

Highways and Infrastructure "Your Views" 2018/19

Description	Type/Target	Quarter 1			Quarter 2			Quarter 3			Quarter 4			YTD	YTD Calc	
		April	May	June	July	August	September	October	November	December	January	February	March			
The volume of Your Views received in this period across all channels	Minimise	96	107	74	81	70	76	93	91	54	63	79		884	SUM/	AVG
Number/Percentage of Complaints compared to Your Views	Minimise	70	81	53	52	43	53	69	66	38	50	64		639	SUM/	AVG
# of complaints with full response within 15 days [Stage 2]	Minimise	50	53	47	43	34	52	63	62	33	45	62		544	SUM/	AVG
# of complaints with full response within 15 days [Stage 2] (%)	=>90%	71%	65%	89%	83%	79%	98%	91%	94%	87%	90%	97%		626	SUM/	AVG
# of complaints with full response within 20 days [Stage 3] (%)	=>90%	5 (40%)	5 (100%)	0	2 (0%)	0	3 (33%)	3 (33%)	8 (38%)	2 (0%)	9 (56%)	n/a		62	SUM/	AVG
Percentage of Complaints with a full response	100%	100%	100%	100%	100%	100%	98%	100%	100%	97%	100%	89%		99%		AVG
The percentage of Stage 2 complaints received in comparison to the total tickets raised across all channels.	Minimise	1.24%	1.11%	1.43%	1.60%	1.76%	1.88%	1.85%	1.58%	1.82%	1.45%	1.59%		1.57%		AVG
Number/Percentage of Upheld Stage 2 Complaints compared to Your Views (1,2,3,4)	Minimise	21	20	11	12	11	13	21	21	14	11	9		164	SUM/	AVG
Number/Percentage of Partially Upheld Stage 2 Complaints compared to Your Views (1,2,3,4)	Minimise	14	10	17	6	12	6	11	9	4	6	2		97	SUM/	AVG
Number/Percentage of Not Upheld Stage 2 Complaints compared to Your Views (1,2,3,4)	Minimise	35	50	25	31	19	33	34	33	17	31	22		330	SUM/	AVG
Number/Percentage of Comments compared to Your Views	No Target	12	18	17	25	22	13	22	17	11	10	9		176	SUM/	AVG
Number/Percentage of Compliments compared to Your Views	No Target	14	8	4	4	5	10	2	8	5	3	6		69	SUM/	AVG
Local Government Ombudsman Reports		3	1	0	2	2	0	1	0	1	1	0		11		

There is a 15% increase in the overall number of Your Views from the previous year as these figures now include Parking and Local Engineers.

In June we implemented a new complaints system which caused a number delays in responding.

There has been an underperformance in complaints in review stage because these have been complex and the PFI contract dispute has reduced the amount of officers time to investigate.