

**Customer Satisfaction Information – Scrutiny Committees**

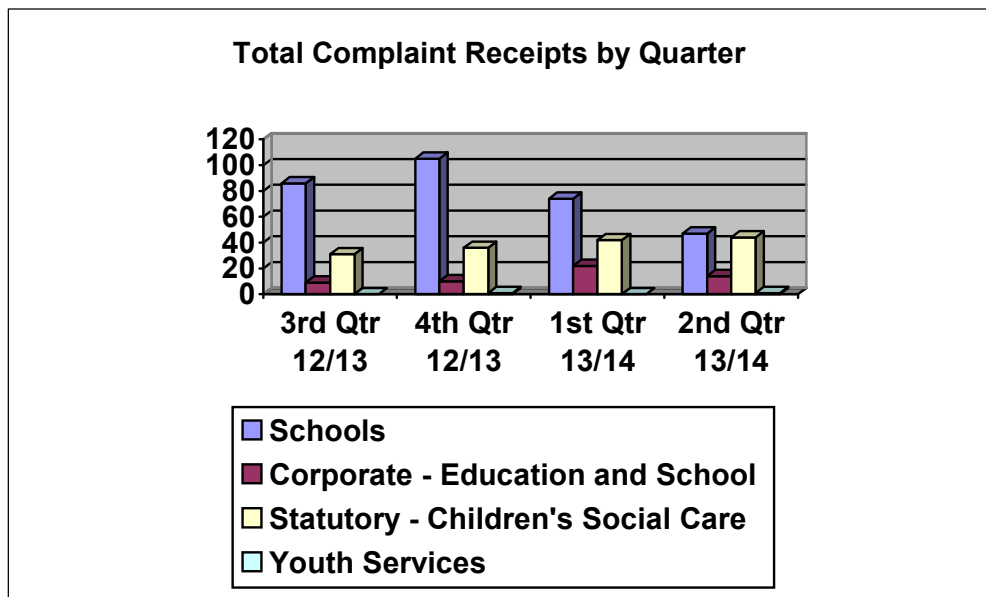
<b>Children and Young People Scrutiny Committee</b>		
<b>Date Range for Report</b>	1 <sup>st</sup> July 2013 – 30 <sup>th</sup> September 2013 (1 <sup>st</sup> April 2013 – 30 <sup>st</sup> June 2013)	
<b>Total number of complaints received across all LCC service area.</b>	272 (270)	
<b>Total number of complaints relating to <u>Children and Young People Scrutiny Committee</u></b>	106 (138)	
<b>Total number of compliments relating to <u>Children and Young People Scrutiny Committee</u></b>	9 (5)	
<b>Total Service Area Complaints</b>	Schools	47 (74)
	Corporate – Education and School	14 (22)
	Statutory - Children’s Social Care	44 (42)
	Youth Service	1 (0)
<b>Schools Complaint Reason Codes</b>	Admission issue	1 (1)
	Allegation against Head Teacher	4 (9)
	Allegation against other school staff	6 (4)
	Attendance Issues	2 (1)
	Bullying – Homophobic	0 (1)
	Bullying – Gender	0 (0)
	Bullying – Racial	1 (0)
	Bullying – SEN	1 (2)
	Bullying – Social Media	1 (0)
	Bullying Issue	4 (19)
	Class/School Organisation	4 (5)
	Equality Issue	0 (0)
	Exclusion Issue	2 (2)
	Inconsistency in application of rules	0 (1)
	Meals/Snacks/Drinks	3 (1)
	Medical	4 (2)
	Other	4 (9)
	Parental responsibilities/rights	0 (3)
	Procedural Irregularity	0 (4)
	Racial Issues	2 (2)

**APPENDIX D**

	School Neighbours	0 (1)
	School Uniform	3 (2)
	SEN	2 (7)
	Social Media Abuse	1 (1)
	Truancy Issues	0 (0)
	Unfair treatment by staff	2 (4)
<b>Corporate – Education and School Complaint Reason Codes</b>	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (2)
	Delayed Assessment of Service request	3 (0)
	Disability	0 (0)
	Disagree with policy	8 (6)
	Disagree with Procedure	2 (12)
	Insufficient Information Provided	0 (0)
	Other	0 (0)
	Procedure not Followed	0 (0)
	Procedural - Other	0 (0)
	Service Delay	1 (0)
<b>Statutory - Children's Social Care Complaint Reason Codes</b>	Conduct and attitude of staff	23 (13)
	Breach of confidentiality	0 (6)
	Bullying	1 (0)
	Delay in Receiving Service	2 (3)
	Disagree with Assessment	1 (1)
	Disagree with Decision	8 (8)
	Failed Home Care Visit	0 (0)
	Insufficient Service	2 (0)
	Lack of Communication	3 (4)
	Lack of Service	0 (1)
	Missed Call	0 (0)
	Other	0 (0)
	Procedure	3 (3)
	Quality of Service	0 (3)
	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	1 (0)

**APPENDIX D**

<b>Youth Service Complaint Reason Codes</b>	Conduct/Attitude/Rudeness of staff	1 (0)
	Procedural – Other	0 (0)
<b>Service Area Compliments</b>	Schools	0 (0)
	Corporate - Children's	0 (3)
	Statutory - Children's social Care	9 (2)
<b>How many LCC Corporate complaints have not been resolved within service standard</b>		4 (3)
<b>Number of complaints referred to Ombudsman</b>		? (17)



**Summary**

LCC Overview of Complaints

The total number of LCC complaints received for this quarter (Q2) shows a slight 0.7% increase on the previous quarter (Q3). Comparing this quarter with Q2 2012/13 there is a 4.2% decrease.

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

Children's services received a 23% decrease in the number of complaints received compared to quarter 1. 44% of the Children and Young People's complaints received this quarter are for School services.

School Complaints

Complaint receipts for Schools in Quarter 1 shows a decrease of 36% compared to the previous quarter.

The number of complaints has reduced from the last quarter, which could be as a result of trying to get issues resolved before the end of the academic year. The changes to Academy status has left parents contacting the School Liason Officer to get the support they need - advising, supporting and signposting schools, governors and parents alike are still a much valued part of the role.

As in the previous quarter, the level of complexity of complaints is still evident, with the majority of complaints that have come in this academic year having been regarding multiple issues across varied areas of the school process, which has impacted on the levels of support provided to schools and parents.

Education and School (Corporate) Complaints

Education and School corporate complaint receipts have received a decrease this quarter by 36%

This Quarter, 6 complaints were received regarding transport and covered the areas of allocation, cost and route changes/suitability. There were also 6 complaints received regarding School Admission's. 1 complaint was regarding Ofsted and another complaint regarding back ground checks.

This Quarter, 4 complaints were received from MP's raising issues on behalf of their constituents.

Children's Social Care (Statutory) Complaints

Complaint receipts in Quarter 2 for Children's Social Care have increased by 2 complaints compared to Quarter 1. Following the trend over the past four Quarters, 'Conduct and Attitude of staff' remains the highest reason for complaints showing a 77% increase this Quarter.

Youth Offending Complaints

This quarter Youth Offending received 1 complaint, this is an increase compared to the previous quarter. The complaint was regarding a Staff Member.

Overall Children's and Young People Compliments

The overall compliments received for Children and Young People has increased this Quarter with 9 compliments received, all 9 compliments were for Children's Social Care.

Children's Social Care (Statutory) Compliments

Received 9 compliments this Quarter. The compliments were:

- 2 Compliments for Steve Langford
- Compliment for Waddington Children's Centre
- Compliment for Jan Green
- Compliment for Reg Carvell and Nicky Chapman
- 3 social worker compliments (no names given)
- Compliment received regarding the quality of care given

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