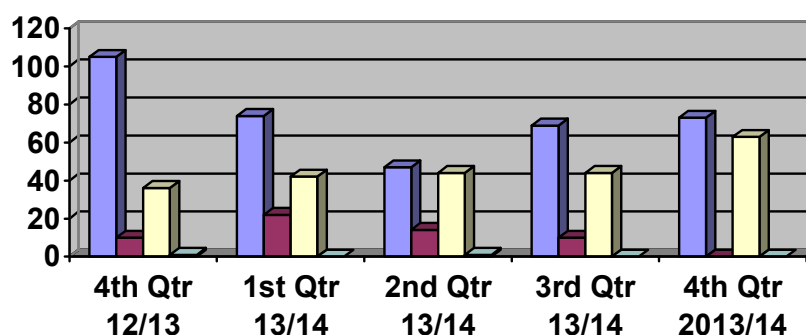


Appendix D - Customer Satisfaction Information – Scrutiny Committees

Children and Young People Scrutiny Committee		
Date Range for Report	1 st January – 31 st March 2014 (1 st December – 31 st December 2013)	
Total number of complaints received across all LCC service area.	252 (235)	
Total number of complaints relating to <u>Children and Young People Scrutiny Committee</u>	141 (123)	
Total number of compliments relating to <u>Children and Young People Scrutiny Committee</u>	0 (2)	
Total Service Area Complaints	Schools	78 (69)
	Corporate – Education and School	0 (10)
	Statutory - Children's Care	63 (44)
	Youth Service	0 (0)
Schools Complaint Reason Codes	Admission issue	0 (10)
	Allegation against Head Teacher	8 (7)
	Allegation against other school staff	8 (4)
	Attendance Issues	4 (6)
	Bullying – Homophobic	0 (0)
	Bullying – Gender	0 (0)
	Bullying – Racial	0 (0)
	Bullying – SEN	2 (2)
	Bullying – Social Media	0 (2)
	Bullying Issue	14 (11)
	Class/School Organisation	7 (1)
	Equality Issue	0 (0)
	Exclusion Issue	3 (3)
	Inconsistency in application of rules	0 (0)
	Meals/Snacks/Drinks	2 (1)
	Medical	4(3)
	Other	8 (6)
	Parental responsibilities/rights	5 (2)
	Procedural Irregularity	1 (5)
	Racial Issues	3 (1)
	School Neighbours	1 (0)
	School Uniform	1 (0)
	SEN	4 (2)
	Social Media Abuse	0 (0)
	Truancy Issues	0 (0)
	Unfair treatment by staff	2 (3)
	No category selected	1 (0)

Corporate – Education and School Complaint Reason Codes	Age	0 (0)
	Breach of confidence	0 (1)
	Conduct/Attitude/Rudeness of staff	0 (2)
	Delayed Assessment of Service request	0 (0)
	Disability	0 (0)
	Disagree with policy	0 (4)
	Disagree with Procedure	0 (0)
	Insufficient Information Provided	0 (0)
	Other	0 (1)
	Procedure not Followed	0 (0)
	Procedural - Other	0 (2)
	Service Delay	0 (0)
Statutory - Children’s Care Complaint Reason Codes	Conduct and attitude of staff	20 (14)
	Breach of confidentiality	3 (1)
	Bullying	0 (0)
	Delay in Receiving Service	1 (2)
	Disagree with Assessment	2 (3)
	Disagree with Decision	5 (10)
	Failed Home Care Visit	0 (0)
	Insufficient Service	5 (1)
	Lack of Communication	3 (2)
	Lack of Service	14 (3)
	Missed Call	0 (0)
	Other	6 (3)
	Policy	1 (0)
	Procedure	0 (4)
	Quality of Service	2 (0)
	Racial discrimination	0 (1)
	Reduction in Service	0 (0)
	Refusal of Service	0 (0)
	Religious and cultural issues	0 (0)
	Standard of Care	1 (0)
	Undue Delay in Service Response	0 (0)
Youth Service Complaint Reason Codes	Conduct/Attitude/Rudeness of staff	0 (0)
	Procedural – Other	0 (0)
Service Area Compliments	Schools	0 (0)
	Corporate - Children’s	0 (2)
	Statutory - Children’s Care	0 (0)
How many LCC Corporate complaints have not been resolved within service standard	In Q4 there was a system error which was unable to produce the timescale data. This will be rectified for Q1 2014/15 (4)	
Number of complaints referred to Ombudsman	12 (17)	

Total Complaint Receipts by Quarter



LCC Overview of Complaints

The total number of LCC complaints received for this quarter (Q4) shows a 4.8% increase on the previous quarter (from 123 to 141). However, when comparing this quarter with Q4 2012/13 this is an 11.6% decrease.

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

Children's services received a 15% increase (18 complaints) in the number of complaints received compared to quarter 3. However there is a 7% decrease in the number of complaints received compared to quarter 4 2012/13.

School Complaints

Complaint receipts for Schools in quarter 4 shows an increase of 13% compared to the previous quarter.

Quarter 4 complaints are up from quarter 3 (from 69 to 78) and represent the highest volume for all quarters within the 2013/2014 reporting period. However, this represents considerably fewer complaints than for quarter 4 of 2013 (105 complaints).

As usual, bullying represents the principle reason for contact with LCC. The School Liaison Officer has supported parents and schools in seeking to resolve numerous of these complaints, and has also referred schools to the services of the LCC Anti-bullying Lead Officer.

We continue to see issues with allegations being made against members of staff and a number of these have led to further complaints regarding school organisation where allegations have led to suspension of staff. The School Liaison Officer has fielded enquiries to reassure parents and liaised with CfBT to ensure a consistent response.

The category 'other' covers those complaints that do not sit within any of the existing categories and covers a diverse range of complaints. Recent examples range from complaints that parents have not been told all the details when they suspect a member of staff has been suspended to allegations of inappropriate touching of pupils by other pupils.

Education and School (Corporate) Complaints

Education and School corporate complaint received no complaints this quarter.

Children's Care (Statutory) Complaints

Complaint receipts in Quarter 4 for Children's Social Care have significantly increased by 43% (19 complaints). Following the trend over the past 5 quarters, 'Conduct and Attitude of staff' remains the highest reason for complaints. 38% of Children's Care complaints this quarter were related to 'conduct and attitude of staff'.

Overall Children's and Young People Compliments

There were no compliments this quarter for Children's and young people.

Ombudsman Complaints

In quarter 4, 12 LCC complaints were registered with the ombudsman. 4 of these complaints were considered by the Ombudsman. Children and Young People received 1 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).