

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 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: **25** working days
- Stage 3: **15** working days

A3 ‘Your Voice’ performance measures

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

Red	Less than 80% of complaints responded to within timescale
Orange	when more than 80% but less than 90% of complaints responded to within timescale
Yellow	when more than 90% but less than 95% of complaints responded to within timescale
Green	more than 95% 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 2 2012/13 data

B1 Overall complaint response times

Service Area	Quarter 1 (12/13)				Quarter 2 (12/13)			
	Recd	Within	%	Status	Recd	Within	%	Status
Social Services Adults	14	11	79%	▲ R	13	11	85%	▲ O
Social Services Children	18	17	94%	▲ Y	20	15	75%	▼ R
Business Planning and Performance	0	0	n/a	– –	0	0	n/a	– –
Legal and Democratic Services	1	1	100%	– –	1	1	100%	◀ G
Customer Services	4	4	100%	◀ G	2	1	50%	▼ R
Environment	26	25	96%	◀ G	44	42	95%	▼ G
Finance and Assets	7	5	71%	▼ R	8	6	75%	▲ R
Housing Services	26	21	81%	▲ O	15	14	93%	▲ Y
Regeneration	1	1	100%	◀ G	3	3	100%	◀ G
Planning and Public Protection	17	17	100%	▲ G	11	10	91%	▼ Y
Highways and Infrastructure	24	23	96%	▲ G	33	31	94%	▼ Y
Leisure, Libraries and Community Development	9	9	100%	▲ G	12	11	92%	▼ Y
Education	1	1	100%	– –	0	0	0%	– –
Other	1	1	100%	– –	4	0	0%	– –
	149	136	91%	▲ Y	171	149	87%	▼ O

B2 Response times according to stage

Quarter 1	Count	Within	
Stage 1	137	125	91%
Stage 2	8	7	88%
Stage 3	3	3	100%
Ombudsman	1	1	100%
	149	136	91%

Quarter 2	Count	Within	
Stage 1	159	138	87%
Stage 2	8	8	100%
Stage 3	4	3	75%
Ombudsman	0	0	
	171	148	87%

B3 Compliments received

Service Area	No	
Social Services Adults		
Social Services Children		
Business Planning and Performance	0	0%
Legal and Democratic Services	1	<1%
Customer Services	2	2%
Environment	44	51%
Finance and Assets	0	0%
Housing Services	4	5%
Regeneration	1	<1%
Planning and Public Protection	4	5%
Highways and Infrastructure	20	23%
Leisure, Libraries and Community Development	10	12%
Education Support	0	0%
Education	0	0%
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