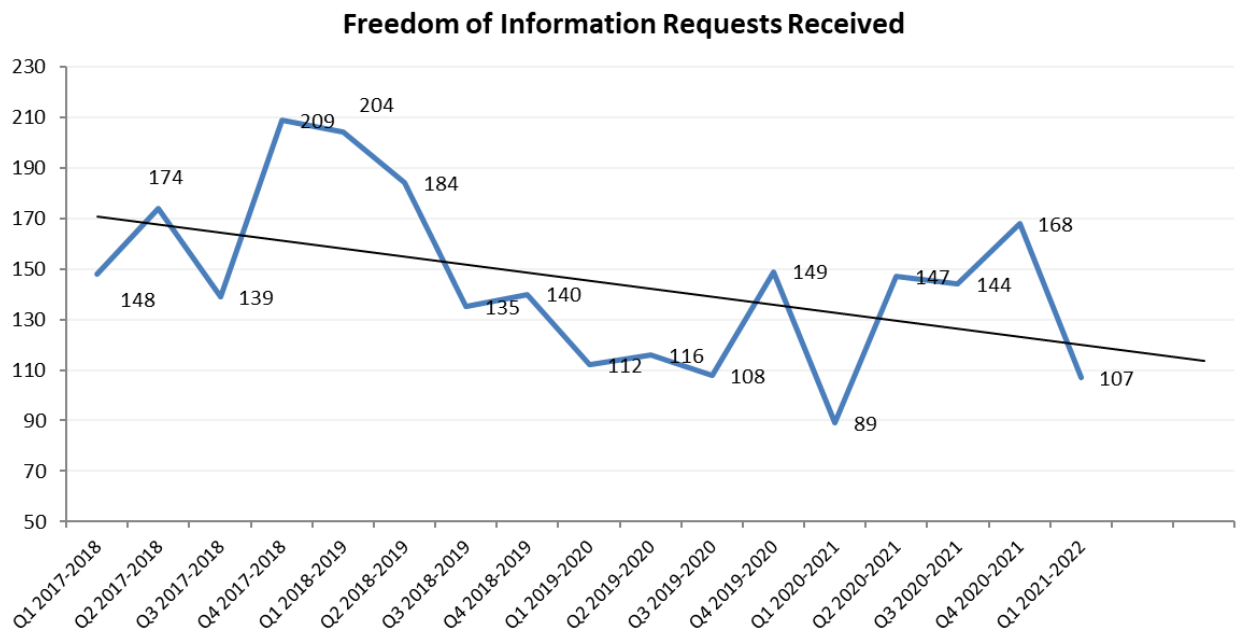


Historical Data

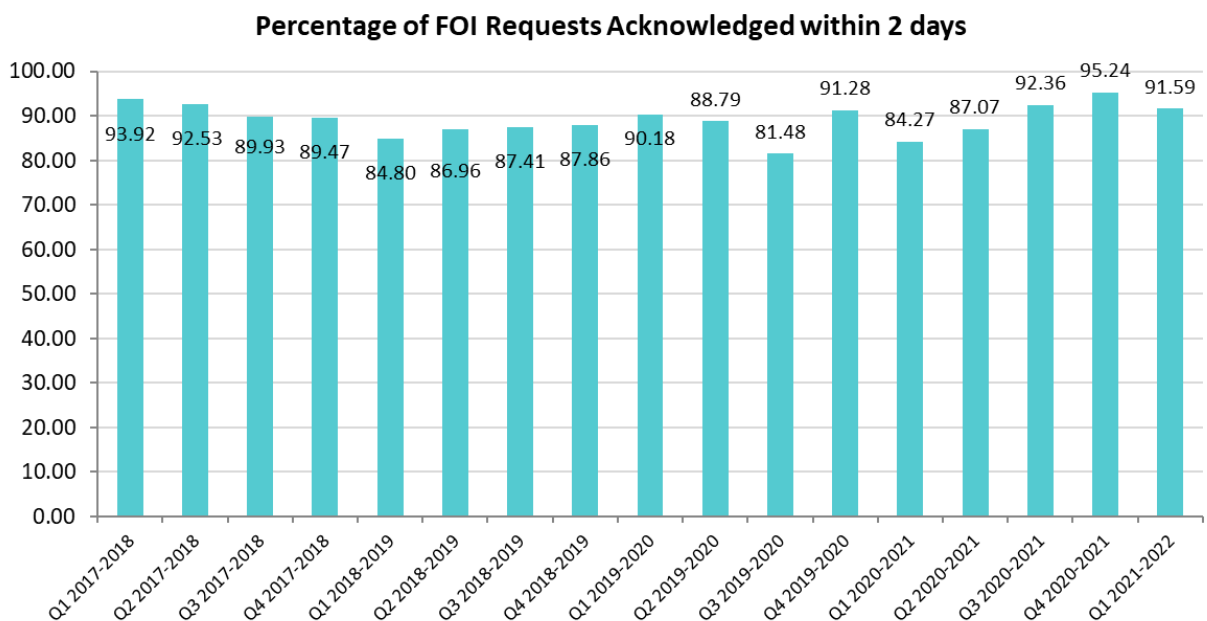
This appendix provides historical data for the three main core performance indicators for the Council, Freedom of Information and Data Protection, Customer Feedback and Human Resources (sickness).

Freedom of Information and Data Protection

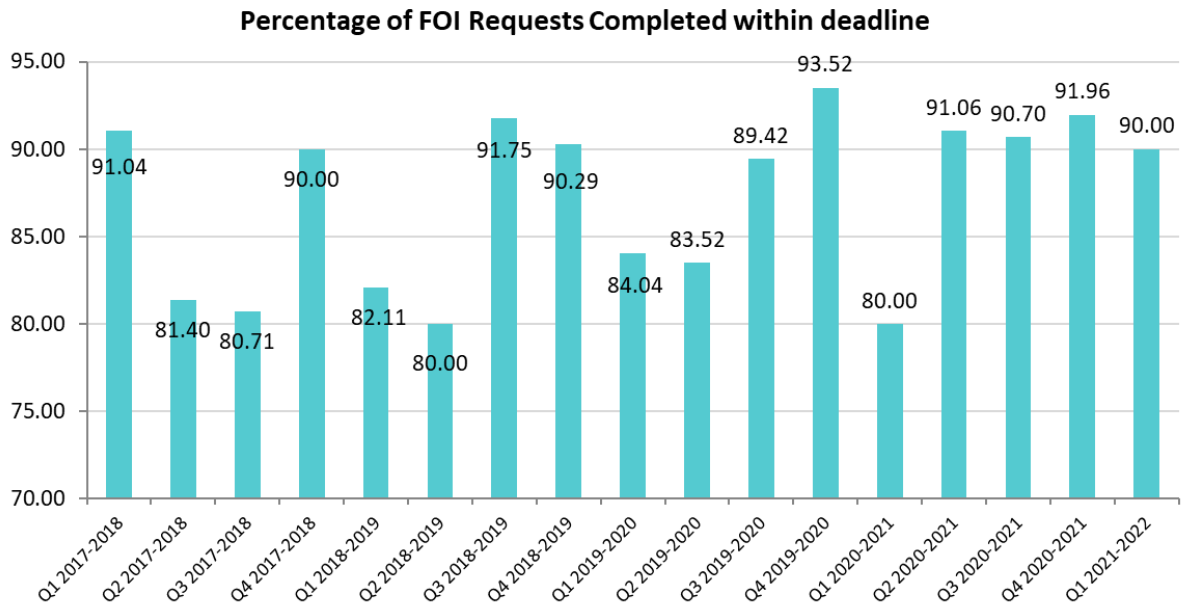
Freedom of Information Requests Received



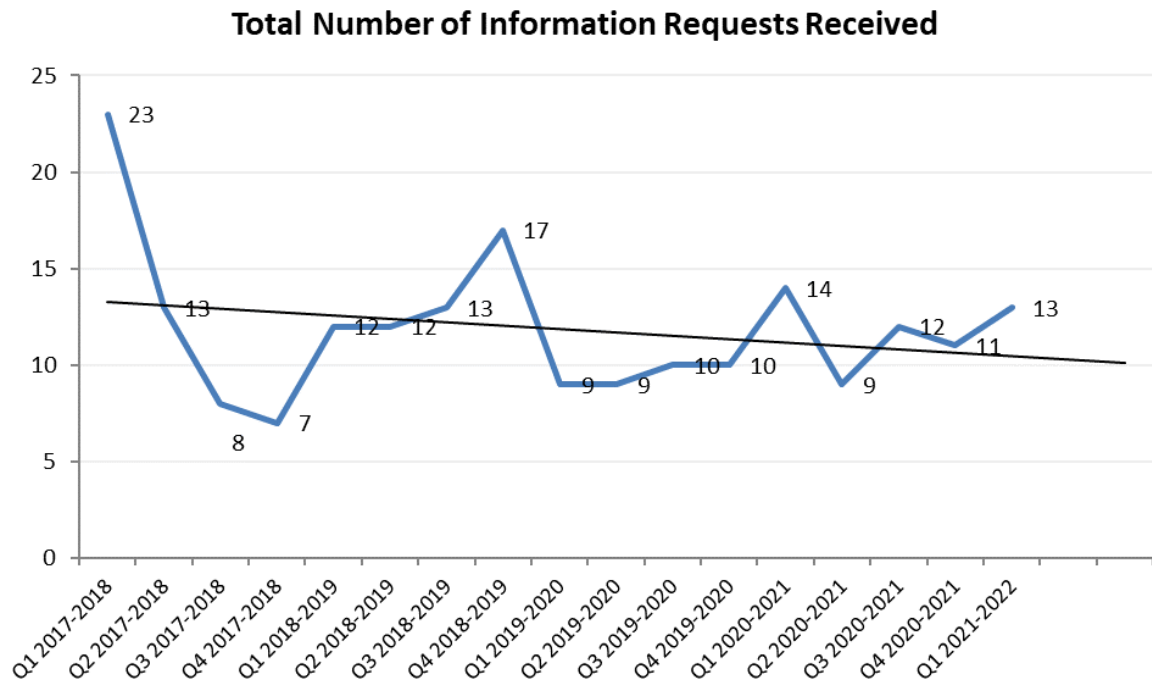
Freedom of Information Requests Acknowledged within 2 day



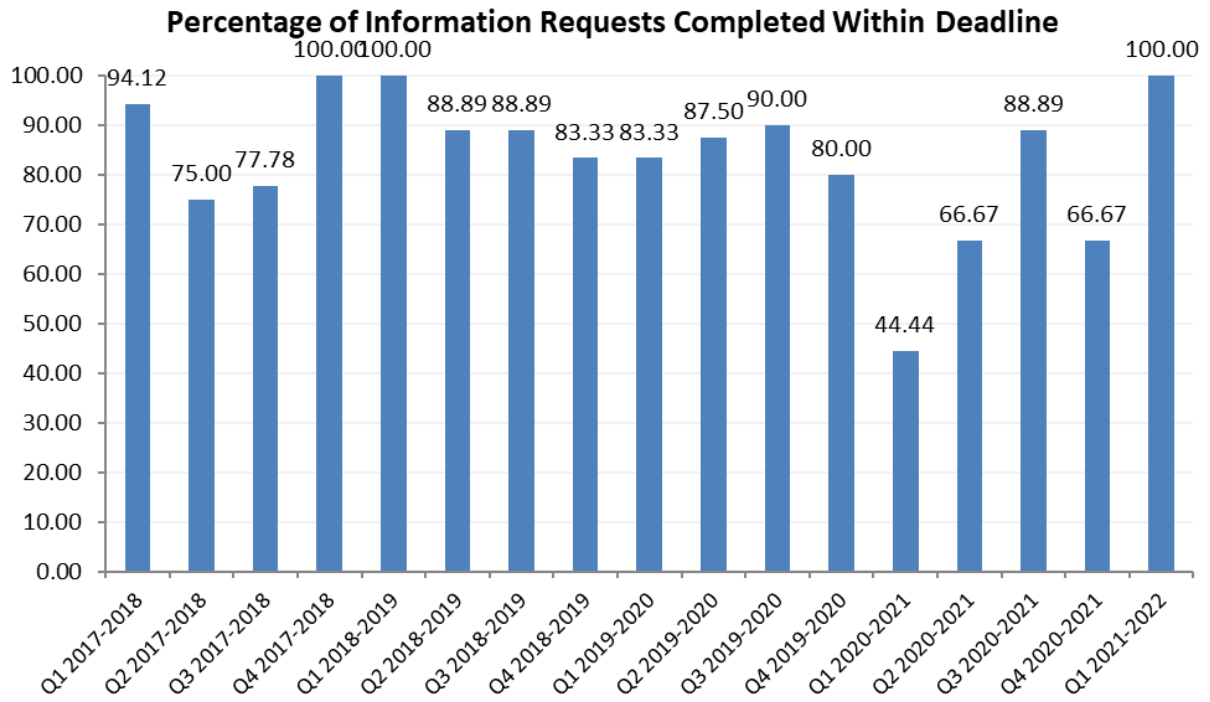
Freedom of Information Requests Completed within deadline



Information Right Requests Received



Information Right Requests Completed within Deadline



Customer Feedback

What is a Complaint?

Mendip District Council defines a complaint as:

“An expression of dissatisfaction, however made, about the standard of service, action or lack of action by the Council or its staff, affecting an individual, user, or group of users.”

What is *not* a Complaint?

In many cases we can resolve an issue very quickly. A complaint is not an initial request for a service to be delivered.

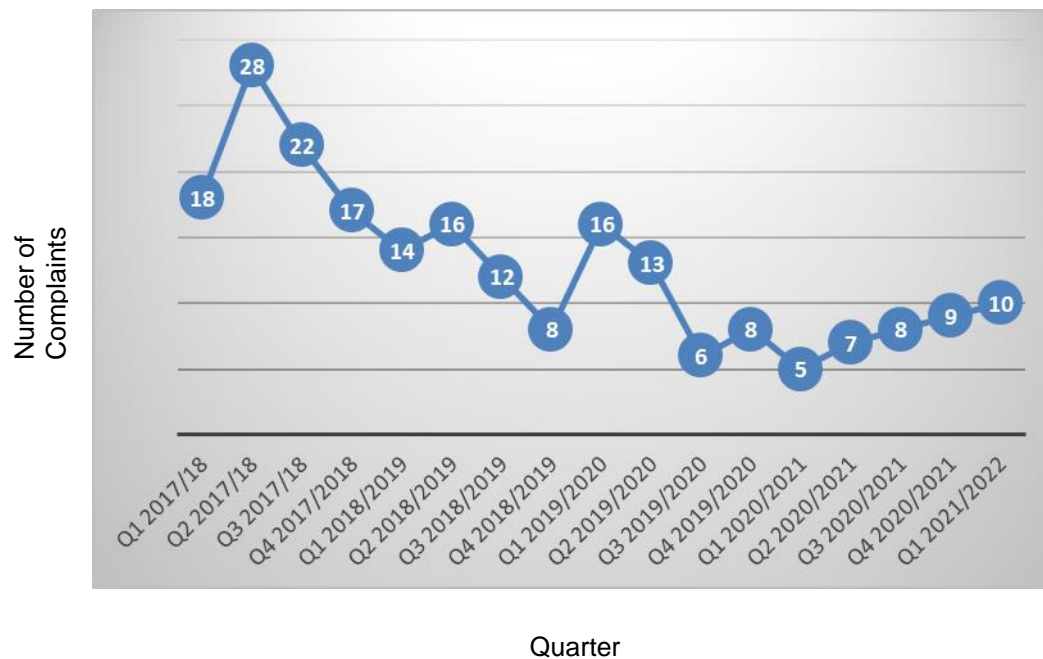
Example: an initial request for fly-tipping to be removed, or where a refuse team has not picked up a customer's bin and the team, once made aware of this, collected the bin within the set service level agreement, or when there is concern that the grass in an area has not been cut but we are able to confirm a scheduled time for the work to take place. All of these examples would not constitute a complaint.

Complaints about Partners and Contractors

The Council works closely with other partners and contractors to deliver services on our behalf, including combined commissioning such as the Somerset Waste Partnership. Complaints about contractors (except for 5 Councils Partnership's Revenues and Benefits, and Council Tax complaints) will be handled directly by the contractor through their own complaint's management process. The Council will forward complaints of this type to the contractor in question and will liaise with them to ensure that the complaint is investigated fully and resolved satisfactorily.

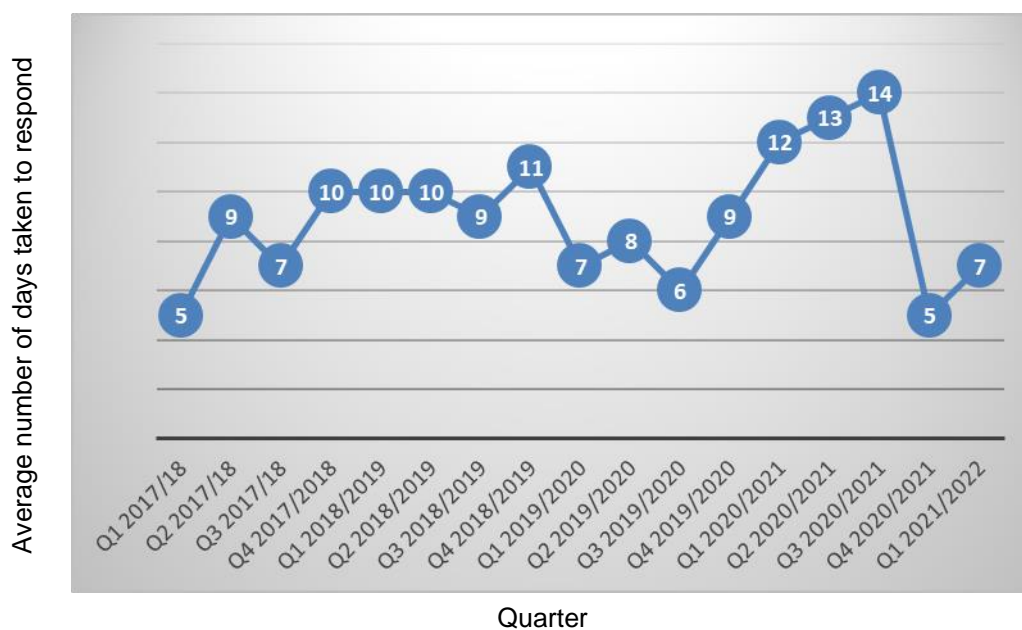
Feedback received

Total Number of Justified/Partially Justified complaints received per quarter looking back to Q1 2017/2018.

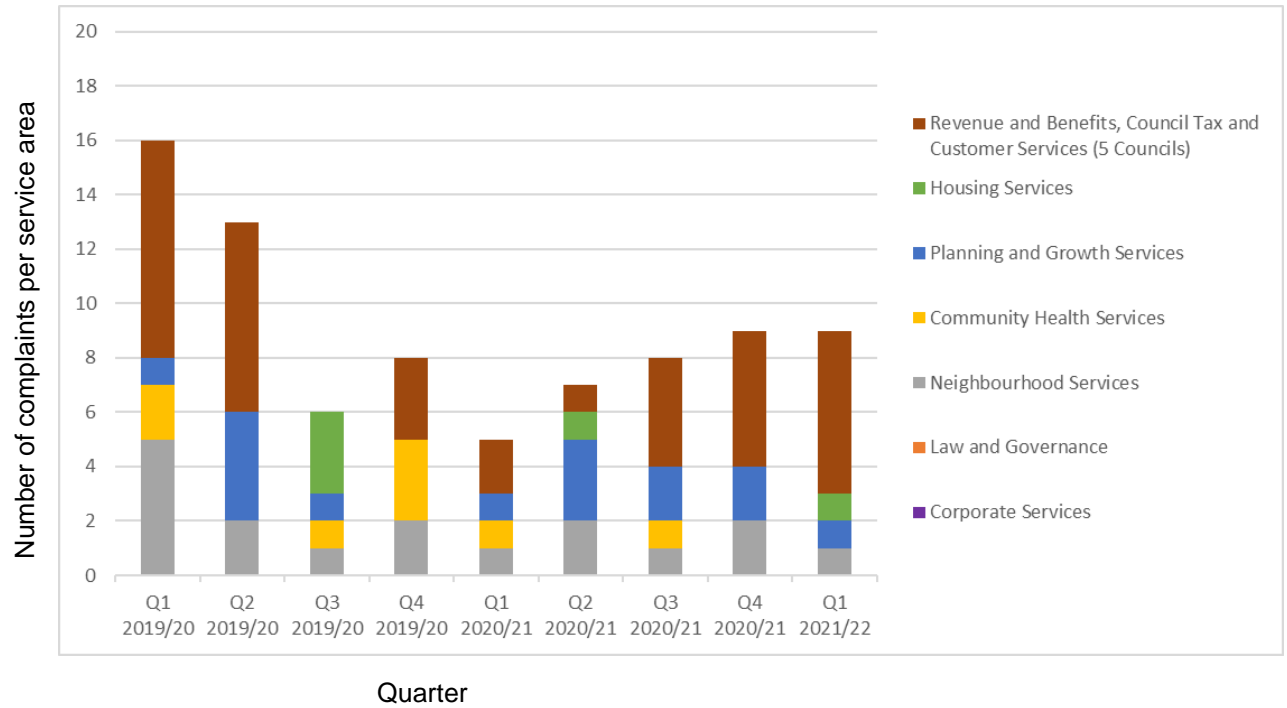


Average Number of Days taken to respond to Justified / Partially Justified Complaints

The Council has a target of 10 calendar days to respond to complaints. The chart below shows the average number of days taken to respond to Justified/Partially Justified complaints per quarter as a council looking back to Q1 2017/2018.



The number of Complaints* received per service area per quarter looking back to Q1 2019/20



Note*: High volume services will receive more complaints per quarter than other services.

Human Resources – Sickness Figures

HR Sickness Figures 2020/2021

2020/2021	Overall			
Quarters	Q1	Q2	Q3	Q4
Total Number of Sickness Days Lost	134	28	122	277
Average Number of Days Lost per FTE	0.85	0.18	0.76	1.65
Number of instances of sickness	14	11	23	22
Number of staff sick	14	10	19	21
Average Number of Days Lost per Actual Staff Sick	9.6	2.8	6.42	13.2
Percentage of Staff that have taken Sick Leave	8.1%	5.7%	10.7%	11.3%

2020/2021	Long Term				Short Term			
Quarters	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total Number of Sickness Days Lost	97	0	22	214	37	28	100	63
Average Number of Days Lost per FTE	0.62	0	0.14	1.27	0.24	0.18	0.62	0.38
Number of instances of sickness	4	0	1	6	10	10	18	15
Number of staff sick	4	0	1	6	10	11	22	16
Average Number of Days Lost per Actual Staff Sick	24.25	0	22	35.7	3.7	2.8	5.6	4.2
Percentage of Staff that have taken Sick Leave	2.3%	0%	0.6%	3.2%	5.8%	5.7%	10.2%	8.1%