

## Highways Complaints Data Q2 Period

## Appendix 1B

| Highways Complaint Outcomes | Q2 2015/16 | Q3 2015/16 | Q4 2015/16 | Q1 2016/17 | Q2 2016/17 | Trend compared to same period (Q1) last year  |
|-----------------------------|------------|------------|------------|------------|------------|---|
| Upheld or Partially Upheld  | 18         | 18         | 17         | 25         | 36         |  |
| Not Upheld or Still Active  | 43         | 31         | 32         | 38         | 53         |  |
| Total for Period            | 61         | 49         | 49         | 63         | 89         |  |

| Number of Enquiries received by Highways Services            | Enquiries Received & Percentage Related to Highways |            |            |            |            |   |
|--|---|------------|------------|------------|------------|---|
|  | Q2 2015/16  | Q3 2015/16 | Q4 2015/16 | Q1 2016/17 | Q2 2016/17 | Comparison of same period Q2 last year  |
| Total No.of Highways related enquiries                       | 14,293  | 15,870     | 16,113     | 13,648     | 13,389     |    |
| Proportion of enquiries that are highways complaints related | 0.4%  | 0.3%       | 0.3%       | 0.5%       | 0.7%       |  |

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

There are wide variations in the number of complaint made about the Highways Services and whilst some of these are seasonal there is no predictability to the level received.

With regards to the number of enquiries received. During the first two quarters of 2016/17, the NCC public website reporting systems has been changed to provide online details of enquiries already received and their status through a map based display. This revised service allows users to link to an existing enquiry and obtain updates on the status change through automated messaging. This improvement would appear to have resulted in a reduction in the number of enquiries as the service is not receiving as many multiple enquiries about the same matter. This change was expected but will be verified over the coming months.

The knock on effect of the number of enquiries reducing and the number of complaints increasing is that the percentage figure comparing enquiries to complaints has increased. In real terms the actual increase is very small but appears to be greater due to the enquiry reduction.