Appendix A – 'Your Voice' information

A1   Your Voice' reporting periods

A1.1   The following periods are used for reporting data in regards 'Your Voice':

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

A2   Complaint response timescales

A2.1   According to the 'Your Voice' feedback policy, the following timescales should be adhered to when responding to complaints:

Stage 1: **10** working days
Stage 2: **25** working days
Stage 3: **15** working days

A3   'Your Voice' performance measures

A3.1   A traffic light system is used to highlight performance in relation to response timescales to complaints. Performance is rated according to:

Red   when under 80% of complaints responded to within timescale

Amber   when more than 80% but less than 90% of complaints responded to within timescale

Green   when more than 90% of complaints responded to within timescale

A3.2   To assist with identifying whether a service area's performance has changed from the previous period(s), the following key has been developed:

Symbol	Indication
▲	Improvement in performance
▼	Decline in performance
◄	No change in performance
–	No data for period for comparison

Appendix B – 'Your Voice' Quarter 3 2011/12 data

B1   Complaint volumes

Quarterly volumes of complaints

Legend: ☐ Complaint 09/10 ■ Complaint 10/11 ▨ Complaint 11/12
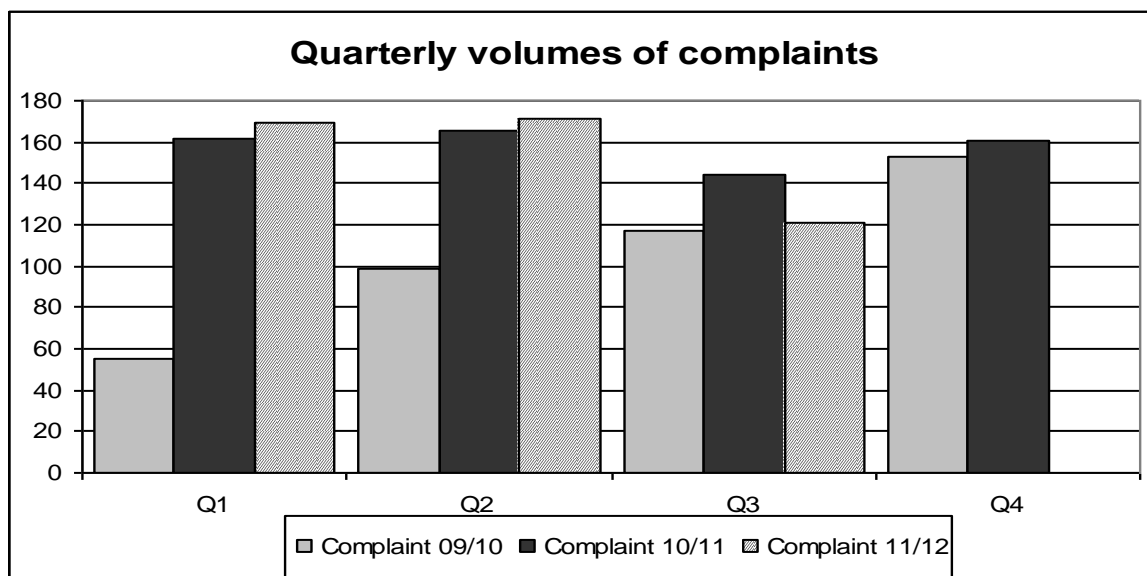
B2   Complaint response times

Service Area	Quarter 2 (11/12)					Quarter 3 (11/12)				
	Recd	Within	%	Status		Recd	Within	%	Status	
Social Services	24	24	100%	▲	G	18	9	50%	▼	R
Business Planning and Performance	1	1	100%	▲	G	0	0	n/a	–	–
Corporate Governance	0	0	n/a	–	–	0	0	n/a	–	–
Customer Services	6	6	100%	▲	G	5	4	80%	▼	A
Environment	43	42	98%	▲	G	29	29	100%	▲	G
Finance and Assets	9	9	100%	◄	G	5	3	60%	▼	R
Housing Services	16	13	81%	▲	A	23	4	17%	▼	R
Regeneration, Planning and Public Protection	35	30	86%	▲	A	16	14	88%	▼	A
Highways and Infrastructure	20	15	75%	▼	R	18	14	78%	▲	R
Leisure, Libraries and Community Development	14	13	93%	▲	G	6	6	100%	▲	G
Schools	3	3	100%	▲	G	1	0	0%	▼	R
	171	**156**	**91%**	**▲**	**A/G**	**121**	**83**	**69%**	**▼**	**R**

B3   Service volumes
The table is split into the relevant service areas and associated services.
Commentary and recommendations are also included.

B3.1   Social Services

	Q2	(%) change +/-	Q3	(%) change +/-	Change	RAG	Comment	Recommendation
Social Services	**24**	**-4%**	**18**	**-25%**	▼	**A**	**No obvious reason**	**Amber: Monitor**
Adult	11	10%	9	-18%	▼	G	No obvious reason - though actual change in volumes is small	Green
Children	8	-33%	7	-13%	▼	G	No obvious reason - though actual change in volumes is small	Green
General	5	67%	2	-60%	▼	R	No obvious reason	Amber: Monitor

B3.2   Environmental Services

	Q2	(%) change +/-	Q3	(%) change +/-	Change	RAG	Comment	Recommendation
Environment	**43**	**-7%**	**29**	**-33%**	▼	**A**	**Decrease - suggests lessons are being learnt**	**Green**
Catering	1	100%	0	-100%	▼	R	--	Green
Cleaning Services	0	0%	0	0%	◄	G	--	--
Countryside Services	1	100%	2	100%	▲	R	Small number for comparison	Green
Enforcement and Waste Operations	24	-27%	23	-4%	▼	G	High volume service - small change in volume	Green
Ground Maintenance - incl Trees	0	-100%	0	0%	◄	G	--	--
Heritage Services	3	300%	0	-300%	▼	R	Small number for comparison	Green
Play Areas	1	-75%	0	-100%	▼	R	Small number for comparison	Green
Public Realm	8	33%	3	-63%	▼	R	Relatively high volume service - suggests lessons are being learnt	Green
Sign Shop - Street Lighting - CCTV	1	100%	0	-100%	▼	R	Small number for comparison	Green
Toilets	4	300%	1	-75%	▼	R	Seasonal usage - decrease during winter	Green

B3.3   Housing Services

	Q2	(%) change +/-	Q3	(%) change +/-	Change	RAG	Comment	Recommendation
Housing Services	**16**	**-16%**	**23**	**44%**	▲	**A**	**Fell previous quarter, new system in place**	**Amber: Monitor**
Building Maintenance	1	-50%	2	100%	▲	R	Small number for comparison	Green
Housing Administration	0	0%	0	0%	◄	G	--	--
Housing Allocations and Homelessness	1	-50%	4	300%	▲	R	Relatively small numbers	Amber: Monitor
Housing Estates and Rents	1	-50%	0	-100%	▼	R	Small number for comparison	Green
Housing Maintenance and Improvements	11	-15%	17	55%	▲	R	Fell previous quarter, new system in place	Amber: Monitor
Housing Strategy	1	100%	0	-100%	▼	R	Small number for comparison	Green
Sheltered Housing	1	100%	0	-100%	▼	R	Small number for comparison	Green

B3.4 Regeneration, Planning and Public Protection

	Q2	(%) change +/-	Q3	(%) change +/-	Change	RAG	Comment	Recommendation
Regeneration, Planning and Public Protection	**35**	**35%**	**16**	**-54%**	▼	**R**	**Decrease - suggests lessons are being learnt**	**Green**
Animal Health	0	0%	0	0%	◄	G	--	--
Building Control	0	-100%	1	100%	▲	R	Small number for comparison	Green
Community Enforcement and Licensing	15	50%	5	-67%	▼	R	Decrease - suggests lessons are being learnt	Green
Community Safety	2	100%	0	-200%	▼	R	Small number for comparison	Green
Food Health and Safety	1	100%	2	100%	▲	R	Small number for comparison	Amber: Monitor
Housing Area Renewal	0	-100%	2	200%	▲	R	Small number for comparison	Amber: Monitor
Housing Enforcement	0	0%	1	100%	▲	R	Small number for comparison	Amber: Monitor
Planning	11	38%	3	-73%	▼	R	Decrease - suggests lessons are being learnt	Green
Planning Policy and Land Charges	0	-100%	0	0%	◄	G	--	--
Public Health	5	67%	1	-80%	▼	R	Decrease - suggests lessons are being learnt	Green
Regeneration	1	0%	1	0%	◄	G	--	--
Trading Standards	0	0%	0	0%	◄	G	--	--

B3.5 Highways and Infrastructure

	Q2	(%) change +/-	Q3	(%) change +/-	Change	RAG	Comment	Recommendation
Highways and Infrastructure	**20**	**0%**	**18**	**-10%**	▼	**G**	**Only slight drop in volumes, but high volume service**	**Green**
Car Parks / Parking Fines / Traffic Wardens	1	-67%	2	100%	▲	R	Small number for comparison	Amber: Monitor
Cycle Routes	0	0%	0	0%	◄	G	--	--
Fleet Services	0	0%	1	100%	▲	R	Small number for comparison	Amber: Monitor
Flooding	0	-100%	2	200%	▲	R	Small number for comparison	Amber: Monitor
Gritting and Snow Clearance	0	0%	0	0%	◄	G	--	--
Highway Operations	0	-100%	0	0%	◄	G	--	--
Highway Signs / Markings and Barriers	1	100%	1	0%	◄	G	--	--
Highway Lighting incl sign illumination	0	0%	3	300%	▲	R	Small number for comparison	Amber: Monitor
Public Footpaths and Bridleways	0	-100%	0	0%	◄	G	--	--
Public Transport	1	-50%	1	0%	◄	G	--	--
Road /Pavement Maintenance	11	57%	6	-45%	▼	A	Decrease - suggests lessons are being learnt	Green
School / College Transport	0	0%	0	0%	◄	G	--	--
Streetworks	2	0%	1	-50%	▼	R	Small number for comparison	Green
Transport and Infrastructure	4	100%	1	-75%	▼	R	Decrease - suggests lessons are being learnt	Green

B3.6   Leisure, Libraries and Community Development

	Q2	(%) change +/-	Q3	(%) change +/-	Change	RAG	Comment	Recommendation
Leisure, Libraries and Community Development	**14**	**-18%**	**6**	**-57%**	▼	**R**	**Decrease - suggests lessons are being learnt**	**Green**
Archives	0	0%	0	0%	◄	G	--	--
Arts Service	0	0%	0	0%	◄	G	--	--
Leisure Services	12	20%	4	-67%	▼	R	Decrease - suggests lessons are being learnt	Green
Library Service	2	-71%	0	-100%	▼	R	Small number for comparison	Green
Records Management	0	0%	0	0%	◄	G	--	--
Tourism and Marketing	0	0%	2	200%	▲	R	Small number for comparison	Amber: Monitor
Youth Service	0	0%	0	0%	◄	G	--	--

B3.7   Schools

	Q2	(%) change +/-	Q3	(%) change +/-	Change	RAG	Comment	Recommendation
Schools	**3**	**300%**	**1**	**-300%**	▼	**R**	**Small number for comparison**	**Green**
Modernising Education	0	0%	0	0%	◄	G	--	--
School Improvement and Inclusion	3	300%	1	-67%	▼	R	Small number for comparison	Green

B3.8   Customer Services

	Q2	(%) change +/-	Q3	(%) change +/-	Change	RAG	Comment	Recommendation
Customer Services	**6**	**-14%**	**5**	**-17%**	▼	**G**	**Small number for comparison**	**Green**
Customer Care - Cashiers	1	-75%	1	0%	◄	G	--	Green
Customer Care - Complaints	3	50%	2	-33%	▼	A	Category is used for multi-service or complex complaints	Green
Customer Care - Customer Service Centre	1	0%	0	-100%	▼	R	--	Green
Customer Care - Web Team	1	100%	2	100%	▲	R	Small number for comparison	Green
ICT	0	0%	0	0%	◄	G	--	--

B4   Complaint category

Category Count - Q3 (2011)

Courtesy and
Respect
4
3%

Information
8
7%

Communication
12
10%

Service
81
67%

Staff
16
13%

Total complaints = 121

B5   Complaint outcome

Outcome of Complaints - Q3

TBC: Complaints where an
outcome has not been
determined.

TBC, 17, 14%

Upheld, 20, 17%

Withdrawn, 8, 7%

**Partially Upheld,
25, 21%**

Escalated to next
stage, 1, 1%

Not Upheld, 49, 39%

Referred to other
procedures, 1, 1%
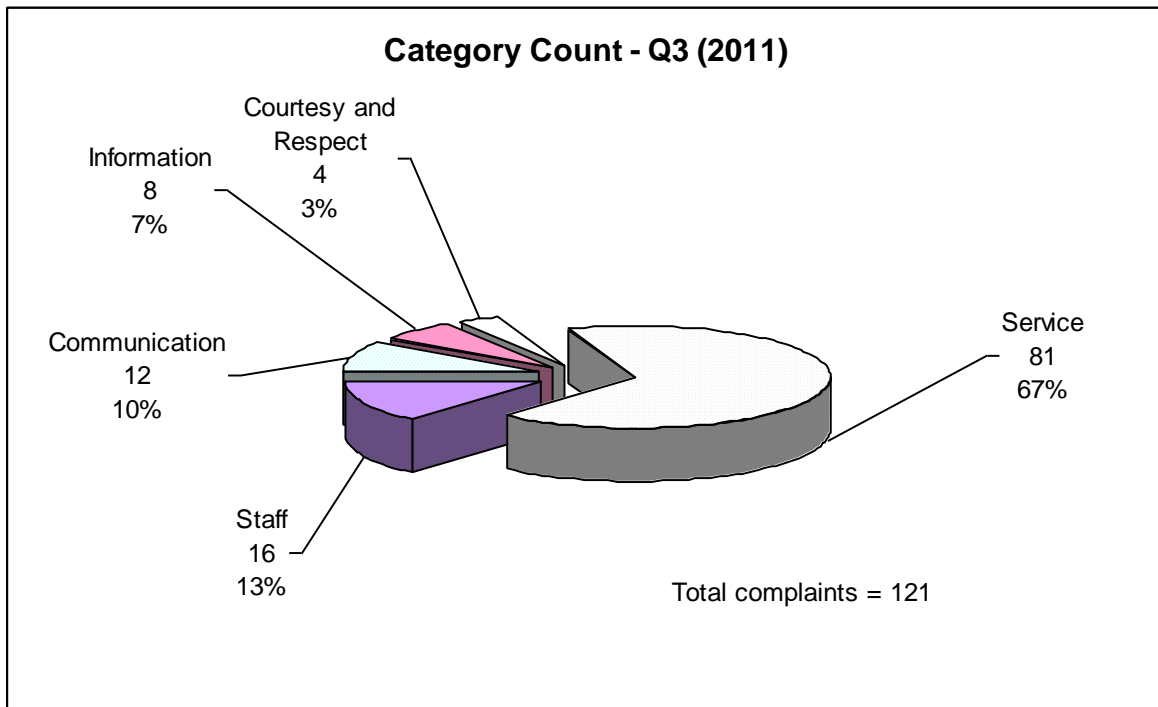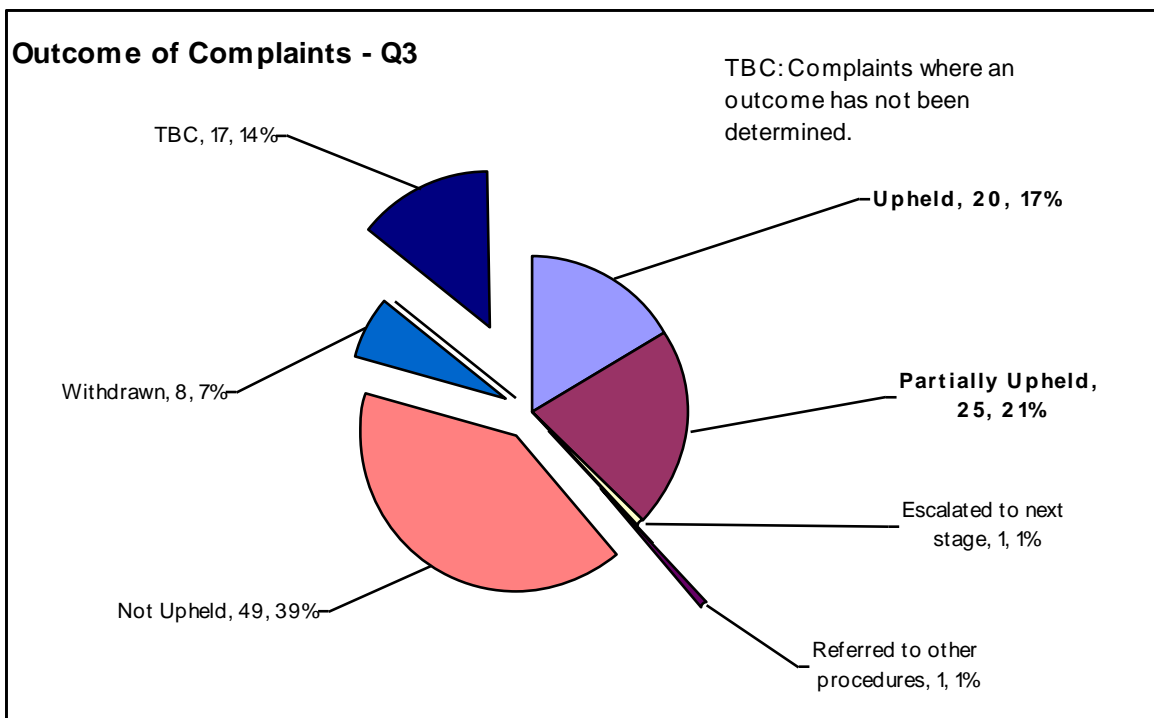
Appendix C – 'Your Voice' Quarter 4 2011/12 data

C1   Complaint volumes

Quarterly volumes of complaints

Legend: ☐ Complaint 09/10 ■ Complaint 10/11 ▨ Complaint 11/12
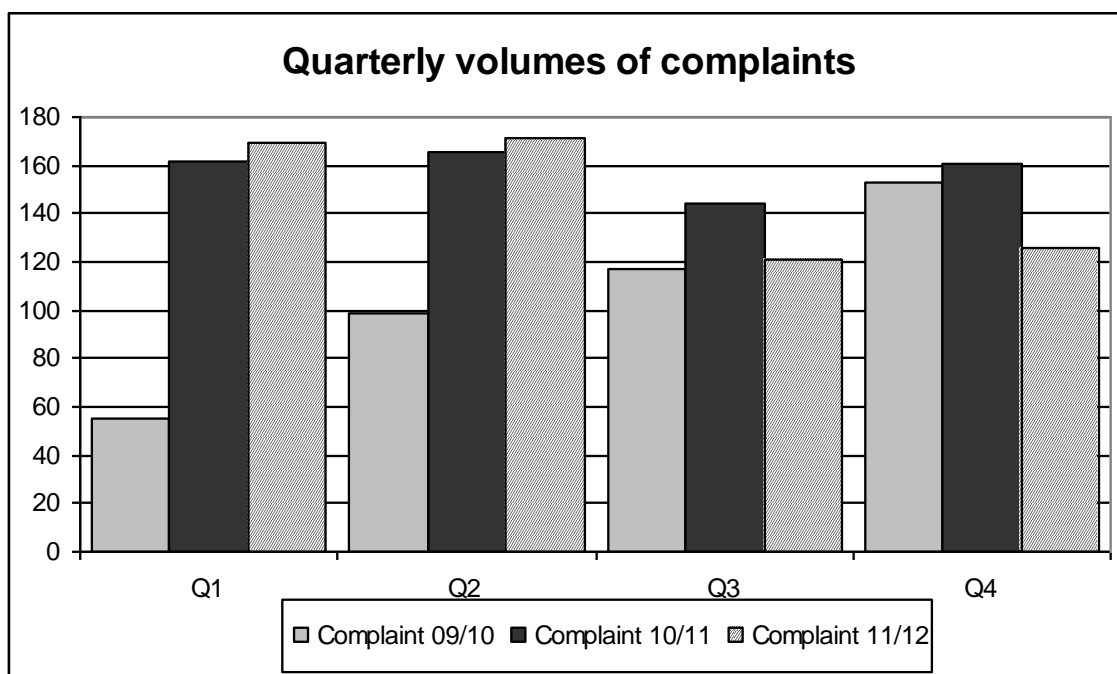
C2   Complaint response times

Service Area	Quarter 3 (11/12)					Quarter 4 (11/12)				
	Recd	Within	%	Status		Recd	Within	%	Status	
Social Services	18	9	50%	▼	R	26	10	38%	▼	R
Business Planning and Performance	0	0	n/a	–	–	0	0	n/a	–	–
Corporate Governance	0	0	n/a	–	–	0	0	n/a	–	–
Customer Services	5	4	80%	▼	A	1	1	100%	▲	G
Environment	29	29	100%	▲	G	24	24	100%	◄	G
Finance and Assets	5	3	60%	▼	R	8	6	75%	▲	R
Housing Services	23	4	17%	▼	R	21	1	5%	▼	R
Regeneration, Planning and Public Protection	16	14	88%	▼	A	20	19	95%	▲	G
Highways and Infrastructure	18	14	78%	▲	R	11	8	73%	▼	R
Leisure, Libraries and Community Development	6	6	100%	▲	G	14	12	86%	▼	A
Schools	1	0	0%	▼	R	0	0	n/a	–	–
Other						1	0	0%	–	R
	121	**83**	**69%**	▼	R	**126**	**81**	**64%**	▼	R

C3   Service volumes

The table is split into the relevant service areas and associated services.
Commentary and recommendations are also included.

C3.1 Social Services

	Q3	(%) change +/-	Q4	(%) change +/-	Change	RAG	Comment	Recommendation
Social Services	18	-25%	26	44%	▲	R	**'Average' level - increase exaggerated due to fall in previous quarter**	**Amber: Monitor**
Adult	9	-18%	11	22%	▲	A	Relatively small increase in terms of volumes - as above	Amber: Monitor
Children	7	-13%	12	71%	▲	R	Relatively small increase in terms of volumes - as above	Amber: Monitor
General	2	-60%	3	50%	▲	R	Relatively small increase in terms of volumes - as above	Green

C3.2 Environmental Services

	Q3	(%) change +/-	Q4	(%) change +/-	Change	RAG	Comment	Recommendation
Environment	29	-33%	24	-17%	▼	G	**2nd consecutive decrease - suggests lessons are being learnt**	**Green**
Catering	0	-100%	0	0%	◄	G	--	--
Cleaning Services	0	0%	0	0%	◄	G	--	--
Countryside Services	2	100%	0	-200%	▼	R	--	Green
Enforcement and Waste Operations	23	-4%	16	-30%	▼	A	High volume service - small change in volume	Green
Ground Maintenance - incl Trees	0	0%	0	0%	◄	G	--	--
Heritage Services	0	-100%	0	0%	◄	G	--	--
Play Areas	0	-100%	1	100%	▲	R	Small number for comparison	Green
Public Realm	3	-63%	4	33%	▲	A	Small number for comparison	Green
Sign Shop - Street Lighting - CCTV	0	-100%	1	100%	▲	R	Small number for comparison	Green
Toilets	1	-75%	2	100%	▲	R	Small number for comparison	Green

C3.3 Housing Services

	Q3	(%) change +/-	Q4	(%) change +/-	Change	RAG	Comment	Recommendation
Housing Services	23	44%	21	-9%	▼	G	**Following large increase, small decrease - system settling?**	**Green**
Building Maintenance	2	100%	1	-50%	▼	R	--	Green
Housing Administration	0	0%	0	0%	◄	G	--	--
Housing Allocations and Homelessness	4	300%	2	-50%	▼	R	Small number for comparison	Green
Housing Estates and Rents	0	-100%	0	0%	◄	G	--	--
Housing Maintenance and Improvements	17	55%	18	6%	▲	G	Small number for comparison	Green
Housing Strategy	0	-100%	0	0%	◄	G	--	--
Sheltered Housing	0	-100%	0	0%	◄	G	--	--

C3.4 Regeneration, Planning and Public Protection

	Q3	(%) change +/-	Q4	(%) change +/-	Change	RAG	Comment	Recommendation
Regeneration, Planning and Public Protection	**16**	**-54%**	**20**	**25%**	▲	**A**	**Large drop last quarter - relatively small increase**	**Green**
Animal Health	0	0%	0	0%	◄	G	--	--
Building Control	1	0%	0	-100%	▼	R	--	Green
Community Enforcement and Licensing	5	-67%	5	0%	◄	G	--	Green
Community Safety	0	-100%	0	0%	◄	G	--	--
Food Health and Safety	2	100%	2	0%	◄	G	--	Green
Housing Area Renewal	2	0%	1	-50%	▼	R	--	Green
Housing Enforcement	1	0%	1	0%	◄	G	--	Green
Planning	3	-73%	4	33%	▲	A	Small number for comparison	Green
Planning Policy and Land Charges	0	0%	1	100%	▲	R	Small number for comparison	Green
Public Health	1	-80%	5	400%	▲	R	Return to previous levels - need to monitor	Amber: Monitor
Regeneration	1	0%	1	0%	◄	G	--	Green
Trading Standards	0	0%	0	0%	◄	G	--	--

C3.5 Highways and Infrastructure

	Q3	(%) change +/-	Q4	(%) change +/-	Change	RAG	Comment	Recommendation
Highways and Infrastructure	**18**	**-10%**	**11**	**-39%**	▼	**R**	**2nd consecutive decrease - suggests lessons are being learnt**	**Green**
Car Parks / Parking Fines / Traffic Wardens	2	100%	2	0%	◄	G	--	Green
Cycle Routes	0	0%	0	0%	◄	G	--	--
Fleet Services	1	0%	0	-100%	▼	R	--	Green
Flooding	2	0%	0	-100%	▼	R	--	Green
Gritting and Snow Clearance	0	0%	0	0%	◄	G	--	--
Highway Operations	0	0%	0	0%	◄	G	--	--
Highway Signs / Markings and Barriers	1	0%	1	0%	◄	G	--	Green
Highway Lighting incl sign illumination	3	0%	0	-300%	▼	R	--	Green
Public Footpaths and Bridleways	0	0%	1	0%	▲	R	Small number for comparison	Green
Public Transport	1	0%	0	-100%	▼	R	--	Green
Road /Pavement Maintenance	6	-45%	6	0%	◄	G	--	Green
School / College Transport	0	0%	0	0%	◄	G	--	--
Streetworks	1	-50%	1	0%	◄	G	--	Green
Transport and Infrastructure	1	-75%	0	-100%	▼	R	--	Green

C3.6 Leisure, Libraries and Community Development

	Q3	(%) change +/-	Q4	(%) change +/-	Change	RAG	Comment	Recommendation
Leisure, Libraries and Community Development	**6**	**-57%**	**14**	**133%**	▲	**R**	**Focus on customer service**	**Amber: Monitor**
Archives	0	1%	1	100%	▲	R	Small number for comparison	Green
Arts Service	0	0%	0	0%	◄	G	--	--
Leisure Services	4	-67%	10	150%	▲	R	Focus on customer service	Amber: Monitor
Library Service	0	-100%	3	300%	▲	R	Small number for comparison	Amber: Monitor
Records Management	0	0%	0	0%	◄	G	--	--
Tourism and Marketing	2	0%	0	-100%	▼	R	--	Green
Youth Service	0	0%	0	0%	◄	G	--	--

C3.7 Schools

	Q3	(%) change +/-	Q4	(%) change +/-	Change	RAG	Comment	Recommendation
Schools	**1**	**300%**	**0**	**-100%**	◄	**G**	--	**Green**
Modernising Education	0	0%	0	0%	◄	G	--	--
School Improvement and Inclusion	1	-67%	0	-100%	▼	R	--	Green

C3.8 Customer Services

	Q3	(%) change +/-	Q4	(%) change +/-	Change	RAG	Comment	Recommendation
Customer Services	**5**	**-17%**	**1**	**-80%**	▼	**R**	**No obvious reason**	**Green**
Customer Care - Cashiers	1	0%	1	0%	◄	G	--	--
Customer Care - Complaints	2	-33%	0	-200%	▼	R	--	Green
Customer Care - Customer Service Centre	0	-100%	0	0%	◄	G	--	--
Customer Care - Web Team	2	100%	0	-200%	▼	R	--	Green
ICT	0	0%	0	0%	◄	G	--	--

C4   Complaint category

Category Count - Q4 (2011)

Courtesy and Respect
5
4%

Information
8
6%

Communication
10
8%

Staff
12
10%

Service
91
72%

Total complaints = 126

C5   Complaint outcome

Outcome of Complaints - Q4

TBC: Complaints where an outcome has not been determined.

TBC, 28, 22%

Upheld, 29, 23%

Withdrawn, 4, 3%

Partially Upheld, 22, 17%

Not Upheld, 37, 30%

Referred to other procedures, 6, 5%