

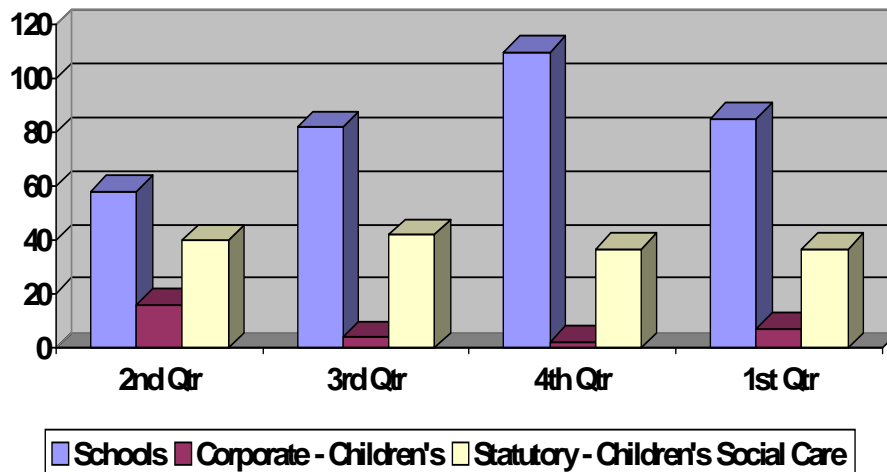
**APPENDIX D**

**Customer Satisfaction Information**

<b>Children and Young People Scrutiny Committee</b>		
<b>Date Range for Report</b>	1 <sup>st</sup> April – 30 <sup>th</sup> June 2012 (1 <sup>st</sup> January – 31 <sup>st</sup> March 2012)	
<b>Total number of complaints received across all LCC service area.</b>	313 (342)	
<b>Total number of complaints relating to <u>Children and Young People Scrutiny Committee</u></b>	129 (149)	
<b>Total number of compliments relating to <u>Children and Young People Scrutiny Committee</u></b>	6 (5)	
<b>Total Service Area Complaints</b>	Schools	85 (110)
	Corporate - Children's	7 (2)
	Statutory - Children's Social Care	37 (37)
<b>Schools Complaint Reason Codes</b>	Admission issue	1 (0)
	Allegation against Head Teacher	9 (10)
	Allegation against other school staff	12 (18)
	Bullying – Gender	1 (0)
	Bullying – Racial	1 (0)
	Bullying – SEN	2 (0)
	Bullying Issue	12 (11)
	Class/School Organisation	12 (11)
	Equality Issue	0 (3)
	Exclusion Issue	0 (1)
	Inconsistency in application of rules	0 (1)
	Meals/Snacks/Drinks	1 (4)
	Medical	3 (6)
	Other	9 (15)
	Parental responsibilities/rights	1 (7)
	Procedural Irregularity	3 (3)
	Racial Issues	0 (0)
	School Neighbours	1 (3)
	School Uniform	2 (1)
	SEN	6 (5)
	Social Media Abuse	1 (0)
	Truancy Issues	1 (0)

	Unfair treatment by staff	7 (11)
<b>Corporate - Children's Complaint Reason Codes</b>	Breach of confidence	1 (0)
	Conduct/Attitude/Rudeness of staff	1 (0)
	Delayed Assessment of Service request	0 (0)
	Disability	0 (0)
	Disagree with policy	1 (0)
	Disagree with Procedure	2 (0)
	Insufficient Information Provided	2 (0)
	Other	0 (2)
	Procedural - Other	0 (0)
	Service Delay	0 (0)
<b>Statutory - Children's Social Care Complaint Reason Codes</b>	Conduct and attitude of staff	17 (13)
	Breach of confidentiality	2 (3)
	Disagree with Assessment	3 (1)
	Disagree with Decision	2 (8)
	Delay in Receiving Service	2 (1)
	Failed Home Care Visit	0 (0)
	Insufficient Service	1 (1)
	Lack of Communication	3 (4)
	Lack of Service	1 (1)
	Missed Call	0 (0)
	Other	6 (4)
	Procedure	0 (0)
	Quality of Service	0 (0)
	Racial discrimination	0 (0)
	Reduction in Service	0 (0)
	Refusal of Service	0 (0)
	Religious and cultural issues	0 (0)
	Standard of Care	0 (1)
	Undue Delay in Service Response	0 (0)
<b>Service Area Compliments</b>	Schools	0 (0)
	Corporate - Children's	2 (4)
	Statutory - Children's social Care	4 (1)
<b>How many LCC complaints have not been resolved within service standard</b>	0 (0)	
<b>Number of complaints referred to Ombudsman</b>	15 (15)	

## Total Complaint Receipts by Quarter



### Summary

#### LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q1) shows an 8.5% decrease on the previous Quarter (Q4) and is a 16% increase with the number of complaints received during Quarter 1 of the previous year.

#### Children's Services Overview of Complaints

This Quarter shows that 66% of the Children and Young People's complaints received are for the Schools service area. This is an 8% decrease compared to the 74% they received last Quarter.

#### School Complaints

Complaint receipts for Schools in Quarter 1 shows a decrease of 23% compared to the previous Quarter. The number of complaints this Quarter (85) is considerably lower than Quarter 1 2011/12 where 106 complaints were received. Due to the delay of the half term holiday, a rise may be seen in Quarter 2 with issues being delayed into the back end of the school year.

'Allegation against other school staff' and 'Other' have reduced this Quarter compared to Quarter 4. When comparing with Quarter 1 of 2011/12, 'Allegation against other school staff' has increased by 8 complaints and 'Other' has decreased by 1 complaint.

#### Children's (Corporate) Complaints

Children's Corporate complaint receipts have increased from 2 complaints in Quarter 4 to 7 complaints in Quarter 1. Comparing this Quarter to Quarter 1 2011/12 there has been an increase of 3 complaints.

School Admissions received 2 complaints this Quarter, which was consistent with Quarter 1 of the previous year. There were no other themes to the Children's Corporate complaints.

### Children's Social Care (Statutory) Complaints

Complaint receipts in Quarter 1 for Children's Social Care have remained consistent with Quarter 4 at 37 complaints. Following the trend from Quarter 3 and 4 of 2011/12, 'Conduct and Attitude of staff' remains the highest reason for complaints. In Quarter 1 2011/12, 3 complaints were recorded under this reason code compared to Quarter 1 this year where 17 complaints were recorded, showing an increase of 14 complaints.

'Disagree with Decision' continues the trend from Quarter 3 and 4 and remains the second highest reason for Children's Social Care complaints.

The overall compliments received for Children and Young People shows an increase this Quarter, where they received 6 compliments compared to last Quarter when they received 5.

Children's (Corporate) received 2 compliments this Quarter, which is a decrease of 2 compliments from the previous Quarter. The compliments were:

- 2 compliments regarding the online admissions application system.

Children's Social Care (Statutory) received 4 compliments this Quarter, which is an increase of 3 compliments from the previous Quarter. The compliments were:

- Compliment for Natalie Van Camp for the support she has provided to a family.
- Compliment to Sandy Allison and Deborah Green for their support during an adoption process.
- Compliment for Julie Cahill during the adoption process.
- Compliment for the staff at the Lincs Secure Unit

Schools received no compliments this Quarter.

As part of our commitment to provide the various Scrutiny Committee's with an enhanced level of customer feedback, we have included details of the Ombudsman complaints as well for this first time this Quarter. We intend to give an LCC overview of volumes and break this down via Scrutiny area.

In total, 15 LCC complaints were registered in Quarter 1 with the Ombudsman. 7 of these were Initial Enquiries (where more information is asked for before taking the decision to initiate an investigation) and 8 complaints which the Ombudsman has considered. Quarter 4 2011/12 also had 15 complaints registered, with 6 complaints relating to Initial Enquiries and 9 complaints were considered.

In Quarter 1, Schools have 1 complaint which has been considered by the Ombudsman, Children's (Corporate) have 2 complaints which have been considered and Children's Social Care (Statutory) have 1 initial enquiry and 1 considered complaint.

In Quarter 4 2011/12, Schools had no complaints which have been considered by the Ombudsman, Children's (Corporate) had 2 complaints which have been considered and 1 initial enquiry and Children's Social Care (Statutory) had 4 considered complaints.

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