

## 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

Please note: Community Support Services and Children and Family Services adhere to statutory timescales, which differ slightly from corporate.

### 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 – Q3

Service	Quarter 1 - Stage 1			Quarter 2 - Stage 1			Quarter 3 - Stage 1		
	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-	0	0	-	0	0	-
Legal, HR and Democratic Services	0	0	-	0	0	-	2	1	50%
Customers	8	7	88%	5	5	100%	5	3	60%
Revenues and Benefits (ALL SERVICES PROVIDED BY CIVICA)	6	3	50%	10	10	100%	4	4	100%
Education	2	2	100%	1	1	100%	2	2	100%
Highways & Environmental Services	36	34	94%	27	23	85%	35	34	97%
Facilities, Assets and Housing	24	24	100%	19	19	100%	19	19	100%
Planning and Public Protection	42	34	81%	35	34	97%	28	24	86%
Community Support Services	3	3	100%	2	2	100%	0	0	-
COMMUNITY SUPPORT SERVICES	10	10	100%	9	9	100%	10	10	100%
CHILDREN AND FAMILY SERVICES	6	4	67%	6	4	67%	5	2	40%
Corporate Total	137	121	88%	114	107	94%	110	99	90%

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

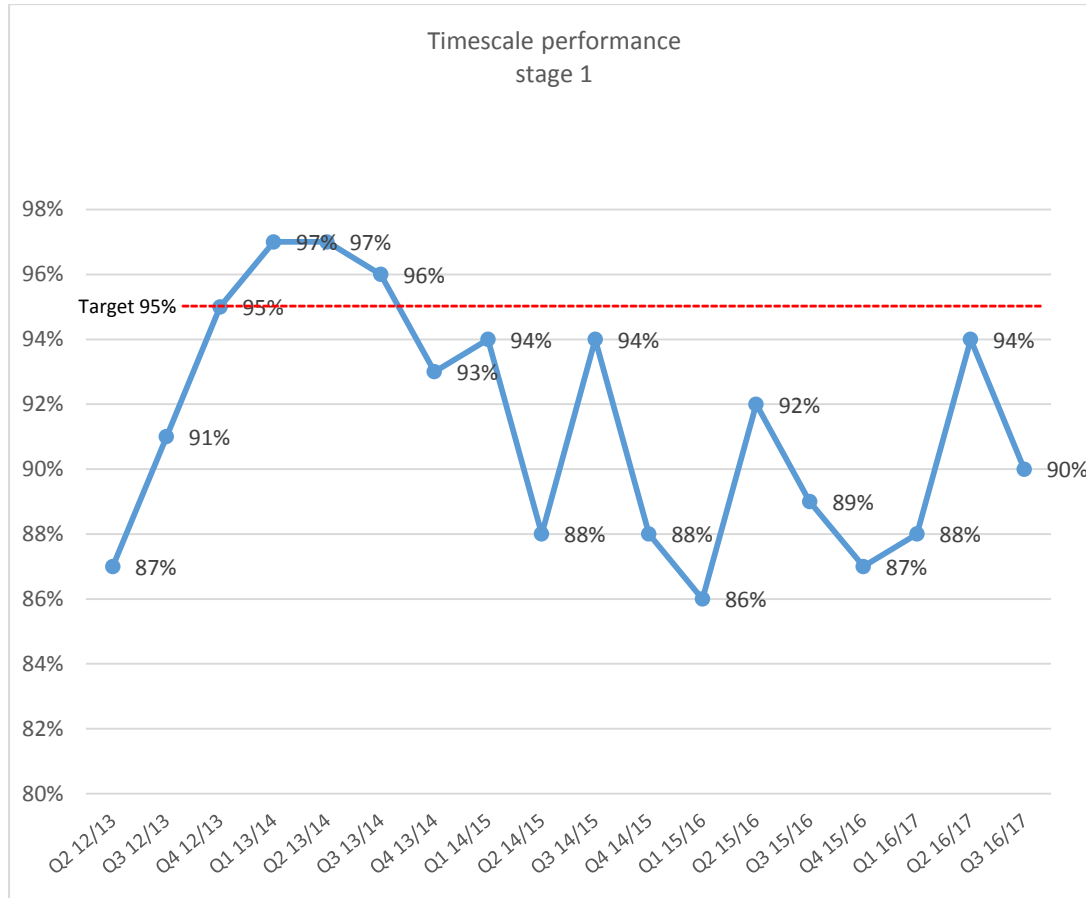
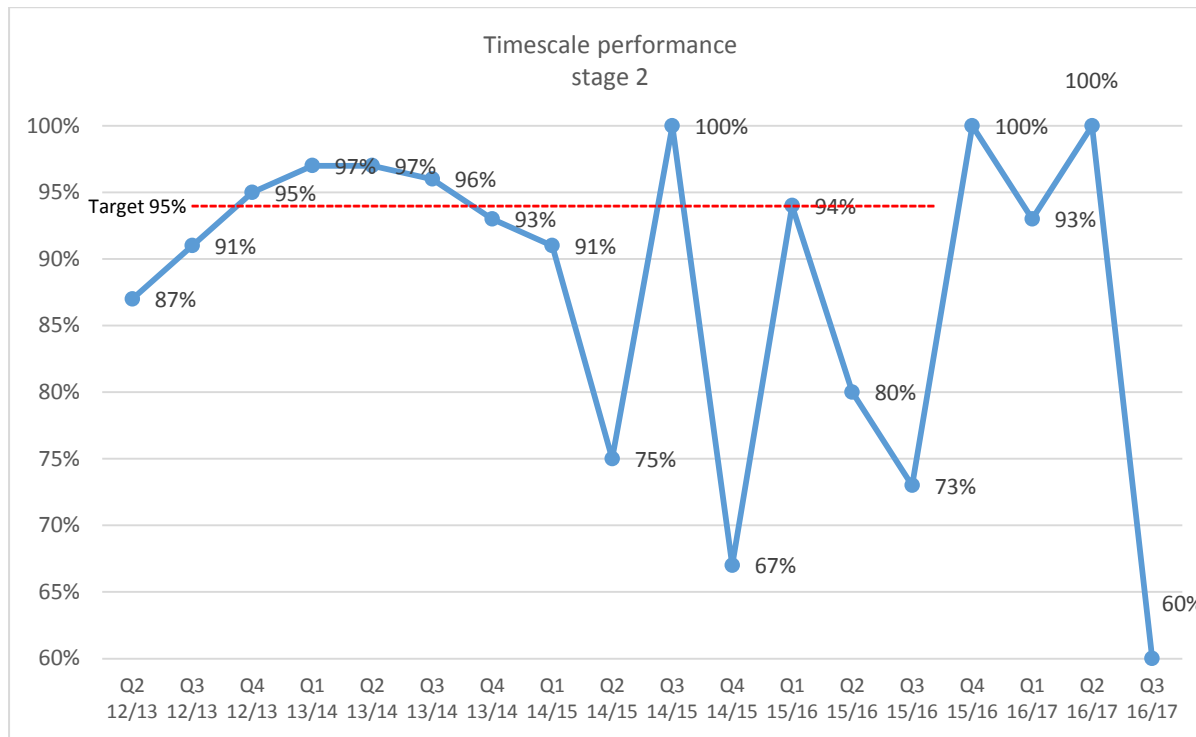


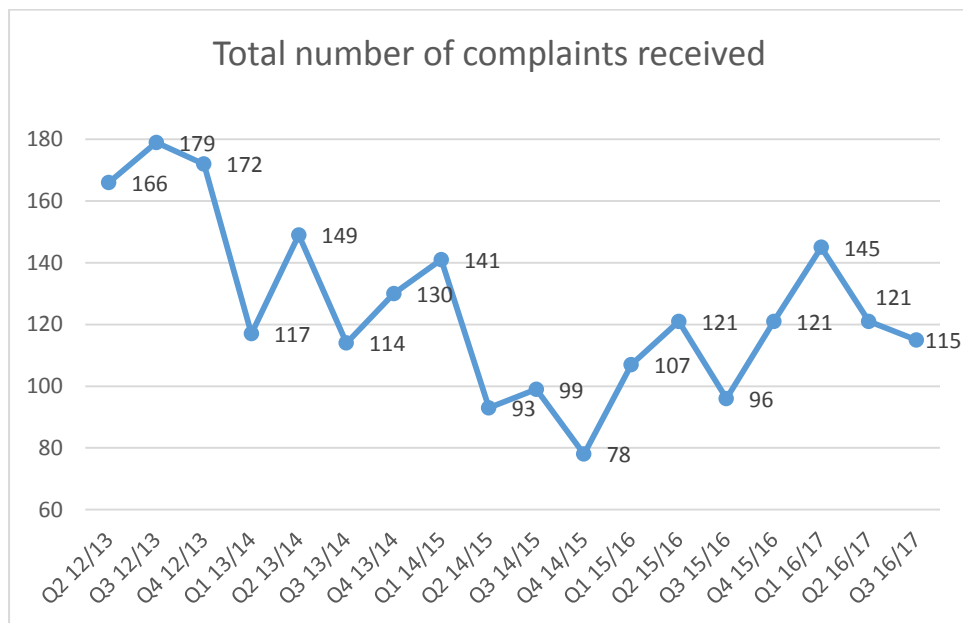
Table 2: Overall complaint response times for stage 2 complaints – Q3

Service	Quarter 1 - Stage 2			Quarter 2 - Stage 2			Quarter 3 - Stage 2		
	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-	0	0	-	0	0	-
Legal, HR and Democratic Services	0	0	-	0	0	-	0	0	-
Customers	0	0	-	0	0	-	0	0	-
Revenues and Benefits (ALL SERVICES PROVIDED BY CIVICA)	2	2	100%	1	1	100%	0	0	-
Education	2	2	100%	1	1	100%	2	2	100%
Highways & Environmental Services	0	0	-	1	1	100%	1	0	0%
Facilities, Assets and Housing	0	0	-	2	2	100%	0	0	-
Planning and Public Protection	8	7	88%	5	5	100%	1	0	0%
Community Support Services	2	2	100%	1	1	100%	0	0	-
COMMUNITY SUPPORT SERVICES	1	1	100%	0	0	-	1	1	100%
CHILDREN AND FAMILY SERVICES	0	0	-	0	0	-	0	0	-
Corporate Total	15	14	93%	11	11	100%	5	3	60%

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



**Chart 3: Total number of 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 Q3**

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	0	1	0	
Legal, HR and Democratic Services	1	0	0	
Customers	16	39	12	
Revenues and Benefits	0	0	0	
Education and Children's Services	2	1	14	
Highways and Environmental Services	50	42	39	
Facilities, Assets and Housing	55	22	39	
Planning and Public Protection	7	16	10	
Community Support Services	14	40	18	
	<b>145</b>	<b>161</b>	<b>132</b>	

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

