

# NORTH YORKSHIRE COUNTY COUNCIL

## STANDARDS COMMITTEE

1 OCTOBER 2007

### COMPLIMENTS AND COMPLAINTS QUARTERLY REPORT

QUARTER 1 – 1<sup>st</sup> APRIL 2007 TO 30<sup>rd</sup> JUNE 2007

1. This report summarises the compliments and complaints received during quarter 1 of 2007/08 year.

#### Summary of Compliments Received

	<b>Adult &amp; Community</b>	<b>Business &amp; Environment</b>	<b>Chief Executive</b>	<b>Children &amp; Young People</b>	<b>Finance &amp; Central Services</b>	<b>Total</b>
<b>Compliments Received 2006/07</b>	193 (53%)	149 (41%)	3 (1%)	20 (5%)	0 (0%)	365 (100%)
<b>Quarter 1 2007/08</b>	276 (70%)	88 (22%)	6 (2%)	21 (5%)	4 (1%)	395 (100%)

2. This table shows the number of compliments received by Directorate. Frontline and customer facing services obviously receive the most compliments. For Adult and Community Services 156 compliments were for adult social care and 120 for community services including libraries and registration offices.

#### Summary of Complaints Received

	<b>Adult &amp; Community</b>	<b>Business &amp; Environment</b>	<b>Chief Executive</b>	<b>Children &amp; Young People</b>	<b>Finance &amp; Central Services</b>	<b>Total</b>
<b>Total number of complaints received 2006/07</b>	276 (52%)	112 (21%)	7 (1%)	125 (24%)	10 (2%)	530 (100%)
<b>Quarter 1 2007/08</b>	89 (60%)	12 (8%)	9 (6%)	38 (25%)	1 (1%)	149 (100%)

3. Complaints relating to the Contact Centre are included within Chief Executive Group, which opened in April 2007 and this accounts for the higher quarterly figure. Children and Young People Services received a total 38 complaints which includes complaints relating to Children's Social Care. A total of 5 complaints were withdrawn at stage 1.

#### Timescales for Completion

4. The procedure provides clear timescales for handling of complaints. If a complaint cannot be resolved straight away, it must be acknowledged and a full response provided within 20 days from receipt.
5. The table shows in percentage terms the complaints completed within these timescales across each Directorate.

Percentage of Complaints	Adult & Community	Business & Environment	Chief Executive	Children & Young People	Finance & Central Services	Total
Completed < 20 working days	92%	100%	100%	65%	-	89%
Completed > 20 working days	8%	-	-	35%	-	11%

6. It is worth noting that complaints handled through the statutory procedure within and Adult and Children's Social Care are often of a personal and complex nature and therefore can take longer to investigate.

#### Outcomes of Complaints by Directorate

7. The table shows the outcomes of complaints.

Percentage of Complaints	Adult & Community	Business & Environment	Chief Executive	Children & Young People	Finance & Central Services	Total
Upheld / partly upheld	22%	58%	50%	39%	-	31%
Not upheld	78%	42%	50%	61%	-	69%

#### Analysis by category

8. Analysis by category of complaint is now available following introduction of the new reporting system. The breakdown of this for all complaints across the Council are shown below.

Number of Complaints	Poor Service	No Service	Delay in provision of Service	Disagree with decision / policy	Staff Attitude	Poor communication	Personnel	Other
Upheld / partly upheld	13	2	3	6	4	7	0	0
Not upheld	26	9	2	27	5	1	1	10

#### Complaints by stages

9. The procedure provides for stages in the handling of complaints. During the first quarter a total of 124 stage 1 complaints were received. A total of 16 stage 2 complaints were received which required formal investigation. There were no stage 3 complaints received.

#### Ombudsman complaints

10. A total of 9 ombudsman complaints were received within the quarter, 4 of which referred to School Admissions. 8 ombudsman complaints were in progress at the beginning of the quarter which rose to 11 ombudsman complaints awaiting decisions at the end of the quarter. The authority received 6 final decisions, 5 of which were not upheld and the Ombudsman agreed a decision of Local Settlement on 1 complaint.

## Learning from Complaints

11. The Corporate Performance Assessment inspection in 2006 identified learning from complaints as an area for improvement. In response to this 'Learning from Complaints' has now been made a standing item on the Directorate Complaints Co-ordinators meeting and this will be used as a vehicle for sharing learning issues and to explore any policy / service changes relevant across the wider council.

12. Examples of some of the specific learning from complaints received in quarter 1 include:

- a. Updated information on the library pages of the North Yorkshire County Council website.
- b. Within Adult Social Care a number of procedural changes in certain teams have been made relating to missed calls, recording client wishes and recording procedures for review notes. In addition staffing levels in one team are being reviewed and staff training addressed re POVA procedures.
- c. Within Children's Social Care change to policy and service delivery include:
  - Review of case allocation to workers to ensure consistency for service users.
  - Service managers to ensure Core Assessments written up promptly.
  - Review of wording in YOT template letters and update of leaflet for service users.
  - Review of transferring belongings standards between placements.
- d. One of the Contact Centre complaints related to delay in answering the call, this has been addressed by resources to specific times of day.

**AMANDA FRY**  
**Staff Officer to the Chief Executive**  
**County Hall**  
**NORTHALLERTON**

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Author: Jo Broadbent / Victoria Garside  
Contact Details: Tel 01609 532272  
E-mail [victoria.garside@northyorks.gov.uk](mailto:victoria.garside@northyorks.gov.uk)  
Presenter of Report: Victoria Garside  
Background Documents: None  
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