

Benchmarking Analysis

Appendix 2

| Council | Complaints Volumes | Performance across all stages | Timeframes w/d= working days c/d = calendar days | Top 3 complaint areas | Member Enquiries volumes | Performance of members enquiries | Timeframes for members enquiries w/d= working days c/d = calendar days |
|-----------------------|---|--|---|---|---|---|---|
| Thurrock | 3505 | 97% (if poor Morrison performance is excluded) | Stage 1 – 14 c/d Stage 2 – 28 c/d Stage 3 – 28 c/d | <ul style="list-style-type: none"> • Housing repairs • Missed bins • Council tax | 1070 | 90% | 14 c/d |
| Swindon | 2575 | 98% | 10 w/d for all 3 stages | <ul style="list-style-type: none"> • Housing repairs • Waste/recycling • Leisure | 1140 | Information not available | 10 w/d |
| Peterborough | Unable to provide full figures as they are waiting for data to be provided by each service area | <ul style="list-style-type: none"> • Stage 1- 73% • Stage 2 - 85% • Stage 3 - 33% | Stage 1 – 10 w/d Stage 2 – 15 w/d Stage 3 – 30 w/d | <ul style="list-style-type: none"> • Benefits • Housing Needs • Council Tax | Councillor enquiries are not handled within central team so unable to provide information | Councillor enquiries are not handled within central team so unable to provide information | Councillor enquiries are not handled within central team so unable to provide information |
| South Gloucestershire | 124 They operate a concerns process They have no housing stock | 80% | Stage 1 – 10 w/d (or 20 w/d if extension agreed with customer Stage 2 - 25 w/d (or 60 w/d days maximum if extension agreed | <ul style="list-style-type: none"> • Revenues • Benefits • Development Control | Figures not available as not recorded centrally. | Data not available | 10 w/d in line with customer charter, but generally councillor enquiries are responded to immediately |

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|----------------------|------|---|--|---|------|-----|--------|
| | | | with customer) Stage 3 – 30 w/d | | | | |
| Barking and Dagenham | 2911 | 74% Note: In year stage 1 complaints had a timeframe of 5 w/d and performance was 76% for stage 1. As of 2013/14 stage 1 timeframes are 10 w/d | Stage 1 – 10 w/d Stage 2 – 20 w/d Stage 3 – 20 w/d | Top areas for stage 1 complaints: <ul style="list-style-type: none"> • Domestic refuse collection • Day to day repairs • Recycling collection | 3250 | 82% | 10 w/d |