

## Appendix 1

Table 1: complaints by service including timescale performance for 2012/13

Service Area	2012-2013			
	Recd	Within	%	Status
Social Services Adults	44	36	82%	▲ O
Social Services Children	48	39	81%	▲ O
Business Planning and Performance	0	0	n/a	– –
Legal and Democratic Services	3	3	100%	▲ G
Customers and Education Support	25	24	96%	▲ G
Environment	201	198	99%	▲ G
Finance and Assets	24	19	79%	▼ R
Housing and Community Development	86	75	87%	▲ O
Regeneration	4	4	100%	– –
Planning and Public Protection	66	65	98%	▲ G
Highways and Infrastructure	100	84	84%	▲ O
Communication, Marketing and Leisure	45	44	98%	▲ G
School Improvement	1	1	100%	▲ G
Other	5	2	40%	– –
<b>TOTAL</b>	<b>660</b>	<b>600</b>	<b>91%</b>	<b>▲ Y</b>

Table 2: timescale 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
<b>TOTAL</b>	<b>660</b>	<b>600</b>	<b>91</b>

\*Public Services Ombudsman for Wales

Table 3: compliments received during 2012/13

Service Area	Number
Social Services Adults	355
Social Services Children	49
Business Planning and Performance	0
Legal and Democratic Services	2
Customers and Education Support	19
Environment	212
Finance and Assets	1
Housing and Community Development	56
Regeneration	2
Planning and Public Protection	25
Highways and Infrastructure	75
Communication, Marketing and Leisure	24
School Improvement	0
Other	0
<b>TOTAL</b>	<b>820</b>