

Highways Complaints Data

Appendix 1B

Highways Complaint Outcomes	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16
Upheld or Partially Upheld	39	39	39	34	18
Not Upheld or Still Active	42	55	66	100	43
Total for Period	81	94	105	134	61

Number of Enquiries received by Highways Services	Enquiries Received & Percentage Related to Highways					
	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Comparison of same period Q2 last year
Total No.of Highways related enquiries	15,610	17,853	17,768	12,711	14,293	Reduction of 1,317
Proportion of enquiries that are highways complaints related	0.5%	0.5%	0.6%	0.7%	0.4%	Reduction of 0.1%