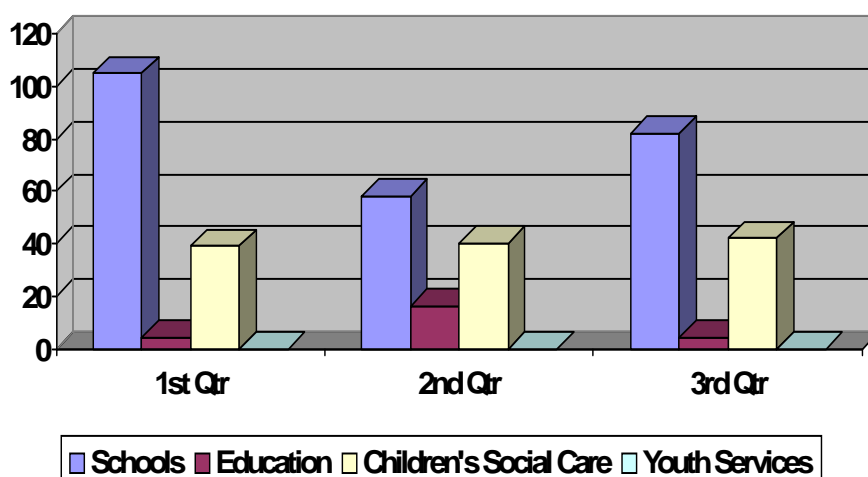


Appendix C - Customer Satisfaction Information

Children and Young people Scrutiny Committee		
Date Range for Report	1 st October – 31 st December 2011 (1 st July – 30 th September 2011)	
Total number of complaints received across all LCC service area.	275 (278)	
Total number of complaints relating to <u>Children and Young People Scrutiny Committee</u>	128 (114)	
Total number of compliments relating to <u>Children and Young People Scrutiny Committee</u>	2 (5)	
Total Service Area Complaints	Schools	82 (58)
	Education	4 (16)
	Children Social Care	42 (40)
	Youth Services	0 (0)
Schools Complaint Reason Codes	Admission issue	1 (1)
	Allegation against Head Teacher	7 (4)
	Allegation against other school staff	12 (6)
	Bullying – Gender	2 (2)
	Bullying – SEN	3 (0)
	Bully Issue	15 (16)
	Class/School Organisation	9(18)
	Equality Issue	0 (3)
	Exclusion Issue	5 (5)
	Inconsistency in application of rules	0 (0)
	Meals/Snacks/Drinks	0 (2)
	Medical	3 (0)
	Other	11 (10)
	Parental responsibilities/rights	1 (0)
	Procedural Irregularity	6 (11)
	Racial Issues	0 (1)
	School Neighbours	1 (5)
	School Uniform	1 (0)
	SEN	2 (1)
	Truancy Issues	0 (0)
	Unfair treatment by staff	3 (0)

Education Complaint Reason Codes	Breach of confidence	1 (0)
	Conduct/Attitude/Rudeness of staff	1 (0)
	Delayed Assessment of Service request	1 (0)
	Disability	0 (1)
	Disagree with policy	1 (11)
	Disagree with Procedure	0 (1)
	Insufficient Information Provided	0 (0)
	Other	0 (1)
	Procedural - Other	0 (1)
	Service Delay	0 (1)
Children's Social Care Complaint Reason Codes	Conduct and attitude of staff	12 (12)
	Breach of confidentiality	1 (5)
	Disagree with Assessment	2 (2)
	Disagree with Decision	9 (2)
	Delay in Receiving Service	3 (2)
	Failed Home Care Visit	0 (0)
	Insufficient Service	3 (1)
	Lack of Communication	4 (11)
	Lack of Service	4 (3)
	Missed Call	0 (0)
	Other	3 (0)
	Procedure	0 (0)
	Quality of Service	0 (1)
	Racial discrimination	0 (1)
	Reduction in Service	0 (0)
	Refusal of Service	0 (0)
	Religious and cultural issues	1 (0)
	Standard of Care	0 (0)
	Undue Delay in Service Response	0 (0)
Service Area Compliments	Schools	0 (0)
	Education	2 (5)
	Children's social Care	0 (0)
	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 1% decrease on the previous Quarter, and is an 11% increase with the number of complaints received during the same Quarter of the previous year.

This Quarter shows that 64% of the Children and Young People's complaints have been received in the schools service area. This is a 13% increase compared to the 51% they received overall last Quarter.

Complaint receipts for Schools show a significant increase of 41% compared to the previous Quarter. The reason behind the large increase is that the schools were closed throughout most of July and all of August for the school holidays, resulting in a lower volume of complaints in Quarter 2.

'Bullying issues' remains the highest reason for complaints received in Quarter 3. The other top 2 areas are 'Allegation against other School Staff' and 'Allegation against Head Teacher'. The number of School complaints received year to date, are showing a 14% decrease on the previous year when 284 complaints were received.

Education Corporate complaints this Quarter received a significant decrease of 75%. There was no current theme to the Education Corporate complaints received this Quarter. The number of Education Corporate complaints received to date for 2011/12 is 24; this is a 50% increase on the previous year when 16 complaints were received.

Complaints receipts in Quarter 3 for Children's Social Care show an increase of 5%. Following on the trend of the previous Quarter 'Conduct and Attitude of staff' continues to have a high volume of complaints. In Quarter 2 there was also a high volume of complaints on the subject of 'Lack of communication' this has decreased this Quarter by 64%. The number of Children's Social Care complaints received year to date, are showing a 8% decrease on the previous year when 131 complaints were received.

For the third time Youth Services have received no complaints.

The compliments received for Children and Young People shows a decrease this Quarter. Education received 2 compliments this Quarter compared to the last Quarter when they received 5. The 2 compliments were on the subject of the Travel Training provided to assist in independent travel. Youth Services, Schools 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.