

Appendix A

Children's Services results for April 2006 to March 2007

Stage 1 complaints

- We received 51 stage 1 complaints during the year compared to 37 the previous year, 3 complaints were later withdrawn. Most complaints were made by adults, but 5 complaints were made directly by young people.

Stage 2 complaints

- We were asked to look at 8 stage 2 complaints during the year compared to 2 the previous year. 2 complaints were later withdrawn.

Stage 3 complaints

- We did not deal with any stage 3 complaints.

Ombudsman

- We asked the Ombudsman to look at 1 complaint during the year as an early referral. The Ombudsman agreed that the remedy offered by the Council was a fair and satisfactory way of dealing with the complaint and that there were no grounds to pursue the matter further.

Total number of complaints received

	Stage 1	Stage 2	Stage 3
2005/2006	37	2	0
2006/2007	51	8	0

Outcomes

	Stage 1	Stage 2
Not upheld	34	2
Partially upheld	12	1
Upheld	2	1
Withdrawn	3	2
Current	0	2
Total	51	8

Not upheld means – we did not agree with your complaint

Partially upheld means – we agree with some parts of your complaint

Upheld means – we agree with all parts of your complaint

Withdrawn means – you have decided not to continue with your complaint
 Current means – your complaint was still being investigated when this report was written

Customer Group – person making the complaint

	Stage 1	Stage 2
Child or Young Person	5	0
Relative	35	7
Carer	3	0
Advocacy Service	3	1
Advocate (other)	3	0
Legal Representative	2	0
Total	51	8

Types of Complaints made

Behaviour or attitude of staff	14	Lack of communication	4
Contact or access arrangements	11	Lack of information	1
Delays in providing service	2	Lack of support	9
Delays in decision making	2	Non provision of education	2
Delays in investigating	2	Practise or procedure	2
Disputed decision	3	Respite care provision	2
Financial assessment	3	Standard of service	5
Inadequate response	1	Unallocated social worker	5
Note: some complaints have more than one complaint issue			

Complaints resolved within timescale

	Stage 1	Stage 2
Full response	28	1
Withdrawn	3	2

Complaints resolved outside timescale

Stage 1	10-15 working days	15-20 working days	More than 20 working days
Full response	10	4	6
Stage 2	25- 40 working days	40-65 working days	More than 65 working days
Full response	1	1	1

- Workload is the main reason given by service managers for being unable to respond within the timescales, but other reasons include some complex complaints needing more time to investigate, staff holidays and staff sickness.

Community Services for April 2006 to March 2007

Table 1: Shows the total number of Stage 1 Community Services complaints for 06/07

Complaints by Service	2005/06	2006/07
Adult Services	42	25

Table 2: Shows the percentage of Stage 1 Community Services complaints resolved within 10 day timescale

Time taken to resolve complaint	Adult Social Care
Resolved within 10 working days	71.0%
Resolved after 10 working days	29.0%
Total	100%

Table 3: ADULT SERVICES
Shows the service area breakdown of Stage 1 complaints

Service Area	2006/07
Old Peoples Service	9
Occupational Therapy	7
Physical Disability	2
Day Centres	2
Adult Placement	1
Residential Care	2
Learning Disability	1
Rapid Response	1
Total	25

Table 4: ADULT SERVICES**Shows the issues investigated as Stage 1 complaints**

Some complaints have more than one issue to be investigated

Cause for Complaint	2006/07
Funding financial assessment	2
Delay in funding panel process	3
Lack of information	8
Standard of service	10
Lack of support	1
Behaviour of staff	4
Lack of communication	7
Occupational Therapy Service	3
Occupational Therapy adaptations	3
Disputed decision	1
Hospital discharge	1
Quality of meals	1
Transport	1
Housing	1
Total number of issues raised	46

ADULT SERVICES**Table 5: Shows the outcome of Social Services Stage 1 complaints**

Outcome	2006/07
Upheld	7
Partially Upheld	5
Not Upheld	13
Total	25