
Highways and Transport Compliments

2019/2020

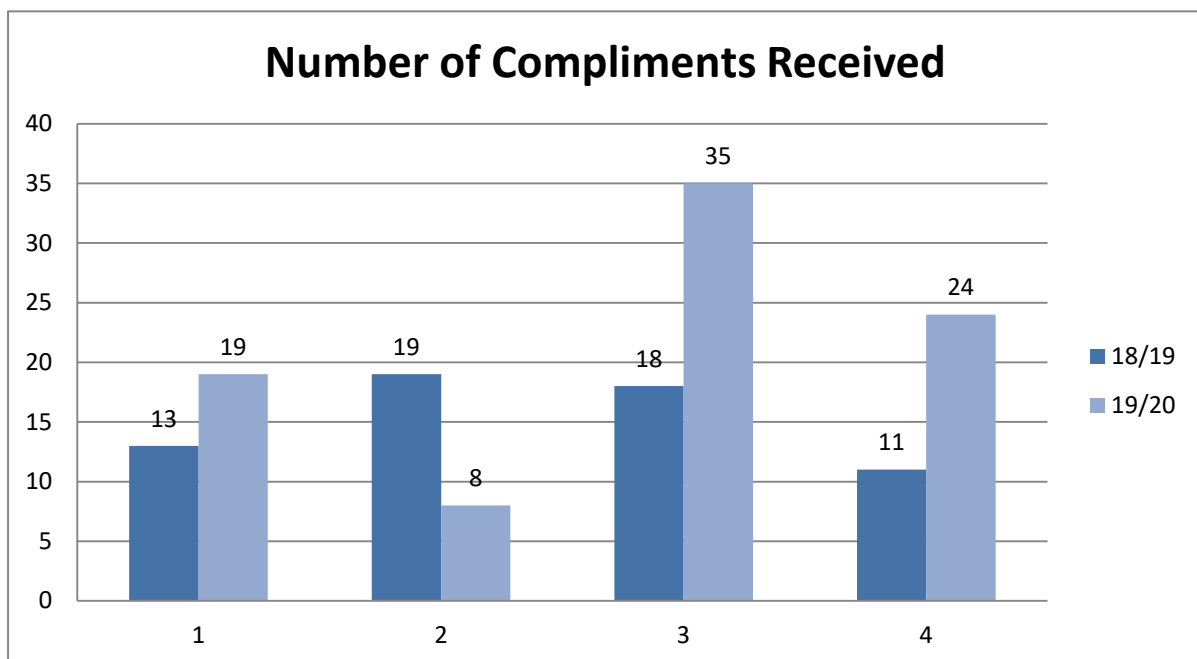
Annual Overview

Introduction

This report is to present the compliments that Highways and Transport services received in 2019/2020. In previous years this information has been presented alongside complaints data for the area. Large scale changes were introduced to this process and a corporate decision made to present this data separately. This report will provide an overview of which areas have received compliments and what these were in regards to.

Overview and Comparison to 18/19

This year saw a total of 86 compliments received for the area. This is a 40% increase on the previous year, with the last two quarters more than doubling the number received. The following shows the comparison to the previous year:



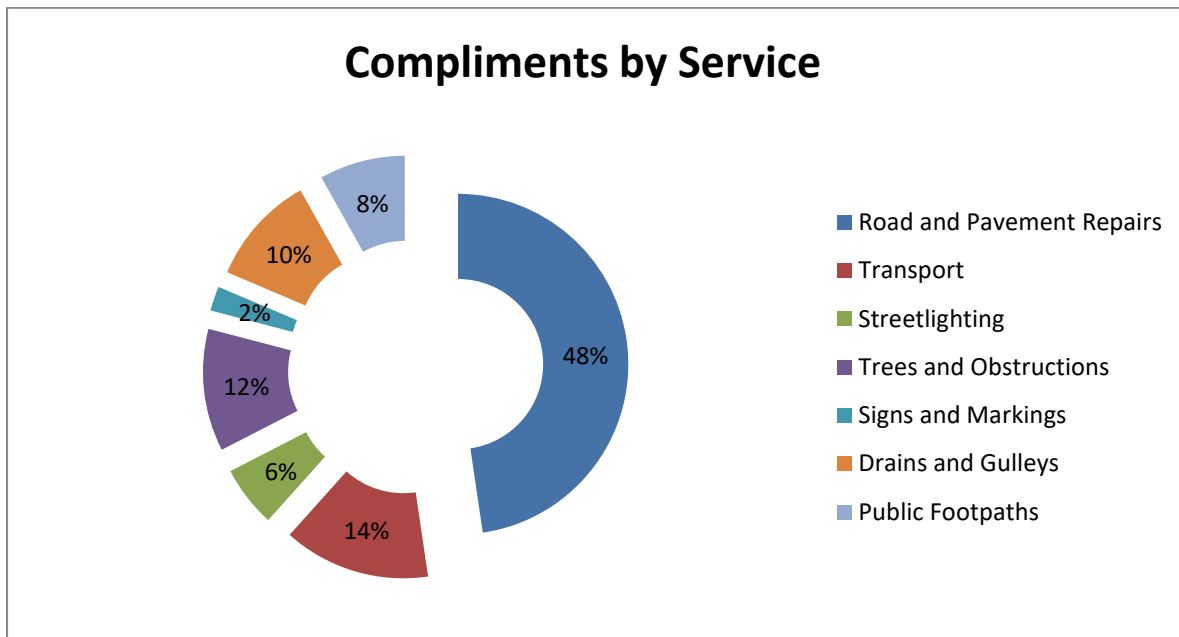
Although a drop in the number of compliments was seen in the 2nd quarter, the 3rd and 4th quarters were an increase on the first two. It should also be noted that in the last two quarters the service area received more compliments than complaints. This is extremely encouraging a reflection of the work that has been put in by the service to make themselves more approachable and user friendly.

"Will you thank your team for filling in the pot holes in Authorpe Lane, South Reston, at the Wagon & horses end of South Reston that goes to Authorpe. It was lovely this morning to see them thank you"
16/12/2019

"Work started and completed when you said it would with minimal disruption. It was good to see a team working hard and all knowing what they were doing.... A good coordinated team effort."
04/10/2019

Compliments by area

The following is a breakdown of the areas for which compliments were received:



Almost half of all compliments received were in regards to repairs completed, accounting for 41 of the 86 compliments received. This is a significant increase on the previous year which saw a total of 26 compliments received relating to this area.

The number of compliments received for transport services also increased 76% in comparison to the previous year.

"Fantastic support and training given."
19/11/2019

"Excellent service provided"
29/08/2019

"Thoroughly enjoyed the training yesterday, the day was absolutely brilliant "
17/04/2019

Conclusion

It is exceptional that the final two quarters saw more compliments received than complaints. Based on historic data available this has not been achieved in the past and the service should be commended for the work which has gone into achieving this.

A further report on compliments will be provided for scrutiny at the end of the second quarter.

This page is intentionally left blank