

COMPLAINTS MONITORING REPORT

COMMUNITY CARE

QUARTER 2 - July to September 2014

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears June 2014 – August 2014)

Notes: for the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 2 13/14	5			5 (62%)
Quarter 3 13/14	5	2 (22%)		7 (78%)
Quarter 4 13/14	4	2 (40%)		3 (60%)
Quarter 1 14/15	4			3 (75%)
Quarter 2 14/15	5	2 (40%)		3 (60%)
Comment: In quarter 2, 3 Investigative and 2 Frontline complaints were received. Notes: There were 7 additional MSP/MP enquiries.				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 13/14				
Quarter 3 13/14	2		1 (50%)	1 (50%)
Quarter 4 13/14	2	1 (50%)		1 (50%)
Quarter 1 14/15	3	1 (33%)		2 (67%)
Quarter 2 14/15	2	1 (50%)	1 (50%)	
Comment: Notes: Calculation based on number and percentage of complaints closed				

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 13/14				
Quarter 3 13/14				
Quarter 4 13/14				
Quarter 1 14/15				
Quarter 2 14/15				
Comment:				

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 13/14	5	3 (60%)	1 (20%)	1 (20%)
Quarter 3 13/14	7		3 (43%)	4 (57%)
Quarter 4 13/14	3	1 (33%)	2 (67%)	
Quarter 1 14/15				
Quarter 2 14/15	3	2 (66%)		1 (33%)
Comment:				
Notes: Calculation based on number and percentage of complaints closed				

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 2 13/14			22 days
Quarter 3 13/14	3		24 days
Quarter 4 13/14	2		19 days
Quarter 1 14/15			29 days
Quarter 2 14/15	1		11 days
Comment:			
In quarter 2, 3 investigative and 2 frontline complaint stages were fully responded to.			
Notes: Calculation based on not counting date of receipt but counting actual response date.			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 2 13/14			2 (40%)
Quarter 3 13/14	2 (100%)		2 (29%)
Quarter 4 13/14	2 (100%)		3 (100%)
Quarter 1 14/15			2 (66%)
Quarter 2 14/15	2 (100%)		3 (100%)
Comment:			
In quarter 2 all complaints were responded to within the target timescale.			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
Quarter 2 13/14		3 (100%)
Quarter 3 13/14		4 (80%)
Quarter 4 13/14		
Quarter 1 14/15		
Quarter 2 14/15		
Comment:		
Notes: Calculation based on number of complaints out with target timescale and of those how many where there was a holding letter sent.		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
Investigative Complaint – Process/Procedure (Stage 1 & 2)	Upheld	Corporate Policy	Reinforcement: Appropriate action will be taken with staff involved and the service as a whole will review the risk assessment and risk management plan associated with service user's care.
Investigative Complaint – Process/Procedure (Stage 1 & 2)	Upheld	Community Care – Service Manager	Review/Revise: Service to review medical administration and recording procedure and ensure all home from hospital carers receive additional training.

COMPLAINTS MONITORING REPORT

CORPORATE SERVICES

QUARTER 2 July to September 2014

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears June 2014 – August 2014)

Notes: for the purposes of complaint reporting, Social Work Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 2 2013/14	14	12 (86%)		2 (14%)
Quarter 3 2013/14	10	7 (70%)	1 (10%)	2 (30%)
Quarter 4 2013/14	9	8 (89%)		1 (11%)
Quarter 1 2014/15	19	18 (95%)		1 (5%)
Quarter 2 2014/15	8	6 (75%)		2 (25%)
Comment:				
Notes: Excluded MP/MSP and out with the complaints procedure				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 2013/14	5 (42%)	2 (16%)	5 (42%)
Quarter 3 2013/14	4 (57%)		3 (43%)
Quarter 4 2013/14	2 (25%)		6 (75%)
Quarter 1 2014/15	5 (28%)	1 (5%)	12 (67%)
Quarter 2 2014/15	3 (50%)	1 (17%)	2 (33%)
Comment:			
Notes: Calculation based on number and percentage of complaints closed			

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 2013/14			
Quarter 3 2013/14			1 (100%)
Quarter 4 2013/14			
Quarter 1 2014/15			
Quarter 2 2014/15			
Comment:			

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 2013/14		1 (50%)	1 (50%)
Quarter 3 2013/14			2 (100%)
Quarter 4 2013/14		1 (100%)	
Quarter 1 2014/15			1 (100%)
Quarter 2 2014/15	1 (50%)	1 (50%)	
Comment:			
Notes: Calculation based on number and percentage of complaints closed			

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 2 2013/14	4 days		13 days
Quarter 3 2013/14	4 days	15 days	9 days
Quarter 4 2013/14	7 days		22 days
Quarter 1 2014/15	4 days		9 days
Quarter 2 2014/15	5 days		17 days
Comment:			
Note: figure is number of days complaints answered within, day complaint received is day 1			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 2 2013/14	11(92%)		2 (100%)
Quarter 3 2013/14	7 (100%)		3 (100%)
Quarter 4 2013/14	4 (50%)		
Quarter 1 2014/15	18 (100%)		1 (100%)
Quarter 2 2014/15	5 (83%)		2 (100%)
Comment:			
One Frontline Complaint was responded to in 12 working days, out with target timescales of 5 working days. The complainant was contacted by officer to assure action had been undertaken.			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
Quarter 2 2013/14		
Quarter 3 2013/14		
Quarter 4 2013/14		

Quarter 1 2014/15		
Quarter 2 2014/15		
Comment:		
Notes: Calculation based on number of complaints out with target timescale and of those how many where there was a holding letter sent.		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
Frontline – Process / Procedure	Upheld	Customer Services Manager	Redress - complainant contacted and reassured that payment would be issued
Frontline – Council Tax	Upheld	Customer Service Manager	Redress – apology issued and lessons highlighted with staff
Frontline – Council Tax	Upheld	Customer Service Manager	Reinforcement – System updated to reflect up to date position
Frontline – Council Tax	Part Upheld	Customer Service Manager	Redress – Targeted processing amongst general backlog to resolve
Investigation – Council Tax	Upheld	Customer Service Manager	Reinforcement – enquiry processes emphasised with staff members
Investigation – Process / Procedure	Part Upheld	Customer Service Manager	Reinforcement – regulations highlighted to operators through newsletters and correspondence

COMPLAINTS MONITORING REPORT

CRIMINAL JUSTICE

QUARTER 2 - July to September 2014

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears June 2014 – August 2014)

Notes: for the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 2 13/14				
Quarter 3 13/14				
Quarter 4 13/14				
Quarter 1 14/15				
Quarter 2 14/15	2	2 (100%)		
Comment:				
In quarter 2, 2 Frontline complaints were received.				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 13/14			
Quarter 3 13/14			
Quarter 4 13/14			
Quarter 1 14/15			
Quarter 2 14/15			2 (100%)
Comment:			

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 13/14			
Quarter 3 13/14			
Quarter 4 13/14			
Quarter 1 14/15			
Quarter 2 14/15			
Comment:			

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 13/14			
Quarter 3 13/14			
Quarter 4 13/14			
Quarter 1 14/15			
Quarter 2 14/15			
Comment: Notes: Calculation based on number and percentage of complaints closed			

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 2 13/14			
Quarter 3 13/14			
Quarter 4 13/14			
Quarter 1 14/15			
Quarter 2 14/15	8		
Comment: Notes: Calculation based on not counting date of receipt but counting actual response date.			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 2 13/14			
Quarter 3 13/14			
Quarter 4 13/14			
Quarter 1 14/15			
Quarter 2 14/15	1 (50%)		
Comment: In quarter 2, 1 Frontline complaint was responded to out with the target timescale.			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised			
	No (%) Frontline	No (%) Investigative (20 days)	
Quarter 2 13/14			
Quarter 3 13/14			
Quarter 4 13/14			
Quarter 1 14/15			
Quarter 2 14/15			
Comment:			

COMPLAINTS MONITORING REPORT

DEVELOPMENT SERVICES

QUARTER 2 2014/15 July – September 2014

Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears (June 2013 – August 2014)

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
2013/14 Quarter 2	8	5(62%)		3(37%)
2013/14 Quarter 3	8	2(25%)	6(75%)	
2013/14 Quarter 4	4	2(50%)		2(50%)
2014/15 Quarter 1	14	5(36%)		9(64%)
2014/15 Quarter 2	14	8(57%)		6(43%)
Comment:				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld	
2013/14 Quarter 2		2(40%)	3(60%)	
2013/14 Quarter 3	1(50%)		1(50%)	
2013/14 Quarter 4		1(50%)	1(50%)	
2014/15 Quarter 1	1(20%)		4(80%)	
2014/15 Quarter 2	1(12%)	2(25%)	5(62%)	
Comment:				

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld	
2013/14 Quarter 2				
2013/14 Quarter 3	0	1(17%)	5(83%)	
2013/14 Quarter 4				
2014/15 Quarter 1				
2014/15 Quarter 2				
Comment:				

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld	
2013/14 Quarter 2			3(100%)	
2013/14 Quarter 3				
2013/14 Quarter 4			2(100%)	
2014/15 Quarter 1		2(22%)	7(77%)	
2014/15 Quarter 2		2(33%)	4(67%)	

Comment:

Indicator – Average Times

The average time in working days for a full response to complaints at each stage

	No of days Frontline	No of days Escalated	No of days Investigative
2013/14 Quarter 2	2.2		17.3
2013/14 Quarter 3	2.5	19.3	n/a
2013/14 Quarter 4	4.5		14.5
2014/15 Quarter 1	2.8		14.0
2014/15 Quarter 2	4.6		18.5

Comment:

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days

	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
2013/14 Quarter 2	5(100%)		3(100%)
2013/14 Quarter 3	2(100%)	5(83%)	
2013/14 Quarter 4	2(100%)		2 (100%)
2014/15 Quarter 1	5(100%)		9(100%)
2014/15 Quarter 2	7(87%)		4(67%)

Comment:

One frontline complaint id 7021 was one day late due to workload.

Two frontline and one investigative complaints had authorised extensions.

One investigative complaint was three days late. The delay was because the complaint was complex involving Development Services, Legal, and Community Engagement and took longer than anticipated.

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised

	No (%) Frontline	No (%) Investigative (20 days)
2013/14 Quarter 2		
2013/14 Quarter 3		
2013/14 Quarter 4		
2014/15 Quarter 1		
2014/15 Quarter 2	2 (25%)	1

Comment:

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
7060 Other	Part upheld	Development Management Manager	Action to reinforce the importance of meeting timescales for preliminary enquiries - Redress
7072 Other	Part upheld	Environmental Health Manager	There was an issue to do with the introduction of new software which has been resolved - reinforcement
7032 Process/Procedure	Part upheld	Head of Development Services	Review the non material variation process - review/revise
7117 Process/Procedure	Upheld	Head of Development Services	The outstanding planning application was processed. There was a technical fault with the online planning system which has been resolved.- - review/revise
7083 Complaint against staff	Part upheld	Environmental Health Manager	The officer was counselled. Procedures revised regarding Community Wardens undertaking visits. Consideration will be given to age of the person being visited and day of the week.- - review/revise

COMPLAINTS MONITORING REPORT

DIRECT SERVICES

QUARTER 2 July – September 2014

Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears (June 2014 – August 2014)

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
2013/14 Quarter 2	25	23 (92%)		2 (8%)
2013/14 Quarter 3	26	21 (81%)	4 (15%)	1 (4%)
2013/14 Quarter 4	25	23 (92%)	2 (8%)	
2014/15 Quarter 1	49	44 (90%)	4 (8%)	1 (2%)
2014/15 Quarter 2	45	39 (87%)	2 (4%)	4 (9%)
Comment:				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
2013/14 Quarter 2	3 (13%)		20 (87%)
2013/14 Quarter 3	3 (14%)	1 (5%)	16 (76%)
2013/14 Quarter 4	1 (4%)		22 (96%)
2014/15 Quarter 1	4 (9%)	2 (4%)	38 (86%)
2014/15 Quarter 2	5 (13%)	6 (15%)	28 (72%)
Comment:			

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
2013/14 Quarter 2			
2013/14 Quarter 3			4 (100%)
2013/14 Quarter 4		1 (50%)	1 (50%)
2014/15 Quarter 1			4 (100%)
2014/15 Quarter 2		1 (50%)	1 (50%)
Comment:			

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
2013/14 Quarter 2			2 (100%)
2013/14 Quarter 3			1 (100%)
2013/14 Quarter 4			
2014/15 Quarter 1			1 (100%)
2014/15 Quarter 2			4 (100%)
Comment:			

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
2013/14 Quarter 2	3.2		20
2013/14 Quarter 3	4.4	19	26
2013/14 Quarter 4	3.0	11.5	
2014/15 Quarter 1	2.8	16.2	19.0
2014/15 Quarter 2	7.9	16.5	26
<p>Comment: One frontline complaint (id 7057) was not completed for nearly four months because officers had mistakenly identified the complainant. They had replied to an address of a person who had made an enquiry about the same subject as the complaint. The officers thought that the complaint was closed after eight days.</p> <p>One investigative (id 7126) complaint took 41 days which is over twice the target time of 20 days. The complaint was in relation to the August flooding. It was recorded as a complaint and the details were passed to the Housing and Property Section but were lost in transit.</p>			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
2013/14 Quarter 2	16 (69%)		1(50%)
2013/14 Quarter 3	11 (52%)	3 (75%)	0 (0%)
2013/14 Quarter 4	21 (91%)	2 (100%)	
2014/15 Quarter 1	42 (95%)	3 (75%)	1 (100%)
2014/15 Quarter 2	28 (72%)	2 (100%)	1 (25%)
Comment:			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
2013/14 Quarter 2		
2013/14 Quarter 3		1 (20%)
2013/14 Quarter 4		
2014/15 Quarter 1		
2014/15 Quarter 2	2 (5%)	1 (17%)
Comment:		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
7156 Other	Part- Upheld	Head of Direct Services	Procedures for Dial a Bus are being reviewed and will take into account the points made in the complaint. - Review/Revise
6926 Road Maintenance	Part upheld	Head of Direct Services	Road surface dressing. An offer was made to pay for cleaning the vehicle - Redress
6927 Road Maintenance	Part upheld	Head of Direct Services	Road surface dressing. An offer was made to pay for cleaning the vehicle - Redress
6929 Road Maintenance	Part upheld	Head of Direct Services	Road surface dressing. An offer was made to pay for cleaning the vehicle - Redress
6950 Process/Procedure	Upheld	Project Officer	Bus pass. Apology given for clerical error. - Reinforcement
7046 Recycling	Upheld	Waste Disposal Officer	Closing time of recycle centre. There was a temporary trial to close earlier to comply with licensing laws but signage was not changed. Procedures to be reviewed. Review/Revise
7061 Footpaths/pavements	Upheld	Head of Direct Services	Surface of footpath The member of staff will receive further training to ensure this does not happen again - Reinforcement-
7071 Other	Part upheld	Consultancy Manager	Mobility scooter access Fencing was moved to allow access - Redress
7080 Road Maintenance	Part upheld	Roads Technician West	Road surface dressing - The site is to be investigated and an offer was made to pay for cleaning the vehicle - Redress

Type of Complaint	Outcome	Responsible Officer	Action taken
7115 Complaint Against Staff	Upheld	Assistant Lands & Parks Officer	L&P staff reminded of behaviour/customer care policy. Reinforcement
7131 Household Collections	Part upheld	Waste Manager	Bin collection issues Supported lists to be updated - Reinforcement
7165 Complaint Against Staff	Upheld	Waste Manager	A member of staff counselled. – Reinforcement-

COMPLAINTS MONITORING REPORT

EDUCATION & SOCIAL CARE

(Schools & Curriculum Development and Lifelong Learning, Culture and Sport)

QUARTER 2 July 2014 – September 2014

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears June 2014 – August 2014)

Notes: for the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 2 2013/14	19	3 (30%)	-	7 (70%)
Quarter 3 2013/14	20	5 (25%)	-	14 (70%)
Quarter 4 2013/14	15	6 (40%)	-	9 (60%)
Quarter 1 2014/15	15	9 (60%)	-	6 (40%)
Quarter 2 2014/15	15	2 (13%)	-	10 (67%)
Comment: In quarter 2, both Frontline complaints were resolved within the period while 10 of the 13 investigative stage complaints received in the quarter were closed by quarter end.				
Notes: Excluded MP/MSP and out with the complaints procedure				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 2013/14	1 (33%)	1 (33%)	1 (33%)
Quarter 3 2013/14	1 (20%)	2 (40%)	2 (40%)
Quarter 4 2013/14	-	1 (17%)	5 (83%)
Quarter 1 2014/15	1 (11%)	1 (11%)	7 (83%)
Quarter 2 2014/15	-	-	2 (100%)
Comment:			

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 2013/14	N/A		
Quarter 3 2013/14	N/A		
Quarter 4 2013/14	N/A		
Quarter 1 2014/15	N/A		
Quarter 2 2014/15	N/A		
Comment:			

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 2013/14	1 (14%)	4 (57%)	2 (29%)
Quarter 3 2013/14	5 (36%)	7 (50%)	2 (14%)
Quarter 4 2013/14	6 (67%)	1 (11%)	2 (22%)
Quarter 1 2014/15	2 (33%)	-	4 (67%)
Quarter 2 2014/15	2 (20%)	1 (10%)	7 (70%)
Comment: 7 of the 10 investigative stage complaints in the quarter were not upheld, while 2 were upheld and 1 partially upheld.			
Notes: Calculation based on number and percentage of complaints closed			

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 2 2013/14	4.3	-	8.3
Quarter 3 2013/14	0.6	-	14.4
Quarter 4 2013/14	2	-	22.6
Quarter 1 2014/15	2.3	-	15.7
Quarter 2 2014/15	2.5	-	15.2
Comment: In quarter 4,			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 2 2013/14	N/A	2 (67%)	7 (100%)
Quarter 3 2013/14	5 (100%)	-	13 (93%)
Quarter 4 2013/14	6 (100%)	-	5 (56%)
Quarter 1 2014/15	9 (100%)	-	4 (67%)
Quarter 2 2014/15	2 (100%)		8 (80%)
Comment:			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
Quarter 2 2013/14	-	-
Quarter 3 2013/14	-	1 (50%)
Quarter 4 2013/14	-	1 (25%)
Quarter 1 2014/15	-	2 (33%)
Quarter 2 2014/15	-	-
Comment: Quarter 2: two investigative complaints were not responded to within target timescales, both had no extension agreed.		
Notes: Calculation based on number of complaints out with target timescale and of those how many where there was a holding letter sent.		

Indicator – Learning from complaints (Quarter 2)

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
Complaint Against Staff	Part upheld	Quality Improvement Officer	Review / revise: Procedures for dealing with exclusions reviewed.
Process / Procedure	Upheld	Quality Improvement Officer	Reinforcement: Acknowledged school staff answered parental query on generic rather than specific basis.
Bullying	Upheld	Head Teacher	Review / revise: Anti-bullying policy reviewed and updated. Specific PSE classes held in 1 st term to reinforce positive behaviour.

COMPLAINTS MONITORING REPORT

INTEGRATED CHILDREN SERVICES

QUARTER 2 July 2014 – September 2014

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears June 2014 – August 2014)

Notes: for the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 2 2013/14	7	-	-	7 (100%)
Quarter 3 2013/14	6	-	-	5 (83%)
Quarter 4 2013/14	9	-	-	8 (89%)
Quarter 1 2014/15	9			9 (100%)
Quarter 2 2014/15	7	5 (71%)	-	2 (29%)
Comment: In quarter 2, a total of seven complaints were received – five frontline and two investigative stage complaints - all of which were resolved at that stage.				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 2013/14	N/A			
Quarter 3 2013/14	N/A	-	-	-
Quarter 4 2013/14	N/A	-	-	-
Quarter 1 2014/15	N/A	-	-	-
Quarter 2 2014/15		-	3 (60%)	2 (40%)
Comment:				

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 2013/14	N/A			
Quarter 3 2013/14	N/A	-	-	-
Quarter 4 2013/14	N/A	-	-	-
Quarter 1 2014/15	N/A	-	-	-
Quarter 2 2014/15	N/A	-	-	-
Comment:				

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 2 2013/14	1 (12.5%)	2 (25%)	5 (62.5%)
Quarter 3 2013/14	1 (20%)	2 (40%)	2 (40%)
Quarter 4 2013/14	-	4 (50%)	4 (50%)
Quarter 1 2014/15	7 (78%)	1 (11%)	1 (11%)
Quarter 2 2014/15	-	1 (50%)	1 (50%)
Comment: Notes: Calculation based on number and percentage of complaints closed			

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 2 2013/14	-	-	24
Quarter 3 2013/14	-	-	15
Quarter 4 2013/14	-	-	27
Quarter 1 2014/15	-	-	23
Quarter 2 2014/15	12		6
Comment: In quarter 2, 2 investigative complaints were fully responded to in a total of 12 days; an average of 6 days per complaint. Five frontline complaints took a total of 59 days; an average of 12 days. Three of the five complaints took far longer to resolve due to complexity of complaints; an extension was agreed for one of the complaints.			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 2 2013/14	-	-	6 (75%)
Quarter 3 2013/14	-	-	5 (83%)
Quarter 4 2013/14	-	-	4 (50%)
Quarter 1 2014/15	-	-	5 (56%)
Quarter 2 2014/15	2 (40%)		2 (100%)
Comment: In quarter 2, three frontline complaints missed response timescale targets – one had agreed extensions while the others were several days late.			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative
Quarter 2 2013/14	-	2 (25%)
Quarter 3 2013/14	-	1 (100%)
Quarter 4 2013/14	-	2 (50%)
Quarter 1 2014/15	-	3 (33%)
Quarter 2 2014/15	1 (33%)	-
Comment: In quarter 2, one complaint received authorised extensions due to the complex nature of the complaint.		

Indicator – Learning from complaints (Quarter 2)

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
Complaint against staff	Part upheld	Head of Integrated Children's Services	Reinforcement of need to follow existing protocol in a timely fashion
Complaint against staff	Part upheld	Area Team Manager (SW)	Review / revise: Acknowledged issues in communication with parent, procedures reviewed and staff reminded of responsibilities.
Process / procedure	Part upheld	Quality Improvement Officer	Reinforcement of procedures to be followed

COMPLAINTS MONITORING REPORT
HOUSING AND PROPERTY SERVICES

QUARTER 2 2014/15 July – September 2014

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
2013/14 Quarter 2	31	14 (45%)	17 (55%)	
2013/14 Quarter 3	31	10 (32%)	21 (68%)	
2013/14 Quarter 4	46	12 (26%)		33 (72%)
2014/15 Quarter 1	48	13 (27%)		35 (73%)
2014/15 Quarter 2	39	8 (21%)	1 (3%)	30 (77%)
Comment:				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
2013/14 Quarter 2		3 (21%)	3 (21%)	8 (58%)
2013/14 Quarter 3		6 (60%)	1 (10%)	3 (30%)
2013/14 Quarter 4		3 (25%)	2 (17%)	7 (58%)
2014/15 Quarter 1		2 (15%)	1 (8%)	10 (77%)
2014/15 Quarter 2		1 (12%)	2 (25%)	5 (62%)
Comment:				

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
2013/14 Quarter 2		3 (18%)	3 (18%)	11 (65%)
2013/14 Quarter 3		4 (19%)	2 (10%)	15 (71%)
2013/14 Quarter 4				
2014/15 Quarter 1				
2014/15 Quarter 2		1 (100%)		
Comment:				

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
2013/14 Quarter 2				
2013/14 Quarter 3				
2013/14 Quarter 4		9(27%)	6(18%)	18(55%)
2014/15 Quarter 1		11 (31%)	2 (6%)	22 (63%)
2014/15 Quarter 2		5 (17%)	3 (10%)	22 (73%)

Comment:			

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
2013/14 Quarter 2	1.3	16.5	
2013/14 Quarter 3	2.7	17.1	
2013/14 Quarter 4	2.6		16.7
2014/15 Quarter 1	2.2		17.5
2014/15 Quarter 2	2.9	19	17.3
Comment:			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
2013/14 Quarter 2	14 (100%)	16 (94%)	
2013/14 Quarter 3	10 (100%)	19 (90%)	
2013/14 Quarter 4	12 (100%)		28(85%)
2014/15 Quarter 1	13 (100%)		31 (89%)
2014/15 Quarter 2	10 (100%)	2 (100%)	21 (91%)
Comment: 7099 had an extension due to a holding letter 7138 was 4 days overdue. This was because it was a complicated complaint which involved several sections.			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
2013/14 Quarter 2		1 (6%)
2013/14 Quarter 3		2 (10%)
2013/14 Quarter 4		2 (6%)
2014/15 Quarter 1		3 (9%)
2014/15 Quarter 2		2
Comment:		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
7133	Repairs/Capital/Planned maintenance	Part upheld	Senior Building Maintenance Manager	Repair done. Apology given -reinforcement
7119	Repairs/Capital/Planned maintenance	Upheld	Senior Housing Projects Officer	The contractor was asked to progress the work as soon as possible redress
7210	Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	An apology was given and an appointment was made to discuss the problem. - redress
7031	Repairs/Capital/Planned maintenance	Part upheld	Head of Service	Points raised are to be fed back to staff. - reinforcement
7025	Repairs/Capital/Planned maintenance	Part upheld	Asset Manager	The complainant was reimbursed - reimbursement
7036	Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	An apology was given -redress
7220	Repairs/Capital/Planned maintenance	Upheld	Head of Service	An apology was given -redress
7167	Housing Estate Management	Upheld	Head of Service	An assurance was given that the Council are monitoring the situation and action will be taken if the issue continues. - review/revise
7114	Repairs/Capital/Planned maintenance	Upheld	Head of Service	Increased inspections will take place. - reinforcement
7216	Repairs/Capital/Planned maintenance	Upheld	Head of Service	An apology was given and works scheduled. - redress
7124	Repairs/Capital/Planned maintenance	Part upheld	Head of Service	An apology was given and remedial works were carried out. The use of the contractor is to be reviewed. - redress
7206	Repairs/Capital/Planned maintenance	Upheld	Head of Service	An apology was given. - reinforcement