

Your Voice information

1 Your Voice reporting periods

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

2 Complaint response timescales

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: **20** working days

Please note: Community Support Services and Children and Family Services complaints usually follow statutory timescales.

3 Your Voice performance measures

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

Red	less than 90% of complaints responded to within timescale
Amber	when more than 90% but less than 95% of complaints are responded to within timescale
Green	95% or more of complaints responded to within timescale

Table 1: Overall complaint response times for stage 1 complaints – Q4 2022/23

Service	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Total Stage 1		
	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-	0	0	-	0	0	-	0	0	-	0	0	-
Legal, HR and Democratic Services	1	1	100%	1	1	100%	0	0	-	0	0	-	2	2	100%
Customers, Communication and Marketing	3	3	100%	11	11	100%	6	6	100%	6	5	83%	26	25	96%
Finance - including Revs and Bens (Civica)	8	8	100%	12	12	100%	11	11	100%	11	11	100%	42	42	100%
Highways, Facilities and Environmental Services	60	60	100%	51	51	100%	28	28	100%	22	22	100%	161	161	100%
Planning, Public Protection and Countryside	3	3	100%	4	4	100%	5	5	100%	3	3	100%	15	15	100%
Community Support Services	7	7	100%	2	2	100%	1	1	100%	8	8	100%	18	18	100%
Education and Childrens Services	3	3	100%	1	1	100%	1	1	100%	6	6	100%	11	11	100%
Corporate Total	85	85	100%	82	82	100%	52	52	100%	56	55	98%	278	277	100%

Chart 1: Stage 1 complaint response times

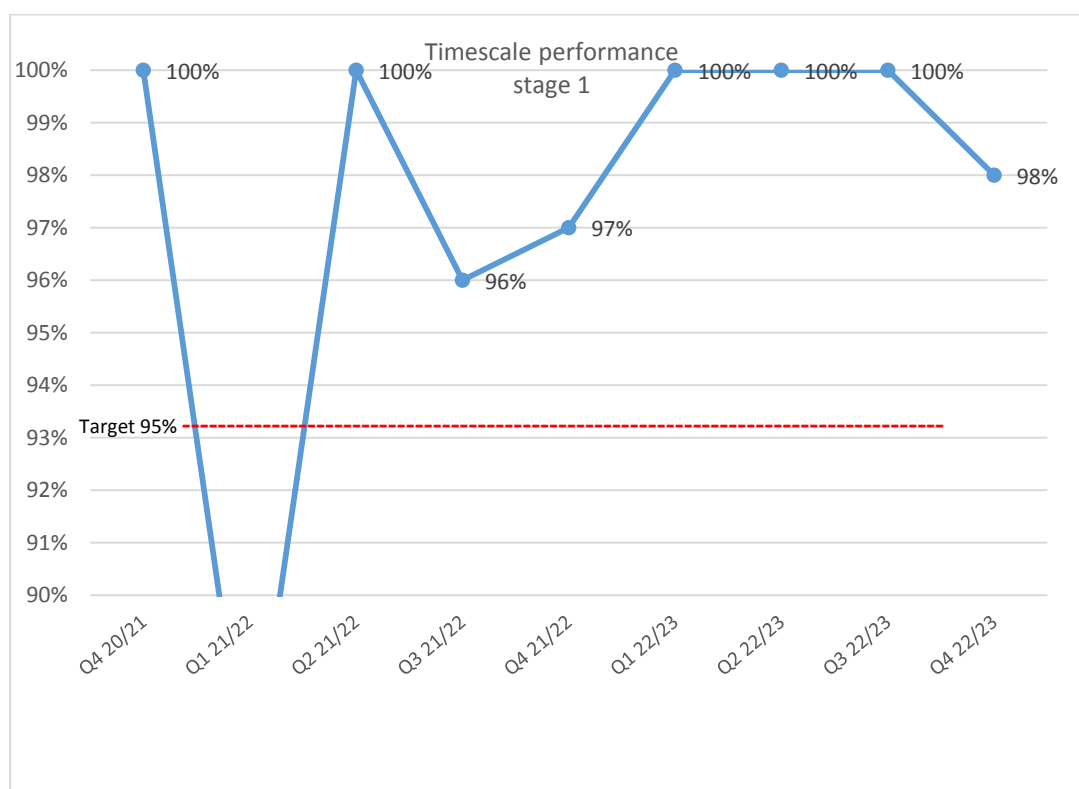


Table 2: Overall complaint response times for stage 2 complaints – Q4 22/23

Service	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Total Stage 2		
	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-	0	0	-	1	1	-	0	0	-	1	1	100%
Legal, HR and Democratic Services	0	0	-	0	0	-	0	0	-	0	0	-	0	0	-
Customers, Communication and Marketing	1	1	100%	0	0	-	1	1	-	1	1	100%	3	3	100%
Finance - including Revs and Bens (Civica)	3	3	100%	1	1	100%	1	1	100%	0	0	-	5	5	100%
Highways, Facilities and Environmental Services	2	2	100%	3	3	100%	1	1	100%	2	2	100%	8	8	100%
Planning, Public Protection and Countryside	1	1	100%	2	2	100%	4	4	100%	2	2	100%	9	9	100%
Community Support Services	2	2	100%	2	2	100%	0	0	-	3	2	67%	7	6	86%
Education and Childrens Services	1	1	100%	0	0	-	1	1	100%	1	1	100%	3	3	100%
Corporate Total	10	10	100%	8	8	100%	9	9	100%	9	9	88%	36	35	97%

Chart 2: Stage 2 complaint response times

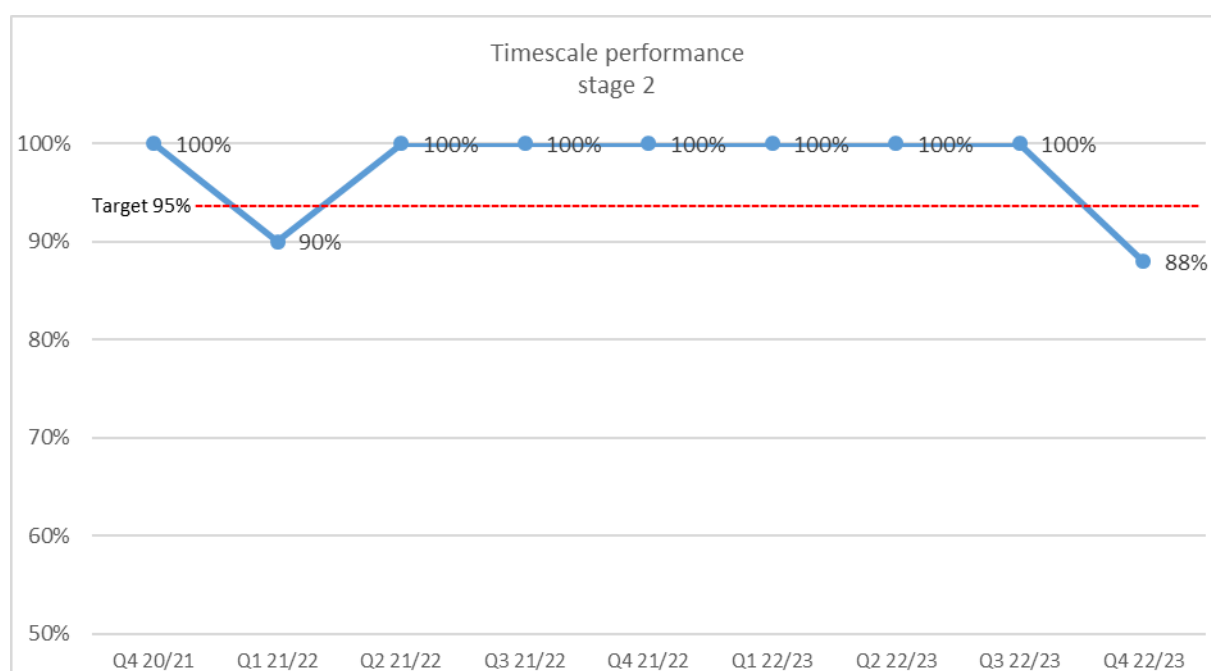


Chart 3: Total number of Stage 1 complaints received

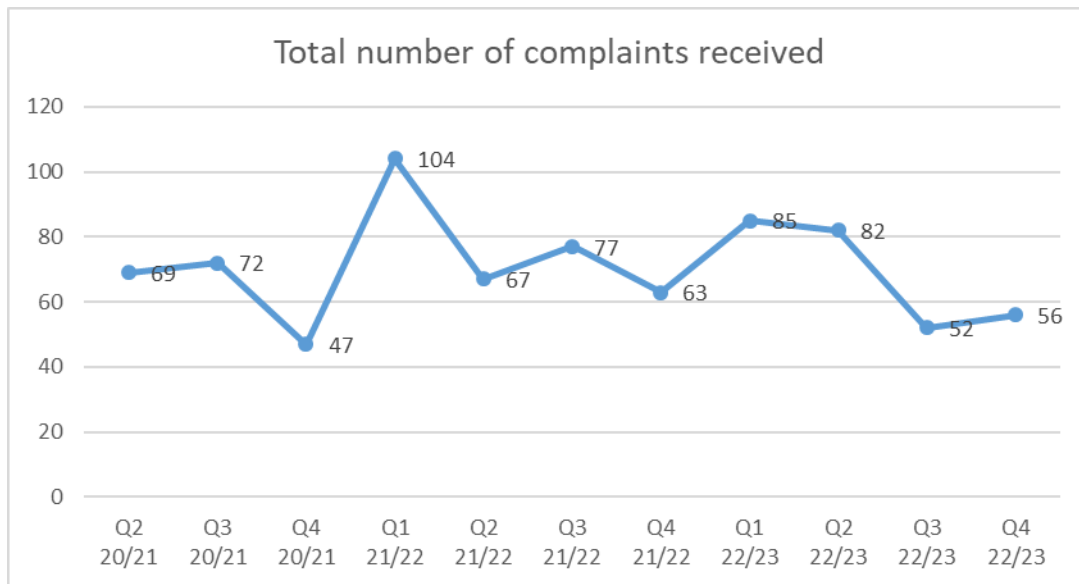
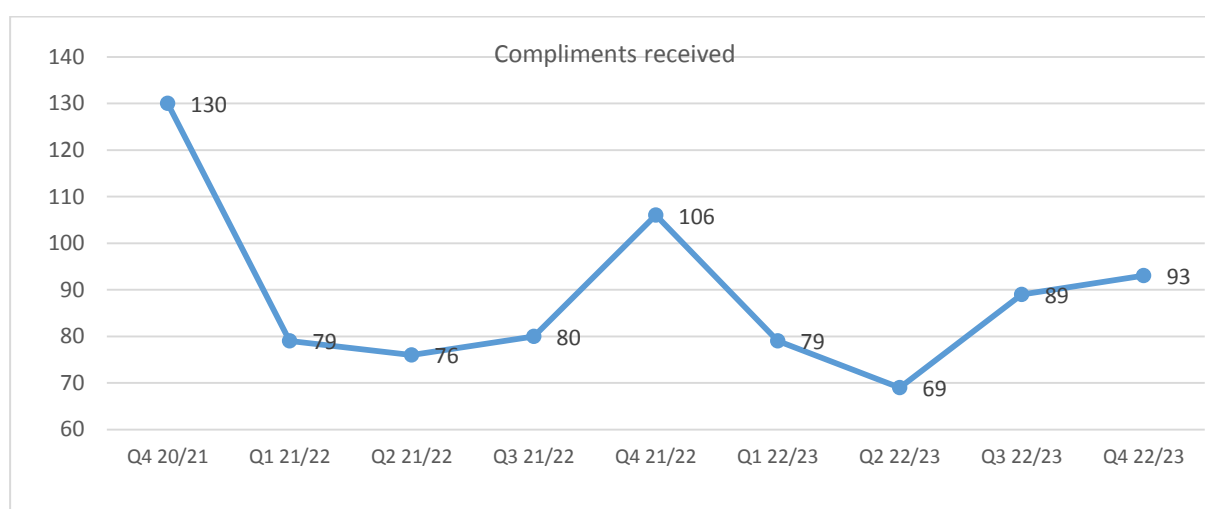


Table 3: Compliments received during 2022/23

Compliments 2022/23					
Service Area	Q1	Q2	Q3	Q4	Total
Business Improvement and Modernisation	0	0	0	0	0
Legal HR and Democratic Services	1	0	1	0	2
Customers, Communication and Marketing	26	4	14	9	53
Finance and Property (Inc Revs and Bens)	4	3	1	4	12
Education and Children's Services	12	17	29	16	74
Highways Facilities and Environmental Services	24	25	23	34	106
Planning, Public Protection and Countryside	0	4	3	3	10
Community Support Services	12	16	18	27	73
	79	69	89	93	330

Chart 4: Compliments received



Example Compliment – Community Support Services

After an especially difficult complaint against South Locality without merit was not upheld, the complainant referred to the Ombudsman who fully supported the council's response. Team Manager NEJ gave the following compliment to Social Worker SM

"Thank you for providing the update SM and I am glad X has arrived safe and sound. It was the best outcome for him and I am pleased it was achieved. I would just like to once again take the opportunity to thank you all for your continued hard work and perseverance in relation to this case as I know the ongoing difficulties and challenges that you were faced with and overcome. SM, you did a fantastic job and I hope you are as proud of yourself as I am. It was a fantastic piece of Social Work undertaken, you did your job exceptionally well and the outcomes were achieved for X. Very well done. Hopefully the situation will calm now and X will enjoy being back home and reconnecting with his family after the time lost with them."

Example Complaint – Invalid, No further Action

Customer reporting a picture that has been posted to Facebook of children without permission. Caller had spoken to both the owner and the police. Poster has been asked to remove the post but refuses to do so.

Desired outcome? For this to be dealt with and the posts to be removed. For the company to recognise a safeguarding policy and stick to it.

This is an example of when citizens complain to the council about issues that do not concern us. These issues still take officer time as we have to respond informing them we cannot look at the matter – and give them the option to contact the Ombudsman should they be unhappy with our response.