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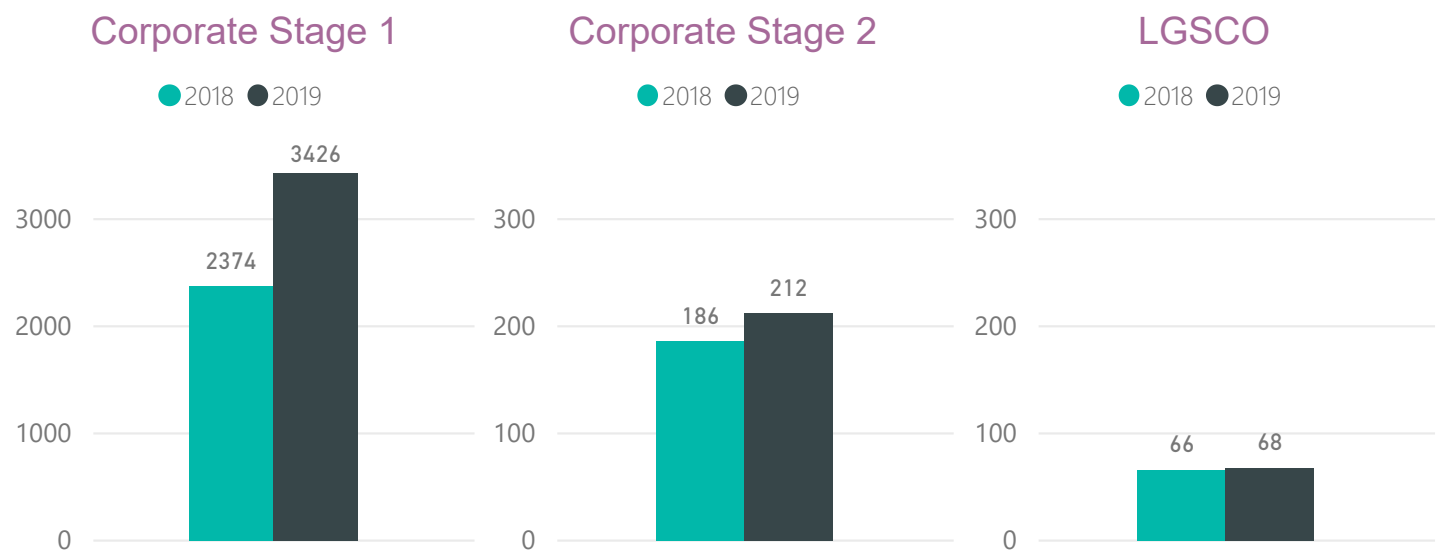
Complaint & Enquiry Report

# Croydon Council

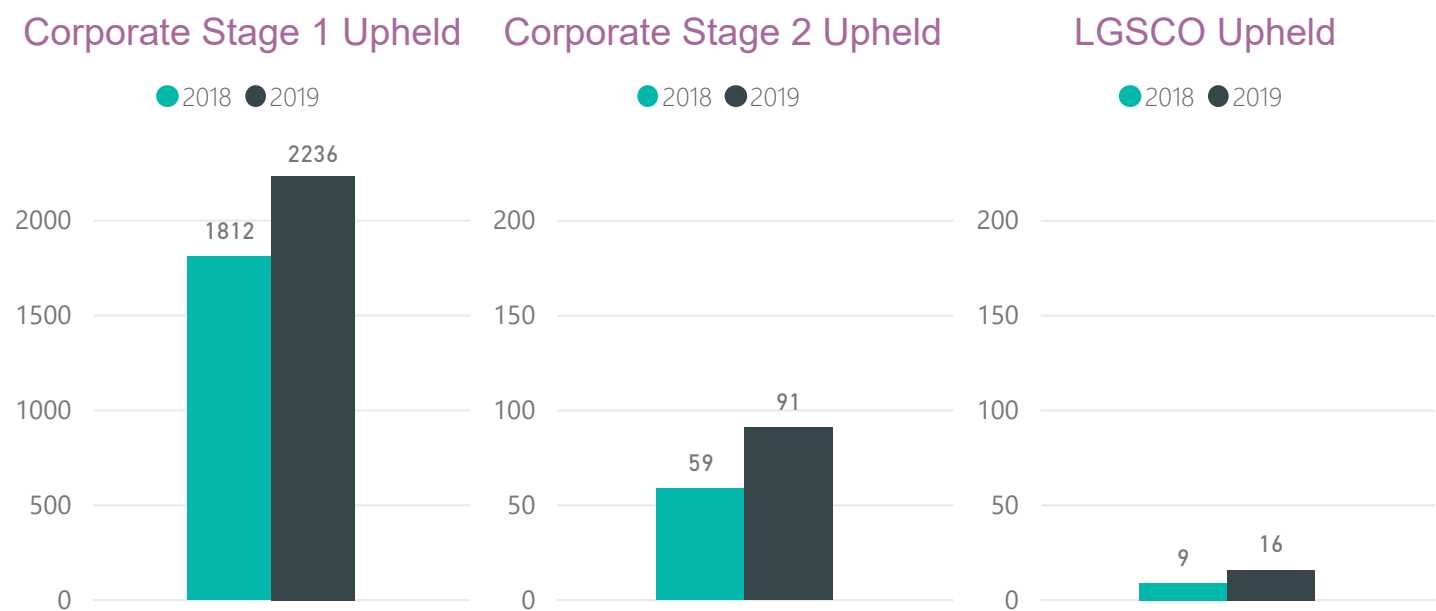
Annual 2019

# 1. Organisational Summary - Corporate Complaints

- 1.1 The volume of stage one has increased by 44% or 1052 complaints, compared to 2018.
- 1.2 The volume of stage two has increased by 14% or 26 complaints, compared to 2018.
- 1.3 The volume of corporate Local Government & Social Care Ombudsman (LGSCO) investigations has increased by 3% or 2 investigations.

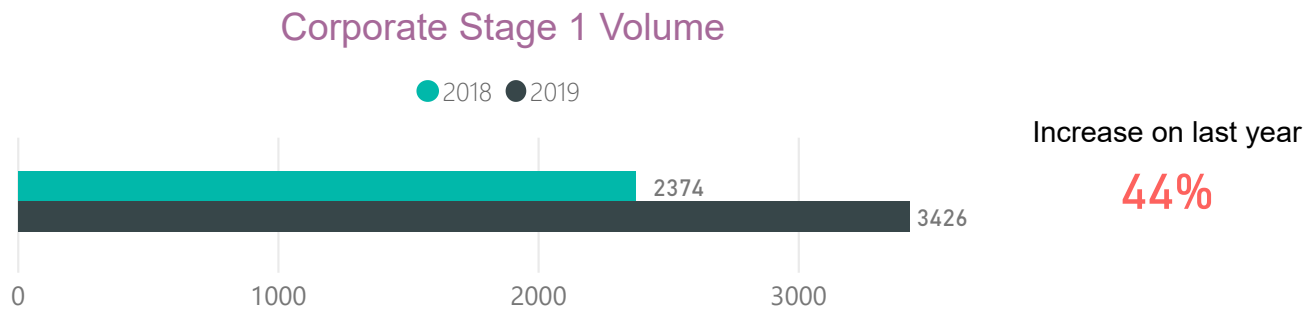


- 1.4 65%, or 2236 complaints, at stage one were upheld in 2019, an increase of 23%, or 424 complaints compared to 2018.
- 1.5 43%, or 91 complaints, at stage two were upheld in 2019, this is 54%, or 32 additional complaints compared to 2018.
- 1.6 24%, or 16 investigations at the LGSCO investigation stage were upheld in 2019, this is an increase of 78%, or 7 investigations compared to 2018. 10 LGSCO cases remain open, pending an outcome.

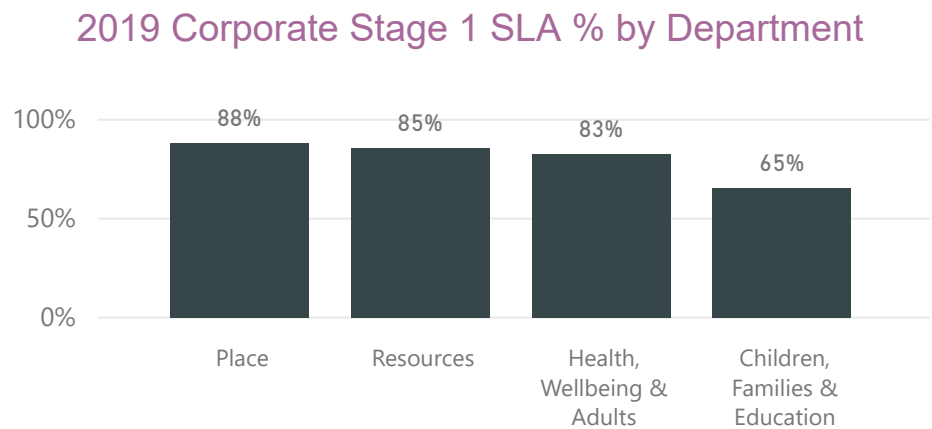
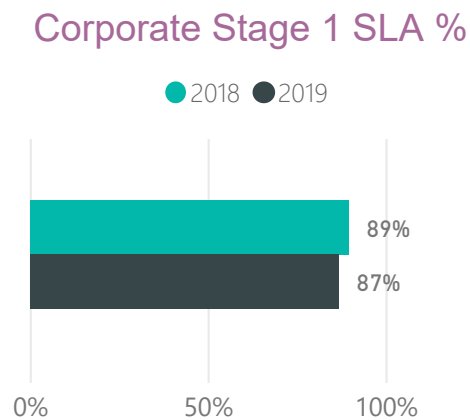


# 1. Organisational Summary - Stage One Corporate Complaints

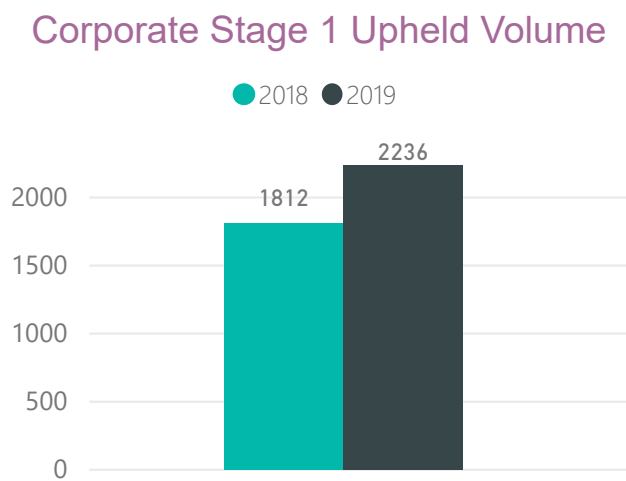
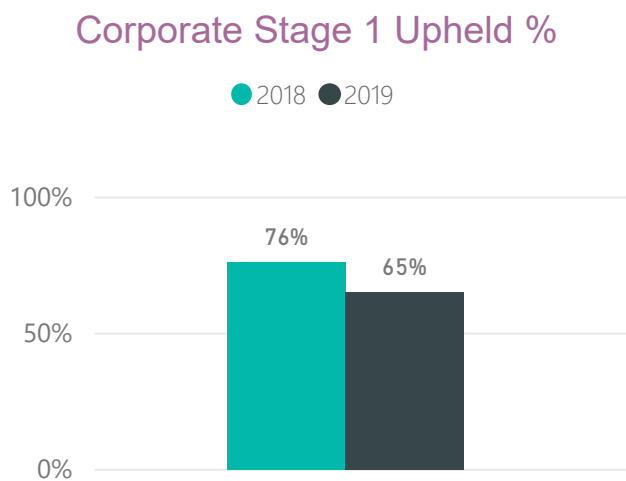
1.7 The volume of stage one has increased by 44% or 1052 complaints compared to 2018.



1.8 87% of stage one complaints were answered within corporate 20 working days target.



1.9 There is a increase of 23%, or 424 complaints, in upheld volumes in 2019, compared to last year.

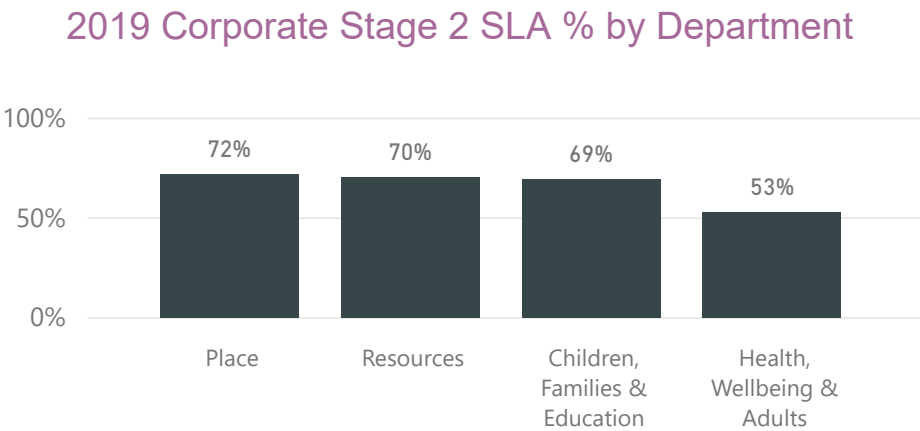
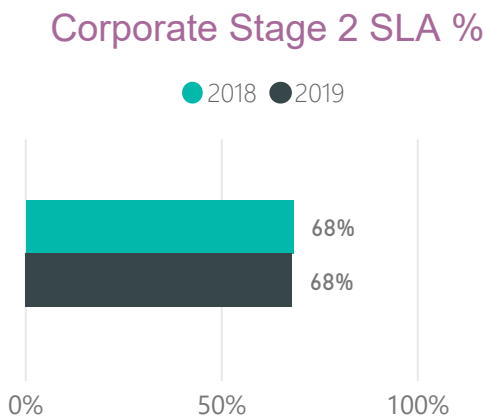


# 1. Organisational Summary - Corporate Stage Two Complaints

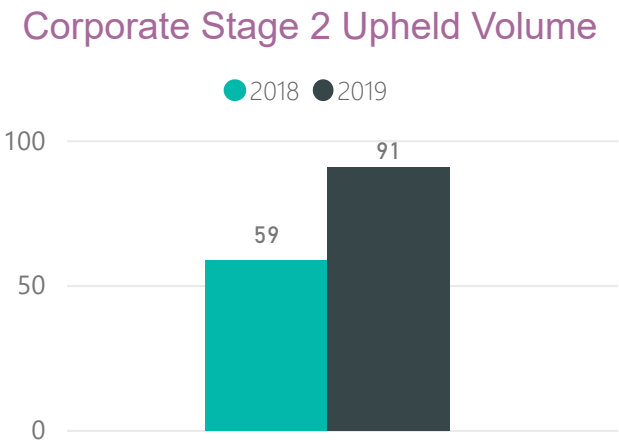
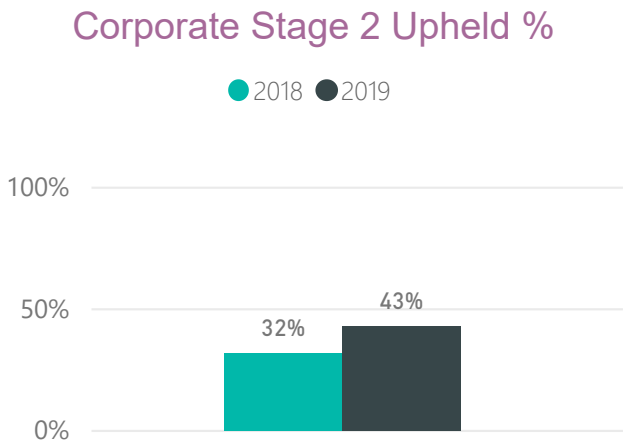
1.10 The volume of stage two complaints has increased by 14%, or 26 complaints, compared to 2018.



1.11 68% of stage two complaints were answered within the 20 working days target, remaining the same as in 2018.



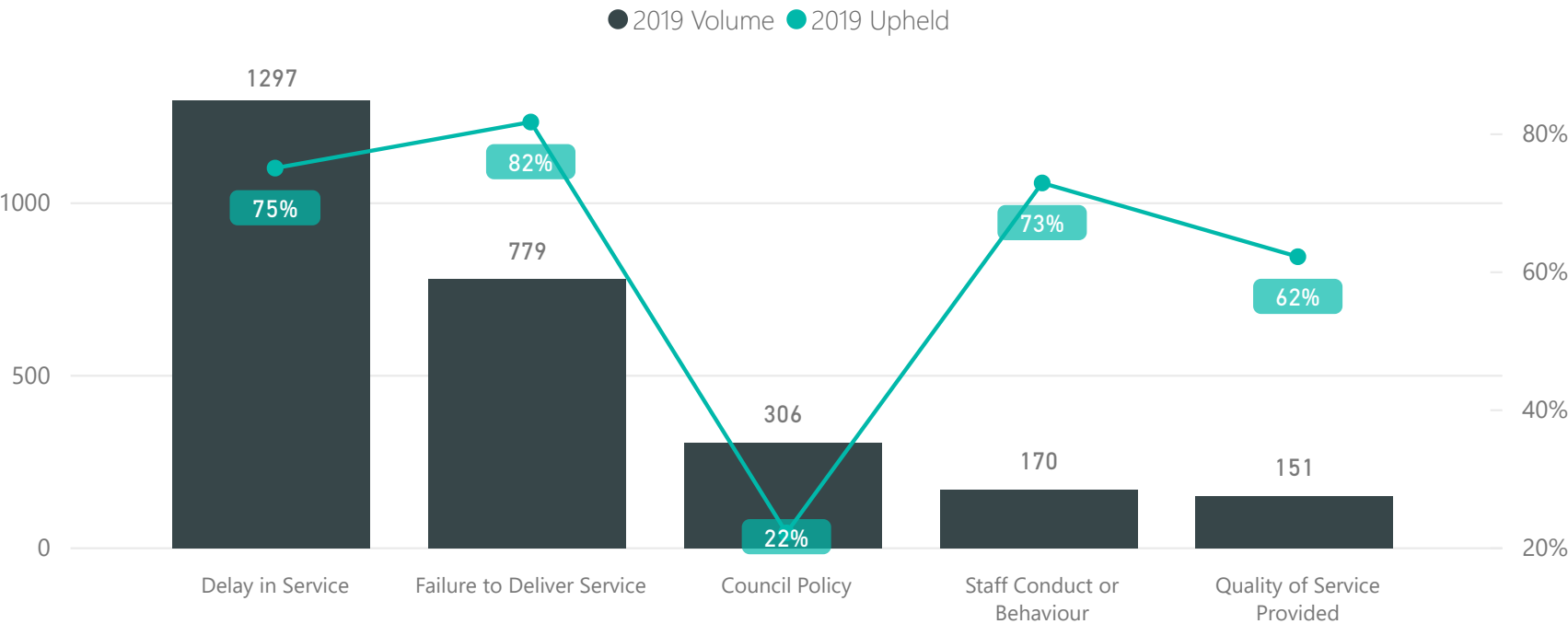
1.12 There is an increase of 54%, or 32 complaints, in upheld volumes in 2019, compared to last year.



# 1. Organisational Summary - Corporate Themes

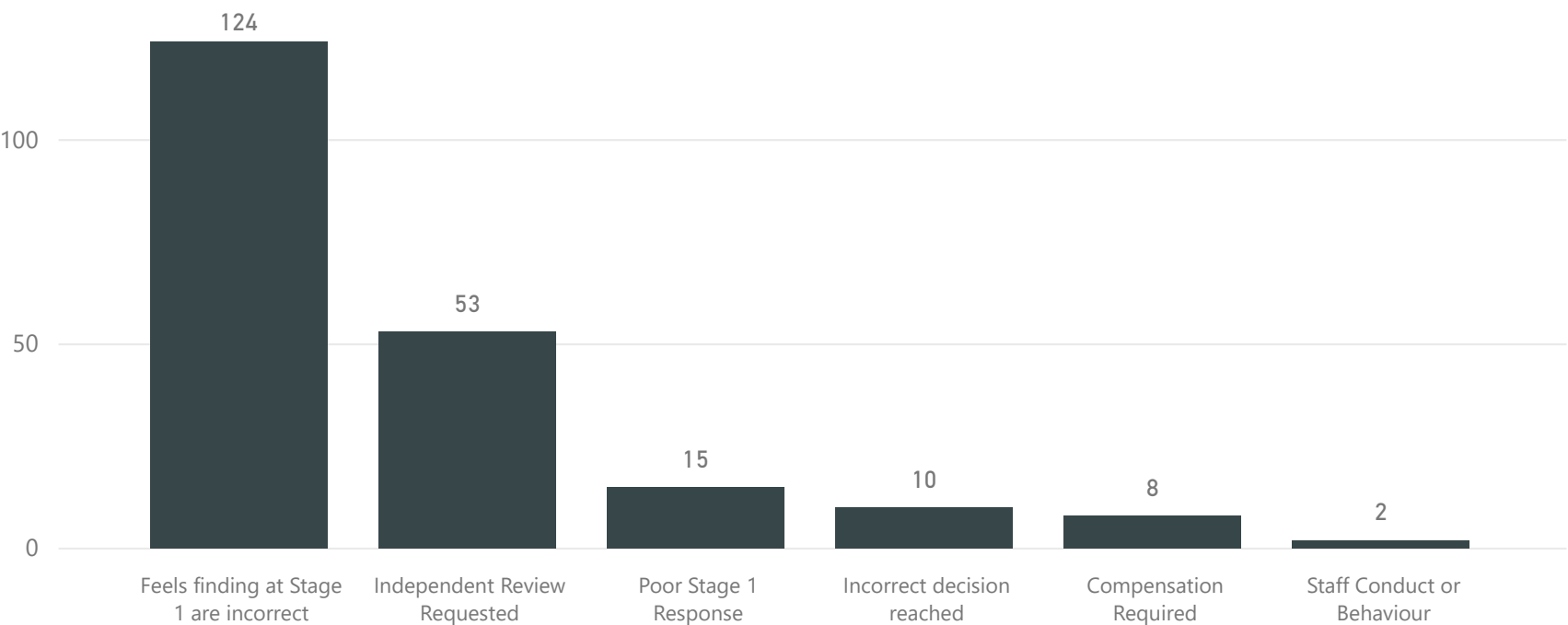
1.13 The chart shows the 5 highest reasons for complaint in the bar and the percentage of those that were upheld in the line during 2019.

2019 Reason for Stage 1 Complaint



1.14 After stage one, complaints can be raised to stage two. The chart below shows the reasons why a complaint has been escalated to stage two.

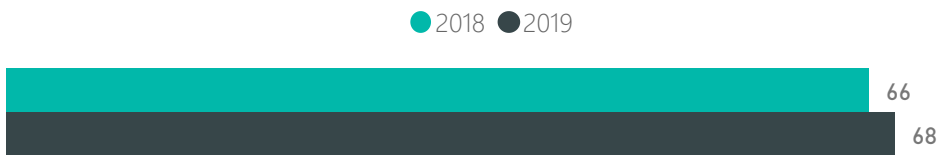
2019 Reason for Stage 2 Escalation



# 1. Organisational Summary - Corporate LGSCO Investigations

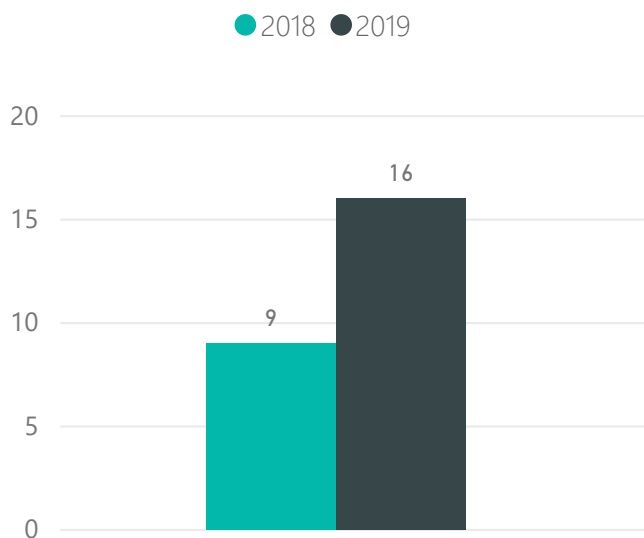
**1.15** The volume of Local Government & Social Care Ombudsman (LGSCO) investigations has increased by 2, or 3% compared to last year.

LGSCO Volume

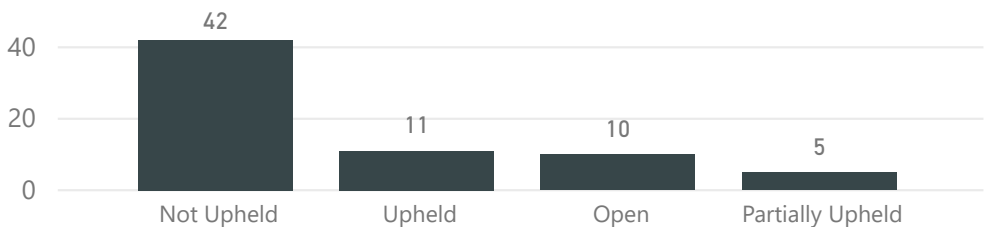


**1.16** LGSCO investigations and their timelines are set by the LGSCO. To date 16 investigations have been upheld or partially upheld by the LGSCO this year. There are 10 awaiting an outcome and remain open, these are not included in the upheld figures yet.

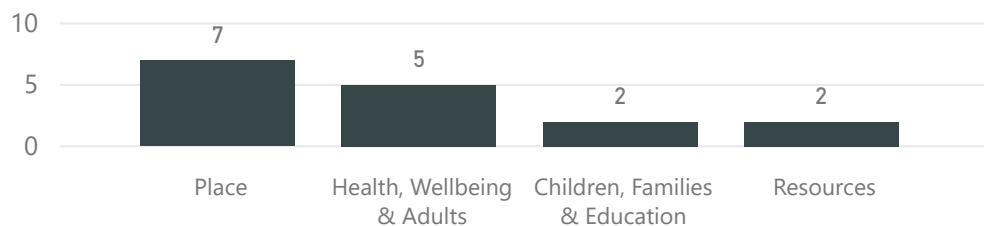
LGSCO Upheld



2019 LGSCO Upheld by Outcome

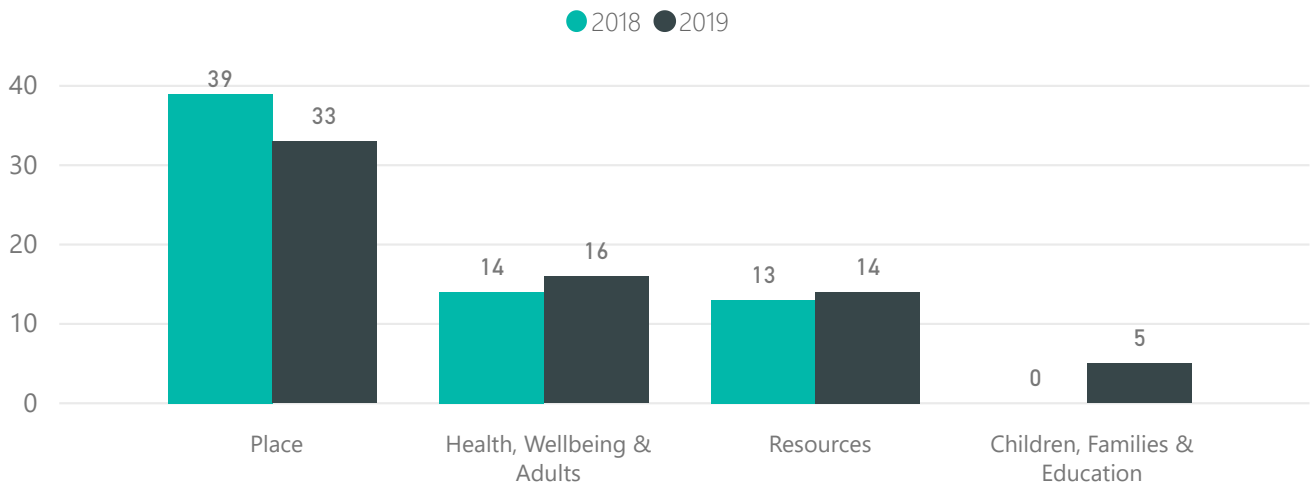


2019 LGSCO Upheld by Department



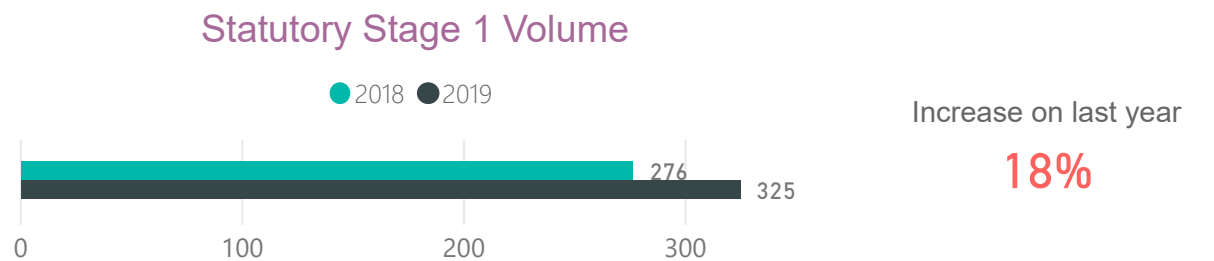
**1.17** The graphs below show LGSCO investigations by department, this is inclusive of corporate, adults statutory and childrens statutory investigations.

LGSCO Volume

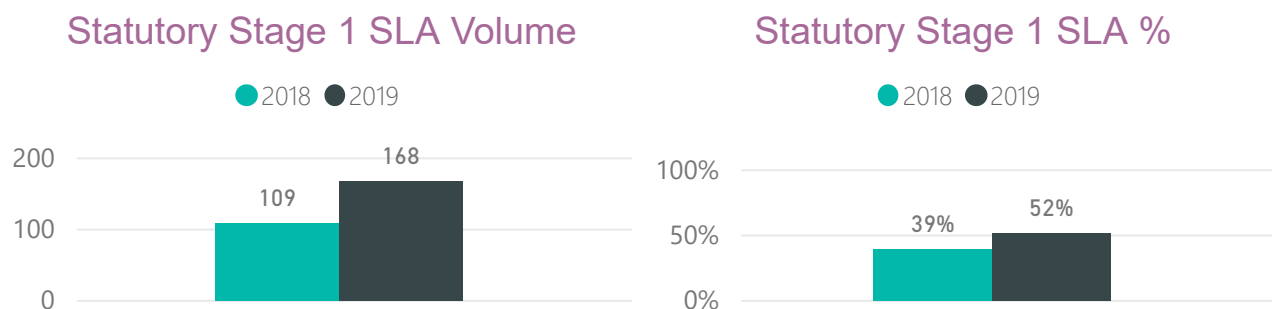


# 1. Organisational Summary - Adults & Children's Statutory Complaints

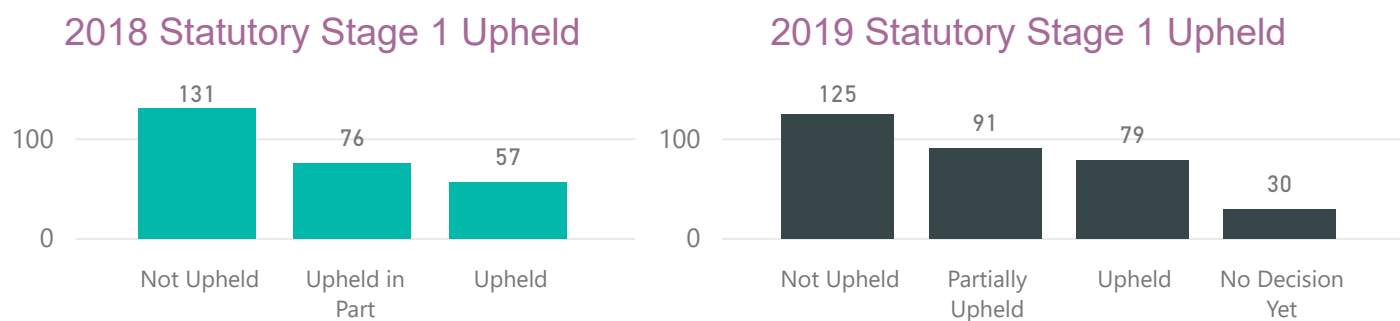
**1.18** The volume of stage one statutory complaints increased by 18%, or 49 complaints, compared to 2018.



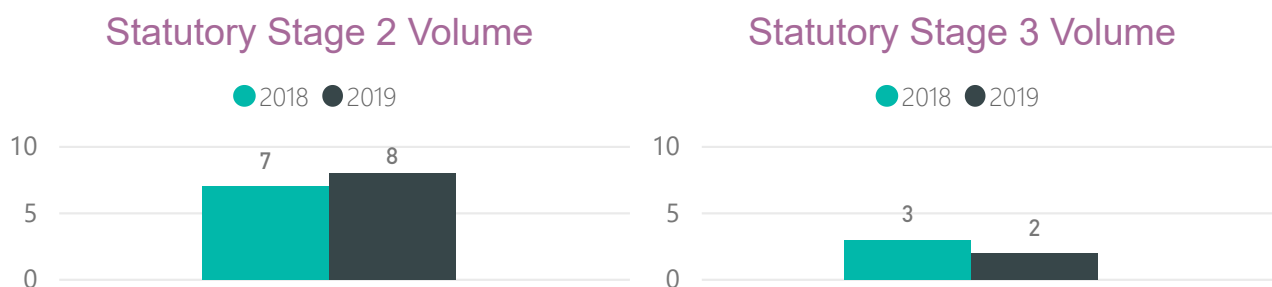
**1.19** 52%, or 168 complaints, were answered within statutory targets of 10 working days. However, often cases can and will extend due to their complexity and in consultation with the complainant. These figures do not include cases which have been extended due to this.



**1.20** There are 30 complaints that have not yet had a decision made. 42%, or 125 complaints, of the remaining stage one complaints have not been upheld. 50% or 131 complaints, were not upheld in 2018.

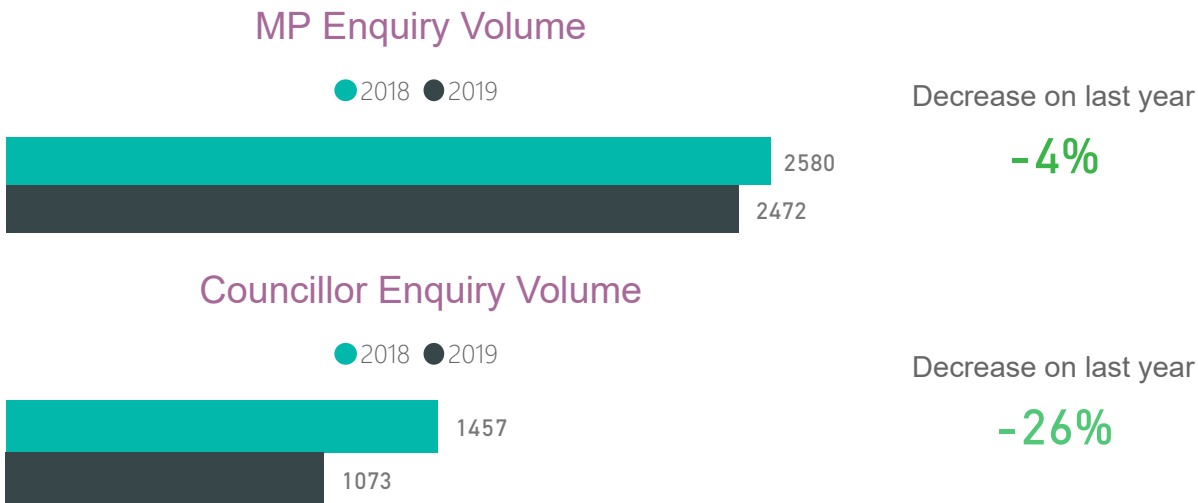


**1.21** Children's has a stage 2 and 3 process for statutory complaints which Adult's does not. In 2019 there were 8 stage two complaints, an increase of 1 on last year. Stage three decreased by 1 complaint from 3 to 2 from 2018.

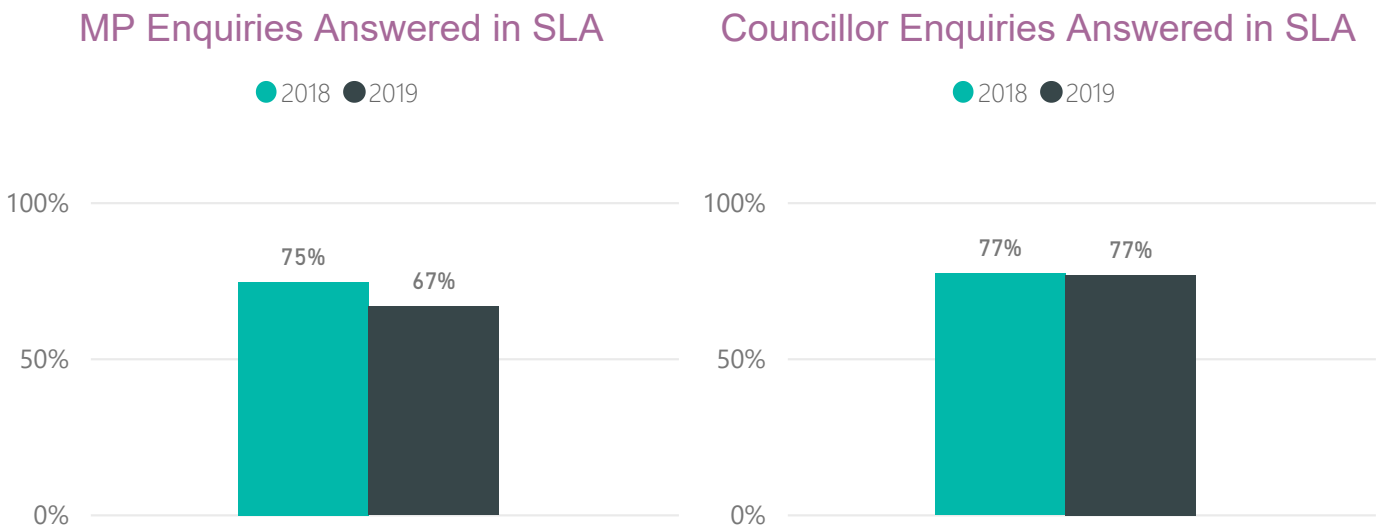


# 1. Organisational Summary - MP & Councillor Enquiries

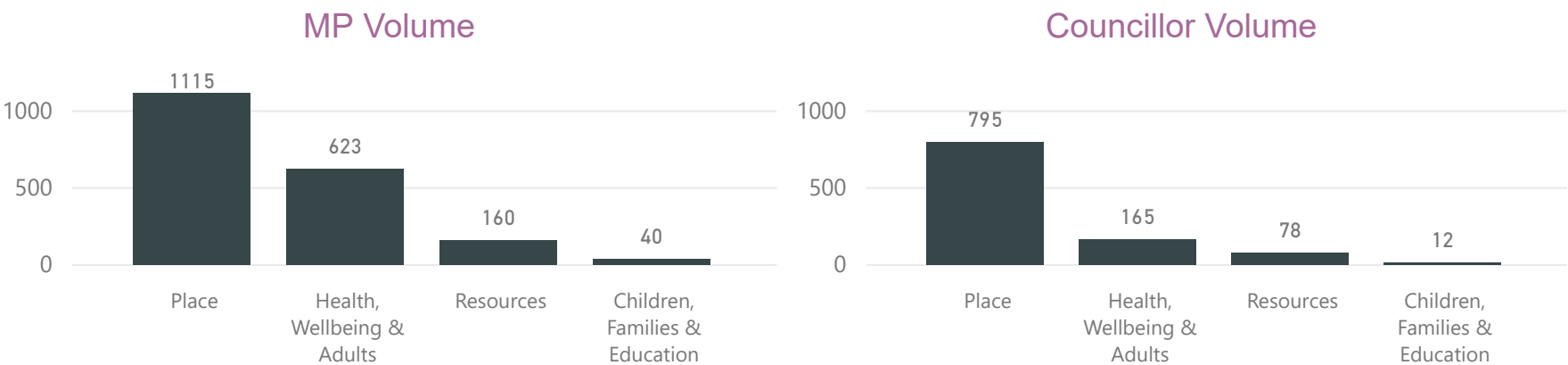
**1.22** The volume of MP enquiries has decreased by 4%, or 108 enquiries in 2019, compared to 2018. Councillor enquiries has decreased by 26%, or 384 enquiries.



**1.23** 67% of MP enquiries have been answered within our target of 10 working days this year. 77% of Councillor enquiries have been answered within our target of 10 working days in 2019.



**1.24** The graphs below shows volumes of MP and Councillor enquiries by department in 2019.





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Complaint Report

# Resources

Annual 2019

## 2. Resources - Complaints & LGSCO Investigations

**2.1** The volume of stage one complaints was 467, a 20%, or 78 complaints, increase from 2018.

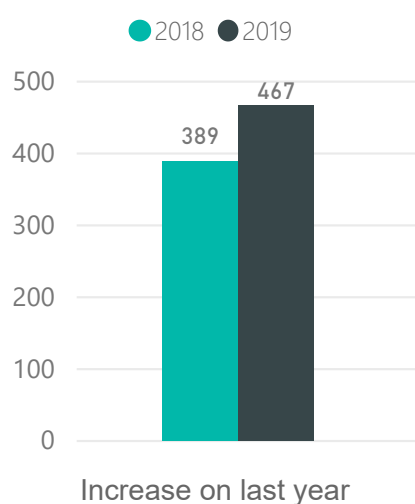
**2.2** The volume of stage two complaints was 37, a 3%, or 1 complaint, increase compared to last year.

**2.3** The volume of Local Government & Social Care Ombudsman (LGSCO) investigations was 14, an increase of 1, or 8% from 2018.

● 2019 Stage 1 ● 2019 Stage 2 ● 2019 LGSCO

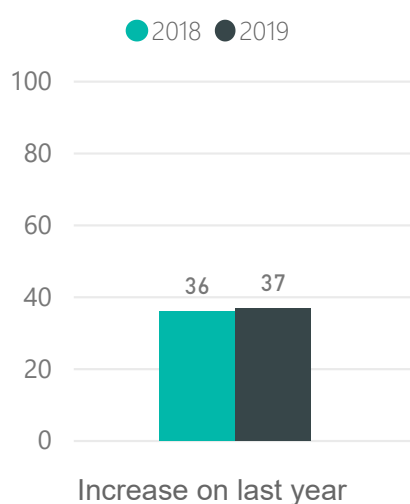


### Corporate Stage 1



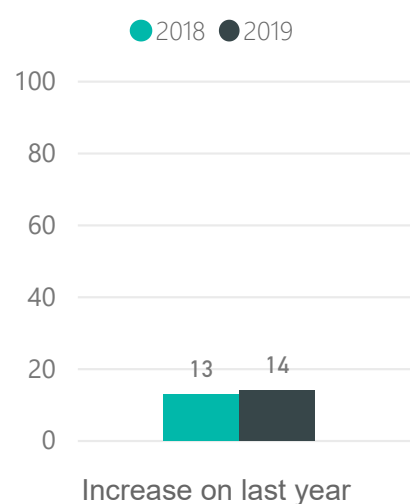
20%

### Corporate Stage 2



3%

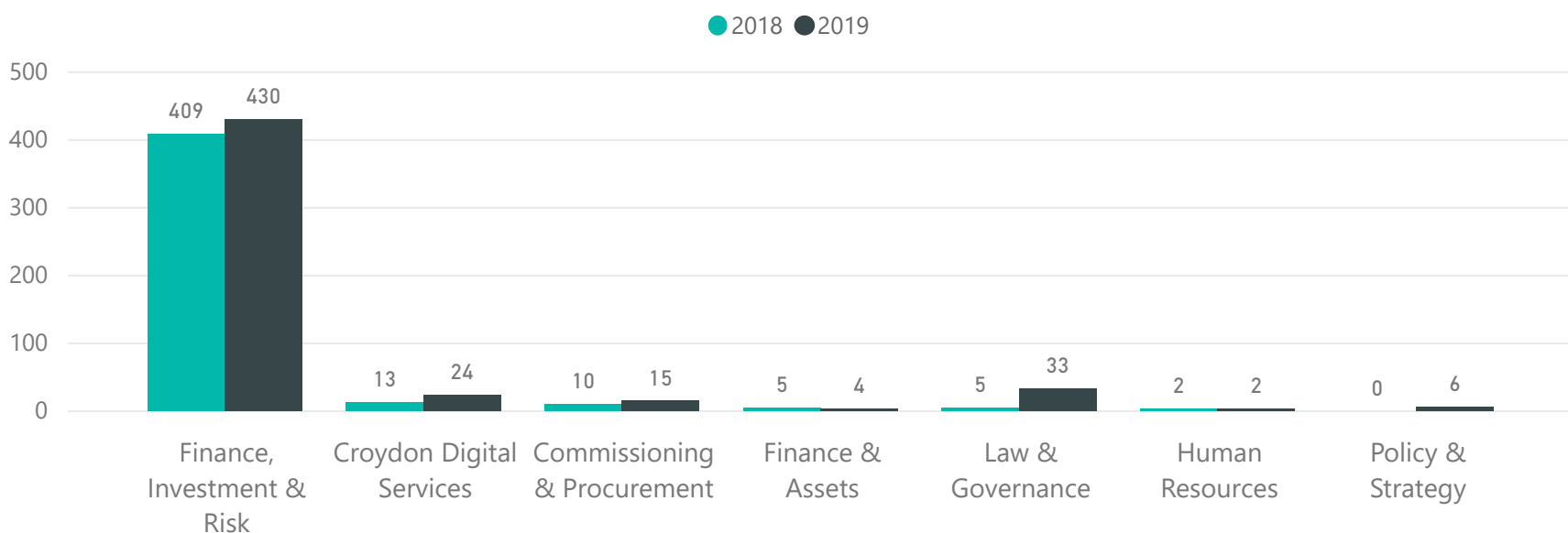
### LGSCO Investigations



8%

**2.4** The graph below shows total volumes of complaints at stage one and two, and LGSCO investigations by division.

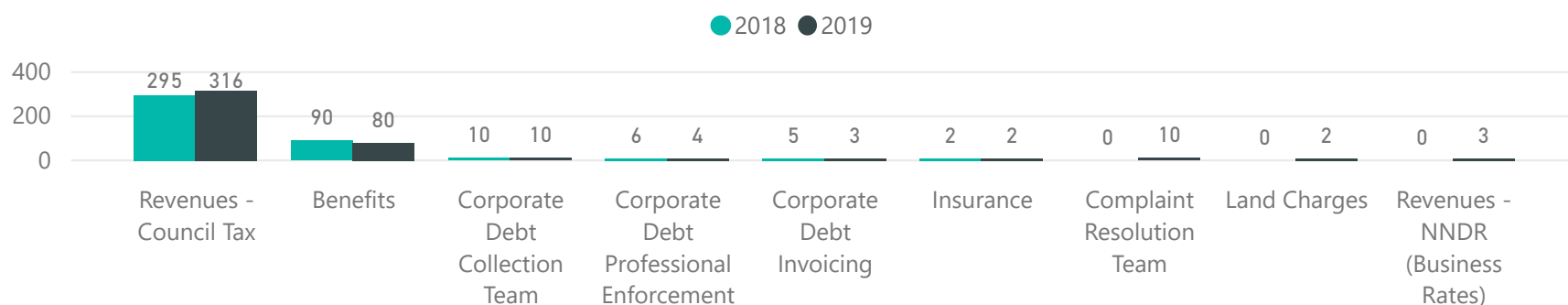
### Total Complaints by Division



## 2. Finance, Investment & Risk - Complaints

**2.5** Below is a graph showing total volumes of stage one and two complaints and LGSCO investigations within the Finance, Investment & Risk department by division.

Total Complaints by Division

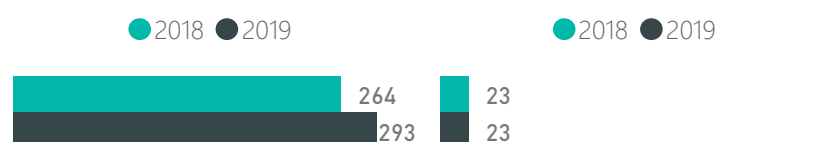


### Council Tax

- 2.6** The volume of stage one complaints increased by 11%, or 29 complaints.
- 2.7** 48%, or 142 complaints, were upheld at stage one. 120 complaints were upheld in 2018.
- 2.8** 89% of complaints were answered within our target response time.
- 2.9** The volume of stage two complaints has remained at 23 complaints.
- 2.10** 26%, or 6 complaints were upheld at stage two.
- 2.11** 65% of stage two complaints were answered within target response time.

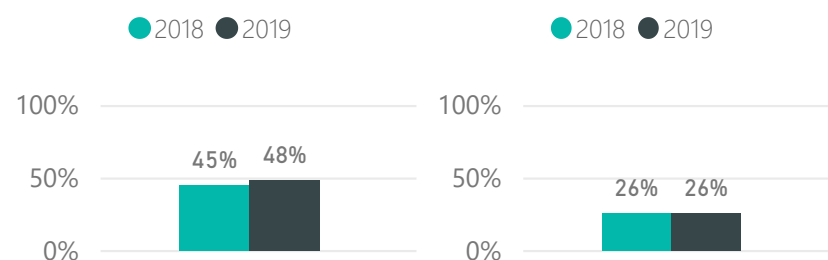
#### Corporate Stage 1 Volume

#### Corporate Stage 2 Volume



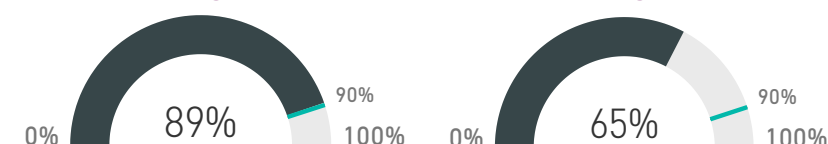
#### Corporate Stage 1 Upheld %

#### Corporate Stage 2 Upheld %



#### Corporate Stage 1 SLA 2019

#### Corporate Stage 2 SLA 2019

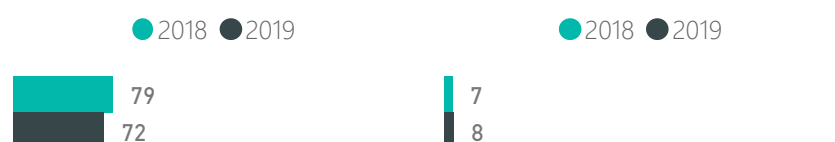


### Benefits

- 2.12** The volume of stage one complaints decreased by 9%, or 7 complaints.
- 2.13** 57%, or 41 complaints, were upheld at stage one. 72%, or 57 complaints were upheld in 2018.
- 2.14** 79% of complaints were answered within our target response time.
- 2.15** The volume of stage 2 complaints increased by 1 to 8 from 7 complaints in 2018.
- 2.16** 25%, or 2 complaint was upheld at stage 2.
- 2.17** 75% of stage two complaints were answered within target response time.

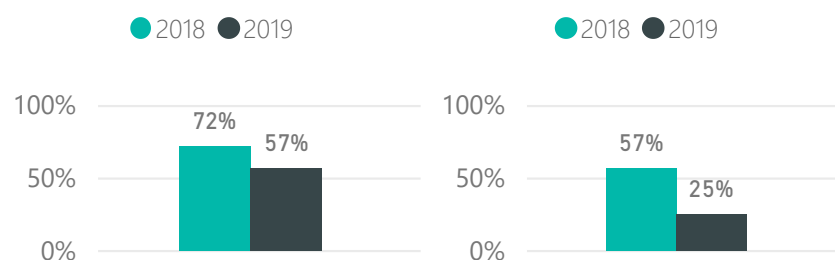
#### Corporate Stage 1 Volume

#### Corporate Stage 2 Volume



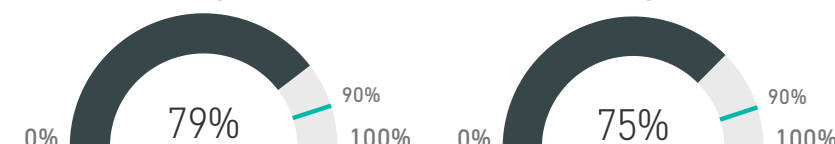
#### Corporate Stage 1 Upheld %

#### Corporate Stage 2 Upheld %



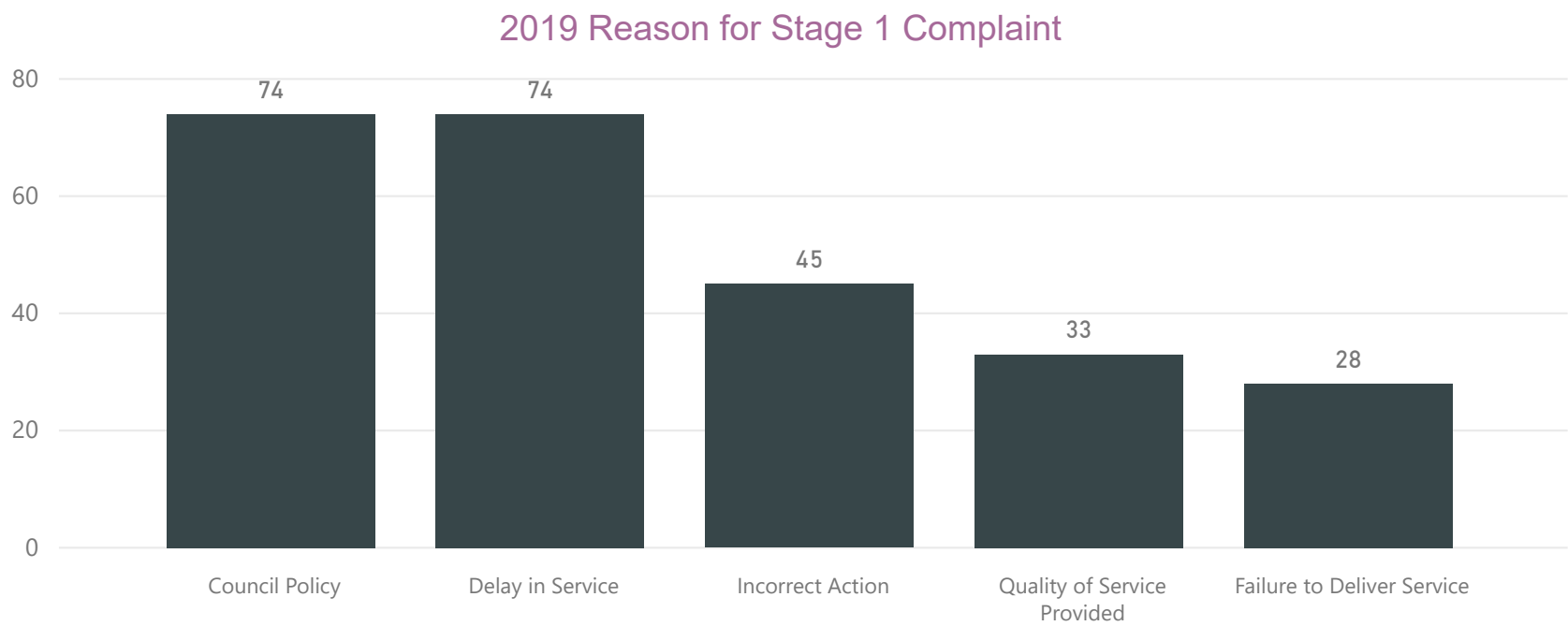
#### Corporate Stage 1 SLA 2019

#### Corporate Stage 2 SLA 2019

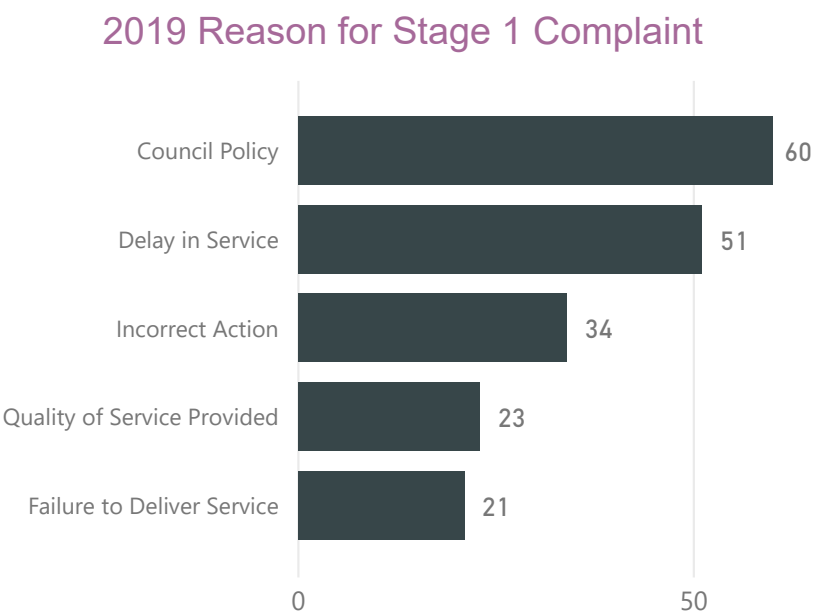


## 2. Finance, Investment & Risk - Complaint Themes

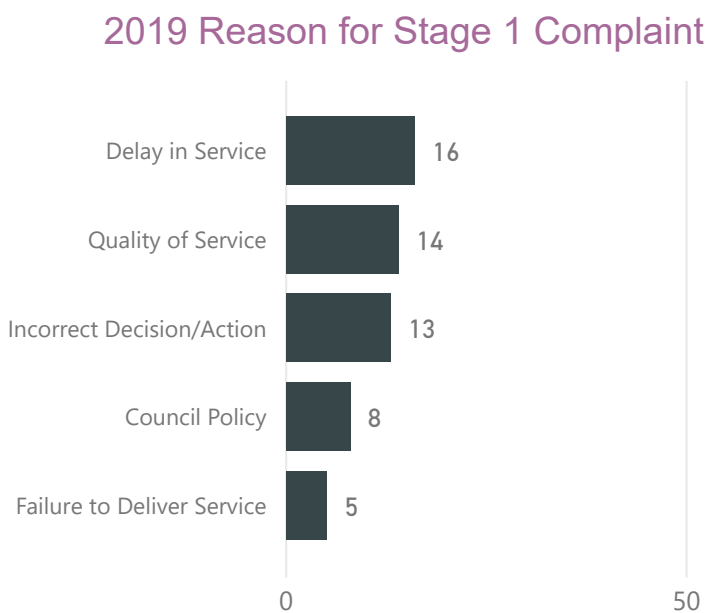
**2.18** The chart shows the volume of reasons for complaint for all of Finance, Investment & Risk at stage one.



**2.19** The chart shows the volume of reasons for complaint for Council Tax at stage one.



**2.21** The chart shows the volume of reasons for complaint for Benefits at stage one.



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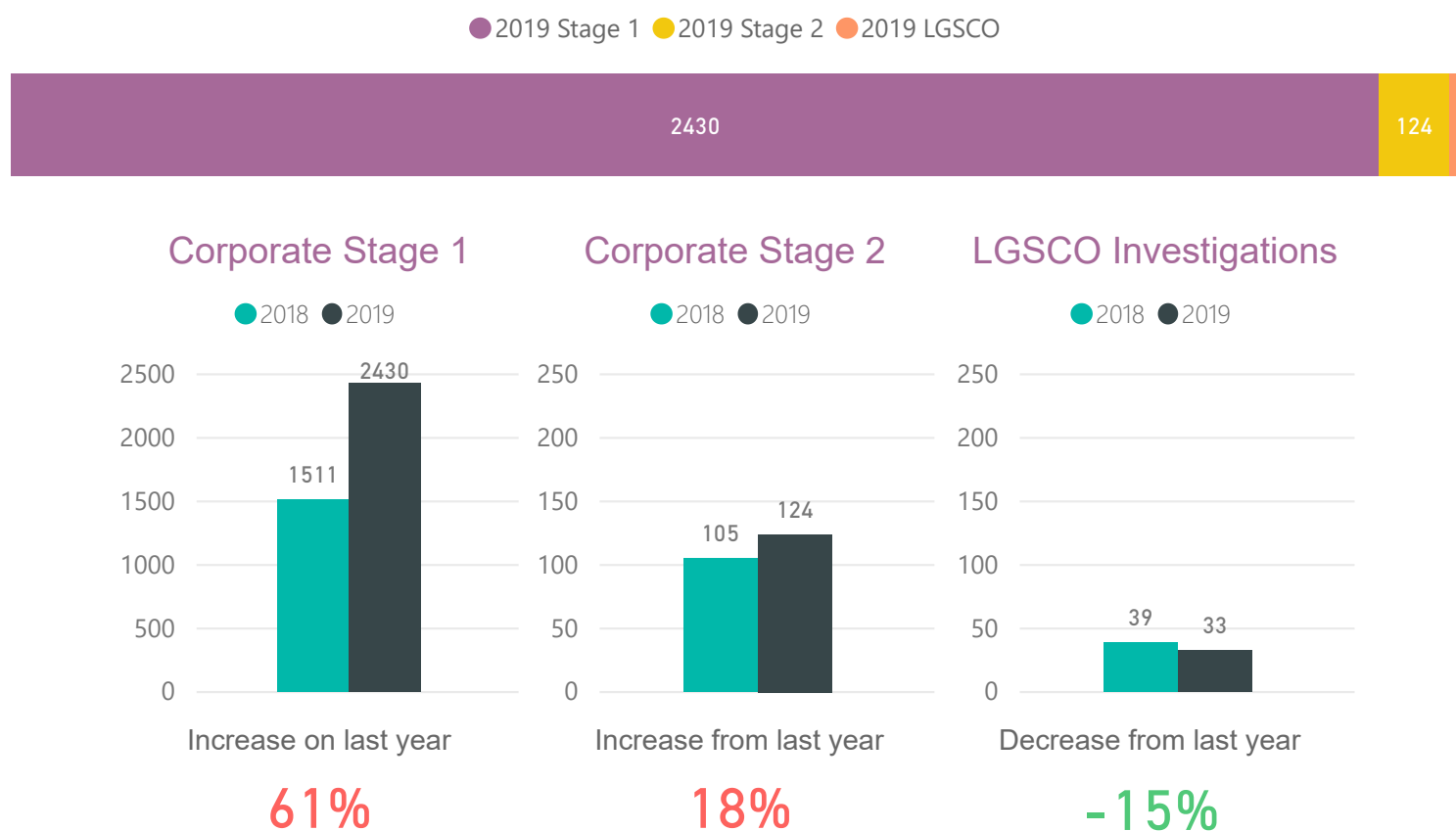
Complaint Report

Place

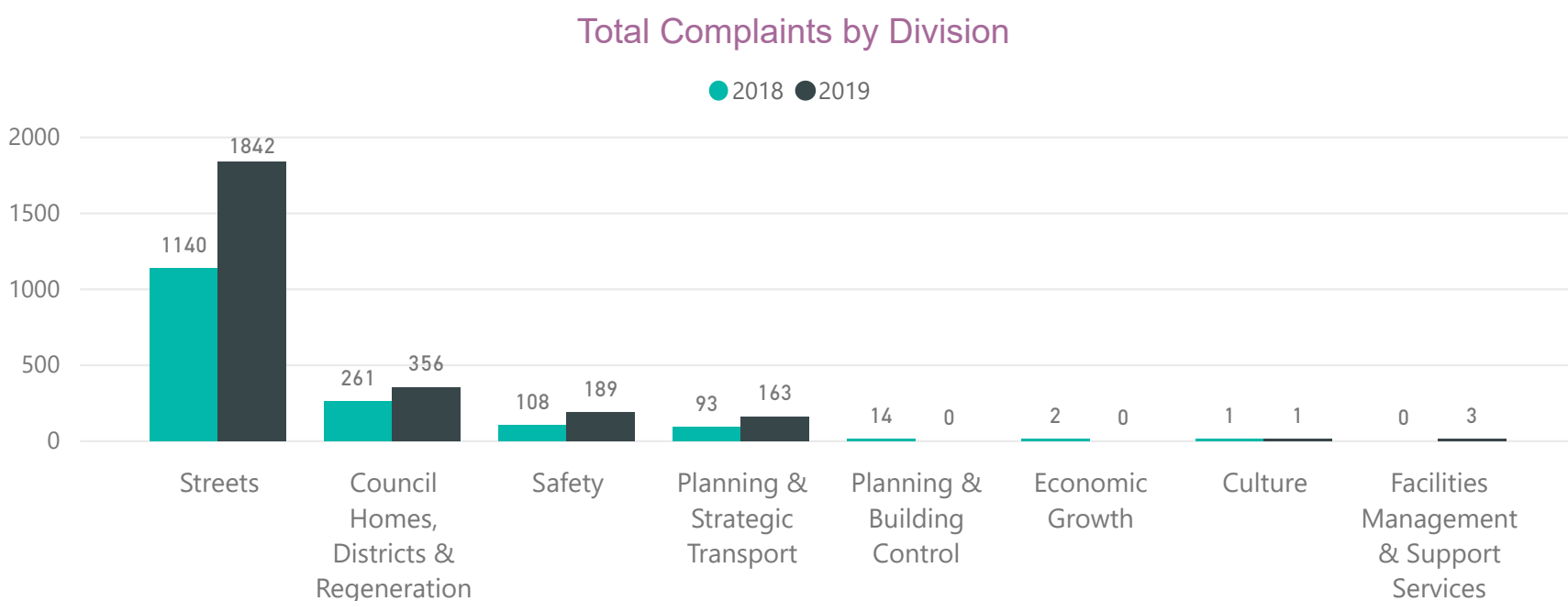
Annual 2020

### 3. Place - Complaints & LSCGO Investigations

- 3.1** The volume of stage one complaints was 2430, a 61%, or 919 complaints, increase from 2018.
- 3.2** The volume of stage two complaints was 124, an 18%, or 19 complaints increase compared to last year.
- 3.3** The volume of Local Government & Social Care Ombudsman (LGSCO) was 33, a 15%, or 6 complaints decrease from 2018.



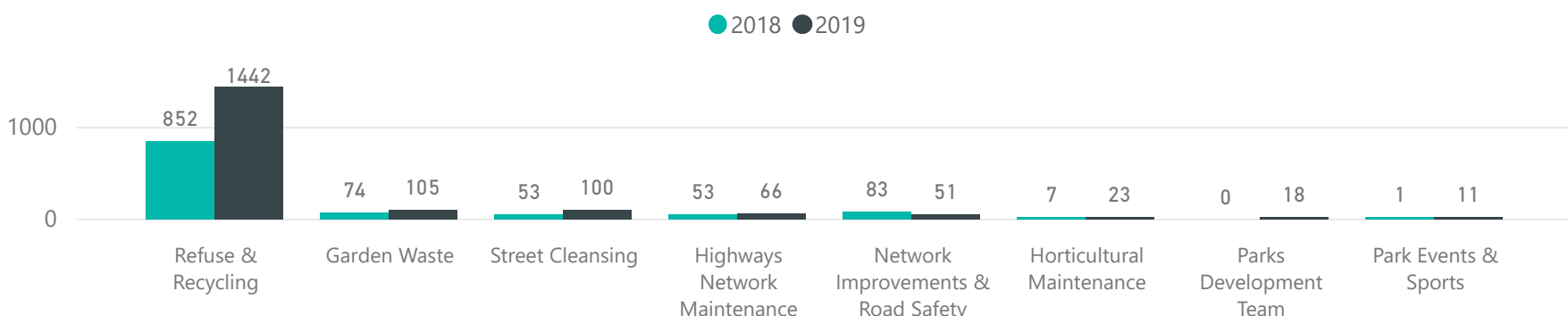
- 3.4** The graph below shows combined total volumes of complaints at stage one and two, and LGSCO investigations by division.



## 3. Streets - Complaints

**3.5** Below is a graph showing total volumes of stage one and two complaints and LGSCO investigations within the Streets department by division.

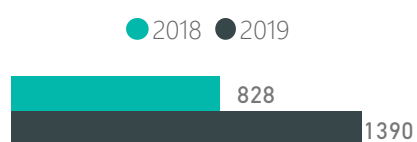
Total Complaints by Division



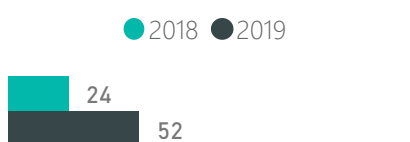
### Refuse & Recycling

- 3.6** The volume of stage one complaints increased by 68%, or 562 complaints.
- 3.7** 83%, or 1155 complaints, were upheld at stage one. 99%, or 782 complaints were upheld in 2018.
- 3.8** 91% of complaints were answered within our target response time.
- 3.9** The volume of stage two complaints increased by 117%, or 28 complaints.
- 3.10** 79%, or 41 complaints, were upheld at stage two.
- 3.11** 73% of stage two complaints were answered within target.

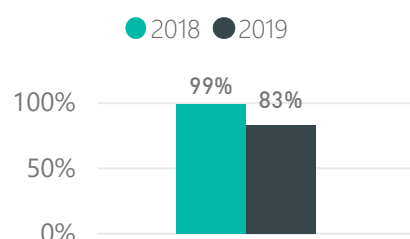
Corporate Stage 1 Volume



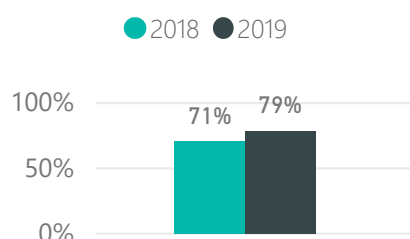
Corporate Stage 2 Volume



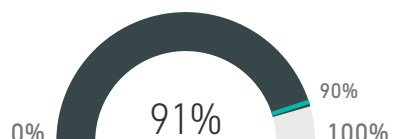
Corporate Stage 1 Upheld %



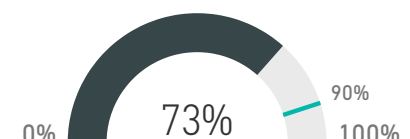
Corporate Stage 2 Upheld %



Corporate Stage 1 SLA 2019



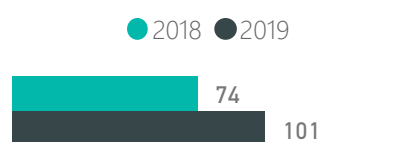
Corporate Stage 2 SLA 2019



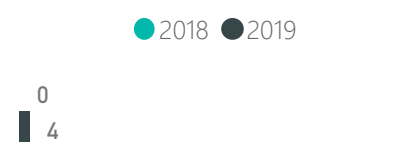
### Garden Waste

- 3.12** The volume of stage one complaints increased by 36%, or 27 complaints.
- 3.13** 91%, or 92 complaints, were upheld at stage one. 100%, or 74 complaints were upheld in 2018.
- 3.14** 77% of complaints were answered within our target response time.
- 3.15** The volume of stage two complaints increased to 4.
- 3.16** 100%, or 4 complaints were upheld at stage two.
- 3.17** 75% of stage two complaints were answered within target.

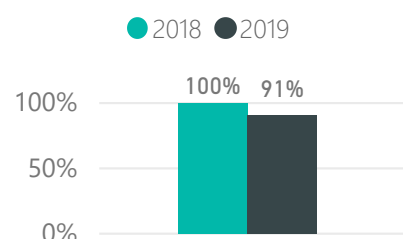
Corporate Stage 1 Volume



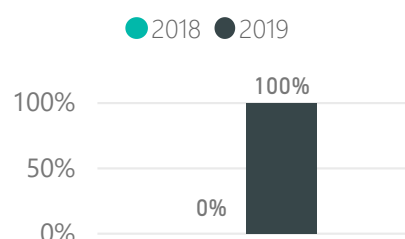
Corporate Stage 2 Volume



Corporate Stage 1 Upheld %



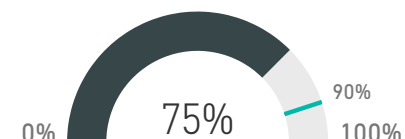
Corporate Stage 2 Upheld %



Corporate Stage 1 SLA 2019



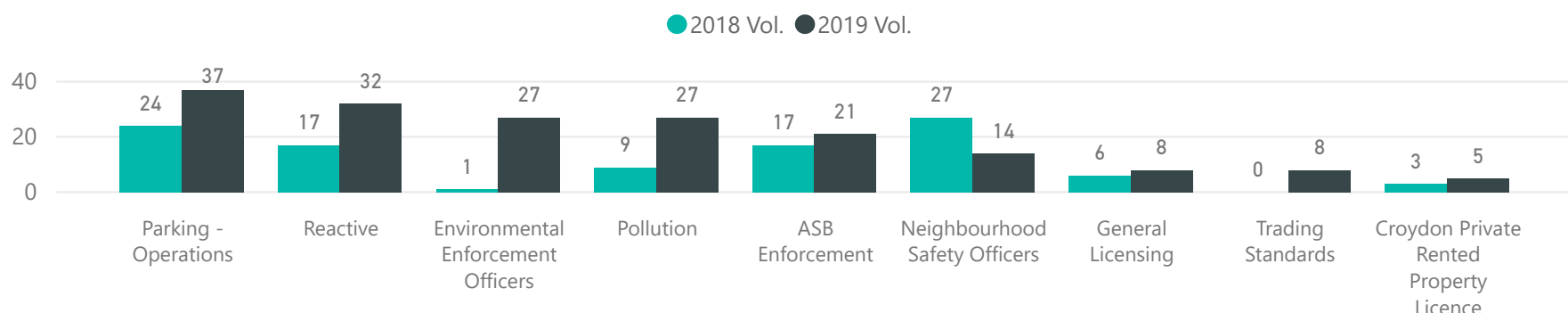
Corporate Stage 2 SLA 2019



## 3. Safety - Complaints

**3.18** Below is a graph showing total volumes of stage one and two complaints and LGSCO investigations within the Safety department by division.

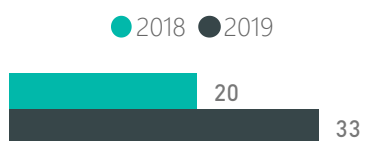
Total Complaints by Division



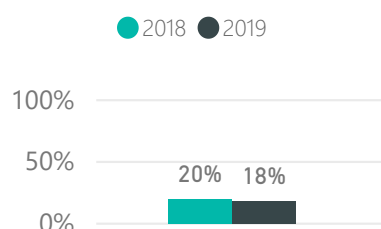
### Parking Operations

- 3.19** Stage one increased by 13 complaints.
- 3.20** 6 complaints were upheld at stage one, 4 were upheld in 2018.
- 3.21** 88% of complaints were answered within target.

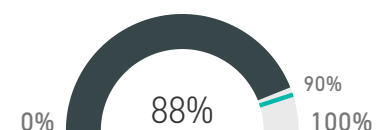
#### Corporate Stage 1 Volume



#### Corporate Stage 1 Upheld %



#### Corporate Stage 1 SLA 2019



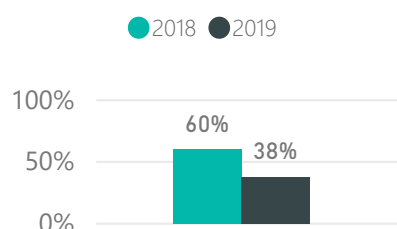
### Reactive

- 3.22** Stage one increased by 14 complaints.
- 3.23** 11 complaints were upheld at stage one, compared to 9 in 2018.
- 3.24** 86% of stage one complaints were answered within target

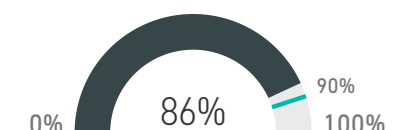
#### Corporate Stage 1 Volume



#### Corporate Stage 1 Upheld %



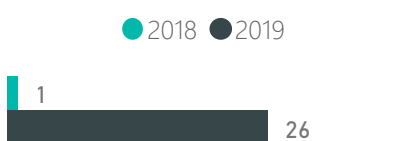
#### Corporate Stage 1 SLA 2019



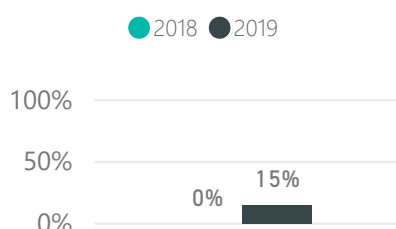
### Environmental Enforcement Officers

- 3.25** Stage one increased by 25 complaints.
- 3.26** 4 complaints were upheld at stage. None were upheld in 2018.
- 3.27** 92% of stage one complaints were answered within target

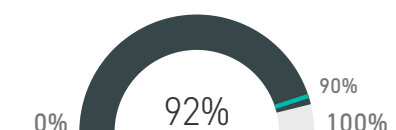
#### Corporate Stage 1 Volume



#### Corporate Stage 1 Upheld %



#### Corporate Stage 1 SLA 2019



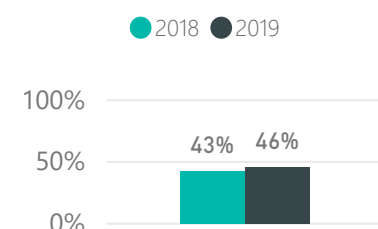
### Pollution

- 3.28** Stage one increased by 19 complaints.
- 3.29** 12 complaints were upheld at stage one, compared to 3 in 2018.
- 3.30** 96% of stage one complaints were answered with 20 working days.

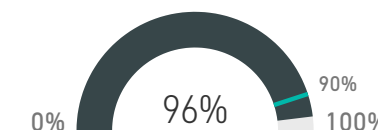
#### Corporate Stage 1 Volume



#### Corporate Stage 1 Upheld %



#### Corporate Stage 1 SLA 2019

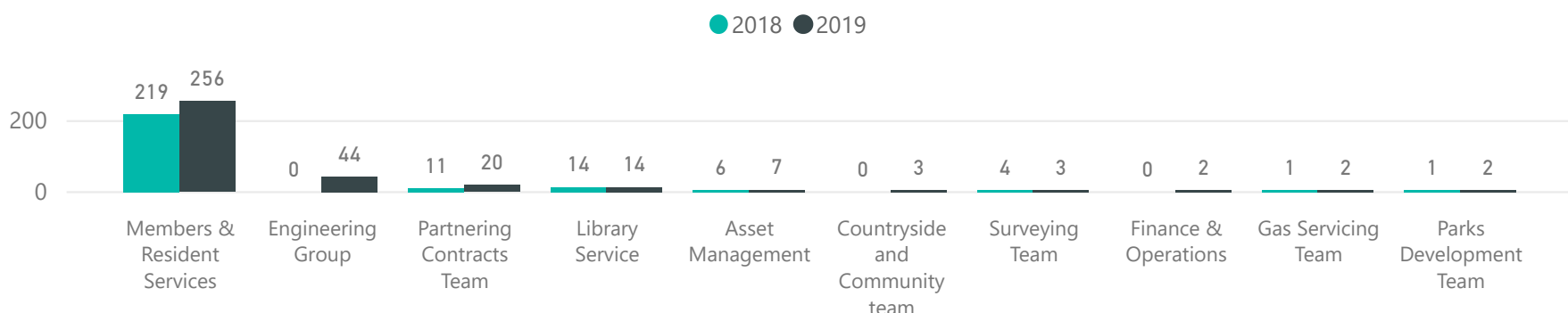




## 3. Council Homes, Districts & Regeneration - Complaints

**3.33** Below is a graph showing total volumes of stage one and two complaints and LGSCO investigations within the Safety department by division.

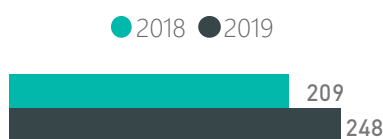
Total Complaints by Division



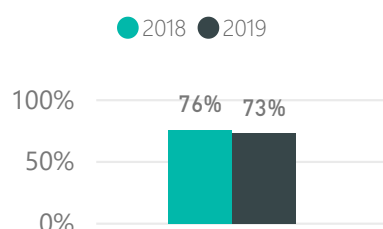
### Members & Resident Services

- 3.34** There were 248 stage one complaints.
- 3.35** 182 complaints were upheld at stage one.
- 3.36** 83% of complaints were answered within target.
- 3.37** There were 8 stage two complaints.

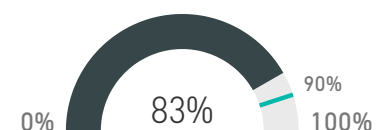
#### Corporate Stage 1 Volume



#### Corporate Stage 1 Upheld %



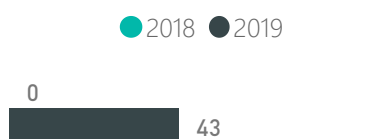
#### Corporate Stage 1 SLA 2019



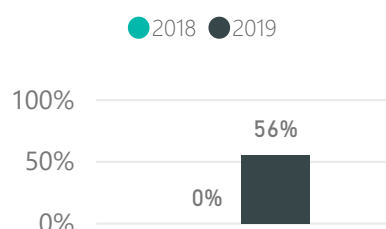
### Engineering Group

- 3.38** Stage one increased by 43 complaints.
- 3.39** 24 complaints were upheld at stage one.
- 3.40** 72% of stage one complaints were answered within target
- 3.41** There was 1 stage 2 complaint.

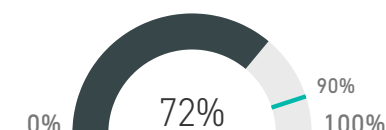
#### Corporate Stage 1 Volume



#### Corporate Stage 1 Upheld %



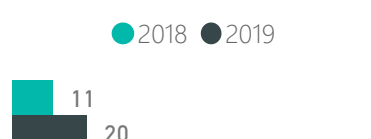
#### Corporate Stage 1 SLA 2019



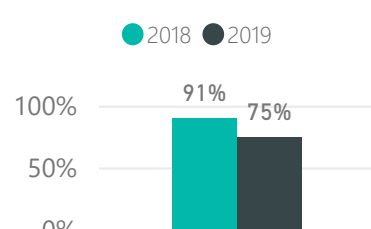
### Partnering Contracts Team

- 3.42** Stage one increased by 9 complaints
- 3.43** 15 complaints were upheld at stage one.
- 3.44** 45% of stage one complaints were answered with 20 working days.

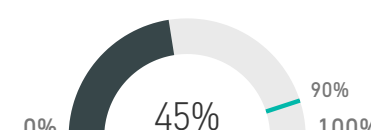
#### Corporate Stage 1 Volume



#### Corporate Stage 1 Upheld %



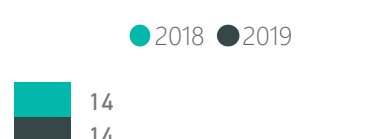
#### Corporate Stage 1 SLA 2019



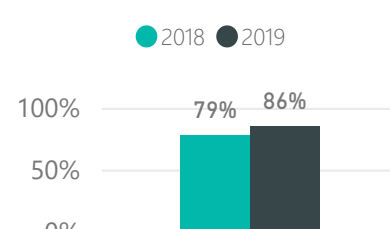
### Library Service Team

- 3.45** Stage one remained at 14 complaints
- 3.46** 12 complaints were upheld at stage one.
- 3.47** 100% of stage one complaints were answered within target

#### Corporate Stage 1 Volume



#### Corporate Stage 1 Upheld %

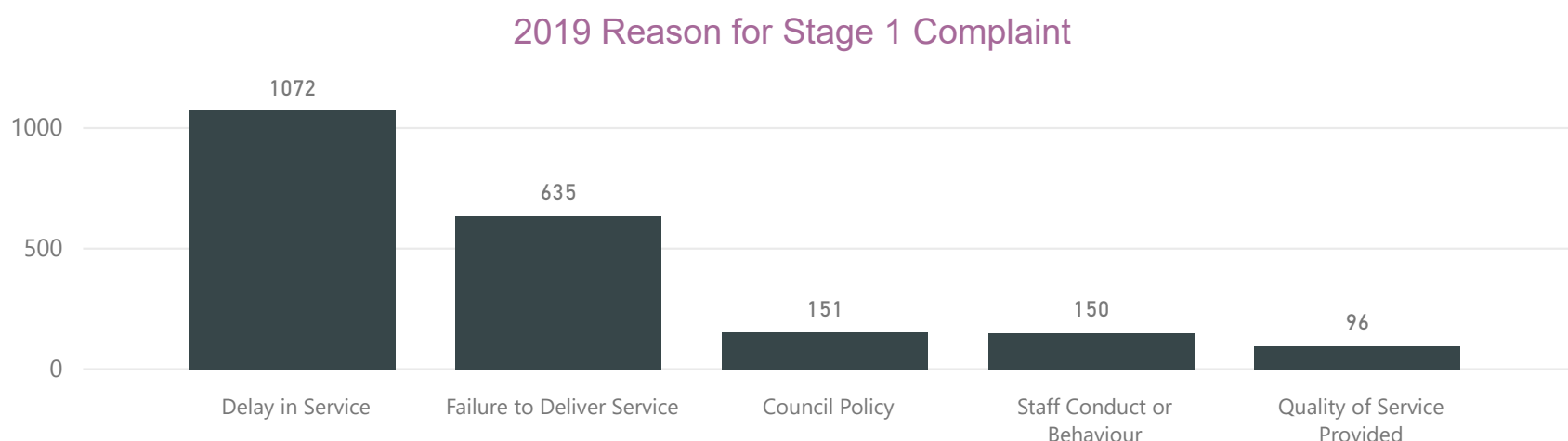


#### Corporate Stage 1 SLA 2019



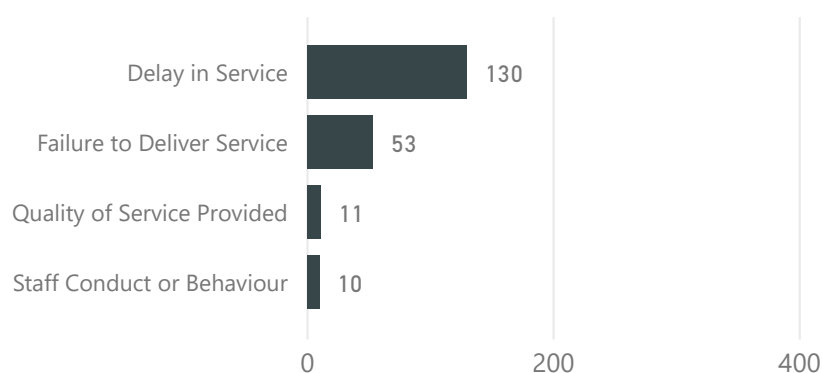
## 3. Place - Complaint Themes

**3.49** The chart shows the volume of reasons for complaint for all of Place at stage one in 2019.

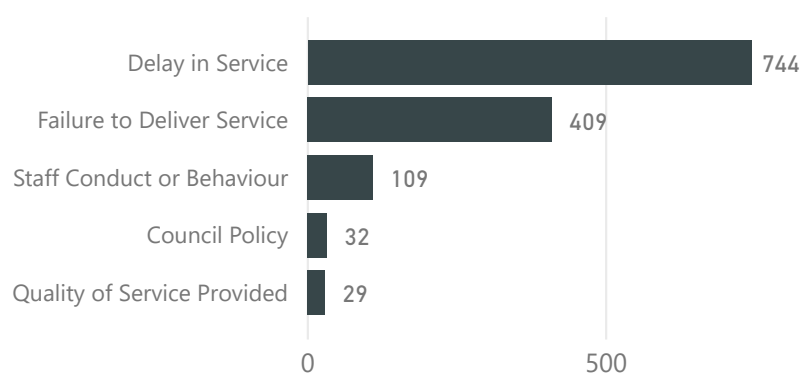


**3.50** The charts below show the volume of reason for complaint for each of the named teams at stage one in 2019.

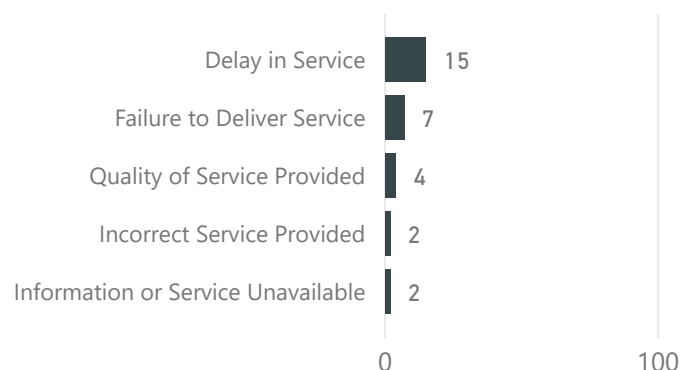
**Members & Resident Services**  
**2019 Reason for Stage 1 Complaint**



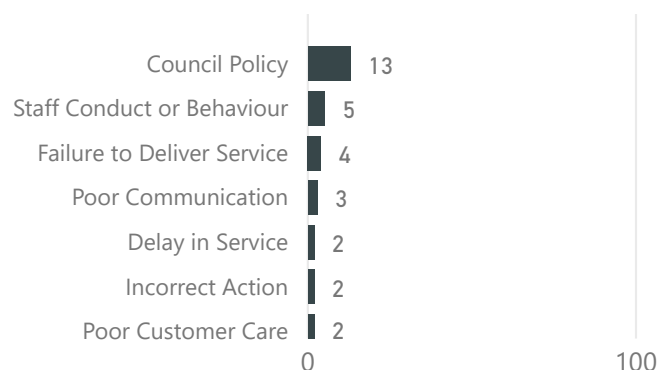
**Refuse & Recycling**  
**2019 Reason for Stage 1 Complaint**



**Engineering Group**  
**2019 Reason for Stage 1 Complaint**



**Parking Operations**  
**2019 Reason for Stage 1 Complaint**



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Complaint Report

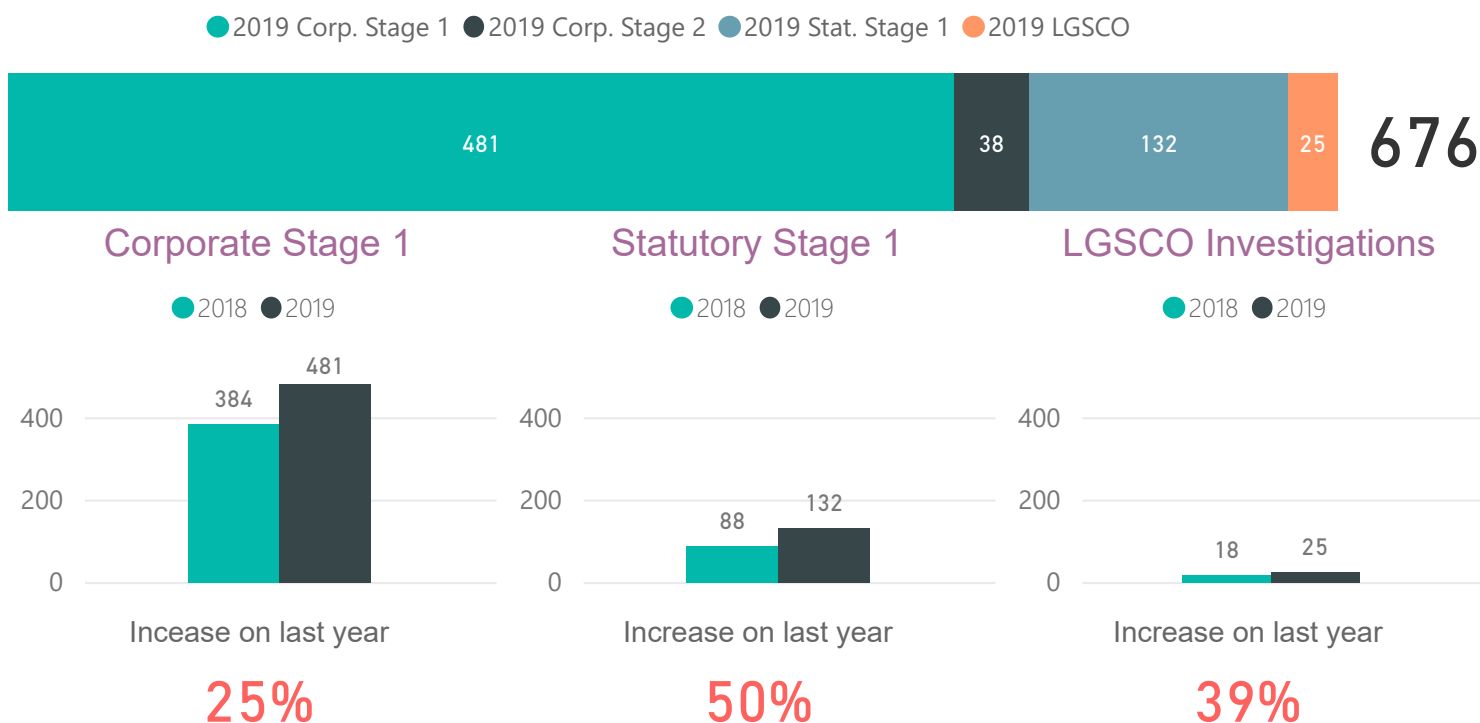
# Health, Wellbeing & Adults

Annual 2019

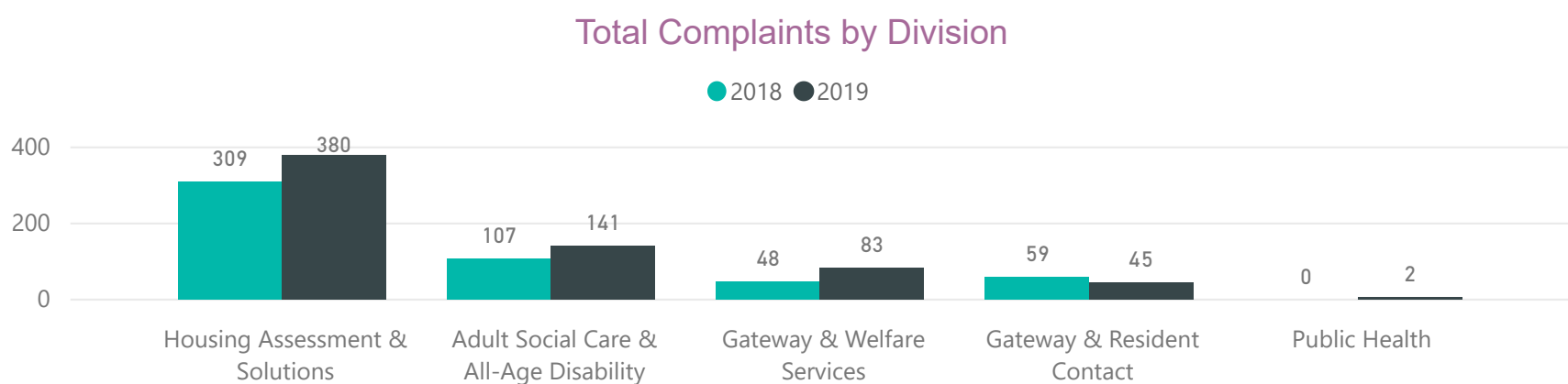
## 4. Health, Wellbeing & Adults - Complaints & LGO Investigations

**4.1** The volume of corporate stage one complaints was 481. This is a 25%, or 97 complaints increase from 2018. The volume of statutory stage one complaints was 132. This is an 50%, or 44 complaints increase from 2018

**4.2** The volume of Local Government & Social Care Ombudsman (LGSCO) investigations increased by 39%, or 7 investigations compared to 2018.



**4.3** The graph below shows total volumes of complaints at stage one and two, and LGSCO investigations by division.



**4.4** 44% or 214 complaints were upheld at corporate stage 1. 52%, or 68 complaints were upheld at statutory stage one.

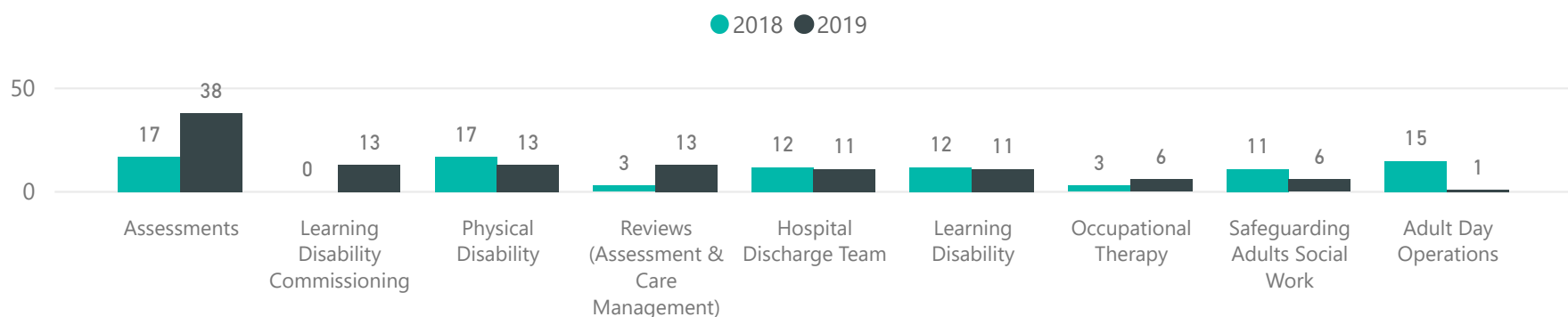
**4.5** 83% of corporate stage 1 complaints and 44% of statutory stage 1 complaints were responded to within SLA.



## 4. Adult Social Care & All-Age Disability - Complaints

**4.6** Below is a graph showing total volumes of corporate stage one and two complaints and LGSCO investigations and statutory stage one complaints within the Adult Social Care & All-Age Disability department by division.

Total Complaints by Division



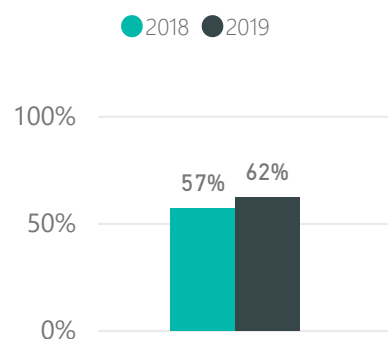
### Assessments

- 4.7** There were 37 statutory stage one complaints.
- 4.8** 62%, or 23 complaints were upheld.
- 4.9** 35% were answered within target.

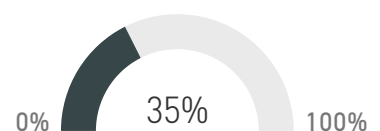
#### Statutory Stage 1 Volume



#### Statutory Stage 1 Upheld %



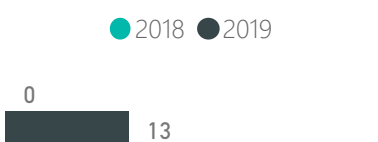
#### Statutory Stage 1 SLA 2019



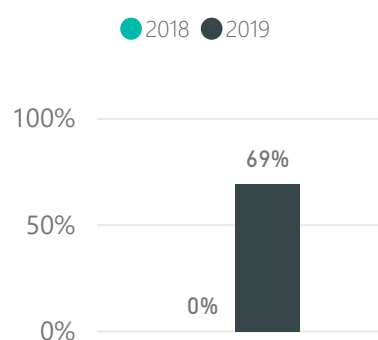
### Learning Disability Commissioning

- 4.10** There were 13 statutory stage one complaints.
- 4.11** 69%, or 9 complaints were upheld.
- 4.12** 31% of those were answered within target.

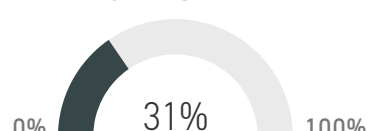
#### Statutory Stage 1 Volume



#### Statutory Stage 1 Upheld %



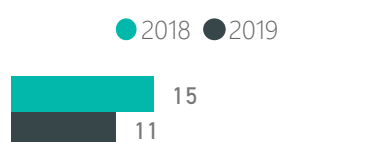
#### Statutory Stage 1 SLA 2019



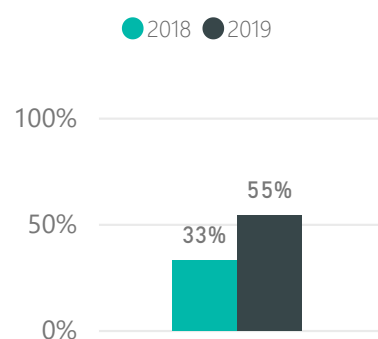
### Physical Disability

- 4.13** There were 11 stage one complaints.
- 4.14** 55%, or 6 complaints were upheld.
- 4.15** 45% were answered within target.

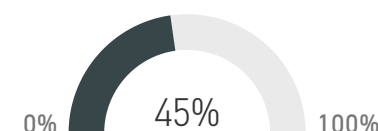
#### Statutory Stage 1 Volume



#### Statutory Stage 1 Upheld %



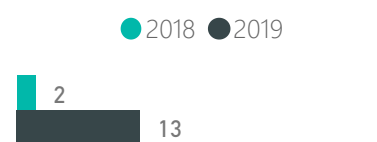
#### Statutory Stage 1 SLA 2019



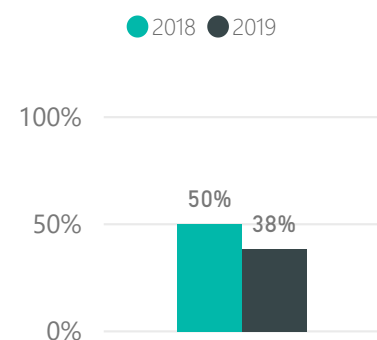
### Reviews

- 4.16** There were 13 statutory stage one complaints.
- 4.17** 38%, or 5 complaints were upheld.
- 4.18** 31% of those were answered within target.

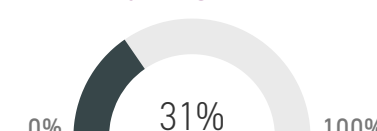
#### Statutory Stage 1 Volume



#### Statutory Stage 1 Upheld %



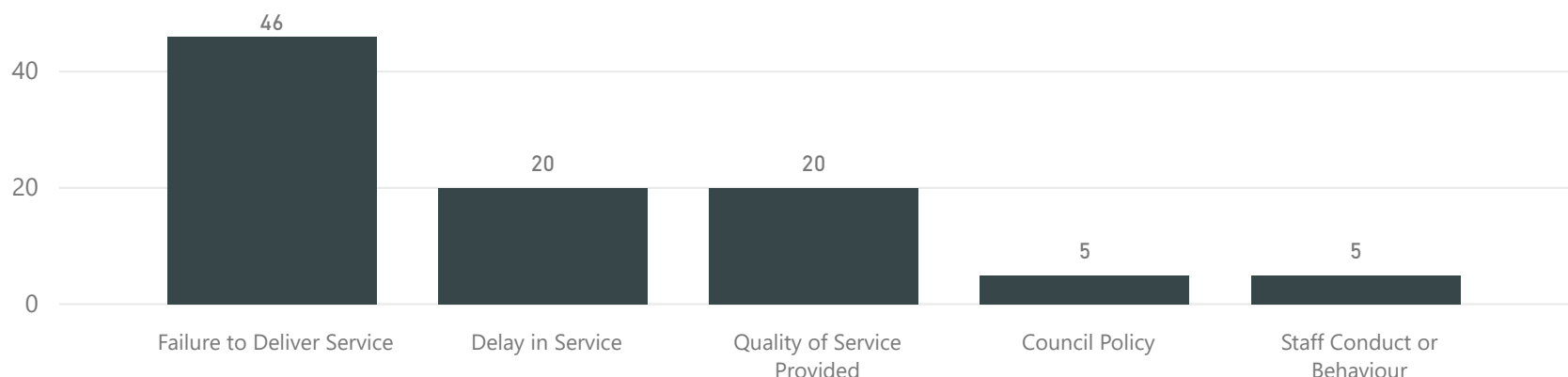
#### Statutory Stage 1 SLA 2019



## 4. Adult Social Care & All-Age Disability - Complaint Themes

**4.51** The chart shows the volume of reasons for complaint for all of Adult Social Care & All-Age Disability at statutory stage one.

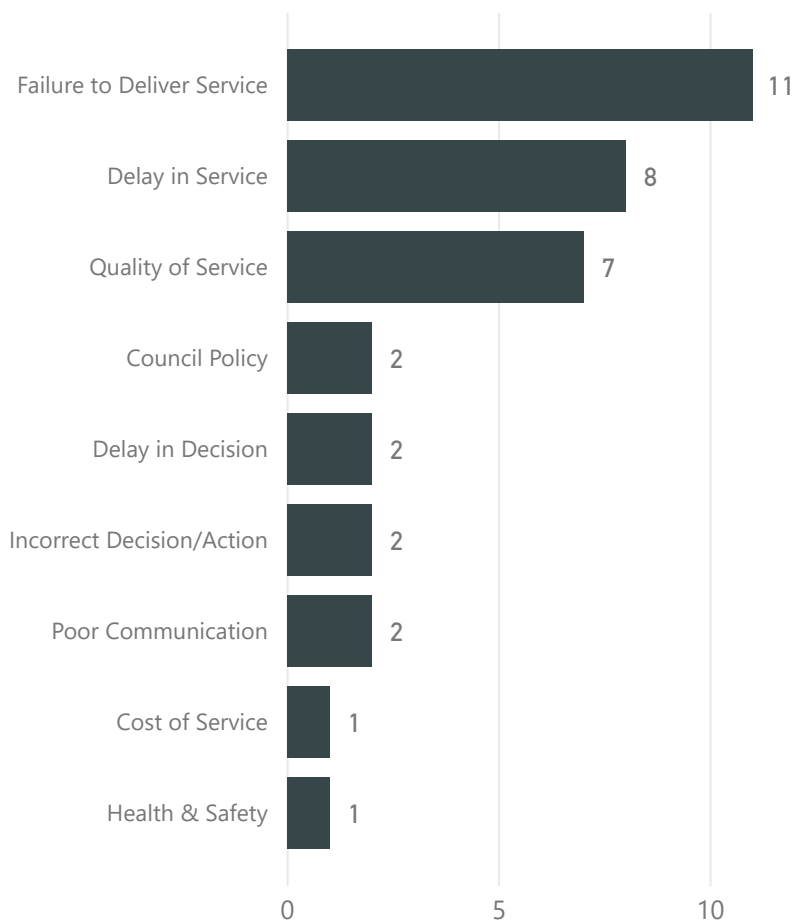
2019 Reason for Stage 1 Complaint



### Assessments

**4.52** The chart shows the volume of reasons for complaint for Assessments at statutory stage one.

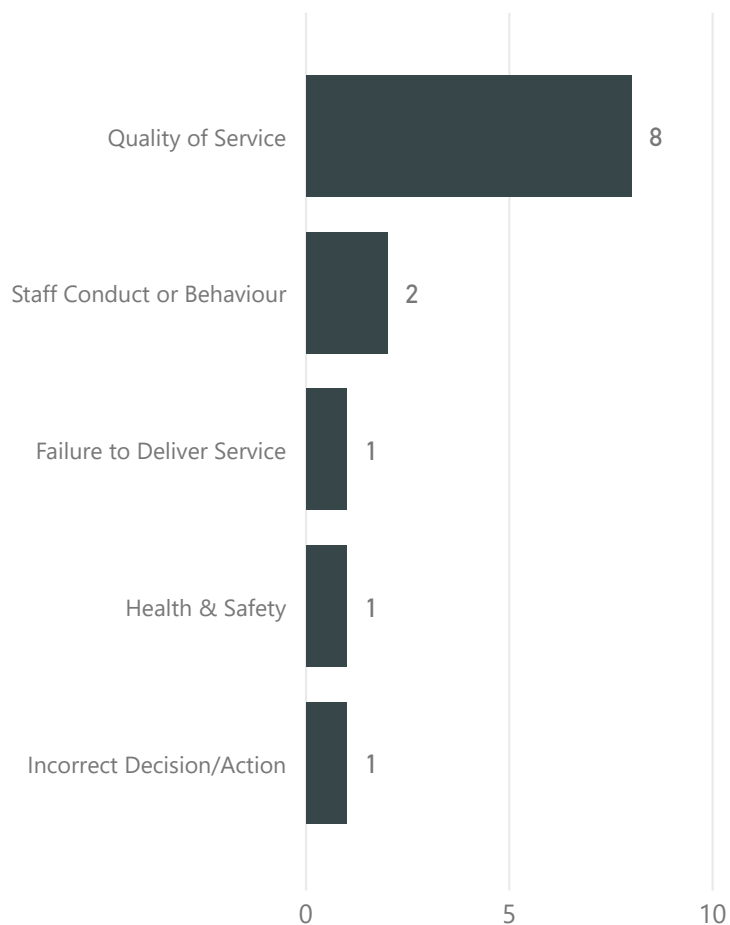
2019 Reason for Stage 1 Complaint



### Learning Disability Commissioning

**4.53** The chart shows the volume of reasons for complaint for Learning Disability Commissioning at statutory stage one.

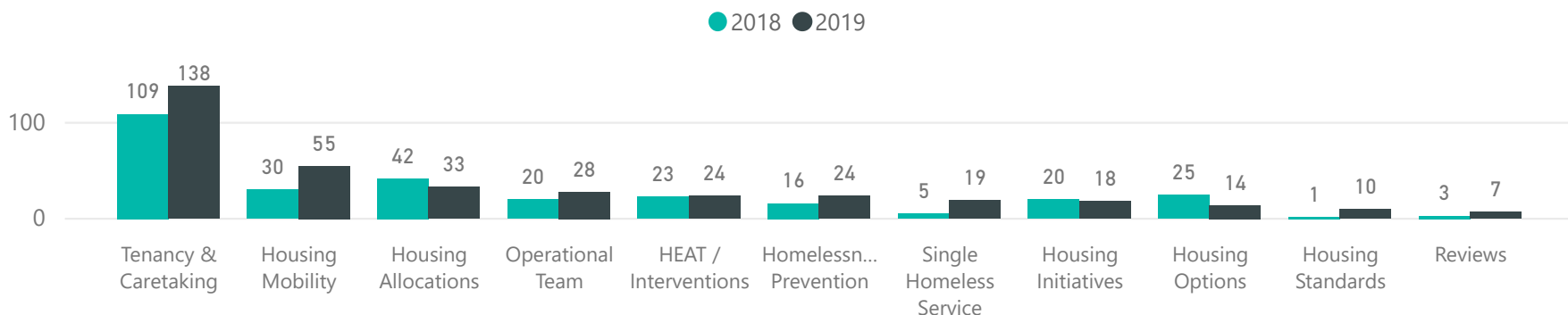
2019 Reason for Stage 1 Complaint



## 4. Housing Assessment & Solutions - Complaints

**4.19** Below is a graph showing total volumes of stage one and two complaints and LGSCO investigations within the Housing Assessment & Solutions department by division.

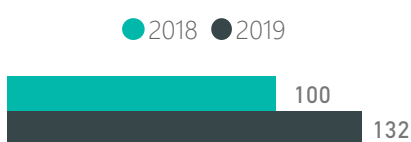
Total Complaints by Division



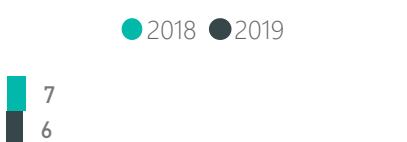
### Tenancy & Caretaking

- 4.20** The volume of stage one complaints increased by 32%, or 32 complaints.
- 4.21** 64%, or 84 complaints, were upheld at stage one.
- 4.22** 91% of complaints were answered within our target response time.
- 4.23** There were 6 stage two complaints, a decrease of 1 complaint from last year.
- 4.24** 67%, or 4 complaints were upheld at stage two.
- 4.25** 33% of stage two complaints were answered within SLA.

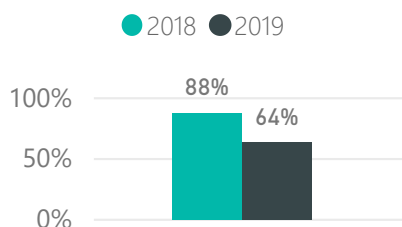
Corporate Stage 1 Volume



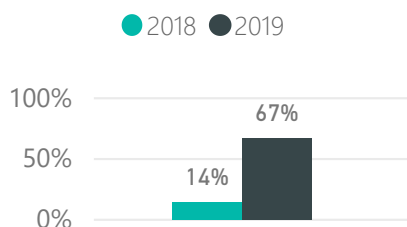
Corporate Stage 2 Volume



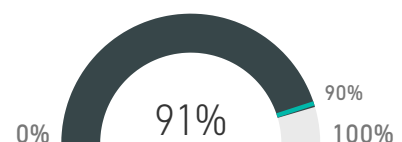
Corporate Stage 1 Upheld %



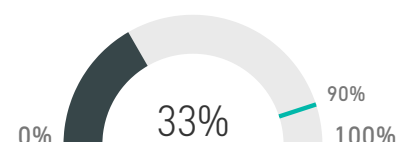
Corporate Stage 2 Upheld %



Corporate Stage 1 SLA 2019



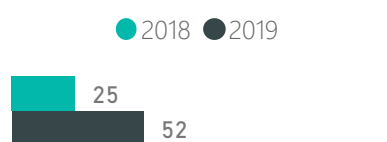
Corporate Stage 2 SLA 2019



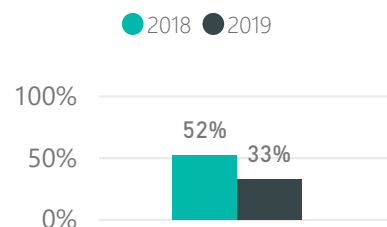
### Housing Mobility

- 4.26** There were 52 stage one complaints.
- 4.27** 17 complaints were upheld at stage one
- 4.28** 85% of complaints were answered within target.
- 4.29** There were 3 stage two complaints

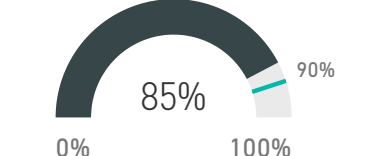
Corporate Stage 1 Volume



Corporate Stage 1 Upheld %



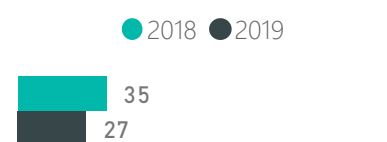
Corporate Stage 1 SLA 2019



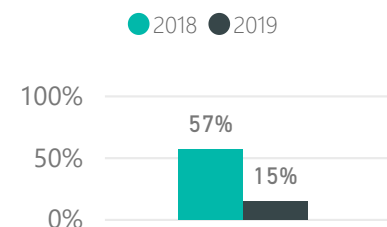
### Housing Allocations

- 4.30** There were 27 stage one complaints.
- 4.31** 15% of those complaints were upheld.
- 4.32** 93% of complaints were answered within target.
- 4.33** There were 6 stage two complaints

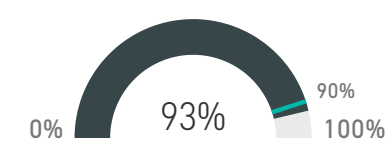
Corporate Stage 1 Volume



Corporate Stage 1 Upheld %



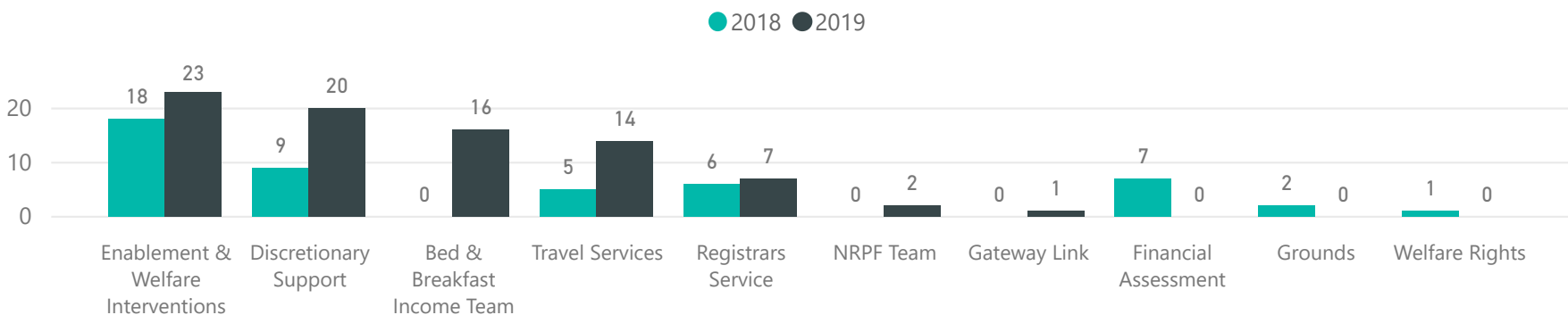
Corporate Stage 1 SLA 2019



## 4. Gateway & Welfare Services - Complaints

**4.34** Below is a graph showing total volumes of stage one and two complaints and LGSCO investigations within the Gateway & Welfare Services department by division. Focused reports below are for highest complaint areas.

Total Complaints by Division



### Enablement & Welfare Interventions

- 4.35** There were 20 stage one complaints.
- 4.36** 40%, or 8 of those complaints were upheld.
- 4.37** 65% of complaints were answered within target.
- 4.38** There were 3 stage two complaints.

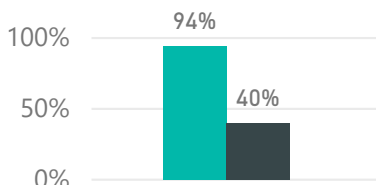
Corporate Stage 1 Volume

● 2018 ● 2019

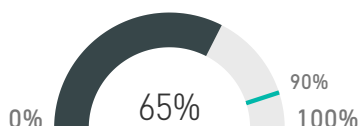


Corporate Stage 1 Upheld %

● 2018 ● 2019



Corporate Stage 1 SLA 20...



### Discretionary Support

- 4.39** There were 17 stage one complaints.
- 4.40** 4 complaints were upheld.
- 4.41** 94% of complaints were answered within target.
- 4.42** There was 3 stage two complaints.

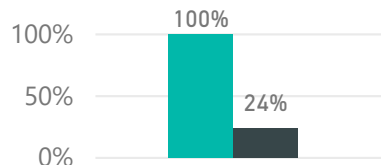
Corporate Stage 1 Volume

● 2018 ● 2019

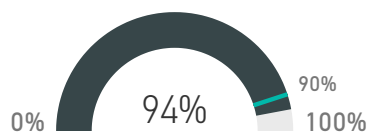


Corporate Stage 1 Upheld %

● 2018 ● 2019



Corporate Stage 1 SLA 2019



### Bed & Breakfast Income Team

- 4.43** There were 14 stage one complaints.
- 4.44** 3 of those complaints was upheld.
- 4.45** 79% of complaints were answered within target.
- 4.46** There were 2 stage two complaints.

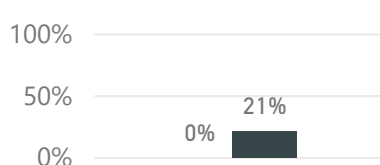
Corporate Stage 1 Volume

● 2018 ● 2019

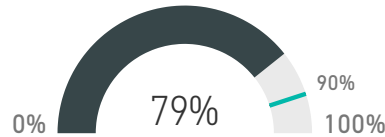


Corporate Stage 1 Upheld %

● 2018 ● 2019



Corporate Stage 1 SLA 2019



### Travel Services

- 4.47** There were 14 stage one complaints.
- 4.48** 7 of those complaints were upheld.
- 4.49** 100% of complaints were answered within target.
- 4.50** There were no stage two complaints.

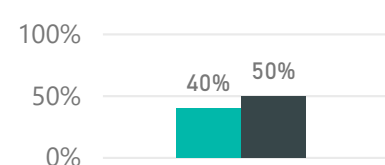
Corporate Stage 1 Volume

● 2018 ● 2019

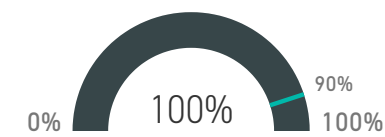


Corporate Stage 1 Upheld %

● 2018 ● 2019



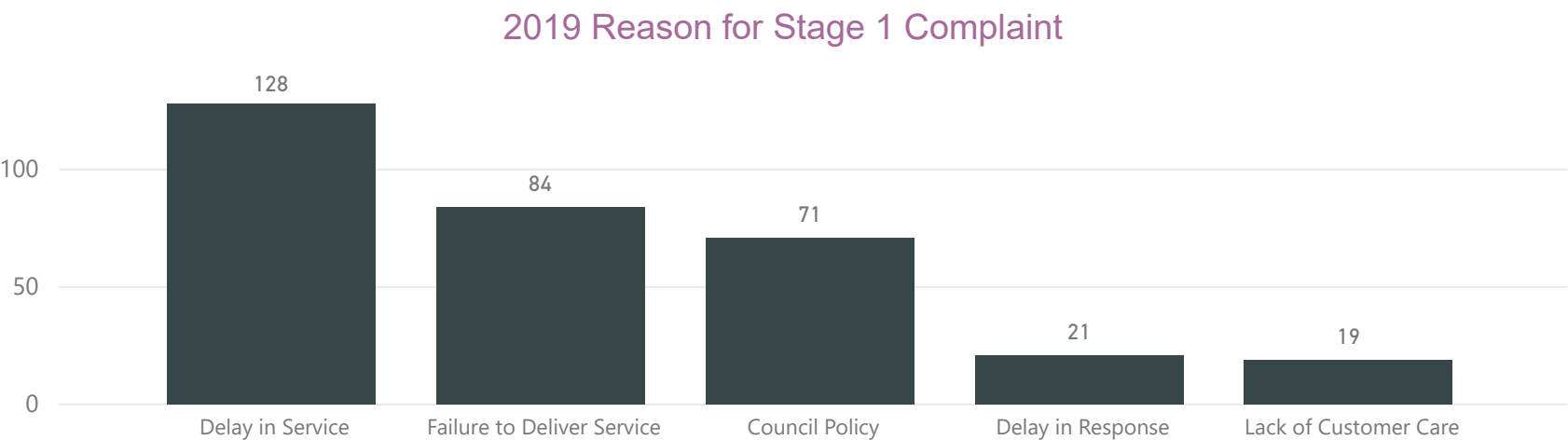
Corporate Stage 1 SLA 2019





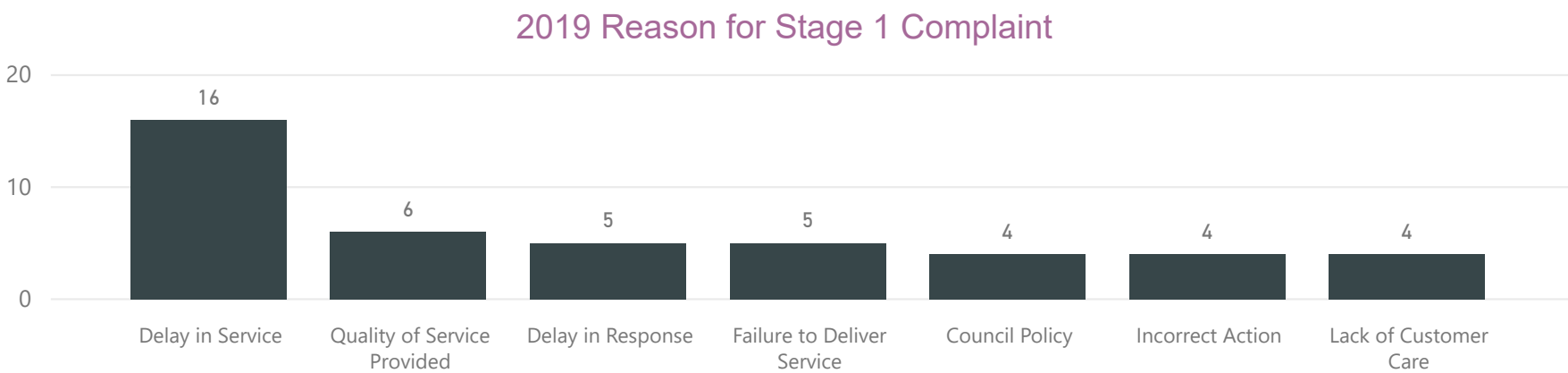
## 4. Gateway, Strategy & Engagement - Complaint Themes

4.54 The chart shows the volume of reasons for complaint for all of Gateway, Strategy & Engagement at stage one.



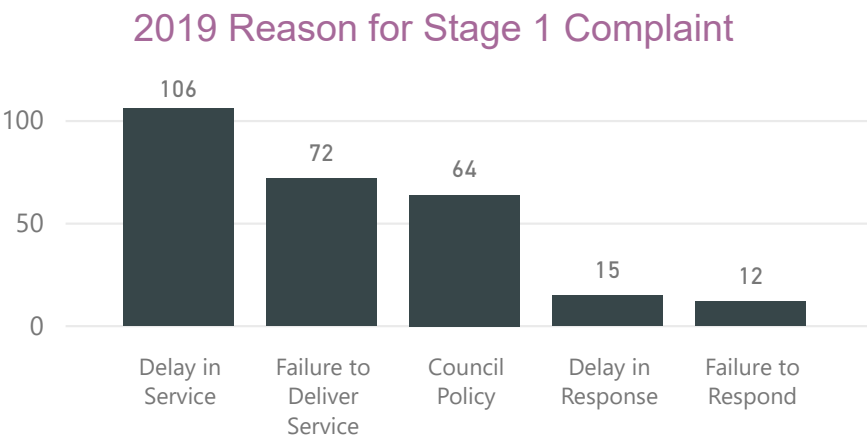
### Gateway & Welfare Services

4.55 The chart shows the volume of reasons for complaint for Gateway & Welfare Services at stage one.



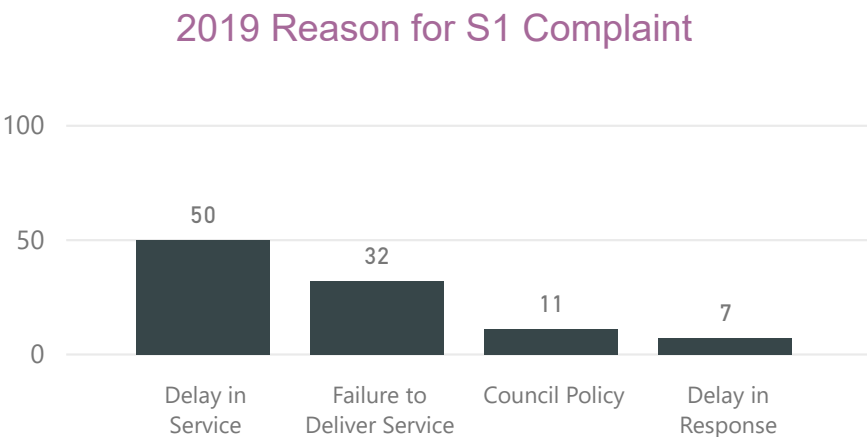
### Housing Assessment & Solutions

4.56 Volume of stage one complaints by reason.



### Tenancy & Caretaking

4.57 Volume of stage one complaints by reason.



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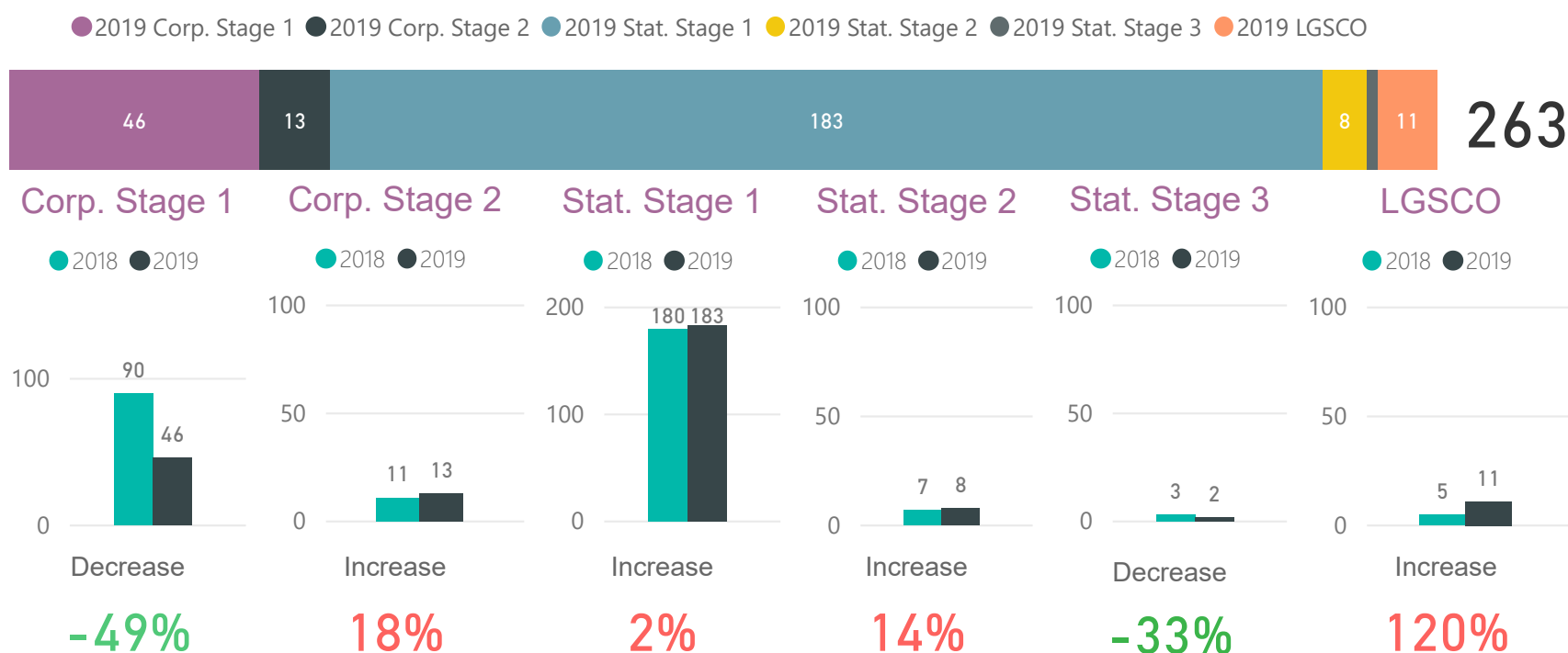
Complaint Report

# Children, Families & Education

Annual 2019

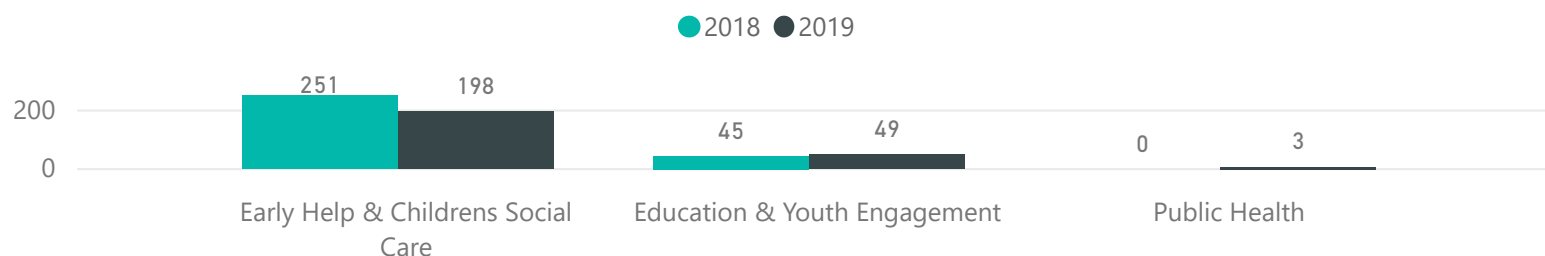
## 5. Children, Families & Education - Complaints & LGO Investigations

- 5.1** The volume of corporate stage one complaints was 46, a 49%, or 44 complaints, decrease on last year.
- 5.2** The volume of statutory stage one complaints was 183, a 2%, or 3 complaints, increase since last year.
- 5.3** The volume of statutory stage two complaints was 8, a 14%, or 1 complaint increase on 2018.
- 5.4** The volume of statutory stage three complaints was 2, a 33% or 1 complaint decrease on last year.
- 5.5** The volume of Local Government & Social Care Ombudsman (LGSCO) investigations increased by 6, or 120% to 11 investigations compared to 5 in 2018.

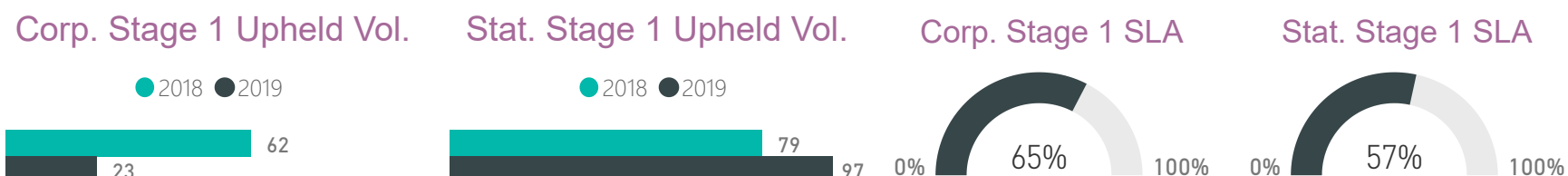


- 5.6** Below is a graph showing total volumes of corporate stage one and two complaints and LGSCO investigations and statutory stage one, two and three complaints by division.

### Total Complaints by Division



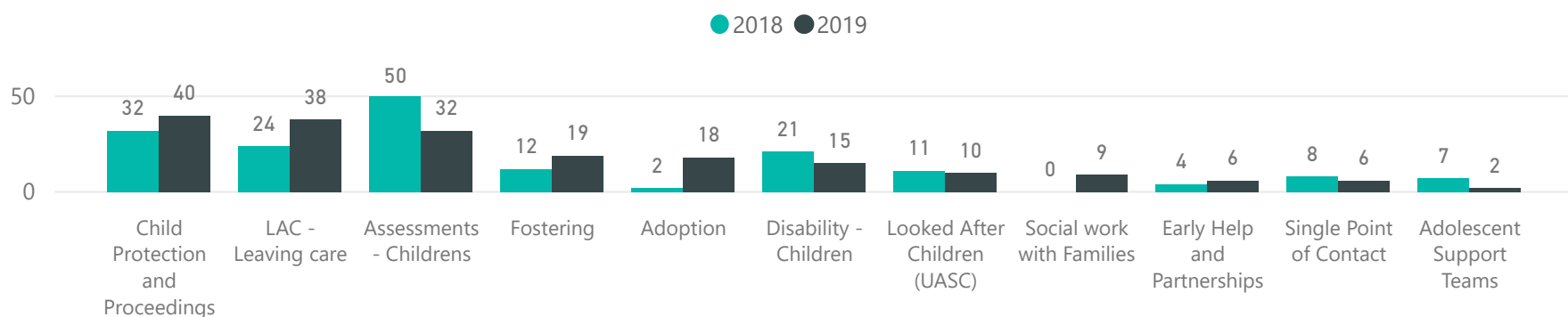
- 5.7** 50% or 23 complaints were upheld at corporate stage 1. 53%, or 97 complaints were upheld at statutory stage one.
- 5.8** 65% of corporate stage 1 complaints, and 57% of statutory stage 1 complaints were responded to within the targeted response time.



## 5. Early Help & Childrens Social Care - Complaints

**5.9** Below is a graph showing total volumes of corporate stage one and two complaints and LGSCO investigations and statutory stage one, two and three complaints within the Early Help & Childrens Social Care department by division.

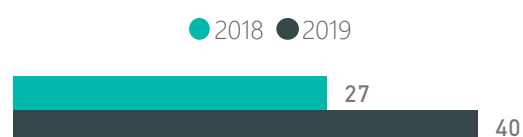
Total Complaints by Division



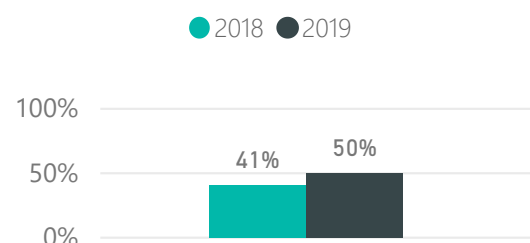
### Child Protection and Proceedings

- 5.10** There were 40 complaints at statutory stage one, a 48% or 13 complaint increase.
- 5.11** 50%, or 20 complaints, was upheld at statutory stage one.
- 5.12** 50% of those were answered within our target response time.
- 5.13** There were no stage 2 complaints, a decrease from 2 in 2018.

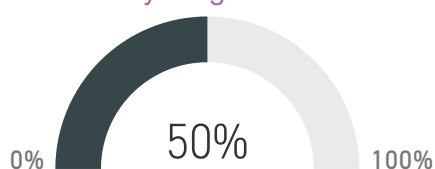
Statutory Stage 1 Volume



Statutory Stage 1 Upheld %



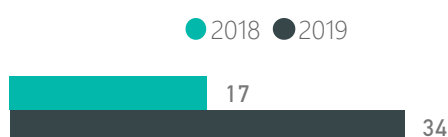
Statutory Stage 1 SLA 2019



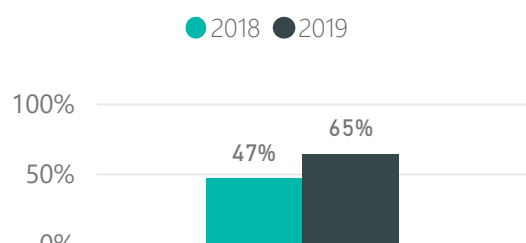
### LAC - Leaving care

- 5.14** The volume of statutory stage one complaints was 34, a 100%, or 17 complaint increase.
- 5.15** 65%, or 22 complaints, were upheld at statutory stage one.
- 5.16** 47% of those were answered within our target response time.
- 5.17** There were 3 stage two complaints in 2019, none of which were upheld.

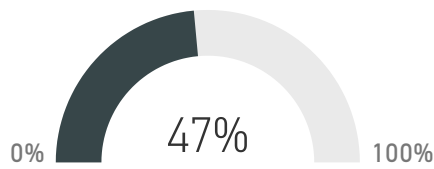
Statutory Stage 1 Volume



Statutory Stage 1 Upheld %



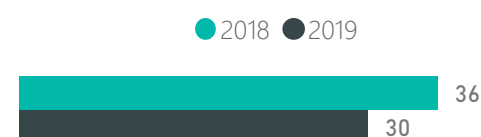
Statutory Stage 1 SLA 2019



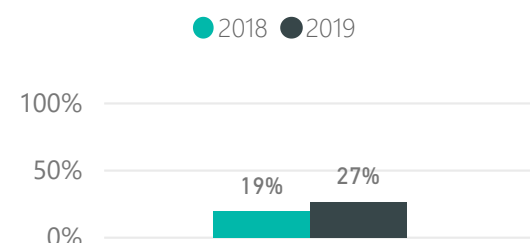
### Assessments - Childrens

- 5.18** The volume of statutory stage one complaints was 30, a 17%, or 6 complaint decrease.
- 5.19** 27%, or 8 complaints, were upheld at statutory stage one.
- 5.20** 93% of those were answered within our target response time.
- 5.21** There were 2 stage two complaints in 2019, of which 100% were upheld.

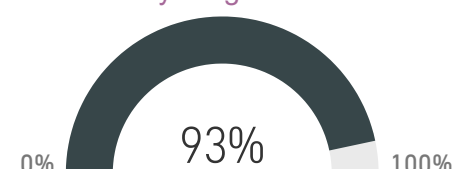
Statutory Stage 1 Volume



Statutory Stage 1 Upheld %



Statutory Stage 1 SLA 2019



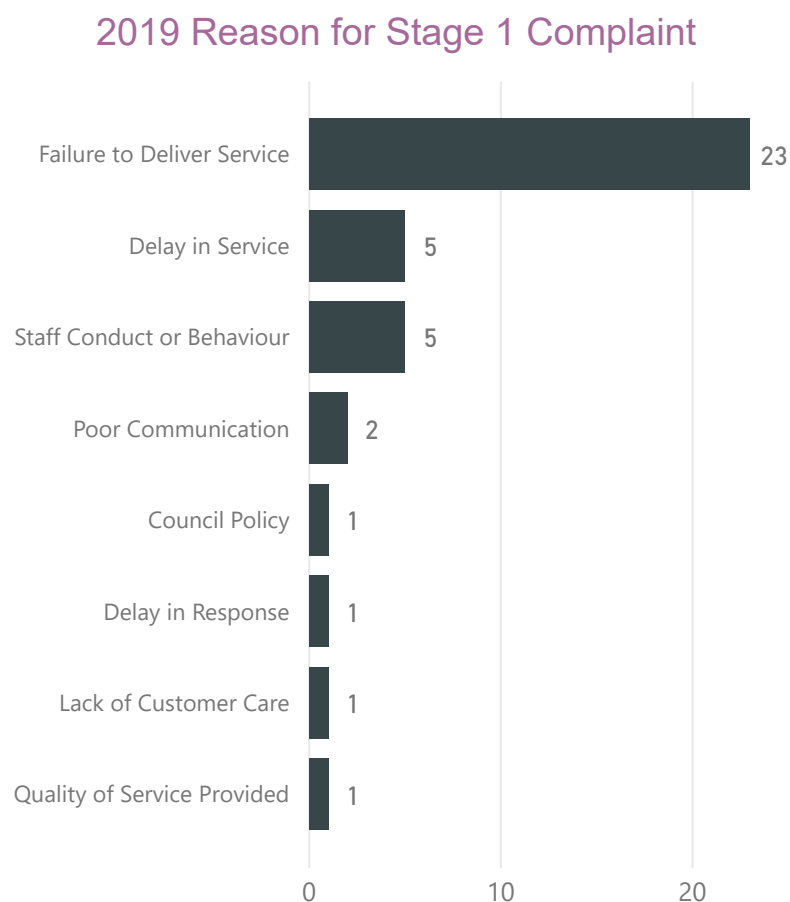
## 5. Early Help & Childrens Social Care - Statutory Complaint Themes

**5.22** The chart shows the volume of reasons for complaint for all of Early Help & Childrens Social Care at statutory stage one.



### Child Protection & Proceedings

**5.23** The chart shows the volume of reasons for complaint for Child Protection & Proceedings at statutory stage one.



### LAC - Leaving Care

**5.24** The chart shows the volume of reasons for complaint for LAC - Leaving Care at statutory stage one.

