

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 4 2012/13 data

B1 Overall complaint response times for the current year

Service Area	Quarter 1 (12/13)				Quarter 2 (12/13)				Quarter 3 (12/13)				Quarter 4 (12/13)			
	Recd	Within	%	Status	Recd	Within	%	Status	Recd	Within	%	Status	Recd	Within	%	Status
Social Services Adults	14	11	79%	▲ R	11	9	82%	▲ O	12	10	83%	▲ O	7	6	86%	▲ O
Social Services Children	16	15	94%	▲ Y	16	12	75%	▼ R	10	7	70%	▼ R	6	5	83%	▲ O
Business Planning and Performance	0	0	n/a	– –	0	0	n/a	– –	0	0	n/a	– –	0	0	n/a	– –
Legal and Democratic Services	1	1	100%	– –	1	1	100%	◀ G	1	1	100%	◀ G	0	0	n/a	– –
Customers and Education Support	4	4	100%	◀ G	2	1	50%	▼ R	10	10	100%	▲ G	9	9	100%	◀ G
Environment	26	25	96%	◀ G	44	42	95%	▼ G	64	64	100%	▲ G	67	67	100%	◀ G
Finance and Assets	7	5	71%	▼ R	8	6	75%	▲ R	4	3	75%	◀ R	5	5	100%	▲ G
Housing and Community Development	25	20	80%	▲ O	17	13	76%	▼ R	25	25	100%	▲ G	19	17	89%	▼ O
Regeneration	1	1	100%	◀ G	3	3	100%	◀ G								
Planning and Public Protection	16	16	100%	▲ G	11	10	91%	▼ Y	24	24	100%	▲ G	15	15	100%	◀ G
Highways and Infrastructure	22	21	95%	▲ G	34	32	94%	▼ Y	18	9	50%	▼ R	26	22	85%	▲ O
Communication, Marketing and Leisure	9	9	100%	▲ G	11	10	91%	▼ Y	10	10	100%	▲ G	15	15	100%	◀ G
School Improvement	1	1	100%	– –	0	0	0%	– –	0	0	0%	– –	0	0	n/a	– –
Other	1	1	100%	– –	4	1	0%	– –	0	0	0%	– –	0	0	n/a	– –
	143	130	91%	▲ Y	166	144	87%	▼ O	179	163	91%	▲ Y	172	163	95%	▲ G

B2 Corporate response times according to each complaint stage for the current year

Q1	Count	Within	%
Stage 1	131	119	91
Stage 2	8	7	88
Stage 3	3	3	100
PSOW*	1	1	100
	143	130	91

Q2	Count	Within	%
Stage 1	154	133	86
Stage 2	8	8	100
Stage 3	4	3	75
PSOW*	0	0	
	166	144	87

Q3	Count	Within	%
Stage 1	161	146	91
Stage 2	13	12	92
Stage 3	5	5	100
PSOW*	0	0	
	179	163	91

Q4	Count	Within	%
Stage 1	156	147	94
Stage 2	6	6	100
Stage 3	6	6	100
PSOW*	4	4	100
	172	163	95

*Public Services Ombudsman for Wales

B3 Compliments received during the current year

Service Area	Q1	Q2	Q3	Q4	Total
Social Services Adults	68	147	82	58	355
Social Services Children	10	8	13	18	49
Social Services Corporate	0	0	0	0	0
Business Planning and Performance	0	0	0	0	0
Legal and Democratic Services	1	1	0	0	2
Customers and Education Support	2	2	5	9	19
Environment	42	44	73	53	212
Finance and Assets	0	0	0	1	1
Housing and Community Development	24	4	15	13	56
Regeneration	1	1	0	0	2
Planning and Public Protection	7	4	8	6	25
Highways and Infrastructure	12	20	10	33	75
Communication, Marketing and Leisure	10	10	4	0	24
School Improvement	0	0	0	0	0
Other	0	0	0	0	0
	177	241	210	192	820

B4 Summary of response times for 2012 / 13

Service Area	Full Year 2011-2012				Full Year 2012-2013			
	Recd	Within	%	Status	Recd	Within	%	Status
Social Services Adults	41	30	73%	– R	44	36	82%	▲ O
Social Services Children	39	23	59%	– R	48	39	81%	▲ O
Business Planning and Performance	1	1	100%	– G	0	0	n/a	– –
Legal and Democratic Services	6	3	50%	– R	3	3	100%	▲ G
Customers and Education Support	19	16	84%	– O	25	24	96%	▲ G
Environment	142	137	96%	– G	201	198	99%	▲ G
Finance and Assets	25	21	84%	– O	24	19	79%	▼ R
Housing and Community Development	79	33	42%	– R	86	75	87%	▲ O
Regeneration			0%	– –	4	4	100%	– –
Planning and Public Protection	97	85	88%	– O	66	65	98%	▲ G
Highways and Infrastructure	69	56	81%	– O	100	84	84%	▲ O
Communication, Marketing and Leisure	51	43	84%	– O	45	44	98%	▲ G
School Improvement	4	3	75%	– R	1	1	100%	▲ G
Other	1	0	0%	– –	5	2	40%	– –
	587	460	78%	– R	660	600	91%	▲ Y

B5 Summary of performance at each complaint stage for 2012 / 13

YTD	Count	Within	%
Stage 1	602	545	91
Stage 2	35	33	94
Stage 3	18	17	94
PSOW*	5	5	100
	660	600	91

*Public Services Ombudsman for Wales