

Your Voice information

A1 Your Voice reporting periods

A1.1 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

A2 Complaint response timescales

A2.1 The Your Voice 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

A2.2 In October 2013, the authority adopted the Welsh Government's 'Model Concerns and Complaints Policy' (as recommended by the Public Services Ombudsman for Wales). Key amendments include:

- adoption of a two stage process; and
- adjustments to response timescales

Stage 1: **10** working days

Stage 2: **20** 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 2

Table 1: Overall complaint response times for Q2

Service Area	Quarter 1 (13/14)				Quarter 2 (13/14)				
	Recd	Within	%	Status	Recd	Within	%	Status	
Business Planning and Performance	0	0	n/a	-	5	5	100%	-	G
Legal and Democratic Services	2	2	100%	G	1	1	100%	◀	G
Customers and Education Support	8	8	100%	G	8	8	100%	◀	G
Environment	38	36	95%	G	34	34	100%	▲	G
Finance and Assets	10	10	100%	G	7	6	86%	▼	O
Housing and Community Development	17	16	94%	Y	21	21	100%	▲	G
Planning and Public Protection	8	8	100%	G	39	38	97%	▼	G
Highways and Infrastructure	22	21	95%	G	19	17	89%	▼	O
Communication, Marketing and Leisure	10	10	100%	G	11	11	100%	◀	G
Education	2	2	100%	G	1	1	100%	◀	G
Other	0	0	n/d	-	3	2	67%	-	R
Total	117	113	97%	G	149	144	97%	◀	G

Table 2: Corporate response times according to each complaint stage for Q2

Q2	Count	Within	%
Stage 1	136	131	96%
Stage 2	10	10	100%
Stage 3	3	3	100%
PSOW	0	0	-
Total	149	144	97%

Table 3: Social Services complaints data

OPEN and CLOSED Complaints SUMMARY

Month	Adult & Business Services					Corporate - Adults					% within time, where ended	Children & Family Services					Corporate - Children					% within time, where ended
	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn		No Complaints	No within time	Beyond	Still open	Ended eg withdrawn	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn	
April	3	3				0					100%	4	2			2	0	0				100%
May	4	4				0					100%	3	2	1			0	0				67%
June	4	4				0					100%	6	6				1	1				100%
July	5	5				0					100%	9	8			1	1	1				100%
August	5	4			1	0					100%	2	1	1			0					50%
September	4	4				0					100%	5	4			1	0					100%
October																						
November																						
December																						
January																						
February																						
March																						
Total	25	24	0	0	1	0	0	0	0	0	100%	29	23	2	0	4	2	2	0	0	0	93%

In line with legislation, social services and school complaints are dealt with under separate processes. We do not have access to school complaints data but this is currently under review.

Table 4: Compliments received for Q2

Service Area	No	%
Social Services Adults	97	37%
Social Services Children	28	11%
Business Planning and Performance	3	1%
Legal and Democratic Services	0	0%
Customers and Education Support	24	9%
Environment	57	22%
Finance and Assets	0	0%
Housing Services	11	4%
Planning and Public Protection	11	4%
Highways and Infrastructure	5	2%
Communications, Marketing and Leisure	25	10%
TOTAL	261	