

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 within timeframe	Timeframes for members enquiries w/d= working days c/d = calendar days
Thurrock	2549	97%	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 	2023	98%	14 c/d
North Kesteven	65	82%	15 w/d	<ul style="list-style-type: none"> • Planning Decisions • Council Tax • Recovery Action • Housing 	Not recorded	Not recorded	Not recorded
High Peak Borough Council	402	88%	S1 – 10 w/d S2 – 20 w/d S3 – 10 w/d	<ul style="list-style-type: none"> • Waste and Recycling • Council Tax • Housing 	Not recorded	Not recorded	Not recorded
North East Derbyshire	113	74%	10 w/d	<ul style="list-style-type: none"> • Streetscene • Revs & Bens • Planning 	Not recorded	Not recorded	Not recorded
East Riding	2075	<ul style="list-style-type: none"> • Stage 1 - 98% • Stage 2 – Not provided 	<ul style="list-style-type: none"> • Stage 1 – 10w/d • Stage 2 – Not provided 	<ul style="list-style-type: none"> • Refuse & Street Cleansing • Grounds Maintenance • Waste Disposal & Recycling 	Not recorded	Not recorded	Not recorded
Cornwall Council	2331	<ul style="list-style-type: none"> • Step 1 – 86.8% • Step 2 – 76.9% 	Step 1 – 10 working days Step 2 – 20 working days	<ul style="list-style-type: none"> • Council Tax • Call answering • Planning applications 	Not held centrally	Information not held centrally	No corporate standard for responding to members

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			LGO – 28 working days				enquiries (although these tend to be given priority)
South Gloucestershire Council No housing stock and only 2 stages.	117	79%	Stage 1 = 10 working days or 20 working days with an agreed extension Stage 2 = 28 working days or 60 working days with an agreed extension	1 – Inadequate / unsatisfactory services 2 – Failure to follow policies and procedure 3 – Discourteous / unhelpful staff	N/A	N/A	N/A
City of Lincoln Council	418	No longer set a target (it used to be 15 days)	Average of 7.1 days to respond		Just starting to collect formally - no data available yet		5 working days
Barking and Dagenham	3208	86%	Stage 1 – 10 w/d Stage 2 – 20 w/d Stage 3 – 20 w/d	<ul style="list-style-type: none"> • Missed Bins • Parking • Housing Repairs 	4016	93%	10 w/d