

COMMERCIAL DEVELOPMENT DIRECTORATE

LAW & GOVERNANCE

Annual Report

Complaints & Feedback Team

For the period 2014 - 2015

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Introduction

The complaint function for the council is provided by a single team based within Commercial Development Directorate. The Complaint & Feedback Team, made up of six staff, sits within the Law & Governance function of the council.

This report is the third joint report of the Team and covers all complaints and representations made to the council under the three processes: Health and Social Care Complaints Procedure, the Children's Services Complaints Procedure and the Corporate Complaints Procedure. It covers the period April 2014 – March 2015.

We publish this report to keep people informed about the procedures and the sort of complaints and compliments we receive. We also publish the report to inform people about how the process works and to report on how we use the information we get from complaints and other comments to make improvements to services.

Our aim is to resolve complaints as quickly as possible, and to peoples' satisfaction wherever this is possible. However, council staff are increasingly involved in difficult areas of work and at times people do not welcome our involvement in their lives. There are also situations in which we cannot provide people with the resolution they want. Sometimes the council may simply get things wrong. In light of this it is therefore inevitable that we receive complaints. Like all other organisations, we would always want to get things 'right first time'. When this does not happen we want to feel that we have an accessible, open and fair way of dealing with peoples' concerns.

One important aspect of complaints is making sure that any lessons learned are transferred into service planning and from there into service improvements. Increasingly, we are able to identify where improvements have occurred entirely or partly as a result of complaints. The report also includes how we use our complaints to identify and implement service improvements across a range of our activities.

We also provide information on the compliments that have been received by the council. Complimentary comments are not only good for staff morale and motivation, they also tell us a lot about what people like best about the service they get and what works well for them. We can use this information to build those features into our services where possible and so improve the levels of satisfaction of our customers.

We are always pleased to hear comments about any aspect of our work, including the format and presentation of this report. We hope it is interesting and informative and thank you for taking the time to read it.

PART ONE

THE COMPLAINTS AND FEEDBACK TEAM

Management and Operation of the System

The Complaints & Feedback Team is responsible for the co-ordination and management of the three main complaints processes within the council:

- Adult's Health & Social Care Statutory Process
- Children's Statutory Process
- Corporate Process

The team maintains the council's log, recording all investigations. It monitors quality and speed of performance in responding to complaints, and makes sure that, lessons learned from feedback and complaints investigations are systematically captured, analysed with the findings reported to Directorates and senior management.

The Complaints and Feedback Team Manager has overall responsibility for the progressing of any complaint and can intervene at any stage including determining in exceptional cases that the complaint be referred immediately to her for investigation.

Local Authorities are required to designate an officer to assist in the co-ordination of all aspects of statutory social care complaints. The Complaints Manager – Adult Services and the Complaints Manager – Children's Services undertake these roles in Sunderland. These managers have responsibility for the implementation and operation of the statutory complaints procedure on a day to day basis.

Whilst officers within the team have traditionally dealt with complaints within a single area of expertise, the new arrangements give us the ability to expand officers' knowledge base and deal with complaints for all service areas. Not only does this enhance officers' capability, the single team also allows us to provide a better service ensuring someone is always available to speak to complainants in person or on the telephone.

Working with Partners

- **Northern Regional Complaint Managers Group**

Sunderland Council is an active member of the Northern Regional Complaints Officers Group. The aim of the regional group, which meets quarterly, is to provide a forum, where peer professionals can discuss and learn about regional and national issues in respect of statutory adult and children's complaints.

- **Joint Health and Social Care Networking Group**

Links have also been made between Adult Services and Health colleagues to ensure that joint working can be readily progressed. A joint protocol has been drawn up to formalise this arrangement. This protocol covers the handling of complaints that impact on more than one Health and Social Care organisation in the South of Tyne area. The group meets on an ad hoc basis to help support the protocol, develop working relations and to share good practice in respect of complaints made about adult health and social care.

- **Safeguarding Boards**

The Adult Services and Childrens Services Complaint Managers also work in close liaison with the Sunderland Safeguarding Adults and Childrens Boards which involves multi-agency partnership working with colleagues in Police, Probation, Health, Education, and voluntary bodies.

Publicity

The Health and Social Care Complaints Procedure is publicised in all adult services information for service users. Our leaflet "*Something to say about Adult Social Care*" asks our customers to give their views; let us know when they are pleased with what we have done and also who to contact if they are unhappy and want to make a complaint.

In respect of the statutory Children's Complaints Procedure, leaflets are made available to all carers, providers and service users. They are also displayed in all Children's Services (social care) reception areas. All Looked After Children and children classed as being in need are informed of their right to make a complaint and are given a copy of the recently updated age specific young person's complaints leaflet at the onset of service provision.

The Corporate Complaints Procedure is publicised on the council's website with appropriate links, including contact information such as web forms and telephone numbers for complaints and compliments.

Accessibility

We promote accessibility to our complaint procedures by ensuring that complaints can be received in a number of ways, including:-

- By approaching staff responsible for the provision of a service
- By contacting the Complaint and Feedback Team by telephone, letter or email
- By completing a web form on the Sunderland.gov.uk web site
- Via Councillors
- Via Customer Services Advocates working in the Customer Services Network
- Children and young people in need or those who are being Looked After can complete a young person's complaint form
- Through Independent Reviewing Officers as part of the statutory review process
- Through an independent advocacy service
- An accessible pictorial complaint form is available for those with a learning disability.

Advocacy and Special Needs

Whilst advocacy support is not a statutory requirement of the Adults Health and Social Care Procedure, we do support vulnerable complainants to have advocacy support if they wish. Where appropriate, Adult Services will meet the financial costs of an advocate.

Voiceability Consortia is contracted by the council to provide independent, individual advocacy support and representation to service users from all client groups including those subject to detention under the Mental Health Act.

The take up of official advocacy help is low for adult services complaints, but there has been a slight decrease on the previous year with 2% being made by an Age UK. However it is significant that 96% of complaints were made by someone other than the service user, usually by a family member or close friend a significant rise from last years 66%.

Children and young people, who are looked after, or classed as children in need have a statutory right to advocacy. We inform children and young people of their right to independent advocacy support to help them make a complaint or representation.

Advocacy for children and young people has been commissioned as part of a consortium arrangement with Gateshead, Newcastle, South Tyneside, Hartlepool, Stockton on Tees, Middlesbrough, Darlington, North Tyneside, Redcar & Cleveland Councils from North Yorks Advocacy Service (NYAS).

In 2014-15 there were six requests for advocacy support from NYAS. This compares to 17 requested in 2013-14 and six requests in 2012-13.

It should be noted that not all advocacy referrals result in formal complaints being submitted as the advocacy service will often aim for informal resolution with the relevant service area in the first instance.

Learning from Complaints

Across all three procedures the team is well aware that resolving a complaint is not the end of the process. It is vital that as a council we learn from complaints and ensure that any mistakes do not recur.

We use information from complaints in a number of ways;

- It helps us provide feedback about the services we commission
- It can influence services and help shape how they are formed in the future
- Intelligence acquired by the council in its work with service providers is collated to identify themes and trends.
- The Complaint & Feedback Team uses this information to promote improvements relating to key issues identified

Processes are in place to ensure that lessons learned from all complaints are used to identify gaps in services, highlight poor practice/procedure or recurrent problems and identify staff training requirements.

Contacts:

For all queries relating to the Adult's Health and Social Care Complaint Procedure

Marie Johnston, Complaints Manager – Adult Services

Complaints & Feedback Team, Civic Centre, Burdon Road, Sunderland, SR2 7DN

Tel: 0191 561 1078

Marie.johnston@sunderland.gov.uk

For all queries relating to the Children's Statutory Complaints Procedure

Karen Taylor, Complaints Manager – Children's Services

Complaints & Feedback Team, Civic Centre, Burdon Road, Sunderland, SR2 7DN

Tel: 0191 561 1941

Karen.taylor@sunderland.gov.uk

For all queries relating to operation of the team, the Corporate Complaints Procedure, any issue in respect of complaints made to the Ombudsman

Margaret Douglas, Complaint & Feedback Team Manager

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PART TWO

THE HEALTH AND SOCIAL CARE COMPLAINT PROCEDURE

Legislation & Regulations

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 provides for a single complaints process for all health and local authority **adult social care services** in England.

How the Procedure works

One Stage - Local Resolution by the council

Local resolution is about the council trying to resolve complaints quickly and as close to the source as possible. We acknowledge complaints within three working days and make arrangements for an appropriate manager to consider the issues and provide a response to the complainant.

Local Government Ombudsman

Most complaints can be dealt with and resolved satisfactorily at local resolution. However, if this is not the case, any unresolved concerns can be referred to the Local Government Ombudsman.

Complaints about a Commissioned Service

The council recognises its responsibility as a commissioner of services to the public and we want to hear people's comments and feedback about the service they receive, whether it is positive or negative. The regulations effectively allow for the council to investigate complaints about the services it has commissioned.

Safeguarding Adults Concerns

When dealing with complaints, situations often arise that may indicate issues of potential harm or neglect. These issues are shared with colleagues from the Safeguarding Adults Team. Once the elements relating to safeguarding are concluded, any outstanding issues of complaint can then be addressed through the complaints process.

General Issues – Adult Services

During 2014-15 14,269 requests for support from new customers were actioned. This number does not include those already in receipt of a service and so does not truly reflect the number of contacts undertaken on a daily basis with service users.

Given the high number of contacts, adult services received a total of 115 statutory complaints. The figure is down on last year which is a continuing trend.

Below is a table showing complaint numbers over a number of years.

Year	Number of Statutory Adult complaints
2014-15	115
2013-14	133
2012-13	176
2011-12	171
2010-11	125

It is important to note that the complaints process is not simply about numbers received. It is about effectively resolving concerns, learning lessons from those concerns and taking action to ensure the same complaints do not re-occur. The numbers do not reflect the high level of complexity presented with complaints having multiple elements or health involvement which require a greater level of liaison on behalf of the complainant

The continuing drop in figures could be attributed to the fact that staff do continue to successfully resolve complaints on an informal basis. Nevertheless, we must therefore ensure that complaints are properly recorded so that themes and trends can be identified. This message will be reinforced with staff over the coming year.

In last year's report we discussed the rise in complaints about financial issues and identified that this is directly related to the council's introduction of a new contributions policy in April 2012. This year 11 complaints in respect of financial issues were received which equates to 9% of all complaints received and is a significant drop on last year's 22%.

Timescales/Performance Measures

We aim to acknowledge complaints within three working days of receipt. However, there will be some times where this is not possible and for the period 2014-15 we achieved a rate of 91% slightly down on last year's 92%.

The regulations do not have prescriptive timescales; however we have set our own internal performance measures for adult statutory complaints. We aim to resolve complaints quickly and as close to the source of the complaint as possible. This is supported by regulations which highlight that complaints can be considered to be immediately resolved if they are done so within two working days.

For the period 2014-15 we recorded 13% of complaints as immediately resolved, which is down on the 15% achieved last year.

60% of all complaints received were responded to within 15 working days, significantly short of our own performance target of 80% but a steadily improving position from last year's 54% and from the 49% achieved in 2012-13.

Sometimes it is not possible to offer a response to a complaint within 15 working days for a number of reasons, for example: the complaint involves several agencies; some matters are the subject of a concurrent investigation; the complaint is particularly complicated or a key witness is unavailable for part of the time. In these cases we aim to offer a response within 30 working days or in exceptional cases within 90 working days.

In all cases the investigation into the complaint will be proportionate to the circumstances of the case, taking into account the risk, seriousness, complexity or sensitivity of events and cost efficiency.

Formal Investigations

Whilst under the new procedure there are no defined stages, there are still those complaints that are more serious or complex, which warrant more formal investigation. Eight formal investigations were undertaken in 2014-15 which equates to 7% of all complaints received during this period.

The council operates an internal investigation procedure in respect of adult social care complaints. It is therefore important that we do all that we can to reassure people that their complaints are looked into openly, fairly and as independently as possible.

Our aim is to ensure that we have demonstrated a reasonable level of independence. We try to do this in a number of ways; experienced managers who have had no previous involvement with the case undertake the formal investigations. They are appropriately trained in complaint investigations. Consideration is given to appointing an advocate for complainants where there are significant concerns about the vulnerability of the complainant and/or the seriousness of the complaint; if necessary, we can appoint an independent investigator from outside the Local Authority.

PART THREE

CHILDREN'S SERVICES STATUTORY COMPLAINTS PROCEDURE

Legislation & Regulations

Statutory regulations were introduced by the Department for Education in 2006 entitled '*Getting the Best from Complaints – Social Care Complaints and Representations Procedure for Children and Young People*' to deal with complaints and representations made to Children's Services by children and young people. These regulations replaced the 1991 Representations Procedure (Children) in order to reflect the changes made by the Adoption and Children Act 2002 and the Health and Social Care Act 2003.

The regulations and guidance cover complaints and representations made by children and young people. They also apply to parents, foster carers and other adults making a complaint. These regulations aim to ensure that, regardless of the complexity of their complaint, vulnerable children and young people get the help they need at the right time and that lessons learned from such complaints lead to an improvement in service delivery. These complaints are usually referred to as 'statutory complaints'.

Separate procedures exist in relation to most school or academy complaints. Parents/carers must pursue these through the school or academy's published complaints procedure.

How the Procedure works

In accordance with DfE statutory requirements, Children's Services has adopted a three stage statutory complaints procedure that seeks to resolve dissatisfaction in respect of social care complaints. Any other non social care but Children's Services related complaint is dealt with in accordance with the two stage Corporate Complaints procedure.

Stage One

The emphasis of the first stage of the statutory procedure is on local problem solving. Most complaints should be resolved at this stage and are usually addressed by operational managers who hold direct responsibility for the service about which the complaint has been made.

At this stage complaints are acknowledged within three working days and resolved and responded to within 10 working days. Where necessary, and with the agreement of the complainant, this period can be extended by a further 10 working days. If the local authority fails to achieve this timescale the complainant has the right to request immediate progression to stage two of the complaints procedure.

Stage Two

If a complainant remains dissatisfied with the response made at stage one, or if there has been a delay, they can request progression to stage two of the complaints procedure. A stage two complaint investigation can be undertaken by a service manager who has had no prior involvement with the case or the complaint or by an external investigating officer.

Following previous resource issues with the use of service managers as in house investigators, stage two investigators are now commissioned externally.

There is a requirement to provide an Independent Person to oversee all stage two complaint investigations. Again these are commissioned externally.

Stage two complaint investigations must be completed within 25 working days of an Investigating Officer agreeing the elements of complaint to be investigated with the complainant, although an extension of up to 65 working days can be requested if necessary. The Head of Safeguarding adjudicates and responds to the outcome and recommendations of the investigation, which may include the offer of redress or compensation, in conjunction with the Complaints Manager.

Stage Three

The final stage of the complaints procedure is an Independent Review Panel. This is an opportunity for the complainant to have any areas of the complaint that remain unresolved heard before an Independent Panel, which comprises an independent chair and two independent persons with knowledge of social care policies and procedure. Also present will be the Stage two Investigating Officer and Independent Person, the Head of Safeguarding, the Complaints Manager along with the complainant(s) and chosen representatives. A panel must take place within 30 working days of receiving the request from the complainant.

After hearing the complaint and representations from panel attendees, the Panel will make their recommendations and, together with the Complaints Manager, will produce a panel report with their recommendations which again may include redress or compensation. The panel findings are then responded to by the Director of Children's Services, in consultation with the Head of Safeguarding and the Complaints Manager.

If a complainant still remains dissatisfied following a Stage Three Review Panel hearing they can request a further investigation by the Local Government Ombudsman.

Complaint outcomes

Stage One

In 2014-15 there were 225 stage one complaints, of which 202 (90%) were resolved at stage one. The table below shows how this compares to previous years:

Year	Number of Stage One Complaints	Number resolved at Stage One	Number made by children or young people
2014/15	225	202 (90%)	9 (4%)
2013/14	170	163 (96%)	14 (8%)
2012/13	117	112 (96%)	7 (6%)
2011/12	133	119 (89%)	19 (14%)
2010/11	127	118 (93%)	12 (9%)
2009/10	122	101 (83%)	22 (18%)

Only 83 (37%) of these 225 complaints were responded to within the statutory timescale of 10 working days.

Stage Two

In 2014-15 there were 23 requests for a Stage Two complaint investigation which represents a 229% increase on the previous year's figure of seven. There were five requests were made in 2012-13, 14 requests in 2011-12 and 19 requests in 2010-11.

The cost of commissioning independent Investigating Officers and Independent Persons for Stage Two complaints in 2014-15 has risen to £53,195.36. This compares to previous years as follows as set out in the table below.

Year	Cost of commissioning independent Investigating Officers and Independent Persons
2014/15	£53,195.36
2013/14	£17,480.26
2012/13	£35,705.91
2011/12	£5,740.89
2010/11	£41,912.41

The reason for the decrease in 2011-12 was as a result of an emphasis on the use of internal investigating officers rather than those appointed externally on a spot purchase basis. Unfortunately this was not sustainable due to workload capacity issues of the managers tasked to carry out investigations, concerns regarding the quality of some of the reports produced and concerns voiced by complainants alleging bias.

Stage Three

In 2014-15 there was one complaint which progressed to a Stage Three review Panel which cost a total of £2183.35 to administer (cost of Panel Chair, Panel Members and other attendance fees).

This compares to two complaints in 2013-14; three complaints in 2012-13; three complaints in 2011-12 and two in 2010-11.

Complaints about a Commissioned Service

Stage One complaints concerning independent service providers commissioned by Children's Services are investigated by the relevant independent provider. Stage Two and Stage Three complaints are managed by the Children's Services Complaints Manager. The Complaints Manager informs the relevant Head of Service if any complaint about a commissioned service is received and consideration is given to sharing information with other appropriate bodies, such as Ofsted for concerns relating to registration issues and so on.

The Complaints Manager will consider if information received through a complaint should more appropriately be investigated by the Sunderland Safeguarding Children Board; or if a complaint should actually be part of a service area appeals process.

PART FOUR

CORPORATE SERVICES COMPLAINT PROCEDURE

We try to make sure that all of the complaints we get are looked into under recognised and published procedures. The Corporate Complaints Procedure covers all other eligible complaints made to the council that fall outside the statutory Adults or Children's social care procedures.

Experience indicates that we should adopt a flexible approach based on the scale and complexity of the complaint, and aim to settle all areas of dissatisfaction quickly, comprehensively and smoothly. This is also the approach the Ombudsman wishes local authorities to take.

During this year the council changed the way it received corporate complaints.

From 14 July 2014 all new issues were channeled through the Customer Services Network. Refresher training was issued to advocates in how to identify a complaint. Consequently complaint numbers increased dramatically with matters previously simply addressed as a request for service now being correctly identified and dealt with as a complaint.

How the Corporate Procedure works

Stage One

These are dealt with by the Directorate. Most issues are straightforward and resolved promptly but where the complexity of the matter dictates an investigation is required, our aim is to address the complaint comprehensively at this stage through investigation by a trained complaints investigator within the service, whose role is to investigate and prepare a response.

Any investigation should be completed within 15 working days. If further time is required to prepare a satisfactory reply, the customer will be kept informed. All responses will advise the complainant that if he or she remains dissatisfied, they can refer their complaint back to the Complaints and Feedback Team for review.

In exceptional circumstances the Complaints and Feedback Team Manager may decide to remove the complaint investigation from the directorate and arrange for it to be undertaken by a member of the Complaints and Feedback team. Generally however if the complaint relates to more than one service area a suitable lead complaints investigator will be appointed to allow for a coordinated and comprehensive response. Lead responsibility will be allocated by the Complaints and Feedback Team.

During the year 2014-15 there were **4463** stage one complaints

Year	Stage 1 Corporate Complaints
2014-15	4463
2013-14	809
2012-13	854

Stage Two - Review

Where customers remain dissatisfied with the response to their stage one complaint they can request a **review** be undertaken by the Complaint and Feedback Team. On referral the Complaints Team Manager will consider what further action is to be taken. In most cases a review of the complaint is required and the Complaints Team will carry this out.

The aim is to finalise the review within 15 working days. If further time is required, the customer is kept informed. Complainants are advised in the final response that should they remain dissatisfied, they can ask the Ombudsman to look into their complaint

During 2014-15 there were 63 complaints received for review but only 32 were eligible compared to last year's total 29. Of these six were upheld, two were partially upheld and 24 were not upheld.

Themes & Trends

As last year, the services that reach all residents of the city receive the highest volume of complaints. Streetscene and refuse complaints remain relatively high but are resolved promptly and rarely escalate.

Leisure complaints were particularly high at the review stage. Almost one third of all completed reviews concerned Leisure with 10 customers requesting that their complaint be escalated. Five of these related to the closure of the 50m pool at the Aquatic Centre.

Complaints that covered two or more service areas continued to require close attention to ensure all aspects were addressed.

PART FIVE

COMPLAINTS MADE TO THE OMBUDSMAN

Introduction

The Local Government Ombudsman has a statutory responsibility for investigating complaints of maladministration about local councils. The Ombudsman will usually only consider a complaint after it has been through the council's complaints procedure and the customer remains unhappy.

Dissatisfied complainants can ask the Ombudsman to investigate further, and the Ombudsman's procedures will apply. While an Ombudsman can investigate complaints about how the council has done something, they cannot normally question what a council has done simply because someone does not agree with it.

The Picture in 2014-15

The Ombudsman *received* 51 complaints for Sunderland during 2014-15 a reduction on the 59 received last year.

The Ombudsman breaks these down into the following service areas:

Adult Care	Benefits & C/Tax	Corporate & other	Education & Children	Environmental Services & Public Protection	Highways & Transport	Housing	Planning & Development	Total
6	8	7	7	4	6	2	11	51

Ombudsman Decisions

The Ombudsman *considered* 24 complaints during 2014-15 and closed 18 after initial enquiries. Of the remaining six complaints, four were not upheld and two were upheld.

Of the two complaints upheld, the council had already upheld these itself but the Ombudsman recommended payments and in the case of one, additional actions.

In all other complaints the Ombudsman made no proposals for alternative outcomes or compensation to that made by the council during its own consideration of the complaints. This demonstrates an in-house procedure that is robust and largely in tune with the Ombudsman's own decision making.

PART SIX - COMPLIMENTS

Compliments tell us what people like best about the services they receive. They also allow us to use this information to build those features into our services where possible and this helps us to continually improve levels of customer satisfaction. Receiving compliments is also good for staff morale and motivation. Compliments are now logged centrally through the Complaints and Feedback Team.

Statutory Adult Services

51 compliments were made about statutory Adult Services in 2014-15 which is similar to last year's figure of 53.

Thank you for the excellent support given to our mother at a time when it was much needed. I would especially like to thank the worker for her understanding

Benefits and Assessments

Thank you for all your help and input given to us through a difficult time. I will never forget your kindness and very hard work you have put into looking after our dad. Once again many many thanks.

Palliative Care Team

It was a true delight to have your over-view. It has helped us immensely to figure out our path for my Dad. Thank you for helping us in what has been a very stressful situation. Your kind heart is evident even though you remained professional throughout.

Older Persons

Statutory Children's Services

37 compliments were made about statutory Children's Services in 2014-15. This compares to 52 compliments made in 2013-14.

I just want to say a great thanks and I will miss you working with me. You have changed my life and cheered me up. There should be more people like you out there in the world and it would be a much better place.

Leaving Care Service

Thank you for all the good times and happy memories I have had during my stay. I am really going to miss you all.

Sea View Road

The officer has demonstrated the best of social work and his professionalism and commitment has been exceptional, and I would like him commended for the amazing work he has done to get us to where we now are as a family.

Fostering Services

Corporate Services

368 compliments were made about the non-statutory services during 2014-15 compared to 292 the previous year.

I would like to extend my sincere thanks to your staff, for caring enough about your clients to provide such an excellent service'

Bereavement Services

Customer rang to say thank you to the brown bin collection crew (502 crew). Customer has had a fall and has a bad hip at the moment, the crew came in and took the bin out and returned it for her. She said they were very helpful.

Refuse Collection

I would like to express my gratitude and thanks to the 2 car park attendants who were so helpful to both me and my mother on our recent visit to Sunderland ...The 2 attendants were extremely helpful and considerate and should be both congratulated and thanked for their delivery of excellent customer service. It was extremely impressive and a very refreshing change to be advised by such courteous staff and I hope our thanks can be relayed to them....'

Parking Services

PART SEVEN - STATISTICAL INFORMATION

Table 1 – All complaints received by monthly breakdown

Month	Statutory Adult	Statutory Children (all stages)	Corporate (all stages)	Total
Apr	9	12	87	108
May	7	14	133	154
Jun	9	20	192	221
Jul	9	27	565	601
Aug	9	15	571	595
Sep	19	23	567	609
Oct	8	27	356	391
Nov	9	24	417	450
Dec	10	23	435	468
Jan	9	21	477	507
Feb	9	23	369	401
Mar	8	20	357	385
Total	115	249	4526	4890

Table 2 – How we received complaints

	Statutory Adult	Statutory Children (St 1 only)	Corporate (all stages)	Total
Email	28	24	174	226
Face to Face	-	12	2	14
Letter / Complaints Form	24	25	44	93
Telephone	33	97	3419	3549
Accessible Form	1	-	-	1
Customer Service Network	28	63	-	91
Online Form	1	4	887	892
	115	225	4526	4866

Table 3 – Outcome of statutory complaints

	Statutory Adult	Statutory Children (St 2's only – of 182 elements of complaint)
Upheld	29	57
Partially Upheld	30	45
Not Upheld	33	54
Not Eligible	3	2
Other	15	4
Unsubstantiated	-	15
Withdrawn	3	5
On-going	2	-
	115	182

Compensation Payments and Write Offs made during the period 2014-15

Date of Payment	Service Area	Costs/Value Of Works	Reason for payment/Works
May-14	Older Persons	£250.00	Considerable delay in providing a response to the complaint
Mar-15	Older Persons	£19,902.62	Direct Payments write off – lack of oversight and governance following DP payments
Mar-15	Older Persons	£1,315.80	Customer not informed of rise in care home costs; documentation sent out from council maintained lower price. Agreed the difference in the two prices for the period 20.02.14 to 01.02.15 [when customer was made aware of true costs] to be covered by the council
Total Adult Services		£21,468.42	
Jul - 14	Fostering & Adoption	£1392.08	Expenses incurred sustaining contact.
Jul - 14	Fostering & Adoption	£9000.00	Missed opportunities before children taken into care
Aug - 14	Child Protection	£500.00	Delay in risk assessment being carried out
Jan - 15	Child Protection	£3000.00	Emotional distress caused by Children's Services
Feb - 15	Child Protection	£4000.00	Emotional distress caused by Children's Services
Total Children's Services		£17,892.08	
Aug - 14	Blue Badge	£60	Refund of parking ticket
Sept - 14	Leisure	£96	Refund of room booking
Dec - 14	Planning	£3735	Refund of legal fees (previous year's complaint)
Feb - 15	Leisure	£363.75	Part refund of membership fees
Mar - 15	Planning	£200	Delay
Total Corporate Complaints		£ £4454.75	

Statistics – Adults Statutory Health & Social Care Procedure

Adults Table 1. How statutory adult complaints were handled			
	Stage 1		
	Informal Resolution	Formal Investigation	
Apr	5	4	9
May	6	1	7
Jun	8	1	9
Jul	9	-	9
Aug	8	1	9
Sep	19	-	19
Oct	7	1	8
Nov	9	-	9
Dec	10	-	10
Jan	9	-	9
Feb	9	-	9
Mar	8	-	8
	107	8	115

Adults Table 2. Distribution of complaints by Service Area		
Benefits & Assessments	4	3.47%
Commissioned Services	14	12.17%
Customer Property & Affairs Team	2	1.73%
Hospital SW Team	4	3.47%
Learning Disabilities Teams	12	10.43%
Mental Health Teams	1	0.86%
Occupational Therapy Service	25	21.73%
Older Person Teams	43	37.39%
Physical Disabilities Team	5	4.34%
Safeguarding Adults	5	4.34%
Total	115	99.93%

Adults Table 3. Distribution by nature of complaint		
Actions/Attitude of staff	45	39.13%
Assessment Issues	17	14.78%
Care Practice Issues	1	0.86%
Communication/not kept informed	9	7.82%
Delay	11	9.56%
Finance	11	9.56%
Lack of choice	2	1.73%
Quality Issues	18	15.65%
Taking wrong action	1	0.86%
Total	115	99.95%

Adults Table 4. Targets for resolving complaints											
	Target		No of complaints	Actual % for 2014-15		<i>Actual % for 2013-14</i>		<i>Actual % for 2012-13</i>		<i>Actual % for 2011-12</i>	
Immediately Resolved	35%	80%	15	13%	60%	15%	54%	15%	49%	33%	74%
< 15 days	45%		54	47%		39%		34%		41%	
< 30 days	15%		18	16%		28%		23%		9%	
< 90 days	5%		19	16%		13%		20%		11%	
Outside of timescale	0%		9	8%		5%		8%		6%	

Statistics – Children’s Services Statutory Complaints Procedure

	Childrens Table 1. How statutory children’s complaints were handled			
	Stage 1	Responded to within timescale	Stage 2	Stage 3
Apr	12	33%	-	
May	10	60%	4	
Jun	20	35%	-	
Jul	18	44%	9	
Aug	12	33%	3	
Sep	21	52%	2	
Oct	25	24%	2	
Nov	21	38%	2	1
Dec	23	43%	-	
Jan	20	40%	1	
Feb	23	22%	-	
Mar	20	30%	-	
	225	Average 37%	23	1

Statistics - Corporate Services Complaint Procedure

	Stage 1	Responded to within timescale	Stage 2 Review
Apr	87	91%	0
May	130	96%	3
Jun	187	96%	5
Jul	561	83%	4
Aug	568	83%	3
Sep	562	85%	5
Oct	345	53%	11
Nov	408	63%	9
Dec	423	70%	12
Jan	470	65%	7
Feb	368	69%	1
Mar	354	83%	3
	4463	67%	63

Corporate Table 2.

Distribution of corporate complaints by Directorate

Directorate	Stage 1	Stage 2 Review	Total
Commercial and Corporate Services	2907	16	2923
Office of the Chief Executive	1271	44	1315
People Services Directorate	233	2	235
Multi Directorate	52	1	53
Total	4463	63	4526