

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

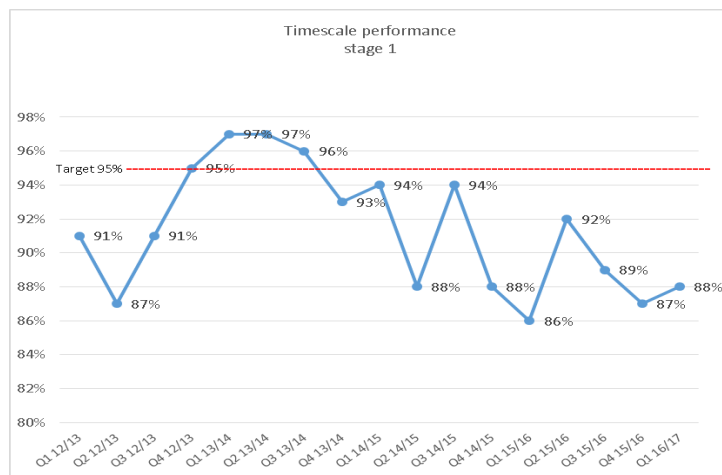
To assist with identifying whether a service area's performance has changed from the previous period(s), the following key has been developed:

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 complaints¹ - Q1

Service	Quarter 1 - Stage 1		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	0	0	-
Customers	8	7	88%
Revenues and Benefits (ALL SERVICES PROVIDED BY CIVICA)	6	3	50%
Education	2	2	100%
Highways & Environmental Services	36	34	94%
Facilities, Assets and Housing	24	24	100%
Planning and Public Protection	42	34	81%
Community Support Services	3	3	100%
COMMUNITY SUPPORT SERVICES	10	10	100%
CHILDREN AND FAMILY SERVICES	6	4	67%
Corporate Total	137	121	88%

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

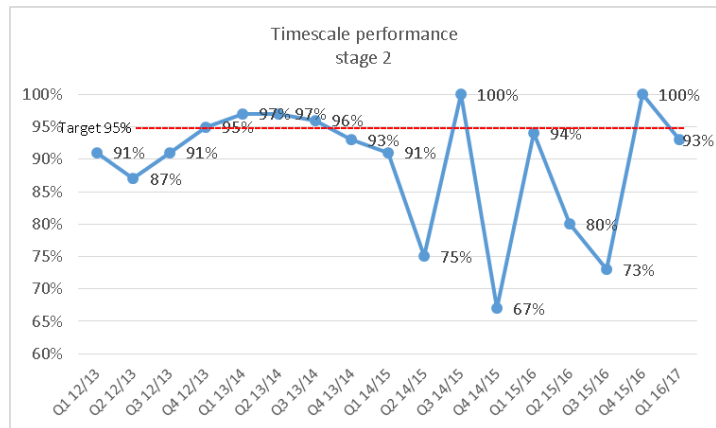


¹ 24/42 of the complaints lodged against Planning and Public Protection concern services provided by Kingdom Security.

Table 2: Overall complaint response times for stage 2 complaints² - Q1

Service	Quarter 1 - Stage 2		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	0	0	-
Customers	0	0	-
Revenues and Benefits (ALL SERVICES PROVIDED BY CIVICA)	2	2	100%
Education	2	2	100%
Highways & Environmental Services	0	0	-
Facilities, Assets and Housing	0	0	-
Planning and Public Protection	8	7	88%
Community Support Services	2	2	100%
COMMUNITY SUPPORT SERVICES	1	1	100%
CHILDREN AND FAMILY SERVICES	0	0	-
Corporate Total	15	14	93%

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



² 3/8 of the complaints lodged against Planning and Public Protection concern services provided by Kingdom Security.

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

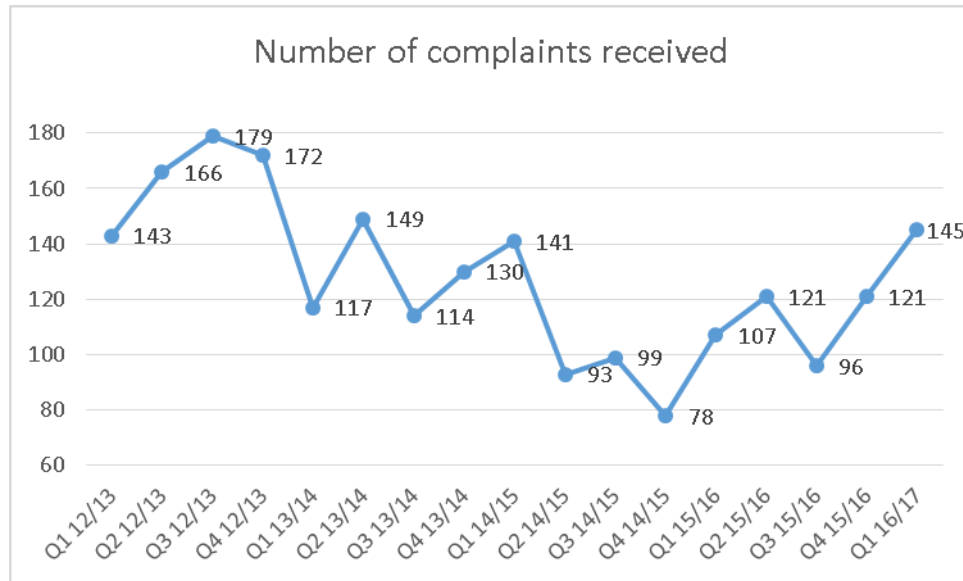
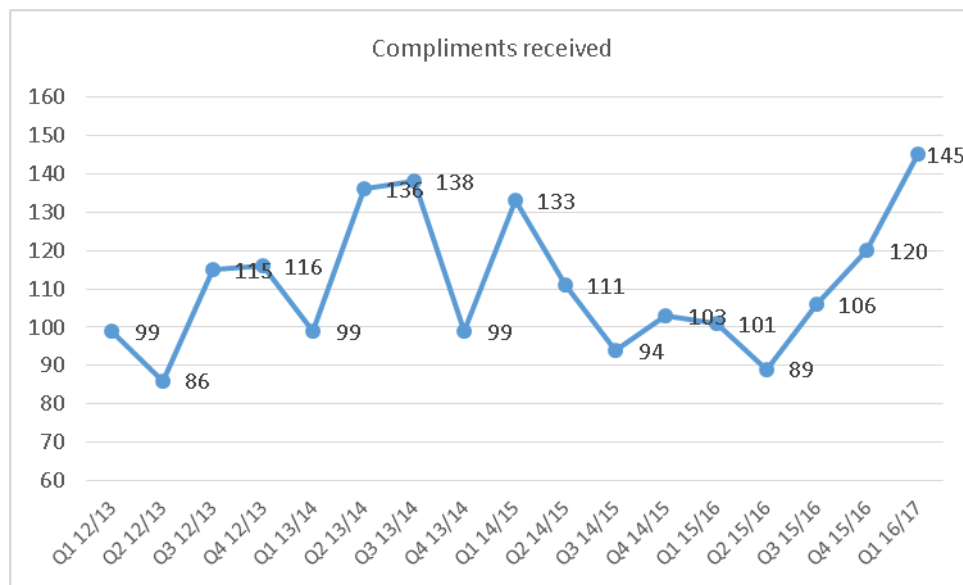


Table 5: Compliments received during Q1

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	0			
Legal, HR and Democratic Services	1			
Customers	16			
Revenues and Benefits	0			
Education and Children's Services	2			
Highways and Environmental Services	50			
Facilities, Assets and Housing	55			
Planning and Public Protection	7			
Community Support Services	14			
	145			

Chart 4: 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.

Service: Community Support Services
Customer feedback influencing service design and delivery: <ol style="list-style-type: none">1. Complaint regarding too many different staff visiting service user. Keyworkers are now allocated to cover a service user, the keyworkers are to work on opposite shifts to each other [dependent on how many calls per day], to limit the amount of staff visiting a service user and ensure consistency.2. Following a complaint that a legal document was not required to be viewed by the service, a new case recording procedure is now in place.3. Significant delay in ordering equipment resulted in complaint. A new protocol produced has now been developed as a result.

Service: Leisure Services
Customer feedback influencing service design and delivery: <ol style="list-style-type: none">1. Following complaints regarding the cleanliness of changing rooms a new cleaning schedule has been put in place.

Service: Finance & Assets
Customer feedback influencing service design and delivery: <ol style="list-style-type: none">1. Following a complaint regarding staff attitude, all staff from this department will be attending half day customer service course.2. Complaint that letter had been sent to deceased family member. Review of all procedures relating to notification of death completed.