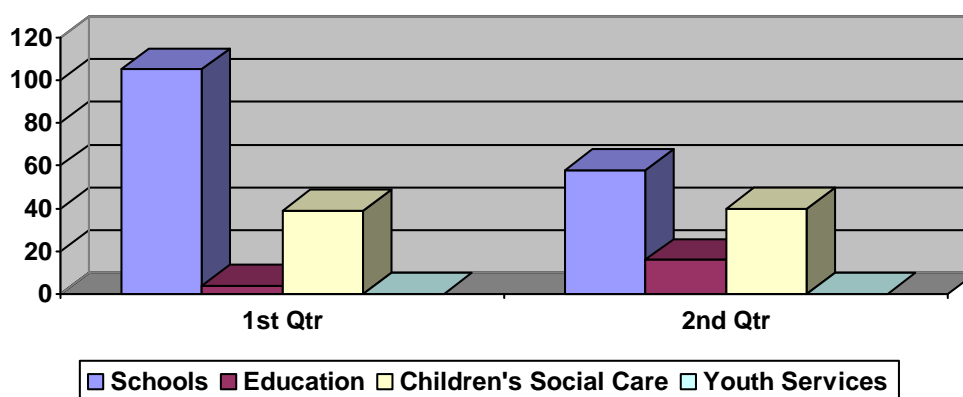


Appendix C - Customer Satisfaction Information

Children and Young people Scrutiny Committee		
Date Range for Report	1 st July – 30 th September 2011 (1 st April – 30 th June 2011)	
Total number of complaints received across all LCC service area.	278 (271)	
Total number of complaints relating to <u>Children and Young People Scrutiny Committee</u>	114 (159)	
Total number of compliments relating to <u>Children and Young People Scrutiny Committee</u>	5 (1)	
Total Service Area Complaints	Schools	58 (105)
	Education	16 (4)
	Children Social Care	40 (39)
	Youth Services	0 (0)
Schools Complaint Reason Codes	Admission issue	1 (0)
	Allegation against Head Teacher	4 (0)
	Allegation against Teacher	6 (0)
	Bullying – Gender	2 (0)
	Bully Issue	16 (0)
	Class/School Organisation	18(0)
	Equality Issue	3 (0)
	Exclusion Issue	5 (0)
	Inconsistency in application of rules	0 (0)
	Other	10 (0)
	Parental responsibilities/rights	0 (0)
	Procedural Irregularity	11 (0)
	Racial Issues	1 (1)
	School Neighbours	5 (0)
	School Uniform	0 (0)
	SEN	1 (15)
	Truancy Issues	0 (0)
	Meals/Snacks/Drinks	2 (0)
Education Complaint Reason Codes	Breach of confidence	0 (0)

	Conduct/Attitude/Rudeness of staff	0 (1)
	Disability	1 (0)
	Disagree with policy	11 (1)
	Disagree with Procedure	1 (0)
	Insufficient Information Provided	0 (1)
	Other	1 (0)
	Procedural - Other	1 (0)
	Service Delay	1 (1)
Children's Social Care Complaint Reason Codes	Conduct and attitude of staff	12 (3)
	Breach of confidentiality	5 (2)
	Disagree with Assessment	2 (2)
	Disagree with Decision	2 (1)
	Delay in Receiving Service	2 (1)
	Failed Home Care Visit	
	Insufficient Service	1 (2)
	Lack of Communication	11 (4)
	Lack of Service	3 (5)
	Missed Call	
	Other	0 (2)
	Procedure	0 (13)
	Quality of Service	1 (1)
	Racial discrimination	1 (0)
	Reduction in Service	
	Refusal of Service	0 (1)
	Standard of Care	0 (1)
	Undue Delay in Service Response	0 (1)
Service Area Compliments	Schools	0 (0)
	Education	5 (0)
	Children's social Care	0 (1)
	Youth Services	0 (0)
How many LCC complaints have not been resolved within service standard		4 (3)
Number of complaints referred to Ombudsman		0 (0)

Total Complaint Receipts by Quarter



Summary

The total number of LCC complaints received for this Quarter shows a 2.5% increase on the previous Quarter, and is a 9% decrease with the number of complaints received during the same Quarter of the previous year.

This Quarter shows that 51% of the Children and Young People's complaints have been received in the schools service area. Although this figure seems high this is a 20% decrease compared to the 71% they received overall last Quarter.

Complaint receipts for Schools show a significant decrease of 45% compared to the previous Quarter. The reason behind the large decrease is that the schools were closed throughout most of July and all of August for the school holidays.

Last Quarter we were unable to see a break down of the School complaints due a new database system been installed. Quarter 2 shows that the top three complaints areas are regarding 'Bullying issues', 'Class/School Organisation' and 'Procedural Irregularity'. The number of School complaints received year to date, are showing a decrease on the previous year when 194 complaints were received.

Education Corporate complaints this Quarter received an increase of 16 complaints, they received 4 complaints in the previous Quarter. 11 out of the 16 complaints received were under the service reason code 'Disagree with Policy' when looking further into this the 11 complaints were in reference to the changes of the Education Transport policy and how the catchment areas have been changed through the Children's educational year. The number of Education corporate complaints received to date, are showing an increase on the previous year when 12 complaints were received.

Complaints receipts in Quarter 1 for Children's Social Care show an increase of 3%. There is also a high increase in the number of complaints regarding 'Conduct and Attitude of Staff' and 'Lack of communication' this Quarter. The number of Children's Social Care complaints received year to date, are showing a decrease on the previous year when 88 complaints were received.

For the second time Youth Services have received no complaints.

The compliments received for Children and Young People shows an increase this Quarter. Education received 5 compliments this Quarter compared to last Quarter when they received none. The 5 compliments were on the subject of the service they received for an application of transport. Schools, Youth Services and Children's Social Care received no compliments this Quarter.

Further in-depth analysis, if required, is available by contacting the Quality and Performance team on 01522 782427 (ext 0427) or Customer_Experience@lincolnshire.gov.uk.