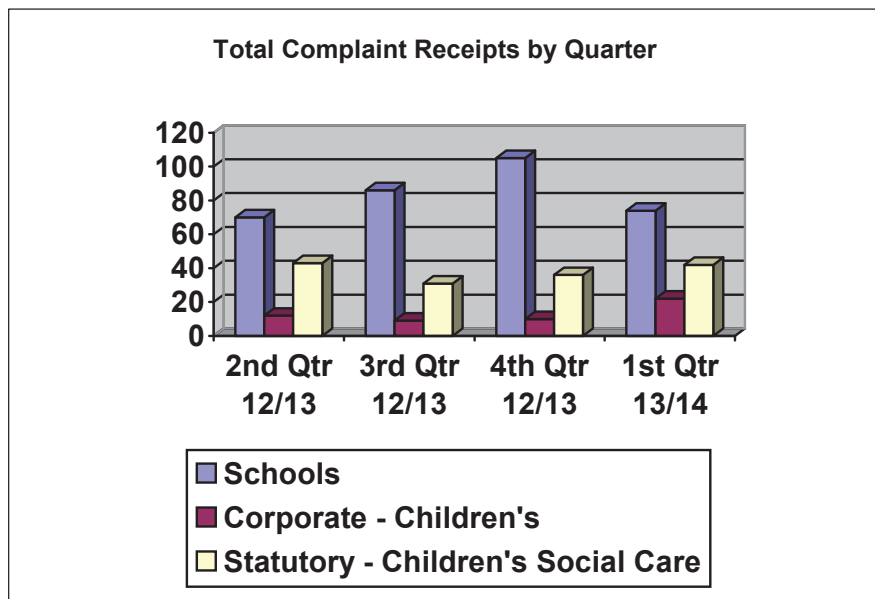


Customer Satisfaction Information – Scrutiny Committees

Children and Young People Scrutiny Committee		
Date Range for Report	1 st April 2013 – 30 st June 2013 (1 st January 2013 – 31 st March 2013)	
Total number of complaints received across all LCC service area.	270 (302)	
Total number of complaints relating to <u>Children and Young People Scrutiny Committee</u>	138 (151)	
Total number of compliments relating to <u>Children and Young People Scrutiny Committee</u>	5 (3)	
Total Service Area Complaints	Schools	74 (105)
	Corporate - Children's	22 (10)
	Statutory - Children's Social Care	42 (36)
	Youth Service	0 (0)
Schools Complaint Reason Codes	Admission issue	1 (0)
	Allegation against Head Teacher	9 (7)
	Allegation against other school staff	4 (15)
	Attendance Issues	1 (9)
	Bullying – Homophobic	1 (0)
	Bullying – Gender	0 (0)
	Bullying – Racial	0 (0)
	Bullying – SEN	2 (4)
	Bullying – Social Media	0 (1)
	Bullying Issue	19 (20)
	Class/School Organisation	5 (15)
	Equality Issue	0 (1)
	Exclusion Issue	2 (5)
	Inconsistency in application of rules	1 (0)
	Meals/Snacks/Drinks	1 (0)
	Medical	2 (4)
	Other	9 (10)
	Parental responsibilities/rights	3 (2)
	Procedural Irregularity	4 (2)
	Racial Issues	3 (0)
	School Neighbours	1 (0)

	School Uniform	0 (2)
	SEN	2 (7)
	Social Media Abuse	0 (1)
	Truancy Issues	0 (0)
	Unfair treatment by staff	4 (4)
Corporate - Children's Complaint Reason Codes	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	2 (0)
	Delayed Assessment of Service request	0 (1)
	Disability	2 (0)
	Disagree with policy	6 (7)
	Disagree with Procedure	12 (1)
	Insufficient Information Provided	0 (0)
	Other	0 (0)
	Procedure not Followed	0 (0)
	Procedural - Other	0 (0)
	Service Delay	0 (1)
Statutory - Children's Social Care Complaint Reason Codes	Conduct and attitude of staff	13 (14)
	Breach of confidentiality	6 (1)
	Delay in Receiving Service	3 (0)
	Disagree with Assessment	1 (0)
	Disagree with Decision	8 (13)
	Failed Home Care Visit	0 (0)
	Insufficient Service	0 (2)
	Lack of Communication	4 (1)
	Lack of Service	1 (5)
	Missed Call	0 (0)
	Other	0 (0)
	Procedure	3 (0)
	Quality of Service	3 (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 (0)
Service Area Compliments	Schools	0 (0)

	Corporate - Children's	3 (0)
	Statutory - Children's social Care	2 (3)
How many LCC Corporate complaints have not been resolved within service standard		3 (3)
Number of complaints referred to Ombudsman		17 (7)



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q1) shows a 10.6% decrease on the previous Quarter (Q4).

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

This Quarter shows that Children's services received a decrease of 13 complaints compared to the 151 complaints they received in Quarter 4. 54% of the Children and Young People's complaints received this Quarter are for the Schools service area.

School Complaints

Complaint receipts for Schools in Quarter 1 shows a decrease of 29.5% compared to the previous Quarter.

Complaints are down slightly but a reduction in volume has been offset by an increase in the level of complexity of complaints and in the levels of support provided to schools and parents. Support to schools ensures complaints are handled appropriately and according to procedures. Support to parents involves mediated meetings between parents and schools and often achieves better outcomes than the formal complaint procedure.

Children's (Corporate) Complaints

Children's corporate complaint receipts have increased from 10 complaints in Quarter 4 to 22 complaints in Quarter 1.

This Quarter, 6 complaints were received regarding transport and covered the areas of allocation, cost and route changes/suitability. 2 complaints were received regarding the changes in courses at Linkage College.

This Quarter, 6 complaints were received from MP's raising issues on behalf of their constituents.

Children's Social Care (Statutory) Complaints

Complaint receipts in Quarter 1 for Children's Social Care have increased by 6 complaints compared to Quarter 4. 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 5 compliments received.

Children's (Corporate) Compliments

Received 3 compliments this Quarter. These compliments were:

- Thanks from a Head Teacher to Dee Freeman for support given.
- Compliment for Steve Gamble for being professional and gracious.
- Letter of thanks regarding a Primary School application place.

Children's Social Care (Statutory) Compliments

Received 2 compliments this Quarter. The compliments were:

- Compliment for Children's Services for help and support with their grandchild.
- Compliment for Ruth Fox regarding the delivery of Child Protection training.

School Compliments

Received no compliments this Quarter.

Ombudsman Complaints

In Quarter 1, 17 LCC complaints were registered with the Ombudsman. All 7 of these complaints were considered by the Ombudsman. Children's Services received 4 complaints this Quarter, with 2 of these being premature.

Further in-depth analysis, if required, is available by contacting the Quality and Performance team on 01522 782037 (ext 50037).