









## Highways Complaints Data Q1

## Appendix 1B

Highways Complaint Outcomes	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Trend compared to same period (Q1) last year
Upheld or Partially Upheld	34	18	18	17	25	
Not Upheld or Still Active	100	43	31	32	38	
Total for Period	134	61	49	49	63	

Number of Enquiries received by Highways Services	Enquiries Received & Percentage Related to Highways					
	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Q1 2016/17	Comparison of same period Q1 last year
Total No.of Highways related enquiries	12,711	14,293	15,870	16,113	13,648	
Proportion of enquiries that are highways complaints related	1.05%	0.4%	0.3%	0.3%	0.5%	

Trend	Base this on change from same period last year
	Improving trend
	Deteriorating trend
	No change