

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:

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

Table 1: Overall complaint response times for stage 1 complaints – Q1

Service	Quarter 1 - Stage 1		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	3	3	100%
Customers	5	4	80%
Revs and Bens (Civica)	1	1	100%
Education	0	0	-
Highways & Environmental Services	31	30	97%
Facilities, Assets and Housing	19	19	100%
Planning and Public Protection	30	29	97%
Community Support Services – Corporate	0	0	-
COMMUNITY SUPPORT SERVICES - Statutory	4	3	75%
CHILDREN AND FAMILY SERVICES - Statutory	7	7	100%
Corporate Total	100	96	96%

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

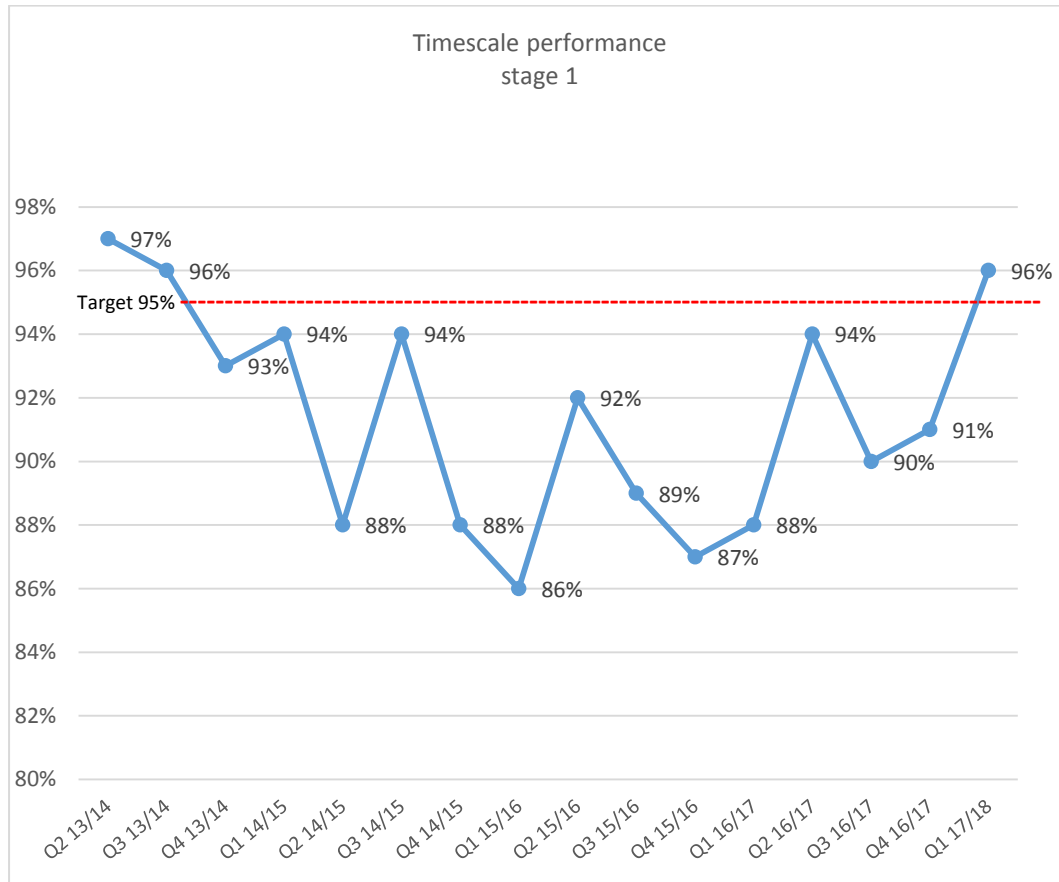


Table 2: Overall complaint response times for stage 2 complaints – Q1

Service	Quarter 1 - Stage 2		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	1	1	100%
Customers	0	0	-
Revs and Bens (Civica)	0	0	-
Education	3	2	67%
Highways & Environmental Services	0	0	-
Facilities, Assets and Housing	1	1	100%
Planning and Public Protection	3	3	100%
Community Support Services - Corporate	0	0	-
COMMUNITY SUPPORT SERVICES - Statutory	0	0	-
CHILDREN AND FAMILY SERVICES - Statutory	0	0	-
Corporate Total	8	7	88%

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

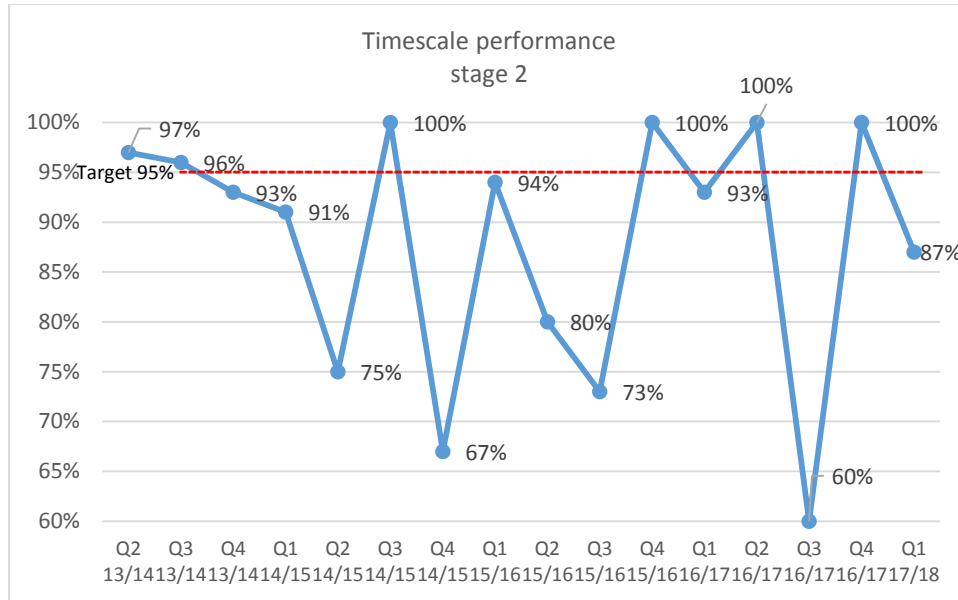


Chart 3: Total number of complaints received – 4 year analysis

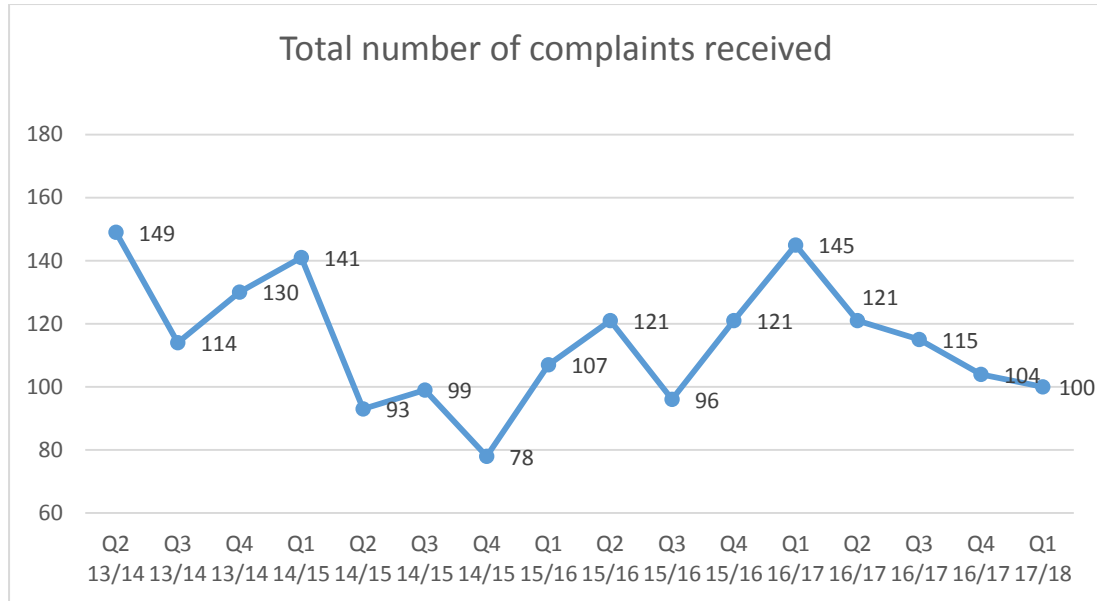


Table 5: Compliments received during Q1

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	1			
Legal HR and Democratic Services	1			
Customers	23			
Revenues and Benefits	0			
Education and Childrens Services	1			
Highways and Environmental Services	20			
Facilities Assets and Housing	30			
Planning and Public Protection	16			
Community Support Services	14			
	106			

Chart 4: Compliments received – 4 year analysis

