice complaints received – 4 year analysis**



**There is a clear downward trend in terms of overall numbers of complaints received. Changes to the way in which complaints are recorded accounts for this in part, but numbers are reducing year on year.**

**Table 3: Overall complaint response times for stage 1 complaints during 2015/16**

Service	Total Stage 1		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	4	1	25%
Customers and Education Support	34	30	88%
Revenues and Benefits	17	16	94%
CES Commissioned Service	0	0	-
Education	9	6	67%
Highways & Environmental Services	157	139	89%
Finance and Assets	52	47	90%
Economic & Business Development	0	0	-
Planning and Public Protection	100	88	88%
Communication, Marketing and Leisure	39	39	100%
Community Support Services	6	4	67%
Corporate Total	418	370	89%

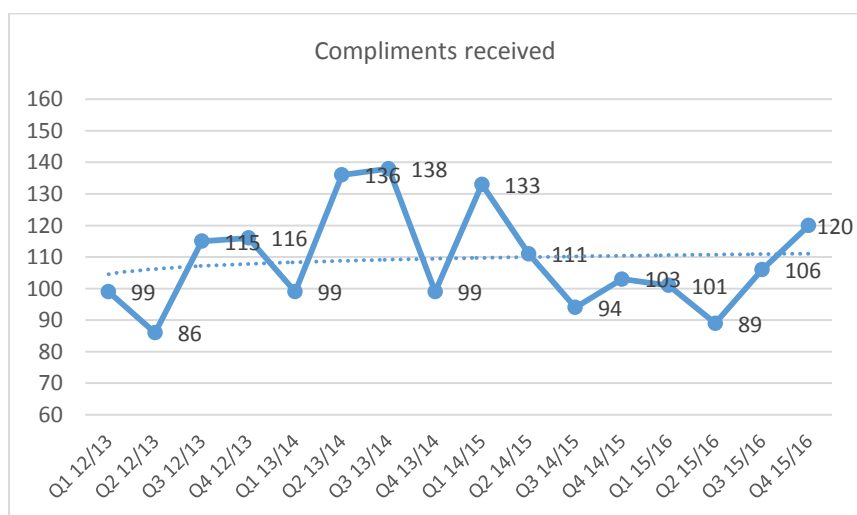
**Table 4: Overall complaint response times for stage 2 complaints during 2015/16**

Service	Total Stage 2		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	2	2	100%
Customers and Education Support	7	7	100%
Revenues and Benefits	6	6	100%
CES Commissioned Service	0	0	-
Education	11	10	91%
Highways & Environmental Services	7	6	86%
Finance and Assets	3	3	100%
Economic & Business Development	0	0	-
Planning and Public Protection	17	12	71%
Communication, Marketing and Leisure	1	1	100%
Community Support Services	2	1	50%
<b>Corporate Total</b>	<b>56</b>	<b>48</b>	<b>86%</b>

**Table 5: Compliments received during 2015/16**

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	0	1	0	0
Legal and Democratic Services	0	1	1	0
Customers and Education Support	11	11	11	8
Revenues and Benefits	3	0	0	0
Education	1	0	0	0
Highways and Environmental Services	43	39	61	45
Finance and Assets	14	13	14	24
Economic and Business Development	0	0	1	3
Planning and Public Protection	3	9	0	10
Communication, Marketing and Leisure	24	13	18	30
Community Support Services	2	2	0	0
	<b>101</b>	<b>89</b>	<b>106</b>	<b>120</b>

**Chart 4: Compliments received – 4 year analysis**

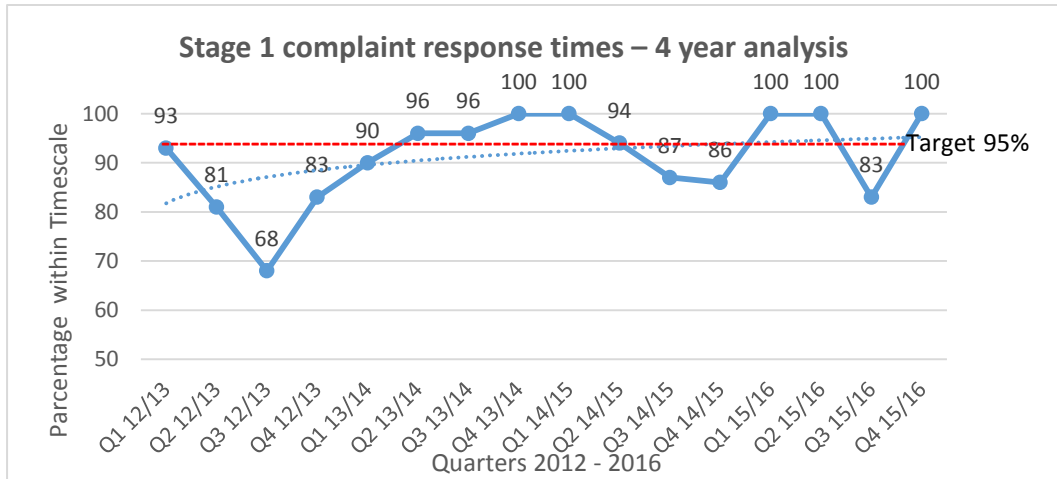


Social Services' data is reported separately as the process and timescales are different

Table 6: 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%)	5/6 (83%)	10/10 (100%)

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

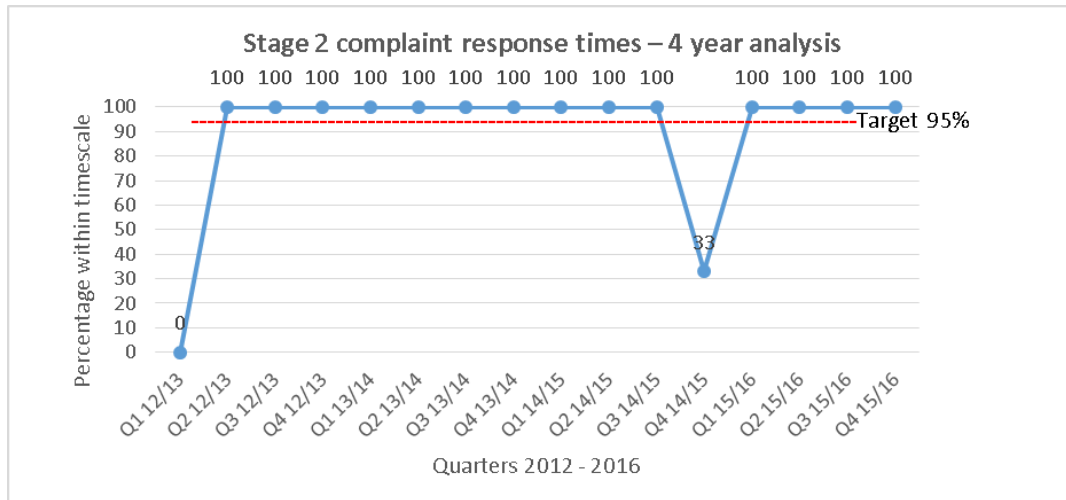




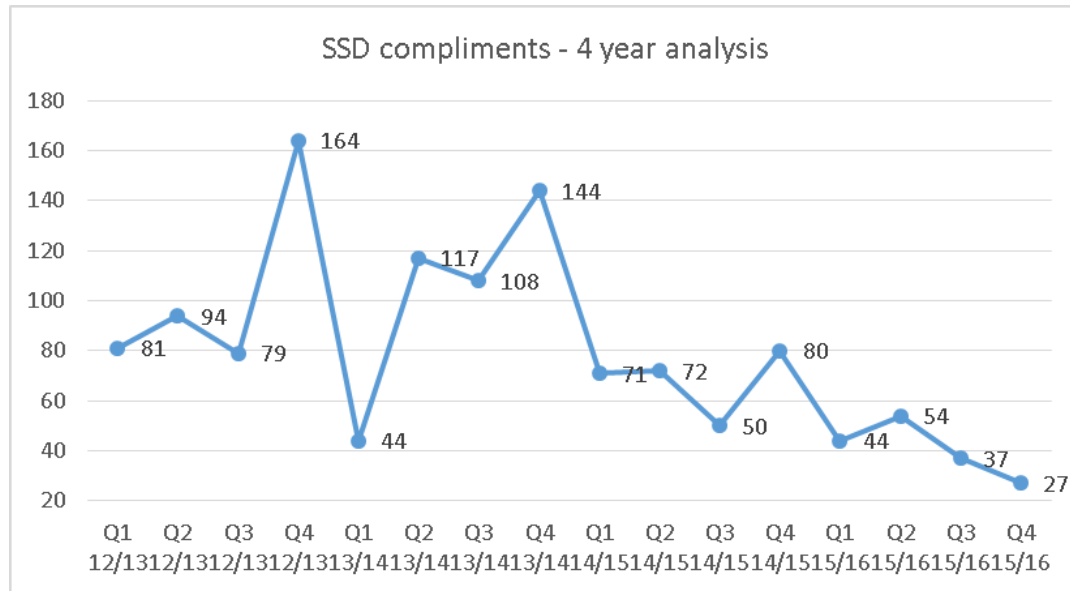
**Table 7: Social Services complaint response times for stage 2 complaints**

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%)	1/1 (100%)

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



**Table 8: Social Services compliments received – 4 year analysis**



**Extract from minutes:**

**16.07.15 RESOLVED** – that the Performance Scrutiny Committee:-

(a) receives and notes the contents of the report, and

(b) agrees that a copy of the learning from complaints feedback report be appended to future quarterly reports.

<b>Service: Leisure Services</b>
<p><b>Customer feedback influencing service design and delivery:</b></p> <ol style="list-style-type: none"> <li>1. Timetable for public swimming sessions amended following feedback regarding availability of sessions.</li> <li>2. Duty Officers introduced further checks to cleaning schedule following complaints regarding cleanliness of changing rooms.</li> </ol>

<b>Service: Countryside Services</b>
<p><b>Customer feedback influencing service design and delivery:</b></p> <ol style="list-style-type: none"> <li>1. Complaint following car being locked in Brickfield Pond overnight. Signs now erected showing opening and closing times.</li> </ol>

<b>Service: Customers and Education Support</b>
<p><b>Customer feedback influencing service design and delivery:</b></p> <ol style="list-style-type: none"> <li>1. PDF leaflets on DCC website not bilingual. Leaflets amended and uploaded.</li> </ol>