

## Highways Complaints Data Q3 Period

## Appendix 1B

Highways Complaint Outcomes	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Trend from same quarter last year	Trend from previous quarter
Upheld or Partially Upheld	18	17	25	36	18	▬	↑
Not Upheld or Still Active	31	32	38	53	29	↑	↑
Total for Period	49	49	63	89	47	↑	↑

Number of Enquiries received by Highways Services	Enquiries Received & Percentage Related to Highways						
	Q3 2015/16	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Trend from same quarter last year	Trend from previous quarter
Total no. of Highways related enquiries	15,870	16,113	13,648	13,389	12,958	↑	↑
Proportion of enquiries that are highways complaints related	0.3%	0.3%	0.5%	0.7%	0.4%	↓	↑

Trend	
↑	Improving trend
↓	Deteriorating trend
▬	No change