

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