

NORTH YORKSHIRE COUNTY COUNCIL

STANDARDS COMMITTEE

3 MARCH 2008

COMPLIMENTS AND COMPLAINTS QUARTERLY REPORT

QUARTER 2 – 1st JULY 2007 TO 30th SEPTEMBER 2007

1. This report summarises the compliments and complaints received during quarter 2 of 2007/08 year.

Summary of Compliments Received

	Adult & Community	Business & Environment	Chief Executive	Children & Young People	Finance & Central Services	Total
Compliments Received 2006/07	193 (53%)	149 (41%)	3 (1%)	20 (5%)	0 (0%)	365 (100%)
Quarter 1 2007/08	276 (70%)	88 (22%)	6 (2%)	21 (5%)	4 (1%)	395 (100%)
Quarter 2 2007/08	277 (52%)	224 (42%)	15 (3%)	14 (2.5%)	2 (0.5%)	532 (100%)

2. This table shows the number of compliments received by Directorate. Frontline and customer facing services obviously receive the most compliments.

3. For Adult and Community Services 117 compliments were for adult social care and 160 for community services including libraries and registration offices. Children and Young People's Services received a total of 14 Compliments which includes compliments relating to Children's Social Care.

4. It is worth noting that since the introduction of the new procedure all compliments are now recorded by the Directorate Complaints Co-ordinators, which accounts for the increased number of compliments received compared to 2006/07.

Summary of Complaints Received

	Adult & Community	Business & Environment	Chief Executive	Children & Young People	Finance & Central Services	Total
Total number of complaints received 2006/07	276 (52%)	112 (21%)	7 (1%)	125 (24%)	10 (2%)	530 (100%)
Quarter 1 2007/08	89 (60%)	12 (8%)	9 (6%)	38 (25%)	1 (1%)	149 (100%)
Quarter 2 2007/08	161 (73%)	23 (10%)	7 (3%)	30 (13%)	1 (1%)	222 (100%)

5. Adult and Community Services received a total of 161 complaints which includes 47 complaints for Adult Social Care, the remaining 114 relate to Library and Community Services. Children and Young People Services received a total

30 complaints which includes 24 complaints relating to Children's Social Care. A total of 8 complaints were withdrawn at stage 1 and 1 complaint at stage 2.

Timescales for Completion

6. 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.

7. 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	72%	11%	5%	13%	1%	87%
Completed > 20 working days	50%	-	-	50%	-	13%

8. 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. Such complaints often involve other agencies or require legal advice and therefore can take longer to investigate. When a complaint is more complex and requires more time to respond fully complainants are kept well informed in accordance with the procedure.

Outcomes of Complaints by Directorate

9. 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	44%	17%	-	36%	3%	29%
Not upheld	81%	6%	3%	10%	-	71%

Analysis by category

10. 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	31	4	6	14	6	10	0	0
Not upheld	81	8	3	30	3	7	0	19

Complaints by stages

11. The procedure provides for stages in the handling of complaints. During the second quarter a total of 205 stage 1 complaints were received. A total of 9 stage 2 complaints were received which required formal investigation whilst 2 complaints required further review at stage 3.

Ombudsman complaints

12. A total of 6 ombudsman complaints were received within the quarter. 9 ombudsman complaints were in progress at the beginning of the quarter which fell to 7 ombudsman complaints awaiting decisions at the end of the quarter. The authority received 8 final decisions, 6 of which were not upheld and the Ombudsman agreed a decision of Local Settlement on 1 complaint and a decision of maladministration and injustice on 1 Adult Social Care complaint.

Learning from Complaints

13. Examples of some of the specific learning from complaints received in quarter 2 include:

- a. Following a complaint to Library and Community Services that opening hours were not displayed new signage on disabled access to libraries has now been displayed.
- b. Within Adult Social Care a number of procedural changes in certain teams have been made relating to case recording and financial assessment and funding guidance given to families. In addition there has been a review of local respite procedures to ensure all admissions are confirmed.
- c. The REOTAS planning provision has been amended as a result of a complaint received by Children and Young People's Services which highlighted a weakness.
- d. Within Children's Social Care change to policy and service delivery include:
 - Review of internal team communication to ensure consistent information provided to service users.
 - Review of guidance needed regarding photography of children in foster care.
 - Review of communication regarding Eligibility Criteria.
 - Guidance regarding private fostering arrangements to be reviewed.
- e. Within Finance and Central Services procedures and guidelines were reviewed to ensure staff clarify requirements for establishing identity and appropriateness of responses in regard to sensitive cases.

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Annexes: None