

## Highways Complaints Data Q4 Period

## Appendix 1B

Highways Complaint Outcomes	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Trend from same quarter last year	Trend from previous quarter
Upheld or Partially Upheld	17	25	36	18	9	↑	↑
Not Upheld or Still Active	32	38	53	29	31	↑	↓
Total for Period	49	63	89	47	40	↑	↑

Number of Enquiries received by Highways Services	Enquiries Received & Percentage Related to Highways						
	Q4 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17	Trend from same quarter last year	Trend from previous quarter
Total No.of Highways related enquiries	16,113	13,648	13,389	12,958	15,234	↑	↓
Proportion of enquiries that are highways complaints related	0.3%	0.5%	0.7%	0.4%	0.3%	-	↑

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