

## 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                        |

Table 1: Overall complaint response times for stage 1 complaints – Q2

| Service   | Quarter 1 - Stage 1 |        |      | Quarter 2 - Stage 1 |        |      |
|---|---------------------|--------|------|---------------------|--------|------|
|   | Rec'd               | Within | %    | Rec'd               | Within | %    |
| Business Improvement & Modernisation                    | 0                   | 0      | -    | 0                   | 0      | -    |
| Legal, HR and Democratic Services                       | 0                   | 0      | -    | 0                   | 0      | -    |
| Customers   | 8                   | 7      | 88%  | 5                   | 5      | 100% |
| Revenues and Benefits (ALL SERVICES PROVIDED BY CIVICA) | 6                   | 3      | 50%  | 10                  | 10     | 100% |
| Education   | 2                   | 2      | 100% | 1                   | 1      | 100% |
| Highways & Environmental Services                       | 36                  | 34     | 94%  | 27                  | 23     | 85%  |
| Facilities, Assets and Housing                          | 24                  | 24     | 100% | 19                  | 19     | 100% |
| Planning and Public Protection                          | 42                  | 34     | 81%  | 35                  | 34     | 97%  |
| Community Support Services                              | 3                   | 3      | 100% | 2                   | 2      | 100% |
| COMMUNITY SUPPORT SERVICES                              | 10                  | 10     | 100% | 9                   | 9      | 100% |
| CHILDREN AND FAMILY SERVICES                            | 6                   | 4      | 67%  | 6                   | 4      | 67%  |
| Corporate Total   | 137                 | 121    | 88%  | 114                 | 107    | 94%  |

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

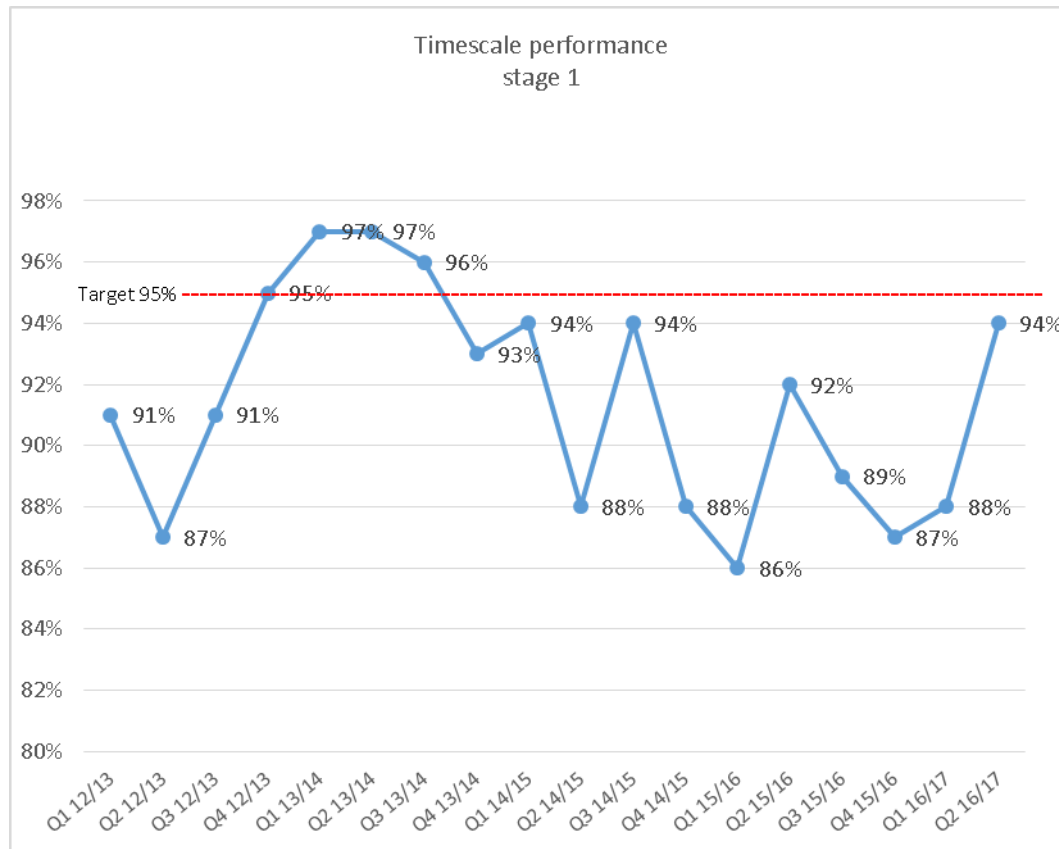
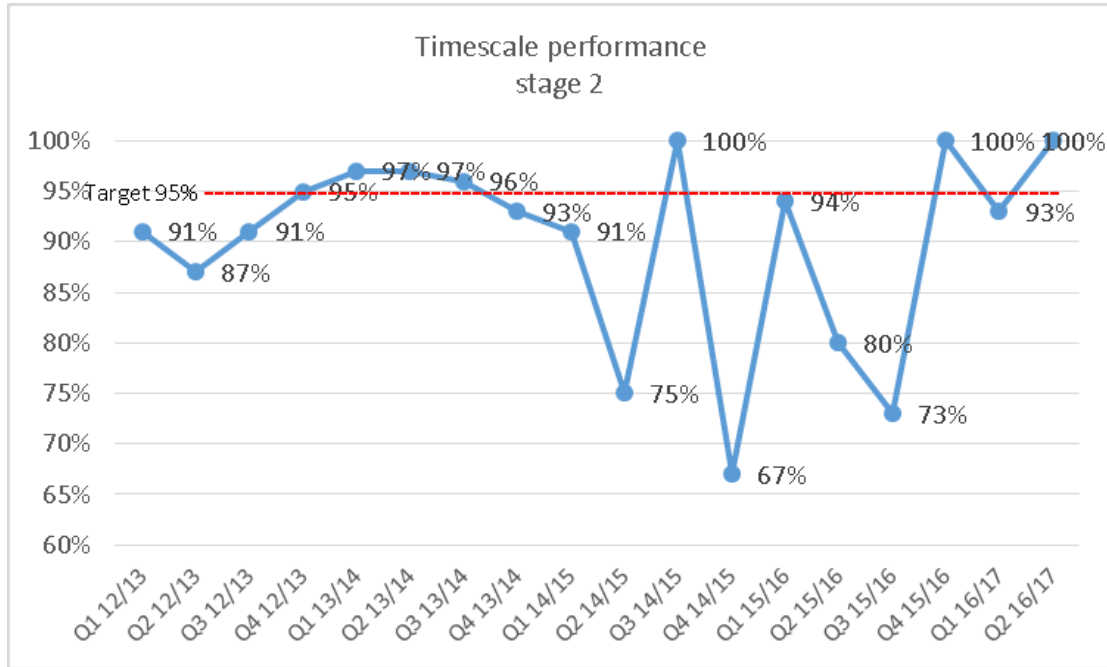


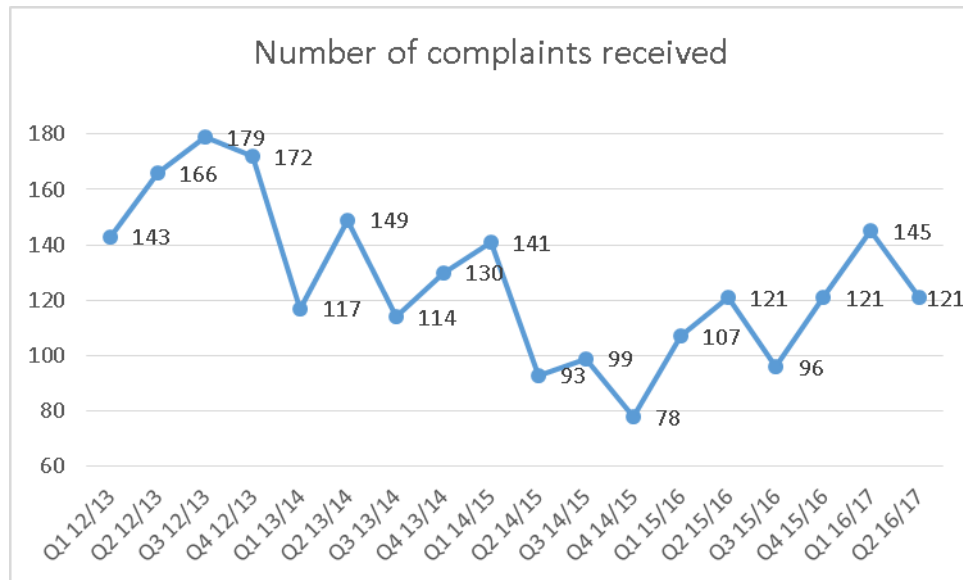
Table 2: Overall complaint response times for stage 2 complaints – Q2

| Service   | Quarter 1 - Stage 2 |        |      | Quarter 2 - Stage 2 |        |      |
|---|---------------------|--------|------|---------------------|--------|------|
|   | Rec'd               | Within | %    | Rec'd               | Within | %    |
| Business Improvement & Modernisation                    | 0                   | 0      | -    | 0                   | 0      | -    |
| Legal, HR and Democratic Services                       | 0                   | 0      | -    | 0                   | 0      | -    |
| Customers   | 0                   | 0      | -    | 0                   | 0      | -    |
| Revenues and Benefits (ALL SERVICES PROVIDED BY CIVICA) | 2                   | 2      | 100% | 1                   | 1      | 100% |
| Education   | 2                   | 2      | 100% | 1                   | 1      | 100% |
| Highways & Environmental Services                       | 0                   | 0      | -    | 1                   | 1      | 100% |
| Facilities, Assets and Housing                          | 0                   | 0      | -    | 2                   | 2      | 100% |
| Planning and Public Protection                          | 8                   | 7      | 88%  | 5                   | 5      | 100% |
| Community Support Services                              | 2                   | 2      | 100% | 1                   | 1      | 100% |
| COMMUNITY SUPPORT SERVICES                              | 1                   | 1      | 100% | 0                   | 0      | -    |
| CHILDREN AND FAMILY SERVICES                            | 0                   | 0      | -    | 0                   | 0      | -    |
| Corporate Total   | 15                  | 14     | 93%  | 11                  | 11     | 100% |

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



**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 5: Compliments received during Q2**

| Service Area                           | Q1         | Q2         | Q3 | Q4 |
|--|------------|------------|----|----|
| Business Improvement and Modernisation | 0          | 1          |    |    |
| Legal, HR and Democratic Services      | 1          | 0          |    |    |
| Customers                              | 16         | 39         |    |    |
| Revenues and Benefits                  | 0          | 0          |    |    |
| Education and Children's Services      | 2          | 1          |    |    |
| Highways and Environmental Services    | 50         | 42         |    |    |
| Facilities, Assets and Housing         | 55         | 22         |    |    |
| Planning and Public Protection         | 7          | 16         |    |    |
| Community Support Services             | 14         | 40         |    |    |
|  | <b>145</b> | <b>161</b> |    |    |

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

