

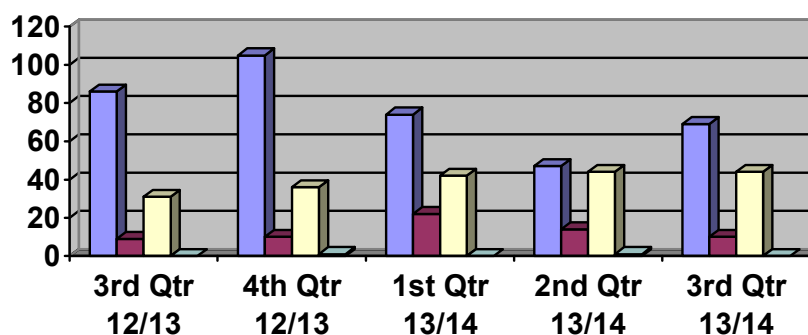
Customer Satisfaction Information – Scrutiny Committees

Children and Young People Scrutiny Committee		
Date Range for Report	1 st October 2013 – 31 st December 2013 (1 st July 2013 – 30 th September 2013)	
Total number of complaints received across all LCC service area.	235 (272)	
Total number of complaints relating to <u>Children and Young People Scrutiny Committee</u>	123 (106)	
Total number of compliments relating to <u>Children and Young People Scrutiny Committee</u>	2 (9)	
Total Service Area Complaints	Schools	69 (47)
	Corporate – Education and School	10 (14)
	Statutory - Children's Care	44 (44)
	Youth Service	0 (1)
Schools Complaint Reason Codes	Admission issue	10 (1)
	Allegation against Head Teacher	7 (4)
	Allegation against other school staff	4 (6)
	Attendance Issues	6 (2)
	Bullying – Homophobic	0 (0)
	Bullying – Gender	0 (0)
	Bullying – Racial	0 (1)
	Bullying – SEN	2 (1)
	Bullying – Social Media	2 (1)
	Bullying Issue	11 (4)
	Class/School Organisation	1 (4)
	Equality Issue	0 (0)
	Exclusion Issue	3 (2)
	Inconsistency in application of rules	0 (0)
	Meals/Snacks/Drinks	1 (3)
	Medical	3 (4)
	Other	6 (4)
	Parental responsibilities/rights	2 (0)
	Procedural Irregularity	5 (0)
	Racial Issues	1 (2)
	School Neighbours	0 (0)

	School Uniform	0 (3)
	SEN	2 (2)
	Social Media Abuse	0 (1)
	Truancy Issues	0 (0)
	Unfair treatment by staff	3 (2)
Corporate – Education and School Complaint Reason Codes	Age	0 (0)
	Breach of confidence	1 (0)
	Conduct/Attitude/Rudeness of staff	2 (0)
	Delayed Assessment of Service request	0 (3)
	Disability	0 (0)
	Disagree with policy	4 (8)
	Disagree with Procedure	0 (2)
	Insufficient Information Provided	0 (0)
	Other	1 (0)
	Procedure not Followed	0 (0)
	Procedural - Other	2 (0)
	Service Delay	0 (1)
Statutory - Children's Care Complaint Reason Codes	Conduct and attitude of staff	14 (23)
	Breach of confidentiality	1 (0)
	Bullying	0 (1)
	Delay in Receiving Service	2 (2)
	Disagree with Assessment	3 (1)
	Disagree with Decision	10 (8)
	Failed Home Care Visit	0 (0)
	Insufficient Service	1 (2)
	Lack of Communication	2 (3)
	Lack of Service	3 (0)
	Missed Call	0 (0)
	Other	3 (0)
	Procedure	4 (0)
	Quality of Service	0 (0)
	Racial discrimination	1 (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 (1)
Youth Service Complaint Reason Codes	Conduct/Attitude/Rudeness of staff	0 (1)
	Procedural – Other	0 (0)

Service Area Compliments	Schools	0 (0)
	Corporate - Children's	2 (3)
	Statutory - Children's Care	0 (9)
How many LCC Corporate complaints have not been resolved within service standard	6 (4)	
Number of complaints referred to Ombudsman	17 (11)	

Total Complaint Receipts by Quarter



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this quarter (Q3) shows a 13.6% decrease on the previous quarter (Q2). Comparing this quarter with Q3 2012/13 there is a 14.2% decrease.

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

Children's services received a 16% increase in the number of complaints received compared to quarter 2. 56% of the Children and Young People's complaints received this quarter are for School services.

School Complaints

Complaint receipts for Schools in Quarter 3 shows a large increase of 46% compared to the previous quarter.

Following the trend from last quarter, Quarter 3 complaints are lower than for the same period in 2012 (69, down from 86). Both Quarters 2 and 3 show significant variations from the same quarters in previous years.

As usual, bullying represented the principle reason for contact with LCC. Unusually, there were a significant number of complaints under the 'Admissions' category; however, these chiefly relate to a single issue whereby parents sought to block the admission of a child to their local school.

The category 'allegations against head teachers' is higher this quarter than last (7, up from 2) but complaints have dropped slightly for the category 'allegations against other members of staff' (4, down from 6).

Education and School (Corporate) Complaints

Education and School corporate complaint receipts have received a decrease this quarter by 29%.

This Quarter, 6 complaints were received regarding transport and covered the areas of allocation, misplaced application and route changes/suitability. There were also 2 complaints received regarding School Admission's. 1 complaint was regarding a CFBT staff member and another complaint concerning smoking outside the building.

Children's Social Care (Statutory) Complaints

Complaint receipts in Quarter 3 for Children's Social Care have remained the same as the previous quarter. Following the trend over the past four Quarters, 'Conduct and Attitude of staff' remains the highest reason for complaints, although there has been a 39% decrease compared to the previous quarter.

Overall Children's and Young People Compliments

The overall compliments received for Children and Young People has decreased this Quarter with 2 compliments been received. All 2 compliments were for Education and School (Corporate).

Education and School (corporate) Compliments

The 2 compliments received this Quarter were:

- Out of school service
- School Admissions

Ombudsman Complaints

In quarter 3, 20 LCC complaints were registered with the ombudsman. 17 of these complaints were considered by the Ombudsman. Children and Young People received 8 complaints considered by the ombudsman.

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