

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	95% of complaints responded to within timescale

Table 1: Overall complaint response times for stage 1 complaints – Q4 2017/18

Service	Quarter 4 - Stage 1		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	100%
Legal, HR and Democratic Services	1	1	100%
Customers	3	3	100%
Revs and Bens (Civica)	12	12	100%
Education	3	2	66%
Highways & Environmental Services	45	45	100%
Facilities, Assets and Housing	20	20	100%
Planning and Public Protection	18	18	100%
COMMUNITY SUPPORT SERVICES	7	7	100%
CHILDREN AND FAMILY SERVICES	6	6	100%
Corporate Total	115	114	99%

Table 1.1: Overall complaint response times for 2017/18

Service	2017/18 Stage 1		
	Rec'd	Within	%
Business Improvement & Modernisation	1	1	100%
Legal, HR and Democratic Services	6	6	100%
Customers	15	14	93%
Revs and Bens (Civica)	33	33	100%
Education	4	3	75%
Highways & Environmental Services	135	134	99%
Facilities, Assets and Housing	83	83	100%
Planning and Public Protection	102	100	98%
COMMUNITY SUPPORT SERVICES	19	18	95%
CHILDREN AND FAMILY SERVICES	28	27	96%
Corporate Total	426	419	98%

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

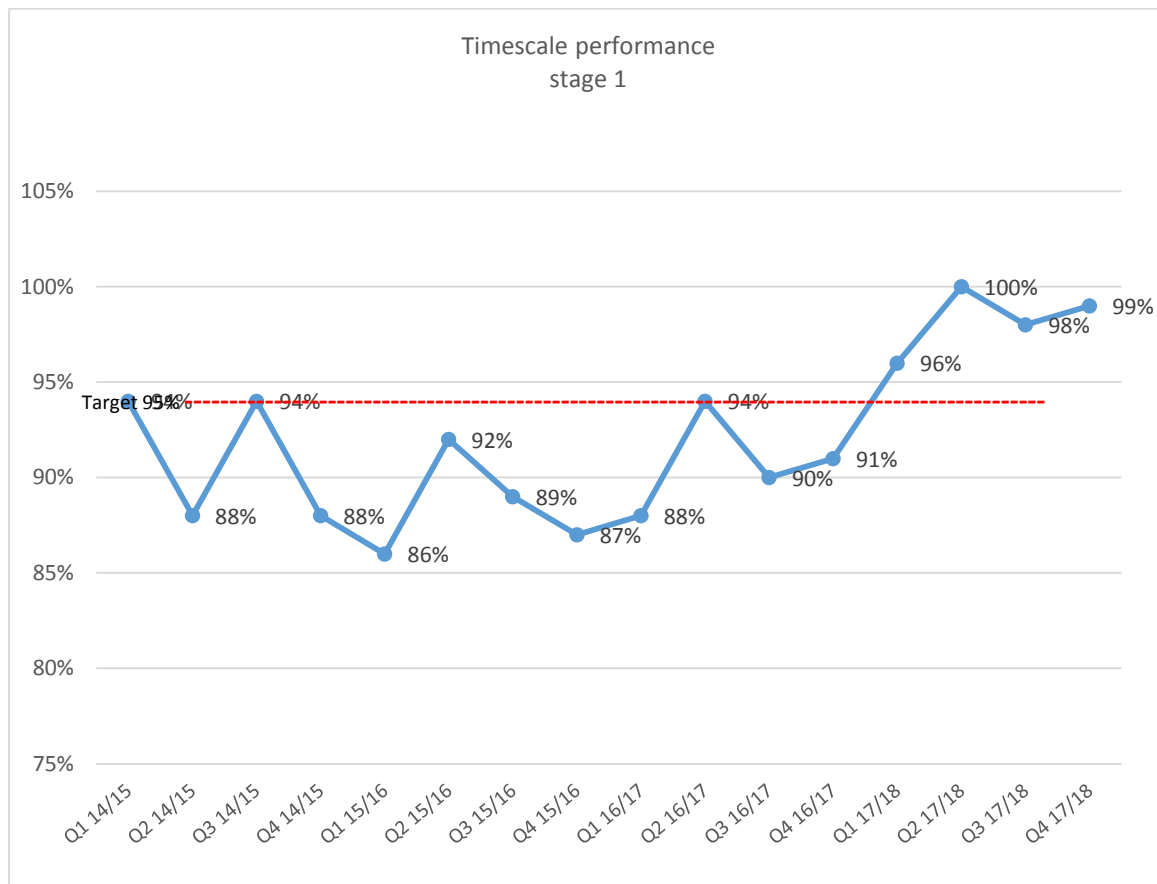


Table 2: Overall complaint response times for stage 2 complaints – Q4 2017/18

Service	Quarter 4 - Stage 2		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	0	0	-
Customers	0	0	-
Revs and Bens (Civica)	2	2	100%
Education	0	0	-
Highways & Environmental Services	1	1	100%
Facilities, Assets and Housing	3	3	100%
Planning and Public Protection	4	4	100%
COMMUNITY SUPPORT SERVICES	0	0	-
CHILDREN AND FAMILY SERVICES	0	0	-
Corporate Total	10	10	100%

Table 2.1: Overall complaint response times for stage 2 complaints – 2017/18

Service	Total Stage 2		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	3	3	100%
Customers	0	0	-
Revs and Bens (Civica)	2	2	100%
Education	4	3	75%
Highways & Environmental Services	2	2	100%
Facilities, Assets and Housing	4	4	100%
Planning and Public Protection	15	15	100%
COMMUNITY SUPPORT SERVICES	0	0	-
CHILDREN AND FAMILY SERVICES	1	1	100%
Corporate Total	31	30	97%

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

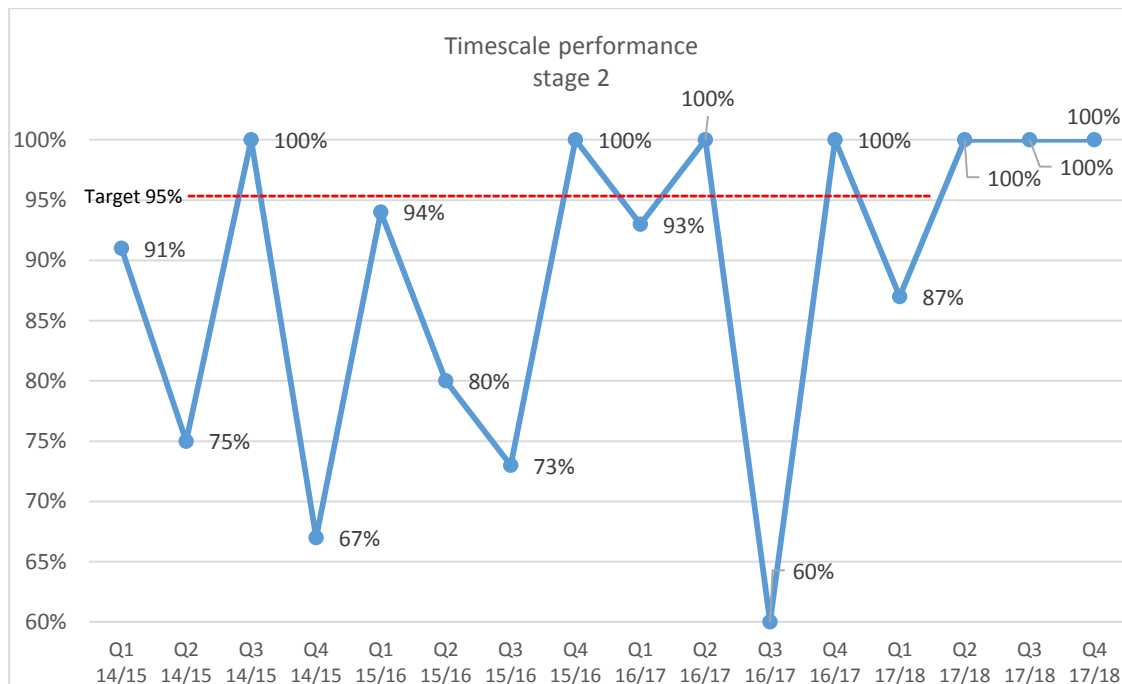


Chart 3: Total number of complaints received – 4 year analysis

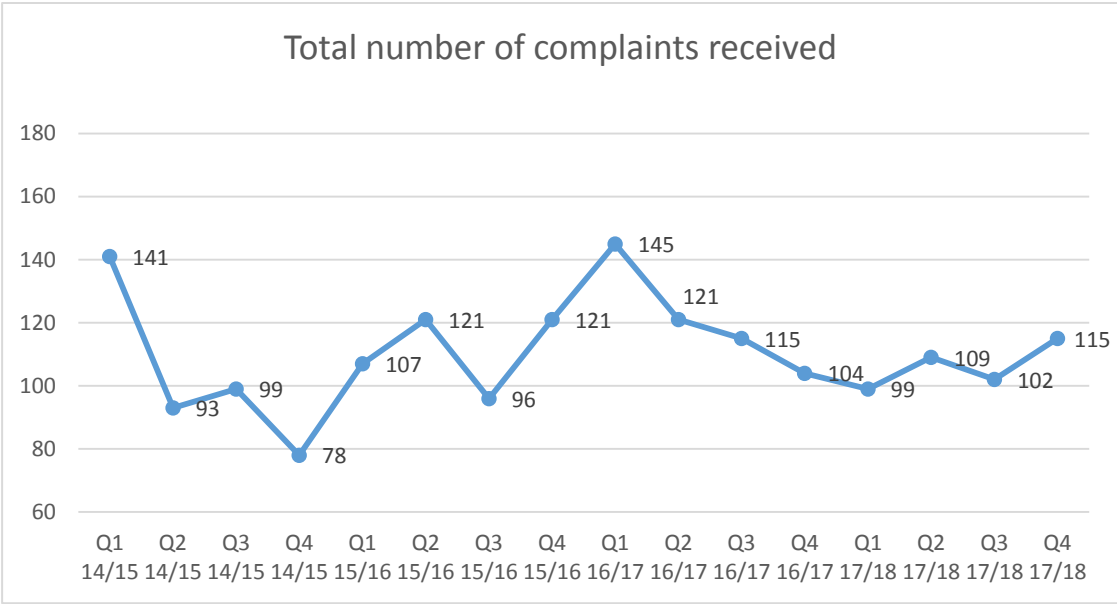
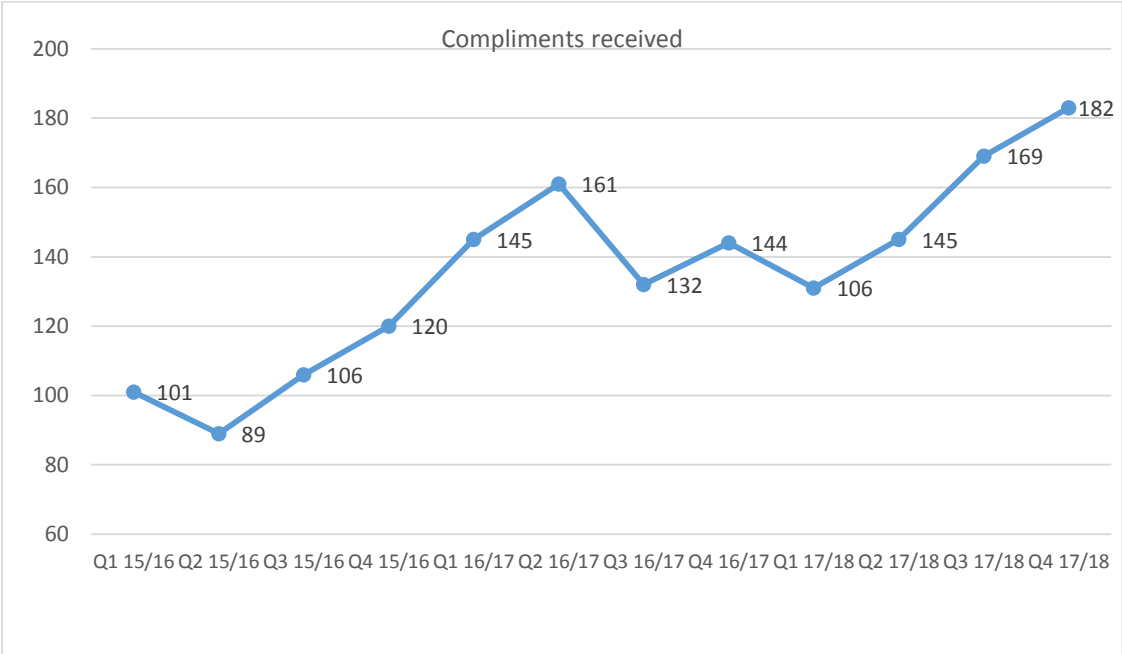


Table 5: Compliments received during 2017/18

Service Area	Q1	Q2	Q3	Q4	Total
Business Improvement and Modernisation	1	0	0	0	1
Legal HR and Democratic Services	1	2	0	0	3
Customers	18	11	25	24	78
Revenues and Benefits	0	0	0	0	0
Education and Children’s Services	21	27	22	26	96
Highways and Environmental Services	15	36	44	78	173
Facilities Assets and Housing	20	21	43	8	92
Planning and Public Protection	16	9	7	1	33
Community Support Services	14	39	28	45	126
	106	145	169	182	602

Chart 4: Compliments received – 3 year analysis



Average Response Times

Based on the last 20 complaints received in 2017/18 the average response times were as follows – both targets being 10 days.

- Adults and Children’s Services 5 days
- Corporate Services 2.5 days

These response times reflect the differing procedures for Statutory and Corporate complaints. Statutory complaints have to be responded to with discussions either face to face or on the telephone and with a subsequent response letter sent before being closed on the system. Corporate complaints – to Highways for example- can be dealt with in the manner they were received so often, an email response to an emailed complaint can go out the same day. Social Services complaints responded to in 1 working day would be recorded as concerns rather than complaints. If these were considered then the average response time for Adults and Children’s Services would be less than the 5 days noted here.

Example complaint – SPoA (Social Services)

MC complained that a safeguarding concern he had passed on to SPoA had not been acted on quickly enough. This was investigated immediately and it was found that procedures that gave priority to all safeguarding concerns had not been followed in this instance. An apology was offered to the complainant and the complaint upheld. As a result of the complaint an Action Plan was agreed whereby the Team Manager in SPoA revisited the priority processes with the team and the error was

learned from. The complaint was lodged on 26th March and a full response sent out on 29th March.

NB: The safeguarding referral was classified as No Further Action once processed.

Complaints to Highways and Environmental Services

Although the number of complaints to the department are high in comparison to others, this could be looked at in the context of the total number of customer interactions. The department has over 160,000 separate interactions with customers per month on waste collection alone. Based on this example and the 25 complaints the department saw in February, only **0.0156%** of interactions result in a complaint. If the other Highways and Environmental Services departments are also considered this percentage would drop still further. It suggests a low number of overall complaints when put in context.