

## 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 – Q2 2017/18**

| Service                              | Quarter 2 - Stage 1 |        |      |
|--------------------------------------|---------------------|--------|------|
|                                      | Rec'd               | Within | %    |
| Business Improvement & Modernisation | 0                   | 0      | -    |
| Legal, HR and Democratic Services    | 1                   | 1      | 100% |
| Customers                            | 2                   | 2      | 100% |
| Revs and Bens (Civica)               | 8                   | 8      | 100% |
| Education                            | 0                   | 0      | -    |
| Highways & Environmental Services    | 34                  | 34     | 100% |
| Facilities, Assets and Housing       | 27                  | 27     | 100% |
| Planning and Public Protection       | 21                  | 21     | 100% |
| COMMUNITY SUPPORT SERVICES           | 6                   | 6      | 100% |
| CHILDREN AND FAMILY SERVICES         | 10                  | 10     | 100% |
| Corporate Total                      | 109                 | 109    | 100% |

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

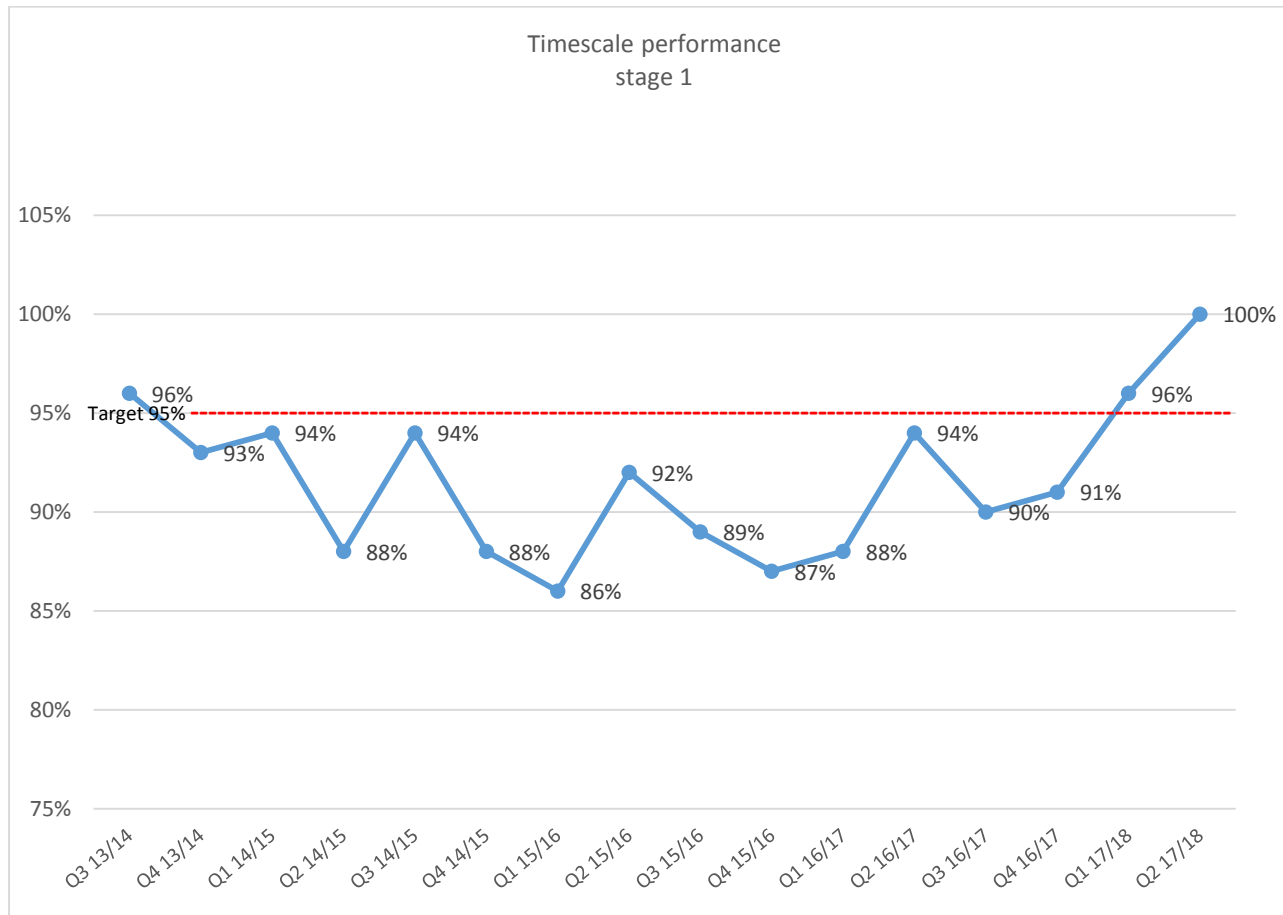


Table 2: Overall complaint response times for stage 2 complaints – Q2 2017/18

| Service                              | Quarter 2 - 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                            | 0                   | 0      | -    |
| Highways & Environmental Services    | 1                   | 1      | 100% |
| Facilities, Assets and Housing       | 0                   | 0      | -    |
| Planning and Public Protection       | 6                   | 6      | 100% |
| COMMUNITY SUPPORT SERVICES           | 0                   | 0      | -    |
| CHILDREN AND FAMILY SERVICES         | 0                   | 0      | -    |
| Corporate Total                      | 8                   | 8      | 100% |

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

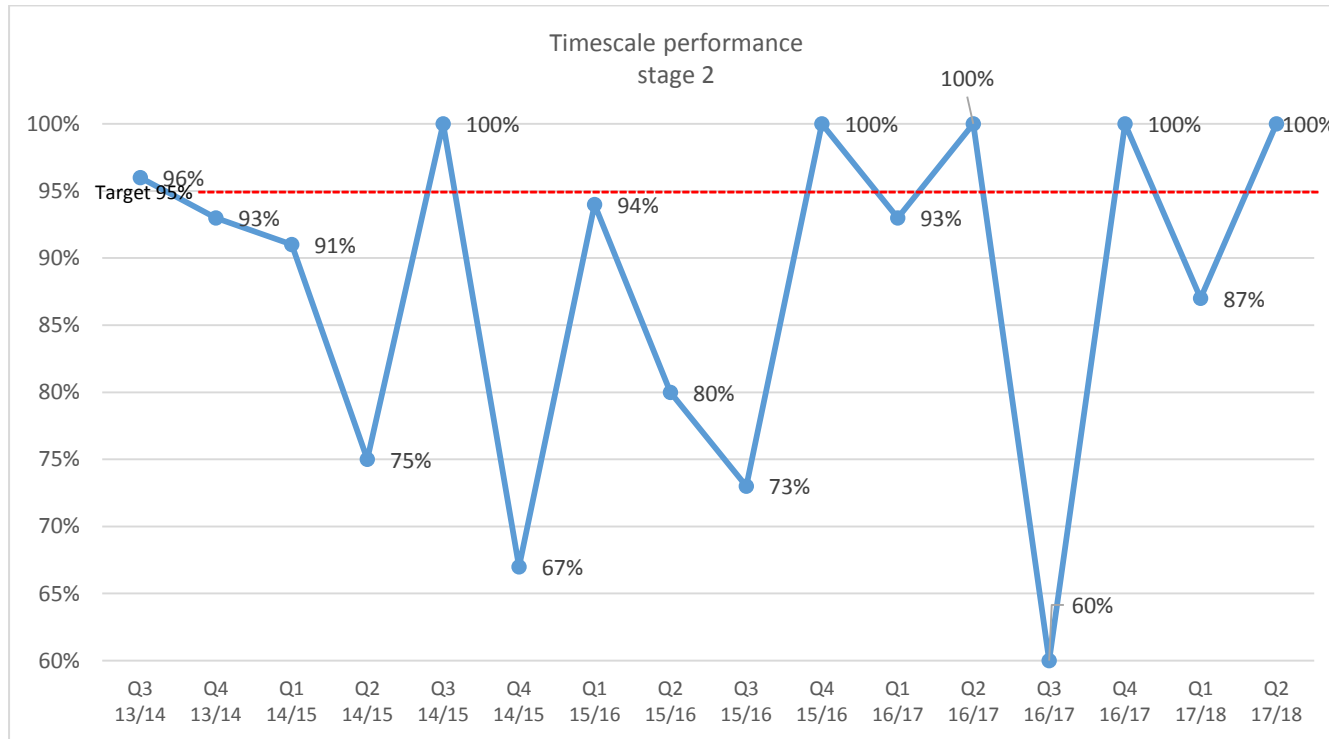
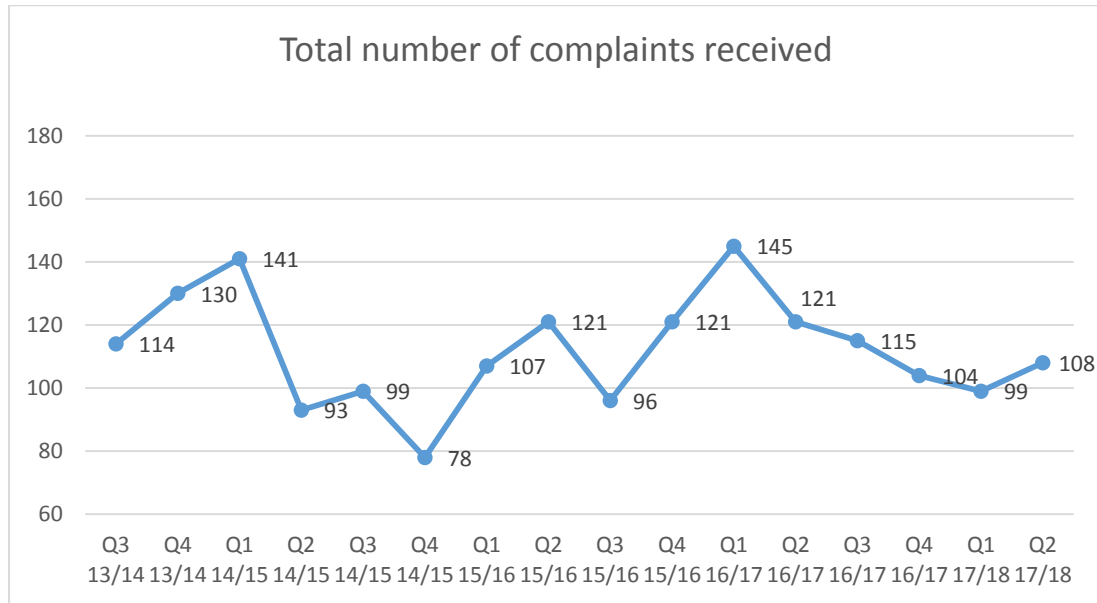


Chart 3: Total number of complaints received – 4 year analysis



**Table 5: Compliments received during Q2 2017/18**

| <b>Service Area</b>                    | <b>Q1</b>  | <b>Q2</b>  | <b>Q3</b> | <b>Q4</b> |
|--|------------|------------|-----------|-----------|
| Business Improvement and Modernisation | 1          | 0          |           |           |
| Legal HR and Democratic Services       | 1          | 2          |           |           |
| Customers                              | 23         | 11         |           |           |
| Revenues and Benefits                  | 0          | 0          |           |           |
| Education and Children's Services      | 26         | 27         |           |           |
| Highways and Environmental Services    | 20         | 36         |           |           |
| Facilities Assets and Housing          | 30         | 21         |           |           |
| Planning and Public Protection         | 16         | 9          |           |           |
| Community Support Services             | 14         | 39         |           |           |
|  | <b>131</b> | <b>145</b> |           |           |

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

Compliments received

