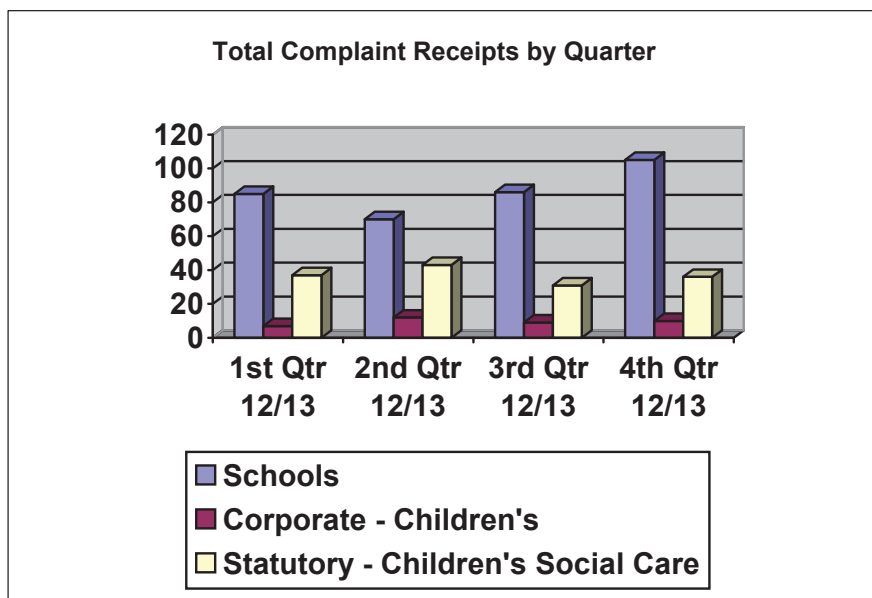


Customer Satisfaction Information – Scrutiny Committees

Children and Young People Scrutiny Committee		
Date Range for Report	1 st January 2013 – 31 st March 2013(1 st October – 31 st December 2012)	
Total number of complaints received across all LCC service area.	302 (274)	
Total number of complaints relating to <u>Children and Young People Scrutiny Committee</u>	151 (127)	
Total number of compliments relating to <u>Children and Young People Scrutiny Committee</u>	3 (2)	
Total Service Area Complaints	Schools	105 (86)
	Corporate - Children's	10 (9)
	Statutory - Children's Social Care	36 (31)
	Youth Service	0 (1)
Schools Complaint Reason Codes	Admission issue	0 (1)
	Allegation against Head Teacher	7 (4)
	Allegation against other school staff	15 (12)
	Attendance Issues	9 (2)
	Bullying – Gender	0 (0)
	Bullying – Racial	0 (2)
	Bullying – SEN	4 (3)
	Bullying – Social Media	1 (0)
	Bullying Issue	20 (14)
	Class/School Organisation	15 (10)
	Equality Issue	1 (1)
	Exclusion Issue	1 (5)
	Inconsistency in application of rules	0 (0)
	Meals/Snacks/Drinks	0 (1)
	Medical	4 (2)
	Other	10 (9)
	Parental responsibilities/rights	2 (0)
	Procedural Irregularity	2 (5)
	Racial Issues	0 (1)
	School Neighbours	0 (0)
	School Uniform	2 (2)

	SEN	7 (6)
	Social Media Abuse	1 (0)
	Truancy Issues	0 (0)
	Unfair treatment by staff	4 (6)
Corporate - Children's Complaint Reason Codes	Age	0 (0)
	Breach of confidence	0 (1)
	Conduct/Attitude/Rudeness of staff	0 (1)
	Delayed Assessment of Service request	1 (0)
	Disability	0 (0)
	Disagree with policy	7 (1)
	Disagree with Procedure	1 (6)
	Insufficient Information Provided	0 (0)
	Other	0 (0)
	Procedure not Followed	0 (0)
	Procedural - Other	0 (0)
	Service Delay	1 (0)
Statutory - Children's Social Care Complaint Reason Codes	Conduct and attitude of staff	14 (20)
	Breach of confidentiality	1 (2)
	Delay in Receiving Service	0 (4)
	Disagree with Assessment	0 (0)
	Disagree with Decision	13 (1)
	Failed Home Care Visit	0 (0)
	Insufficient Service	2 (0)
	Lack of Communication	1 (2)
	Lack of Service	5 (0)
	Missed Call	0 (0)
	Other	0 (1)
	Procedure	0 (1)
	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 (0)
	Undue Delay in Service Response	0 (0)
Youth Service Complaint Reason Codes	Procedural – Other	0 (1)
Service Area Compliments	Schools	0 (0)
	Corporate - Children's	0 (0)

	Statutory - Children's social Care	3 (2)
How many LCC Corporate complaints have not been resolved within service standard		3 (1)
Number of complaints referred to Ombudsman		7 (8)



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q4) shows a 4% decrease on the previous Quarter (Q3).

Children's and young people's Services Overview of Complaints

This Quarter shows that Children's services received an increase of 24 complaints compare to the 127 complaints they received in Quarter 3, 67% of the Children and Young People's complaints received are for the Schools service area.

School Complaints

Complaint receipts for Schools in Quarter 4 shows an increase of 22% compared to the previous Quarter.

Bullying complaints seem high for this Quarter. However, three were raised by different family members about the same child and subsequent involvement of school liaison officer and anti-bullying officer revealed a more complex family situation than the presenting bullying complaint suggested.

Complaints which concern Attendance are becoming more significant. This category was changed from 'Truancy' to 'Attendance' to reflect the broader range of issues. A number of complaints relate to actions taken by schools to address poor attendance; with some parents retaliating by then making complaints against schools. Six of the nine complaints concern academies.

Children's (Corporate) Complaints

Children's corporate complaint receipts have increased from 9 complaints in Quarter 3 to 10 complaints in Quarter 4.

There is no noticeable theme to Children's Corporate complaints this Quarter.

Children's Social Care (Statutory) Complaints

Complaint receipts in Quarter 4 for Children's Social Care have increased by 7 complaints compared to Quarter 3. Following the trend over the past four Quarters, 'Conduct and Attitude of staff' remains the highest reason for complaints.

Overall Children's and Young People Compliments

The overall compliments received for Children and Young People has slightly increased this Quarter with 3 compliments been received.

Children's (Corporate) Compliments

Received no compliments this Quarter.

Children's Social Care (Statutory) Compliments

receive 3 compliments this Quarter. The compliments were:

- LAC staff compliment - Pauline Prudom
- Information received regarding Learning Disabilities and employment
- CWD staff member compliment - Gemma Lane

School Compliments

Received no compliments this Quarter.

Ombudsman Complaints

In Quarter 4, 7 LCC complaints were registered with the Ombudsman. All 7 of these complaints were considered by the Ombudsman.

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