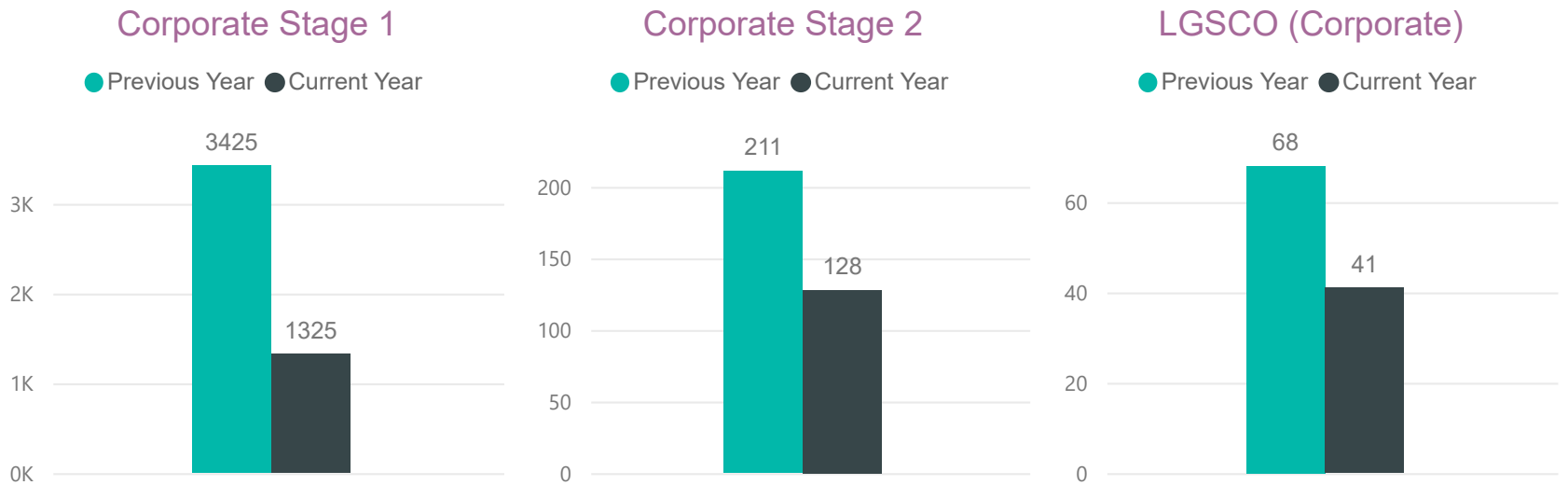

Complaint & Enquiry Report

Croydon Council

Annual 2020/2021

1. Organisational Summary - Corporate Complaints

Corporate Complaints - Volumes by Complaint Type

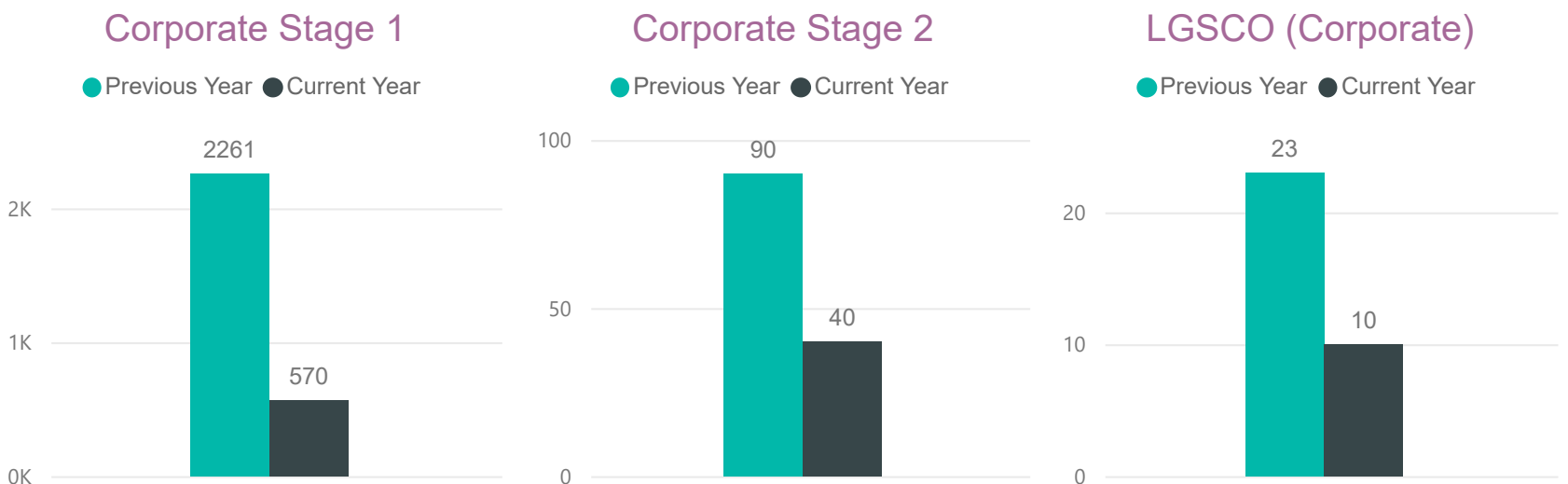


1.1 The volume of stage one has decreased by 61% or 2100 complaints compared to the same period last year

1.2 The volume of stage two has decreased by 39% or 83 complaints compared to the same period last year

1.3 The volume of LGSCO has decreased by 40% or 27 investigations compared to the same period last year

Corporate Complaints - Upheld Volume by Complaint Type



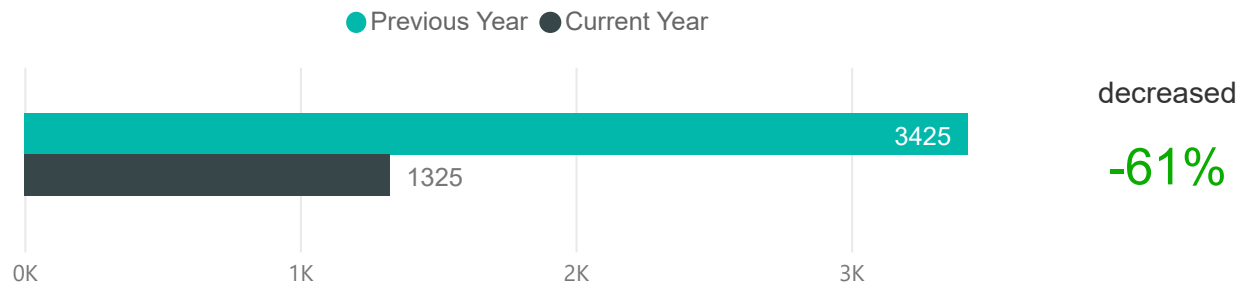
1.4 43%, or 570 complaints, at stage one were upheld for 2020, a decrease of 75%, or 1691 complaints from last year

1.5 31%, or 40 complaints, at stage two were upheld for 2020, a decrease of 56%, or 50 complaints from last year

1.6 24%, or 10 investigations, at LGSCO were upheld for 2020, a decrease of 57%, or 13 investigations from last year

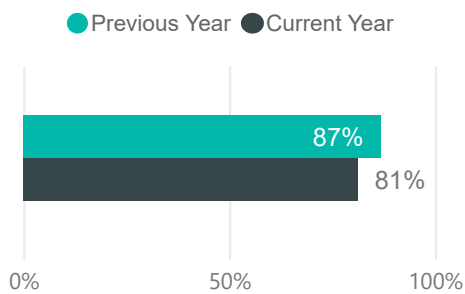
1. Organisational Summary - Stage One Corporate Complaints

Corporate Stage 1 Volume

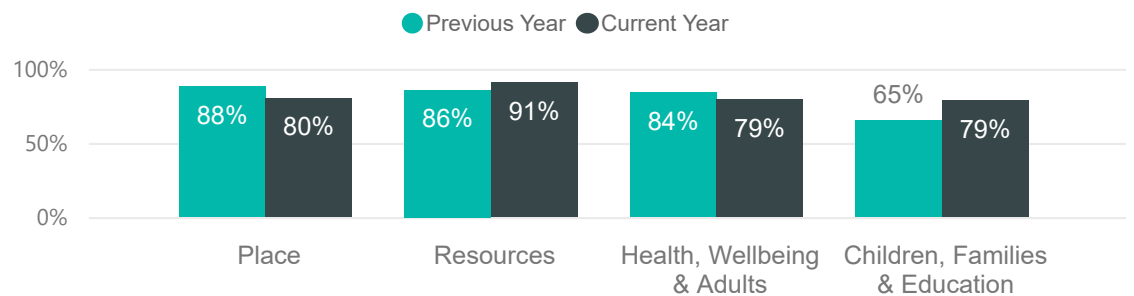


1.7 The volume of stage one has decreased by 61% or 2100 complaints compared to the same period last year

Corporate Stage 1 SLA %

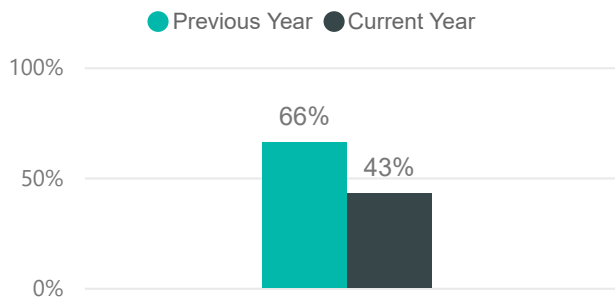


Corporate Stage 1 SLA % by Department

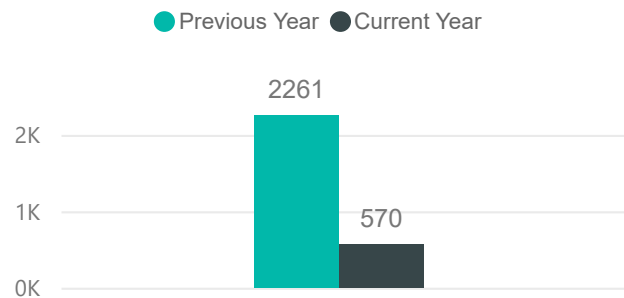


1.8 81% or 1077 stage one complaints were answered within corporate 20 working days target

Corporate Stage 1 Upheld %

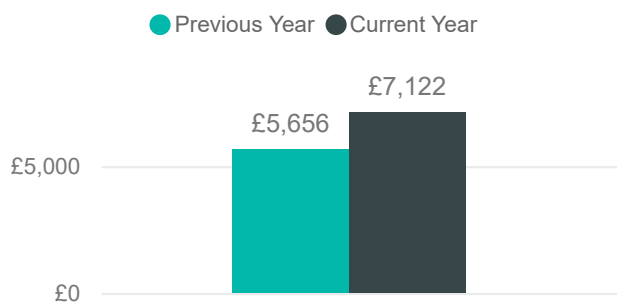


Corporate Stage 1 Upheld Volume

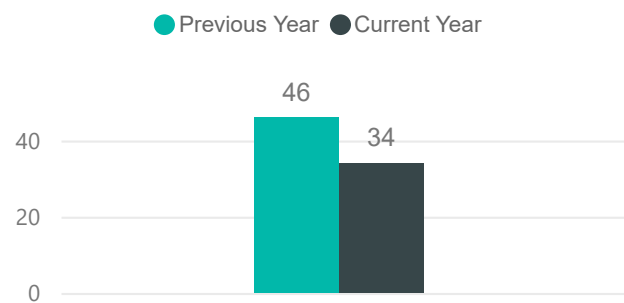


1.9 43%, or 570 complaints, at stage one were upheld for 2020, a decrease of 75%, or 1691 complaints from last year

Corporate Stage 1 Compensation Value



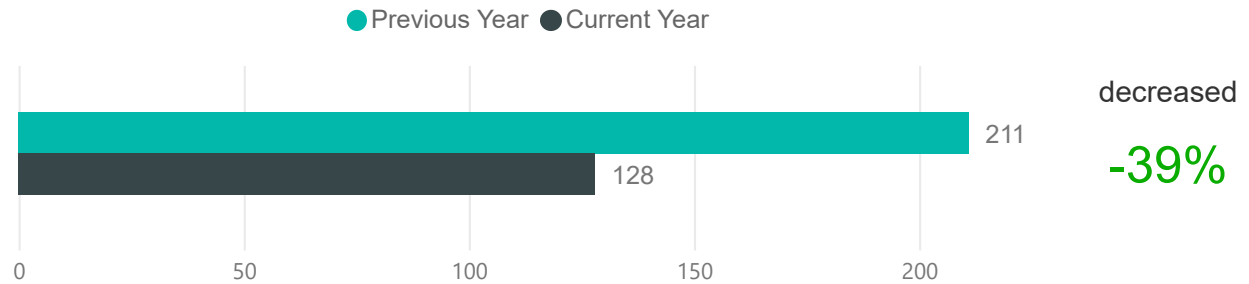
Corporate Stage 1 Compensation Volume



1.10 £7122 compensation was paid at stage one distributed over 34 complaints, this has increased by £1466 from last year

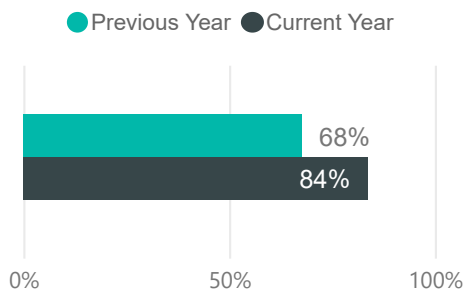
1. Organisational Summary - Stage Two Corporate Complaints

Corporate Stage 2 Volume

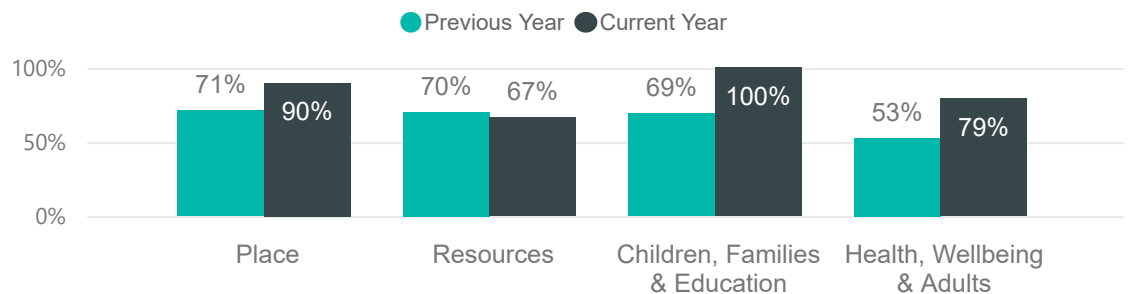


1.11 The volume of stage two has decreased by 39% or 83 complaints compared to the same period last year

Corporate Stage 2 SLA %

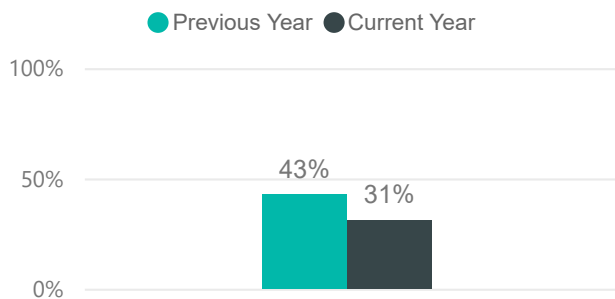


Corporate Stage 2 SLA % by Department

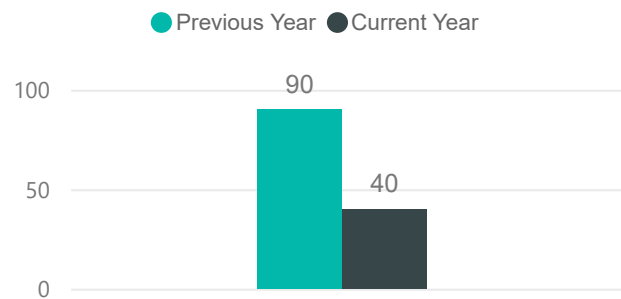


1.12 84% or 107 stage two complaints were answered within corporate 20 working days target

Corporate Stage 2 Upheld %

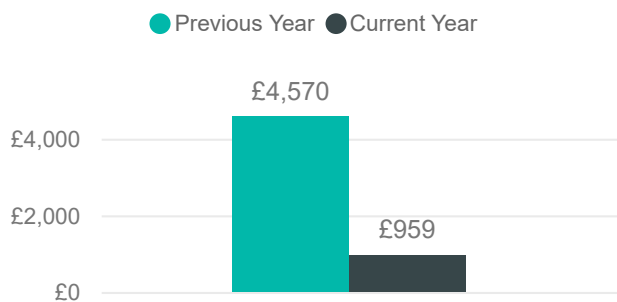


Corporate Stage 2 Upheld Volume

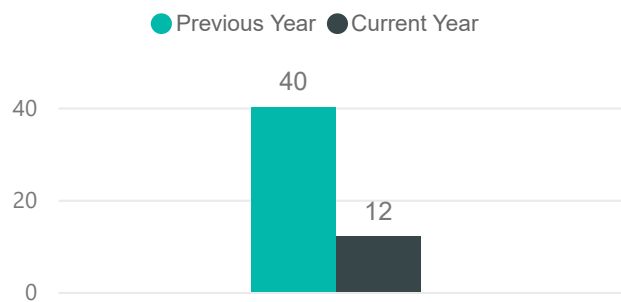


1.13 31%, or 40 complaints, at stage two were upheld for 2020, a decrease of 56%, or 50 complaints from last year

Corporate Stage 2 Compensation Value



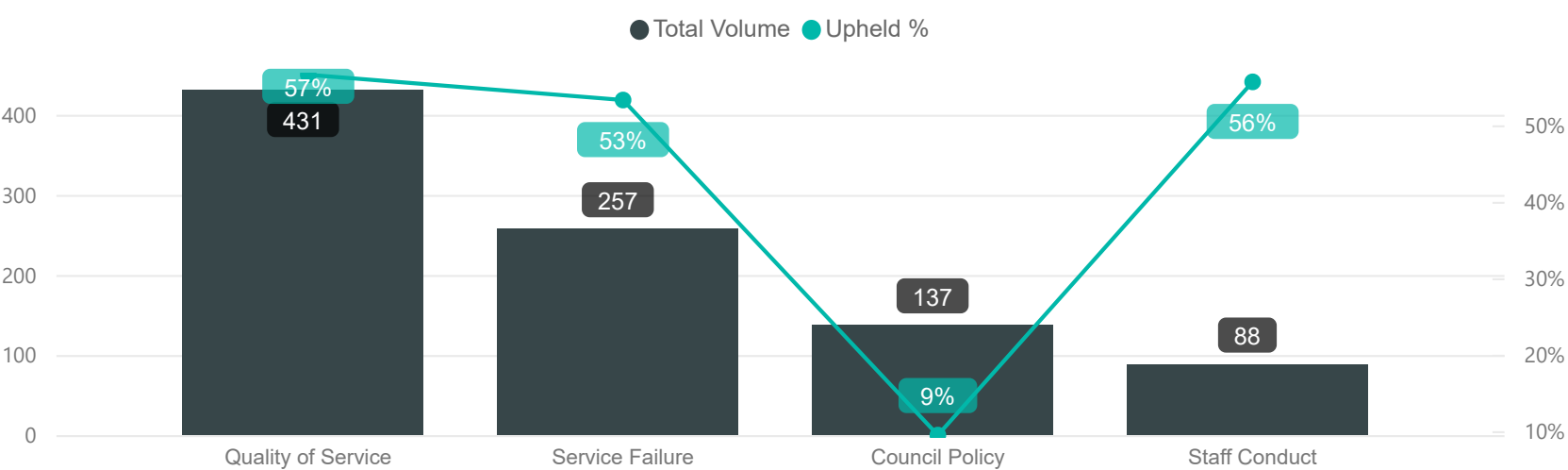
Corporate Stage 2 Compensation Volume



1.14 £959 compensation was paid at stage two distributed over 12 complaints, this has decreased by £3611 from last year

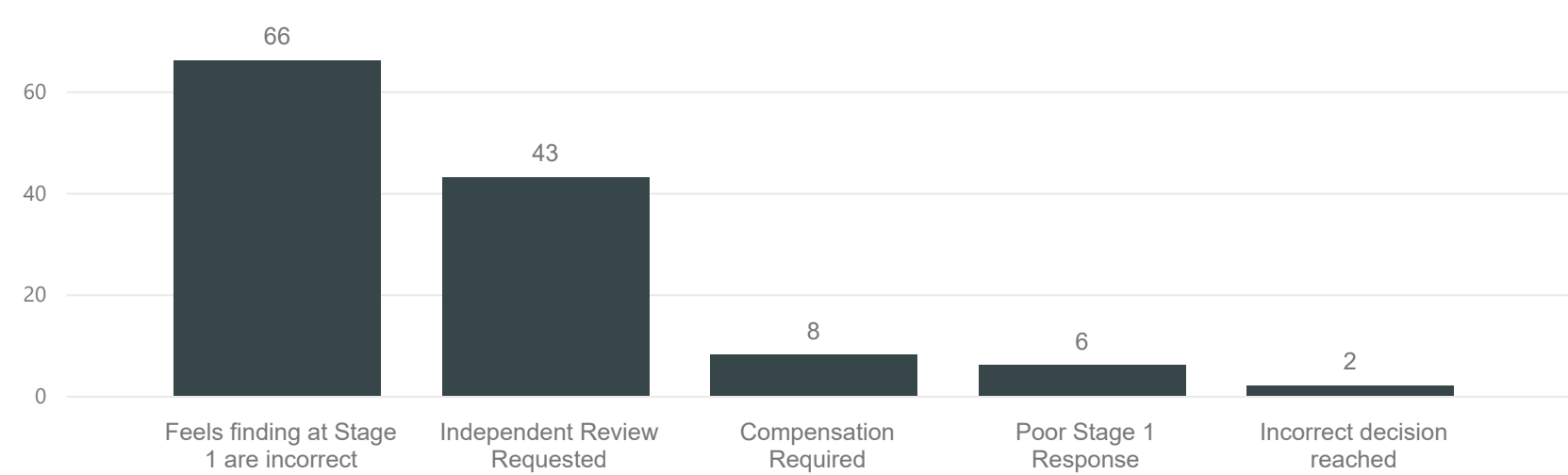
1. Organisational Summary - Corporate Themes

Corporate Stage 1 - Reason for Complaint



1.15 The chart shows the highest reasons for complaints in the bar and the percentage of those that were upheld in the line.

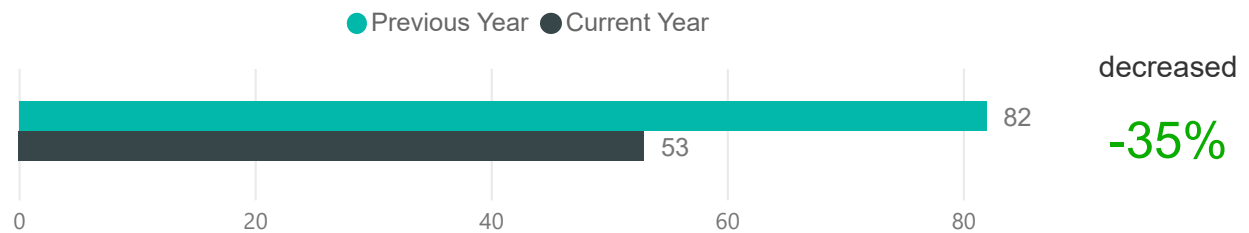
Corporate Stage 2 - Reason for Escalation



1.16 This chart shows the reasons why a complaint has been escalated to stage two, following a stage one.

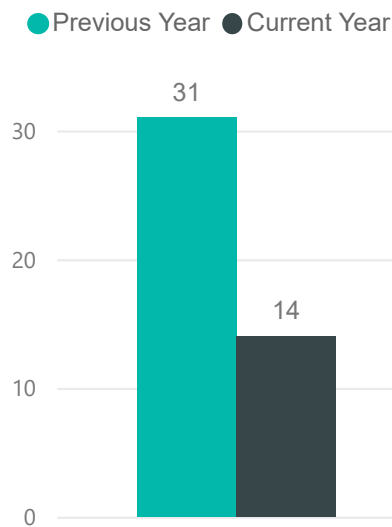
1. Organisational Summary - LGSCO Investigations

LGSCO Volume

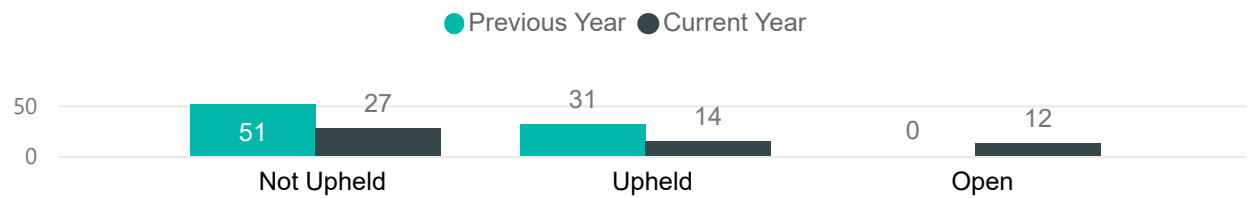


1.17 The volume of LGSCO has decreased by 35% or 29 investigations compared to the same period last year

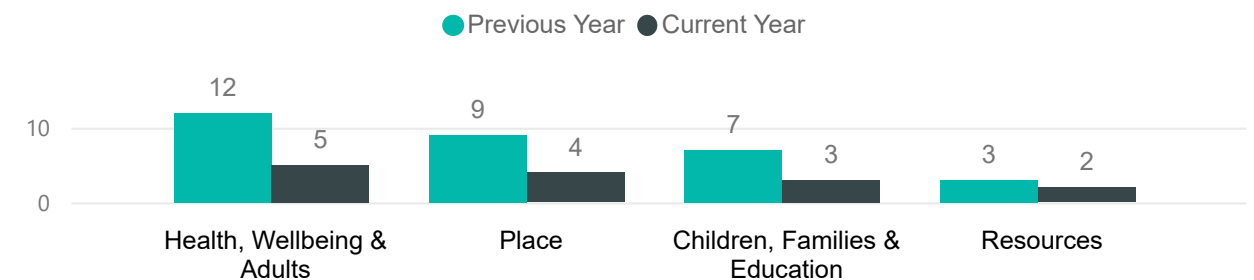
LGSCO Upheld Volume



LGSCO Upheld by Outcome

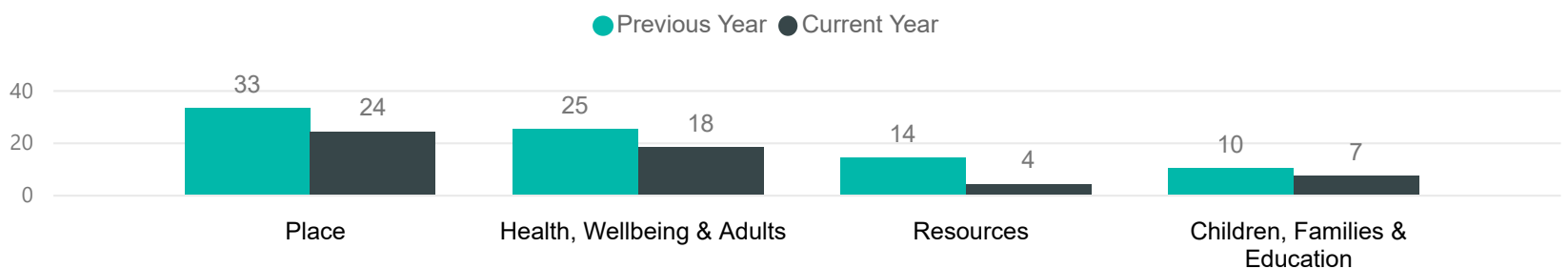


LGSCO Upheld by Department



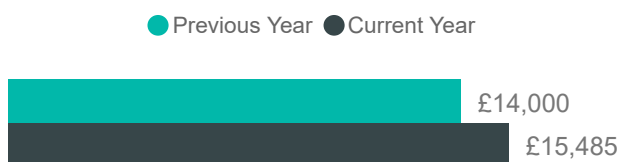
1.18 26%, or 14 investigations, at LGSCO were upheld for 2020, a decrease of 55%, or 17 investigations from last year

LGSCO Volume

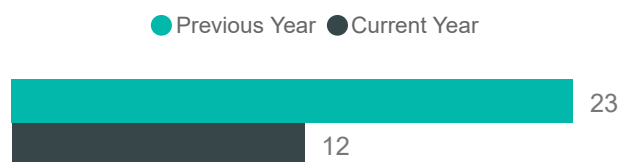


1.19 Volume of LGSCO investigations by department, inclusive of corporate and statutory (adults & childrens) investigations.

LGSCO Compensation Value



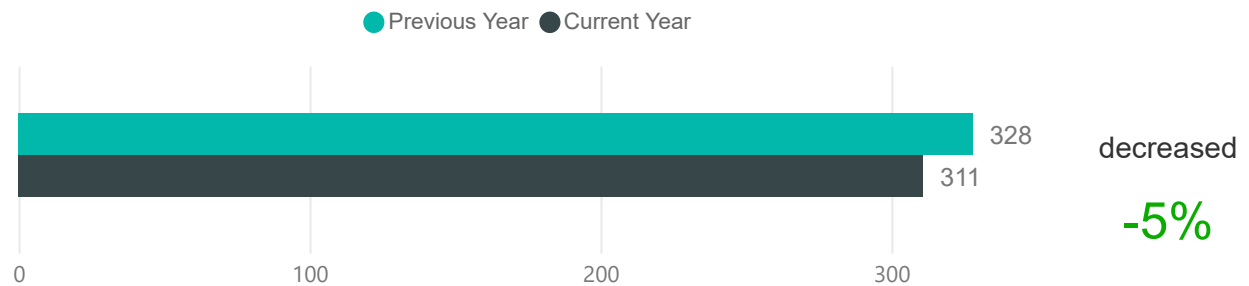
LGSCO Compensation Volume



1.20 £15485.00 compensation was paid over 12 investigations, this has increased by £1485.00, or 11% from last year

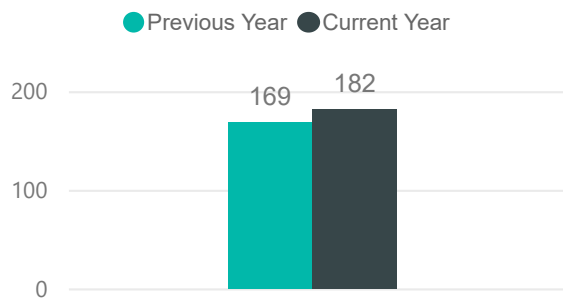
1. Organisational Summary - Adults & Children's Statutory Complaints

Statutory Stage 1 Volume

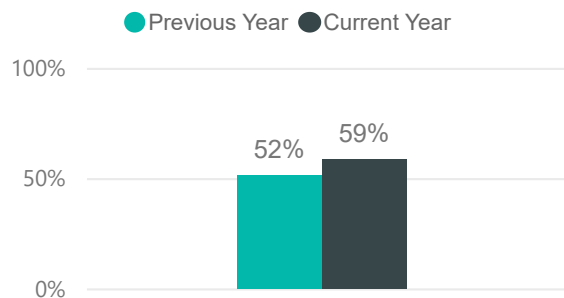


1.21 The volume of stage one has decreased by 5% or 17 complaints compared to the same period last year

Statutory Stage 1 SLA Volume



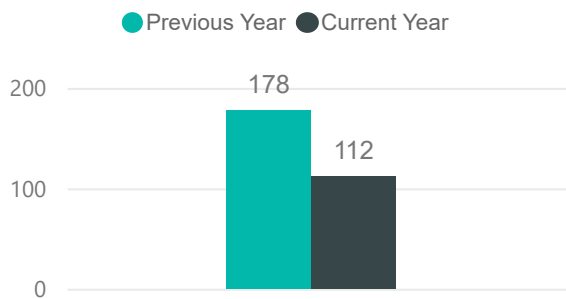
Statutory Stage 1 SLA %



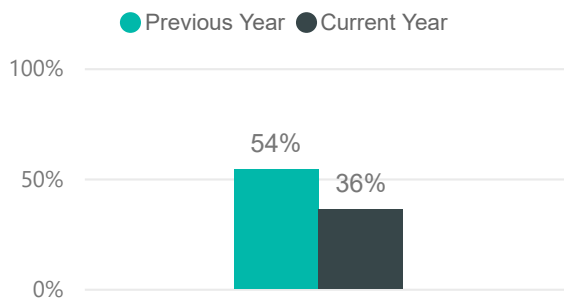
1.22 59% or 182 stage one complaints were answered within our target of 10 working days

Often cases will extend due to their complexity and in consultation with the complainant. Cases that have been extended are not included

Statutory Stage 1 Upheld Volume

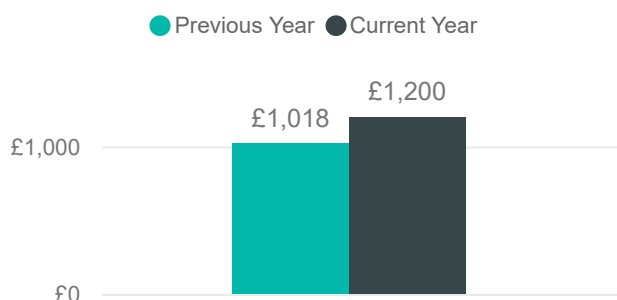


Statutory Stage 1 Upheld %

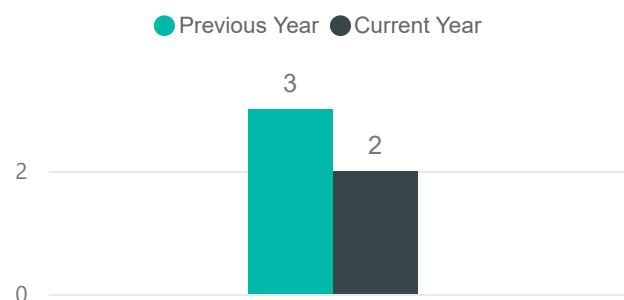


1.23 36%, or 112 complaints, at stage one were upheld for 2020, a decrease of 37%, or 66 complaints from last year

Statutory Stage 1 Compensation Value



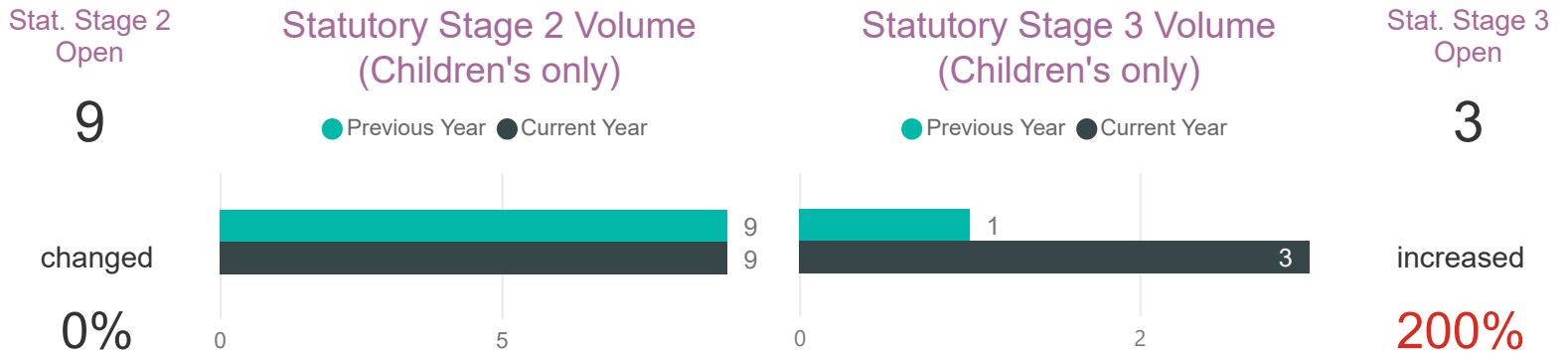
Statutory Stage 1 Compensation Volume



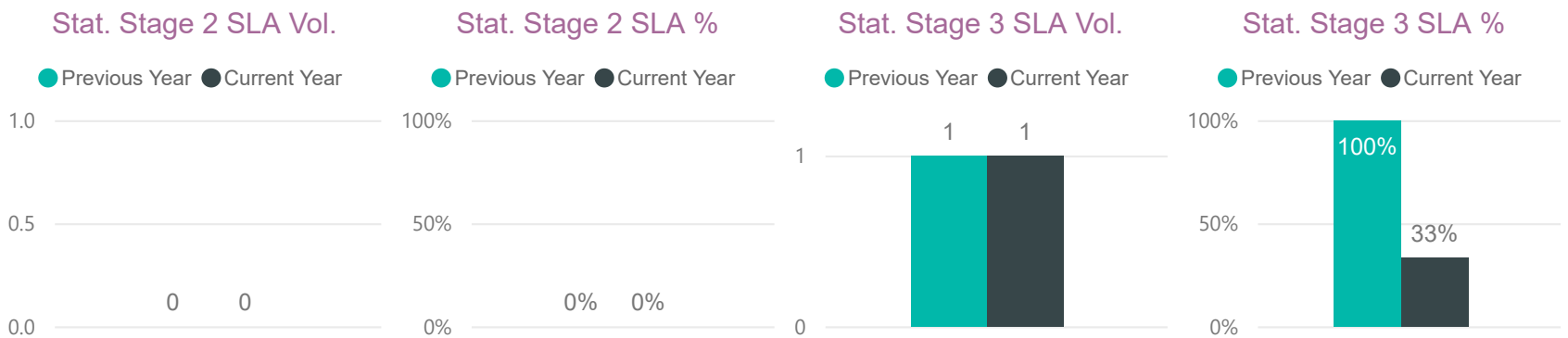
1.24 £1200 compensation was paid at stage one distributed over 2 complaints, this has increased by £182 from last year

1. Organisational Summary - Children's Statutory Complaints

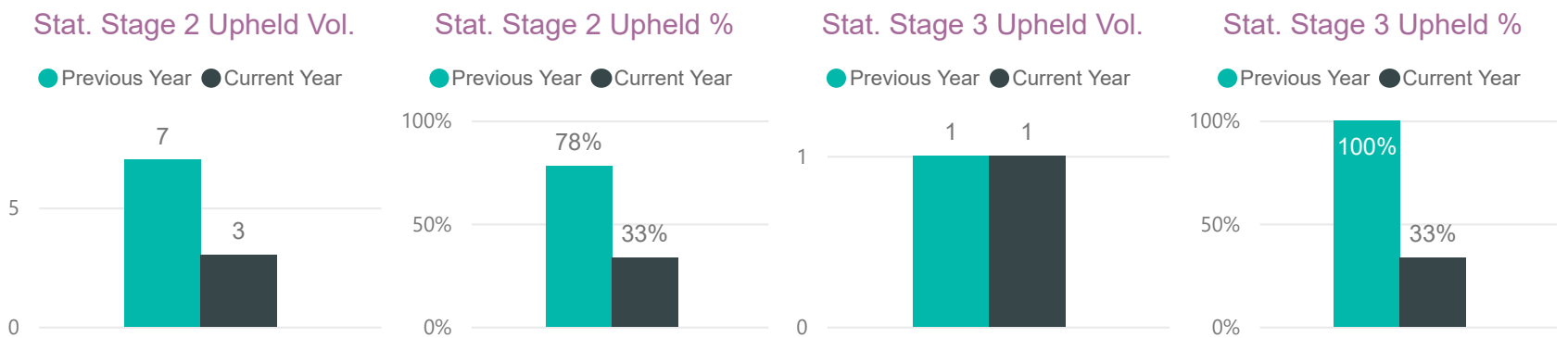
Children's has a stage 2 and 3 process for statutory complaints which Adult's does not



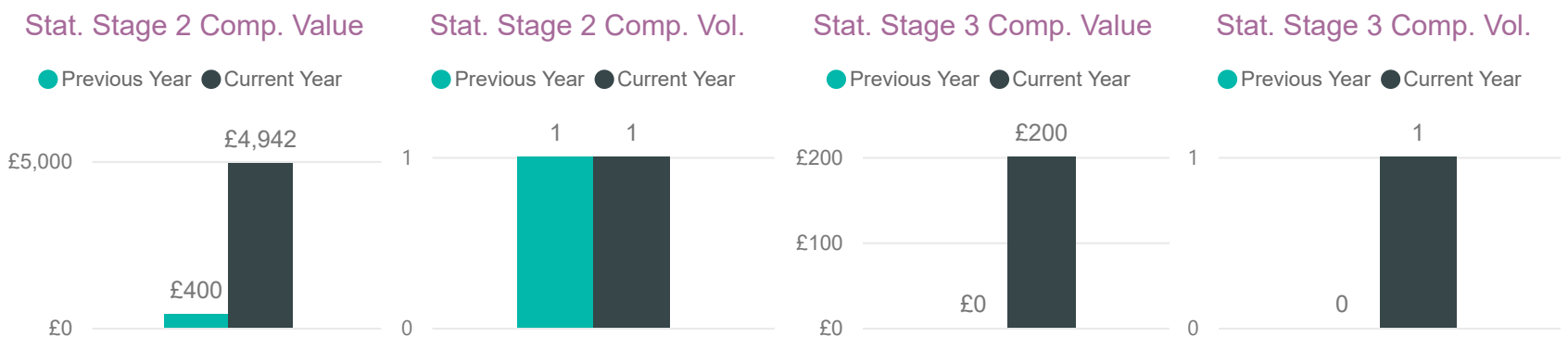
1.25 The volume of stage two has remained at 9 complaints, the same volume as this period last year



1.26 No stage two complaints were responded to within the target of 10 working days

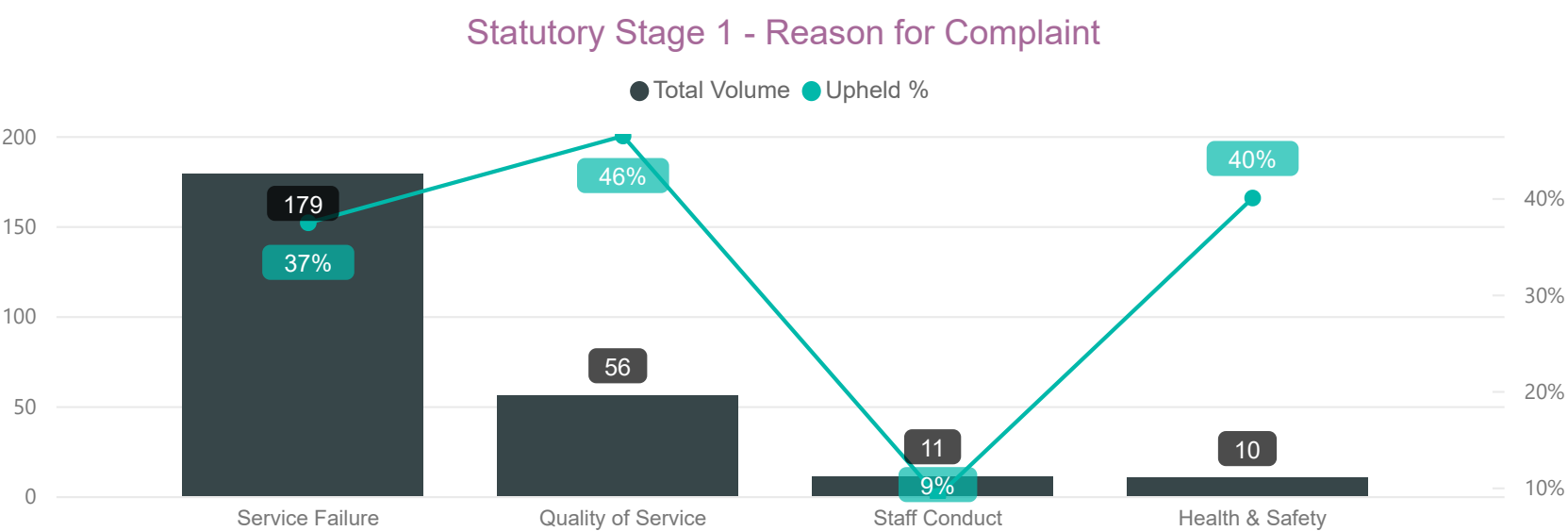


1.27 33%, or 3 complaints, at stage two were upheld for 2020, a decrease of 57%, or 4 complaints from last year



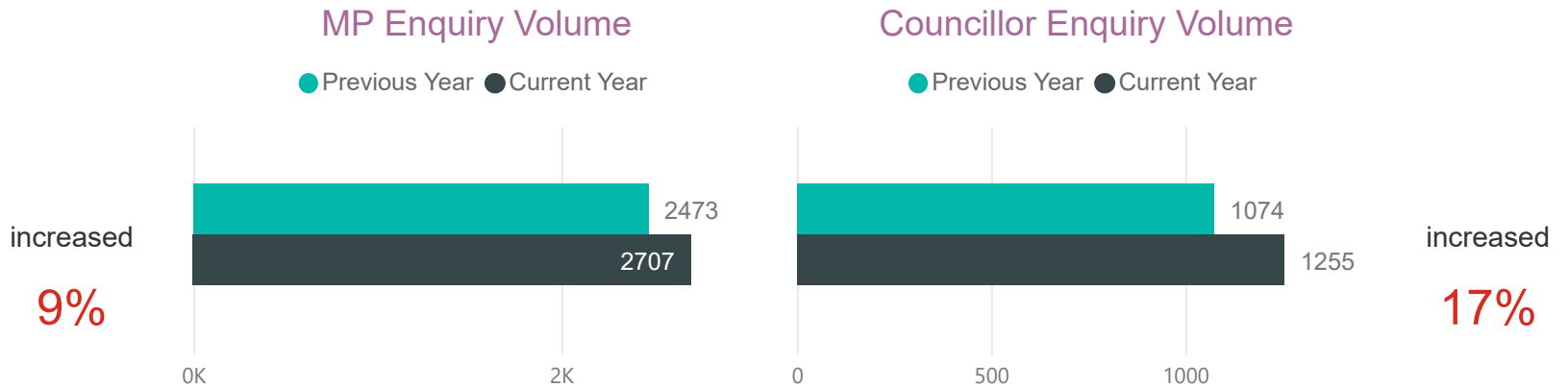
1.28 £4942 compensation was paid at stage two distributed over 1 complaint, this has increased by £4542 from last year

1. Organisational Summary - Statutory Themes



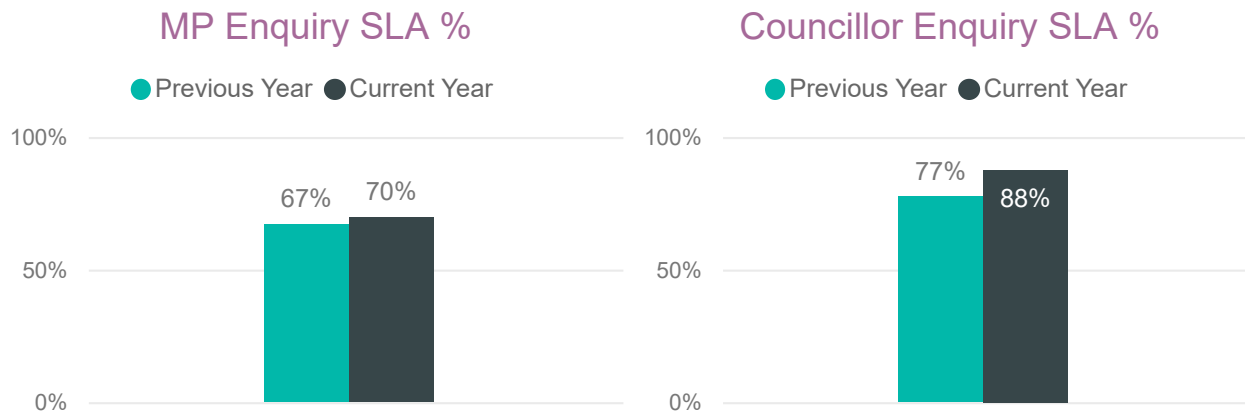
1.29 The chart shows the highest reasons for complaints in the bar and the percentage of those that were upheld in the line.

1. Organisational Summary - MP & Councillor Enquiries



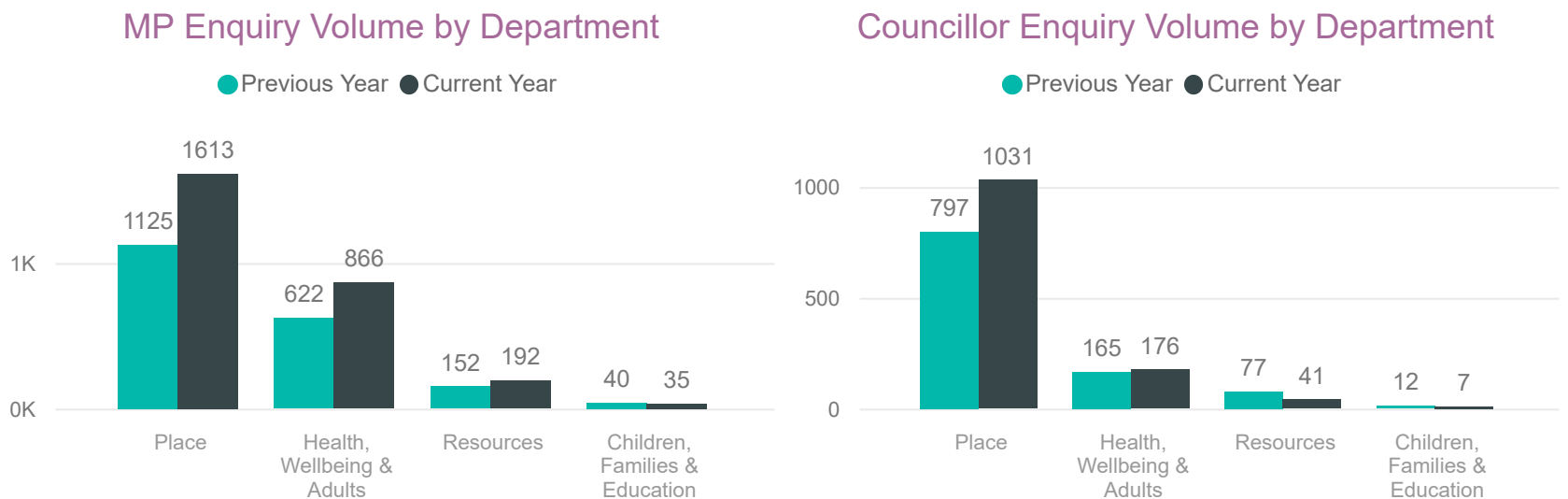
1.31 The volume of MP Enquiry has increased by 9% or 234 enquiries compared to the same period last year

1.32 The volume of Councillor Enquiry has increased by 17% or 181 enquiries compared to the same period last year



1.33 70% or 1887 MP Enquiry enquiries were answered within our target of 10 working days

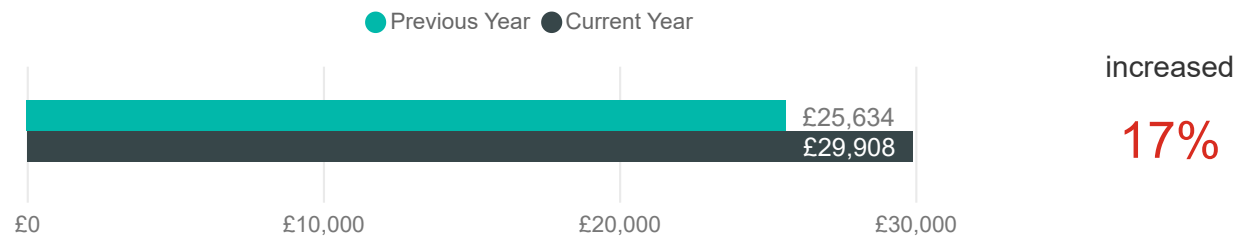
1.34 88% or 1099 Councillor Enquiry enquiries were answered within our target of 10 working days



1.35 Volume of MP and Councillor enquiries by department in 2020/2021

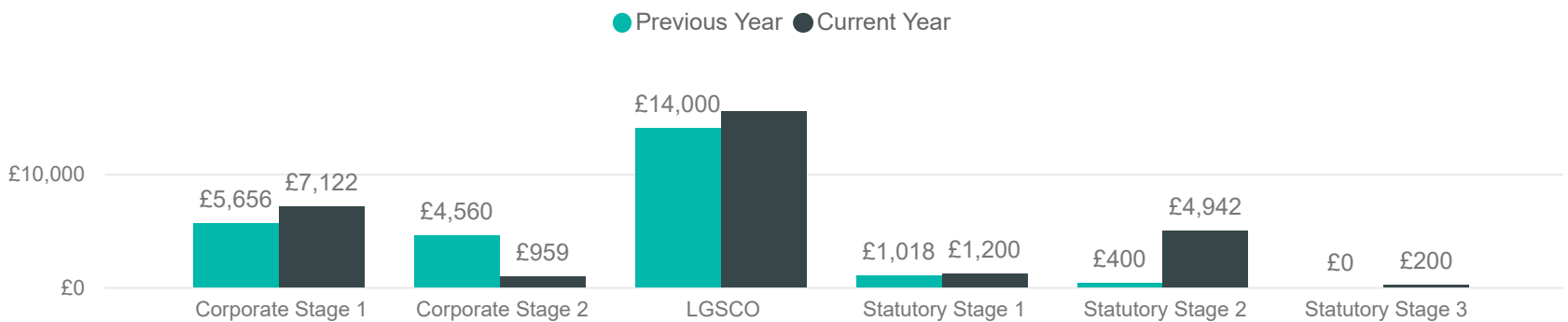
1. Organisational Summary - Corporate & Statutory Compensation

Previous Year and Current Year



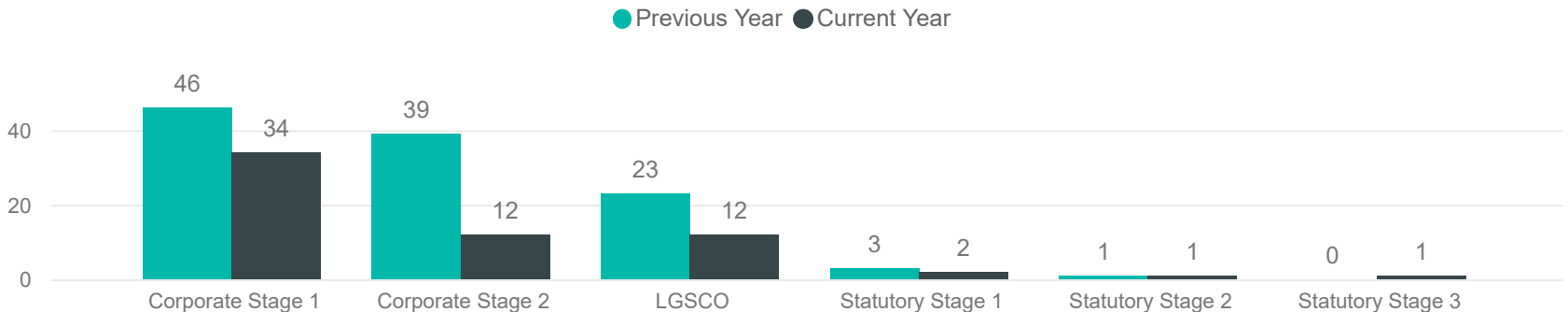
1.36 £29908.00 compensation was paid over 62 complaints, this has increased by £4274.00, or 17% from last year

Total Compensation by Complaint Type



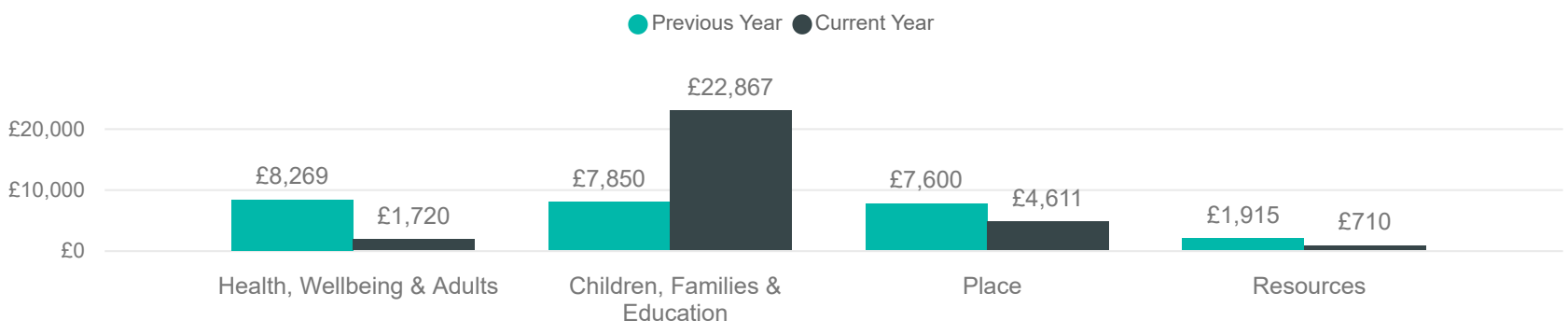
1.37 This chart shows the value of compensation paid by complaint type

Volume of Compensation Payments by Complaint Type



1.38 62 complaints were were paid compensation in 2020, this has decreased by 50 from last year

Previous Year and Current Year by Organisational Department



1.39 This chart shows the value of compensation paid by department.

Complaint & Enquiry Report

Resources

Annual 2020/2021

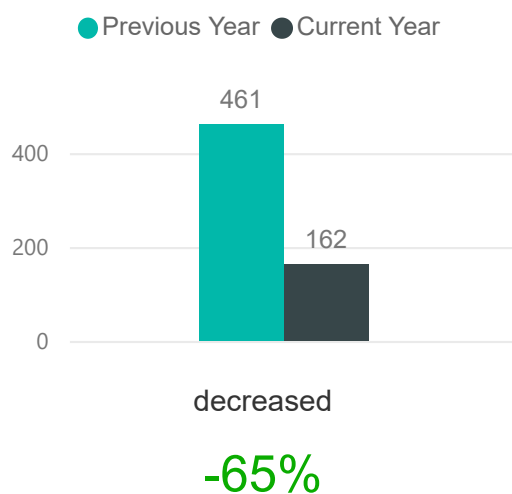
2. Resources - Complaints & LGSCO Investigations

Departmental Complaint Distribution by Complaint Type

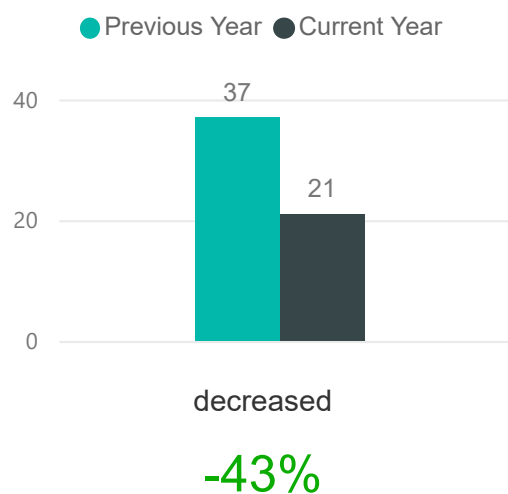
Corporate Stage 1 Corporate Stage 2 LGSCO



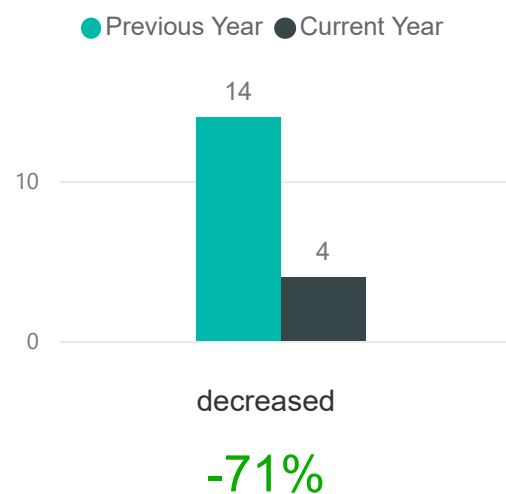
Corporate Stage 1 Volume



Corporate Stage 2 Volume



LGSCO Volume



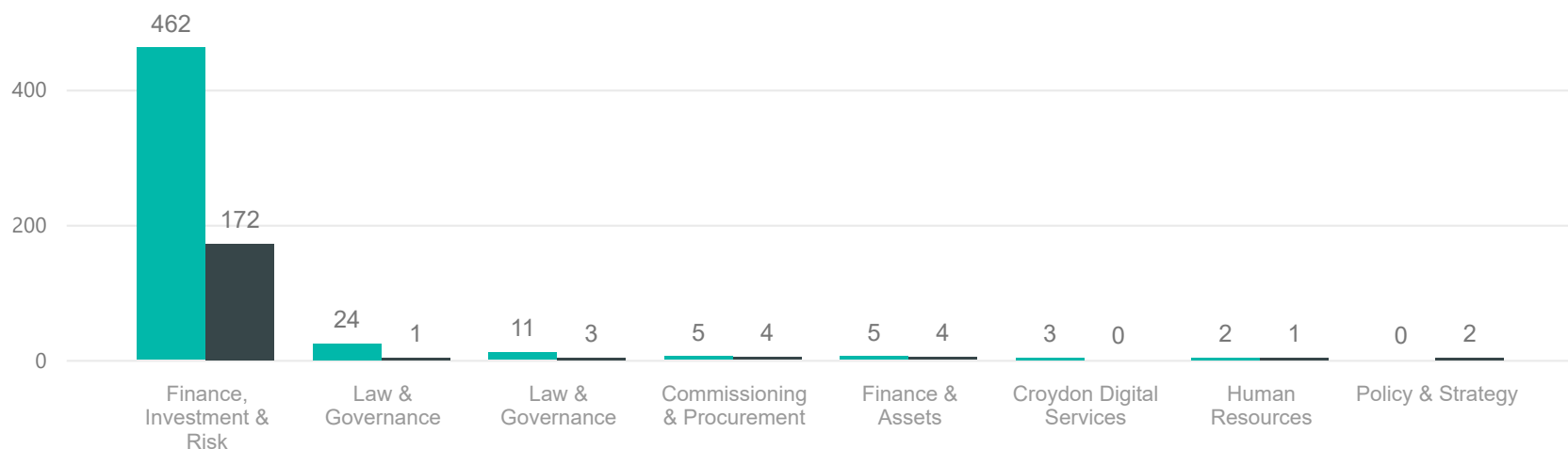
2.1 The volume of stage one has decreased by 65% or 299 complaints compared to the same period last year

2.2 The volume of stage two has decreased by 43% or 16 complaints compared to the same period last year

2.3 The volume of LGSCO has decreased by 71% or 10 investigations compared to the same period last year

Total Complaints by Division

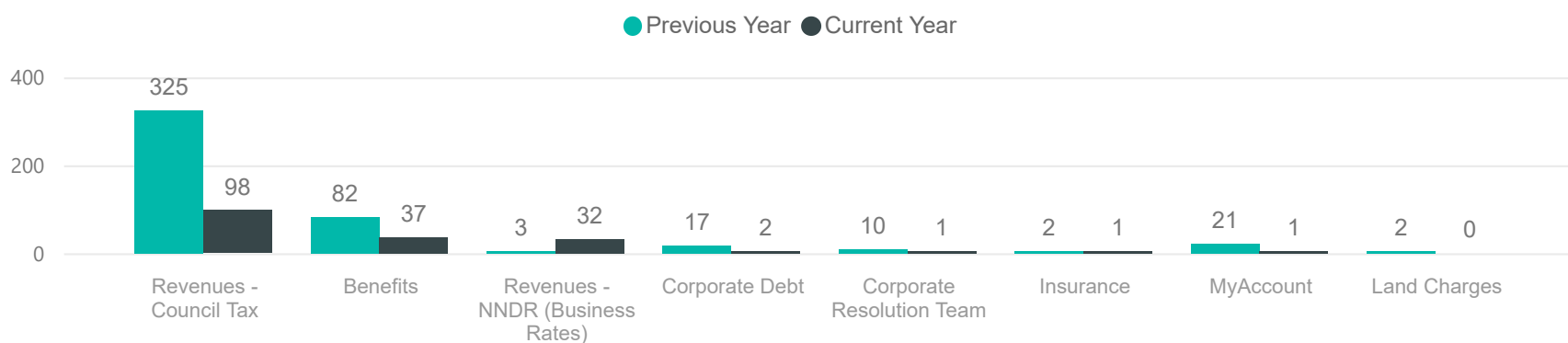
Previous Year Current Year



2.4 Total volumes of complaints at stage one, two and LGSCO investigations by service team

2. Finance, Investment & Risk - Complaints

Highest Complaint Volumes by Service Team

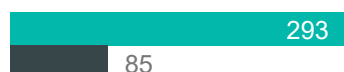


2.5 Total volumes of complaints at stage one, two and LGSCO investigations in the Finance, Investment & Risk division

Revenues - Council Tax

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



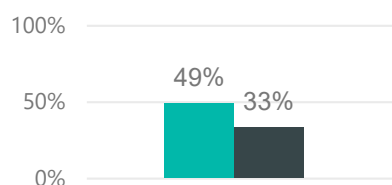
2.6 The volume of stage one has decreased by 71% or 208 complaints

2.7 The volume of stage two has decreased by 48% or 11 complaints

2.8 The volume of LGSCO investigations was 1 in 2020

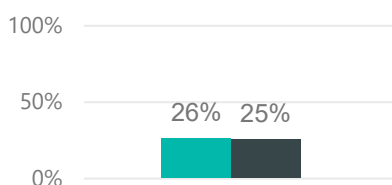
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

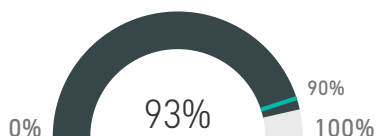
● Previous Year ● Current Year



2.9 33%, or 28 complaints were upheld at stage one.

2.10 25%, or 3 complaints were upheld at stage two.

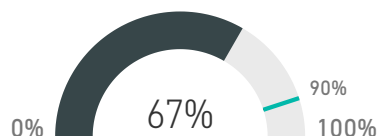
Corporate Stage 1 SLA



2.11 93% or 79 stage one complaints were answered in SLA

2.12 67% or 8 stage two complaints were answered in SLA

Corporate Stage 2 SLA



Benefits

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



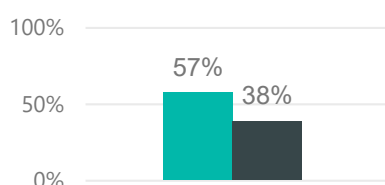
2.13 The volume of stage one has decreased by 53% or 38 complaints

2.14 The volume of stage two has decreased by 75% or 6 complaints

2.15 The volume of LGSCO investigations was 1 in 2020

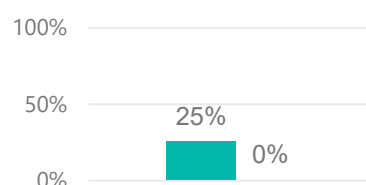
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

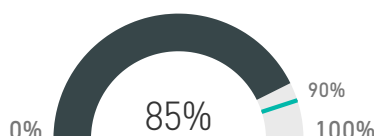
● Previous Year ● Current Year



2.16 38%, or 13 complaints were upheld at stage one.

2.17 No complaints were upheld at stage two.

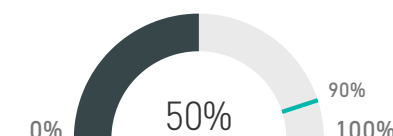
Corporate Stage 1 SLA



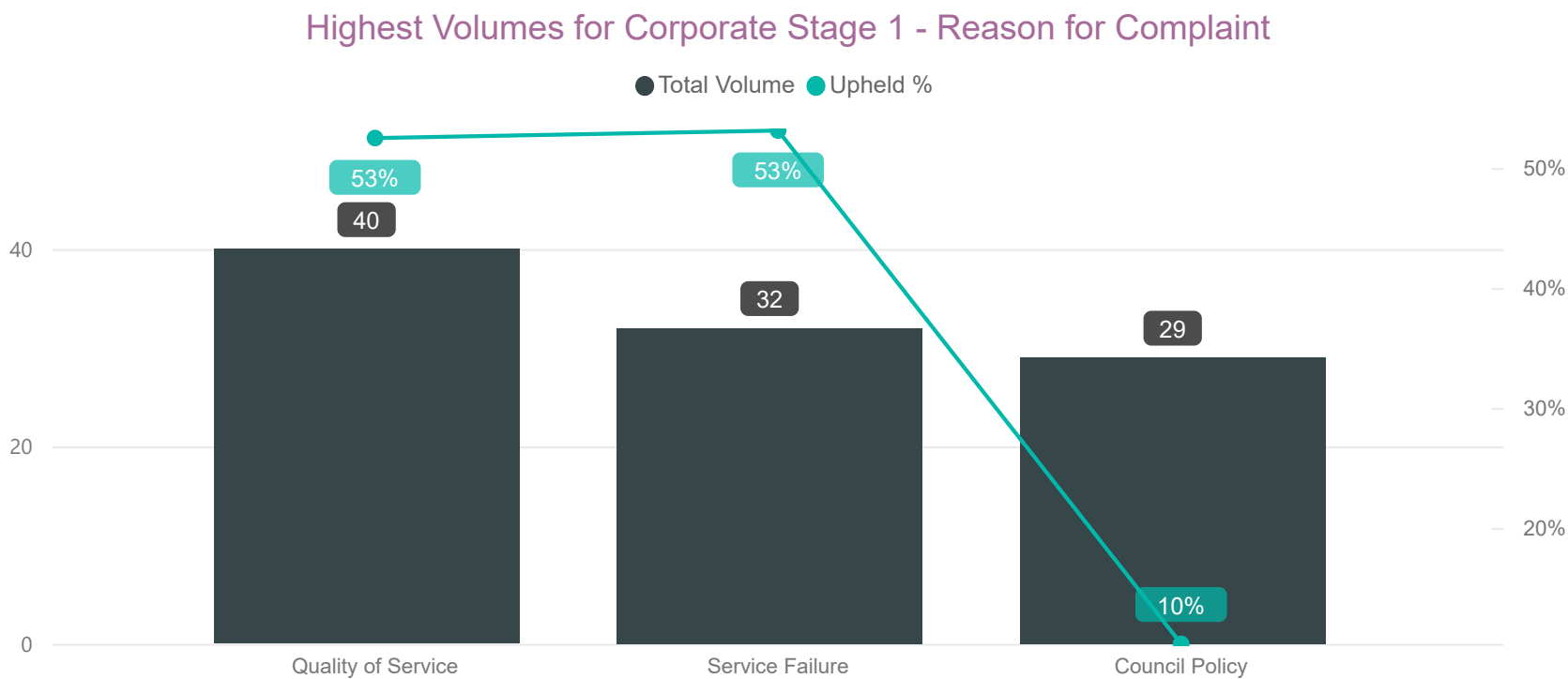
2.18 85% or 29 stage one complaints were answered in SLA

2.19 50% or 1 stage two complaint was answered in SLA

Corporate Stage 2 SLA

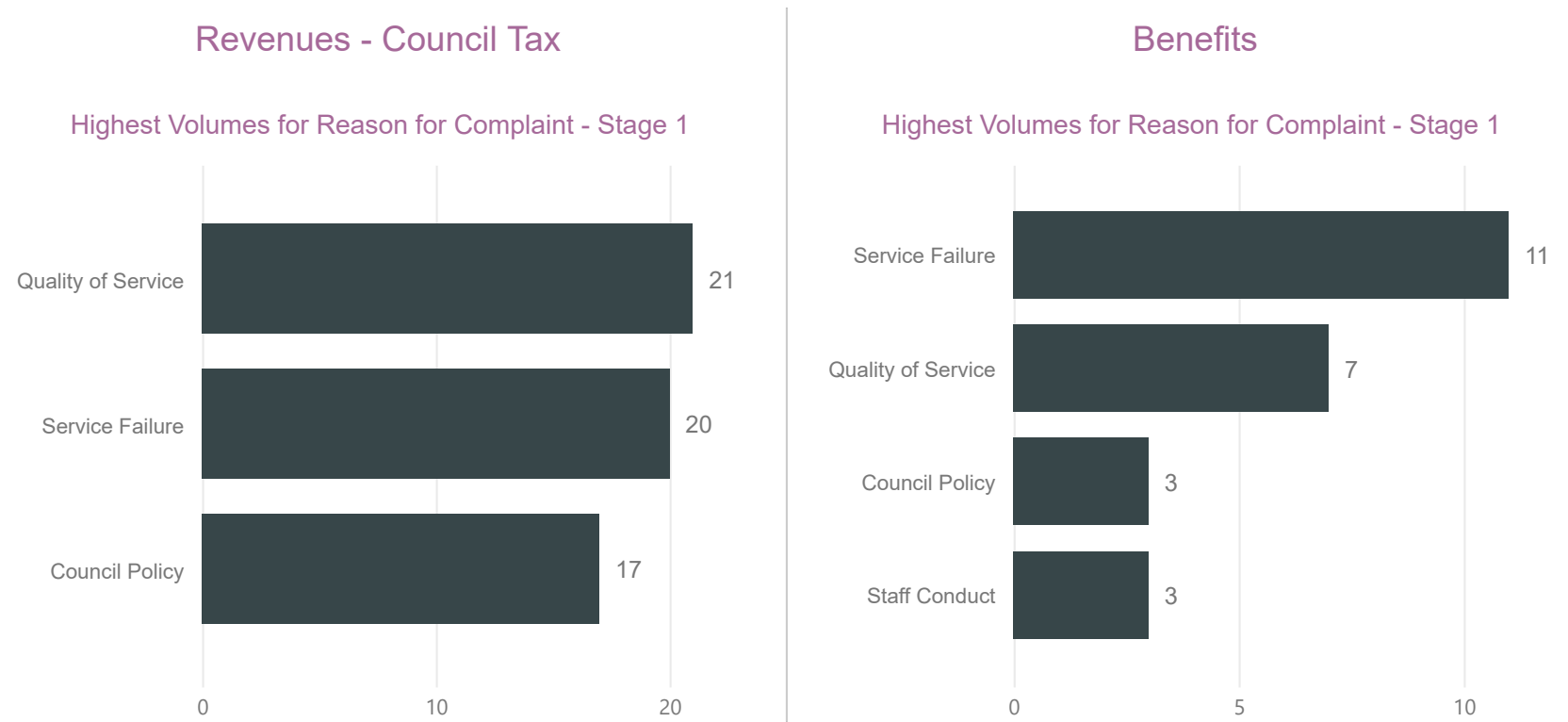


2. Finance, Investment & Risk - Complaint Themes



2.20 The graph shows the highest complaint volume by reason for Resources at stage one

The Bars show the Volume of Complaints with the Line showing the Upheld % by Reason for Complaint



2.21 These charts show the highest volume of reason for complaint for each of the named teams in 2020

Complaint & Enquiry Report
Place
Annual 2020/2021

3. Place - Complaints & LGSCO Investigations

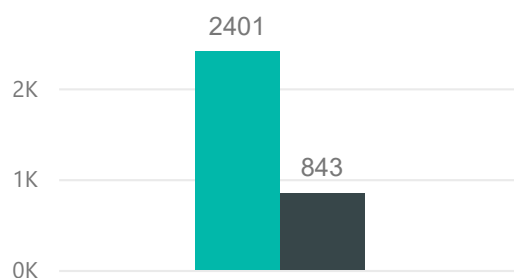
Departmental Complaint Distribution by Complaint Type

Corporate Stage 1 Corporate Stage 2 LGSCO



Corporate Stage 1 Volume

Previous Year Current Year

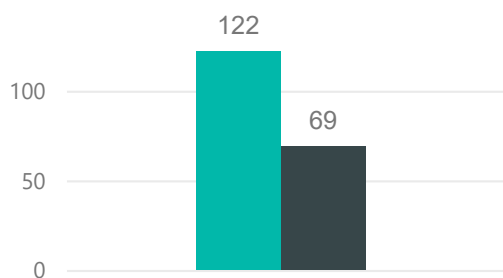


decreased

-65%

Corporate Stage 2 Volume

Previous Year Current Year

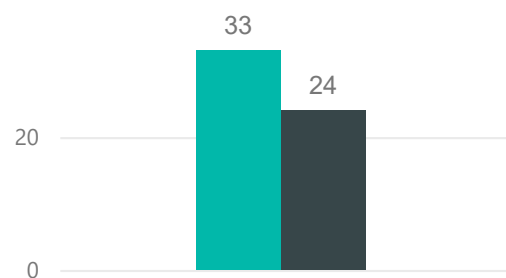


decreased

-43%

LGSCO Volume

Previous Year Current Year



decreased

-27%

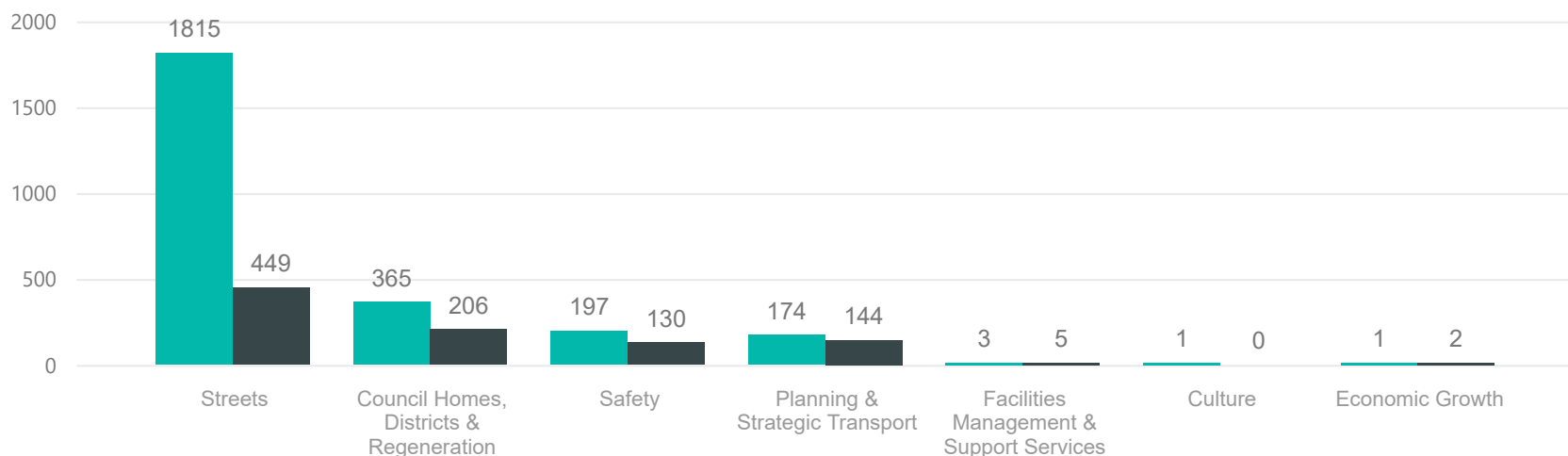
3.1 The volume of stage one has decreased by 65% or 1558 complaints compared to the same period last year

3.2 The volume of stage two has decreased by 43% or 53 complaints compared to the same period last year

3.3 The volume of LGSCO has decreased by 27% or 9 investigations compared to the same period last year

Total Complaints by Division

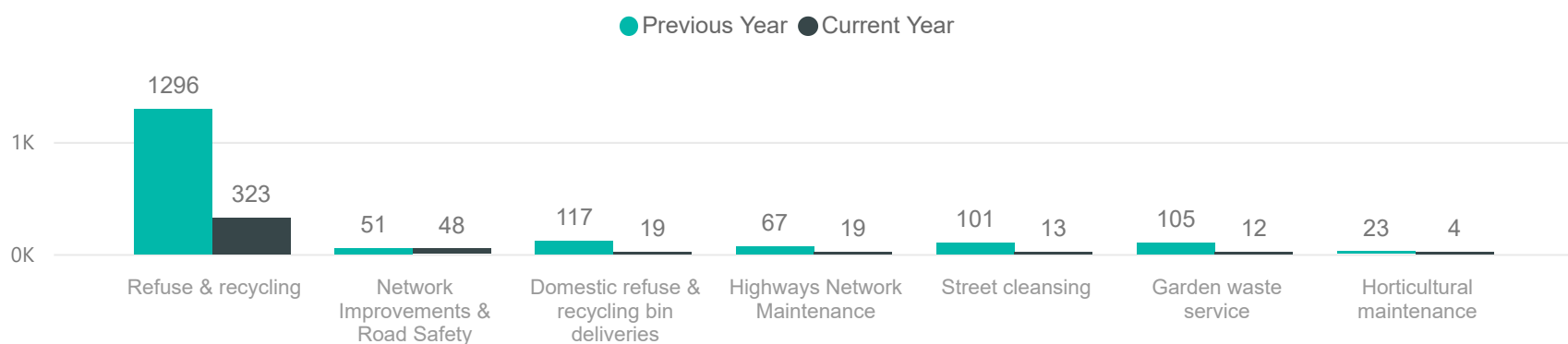
Previous Year Current Year



3.4 Total volumes of complaints at stage one, two and LGSCO investigations by service team

3. Streets - Complaints

Highest Complaint Volumes by Service Team



3.5 Total volumes of complaints at stage one, two and LGSCO investigations in the Streets division

Refuse & recycling

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



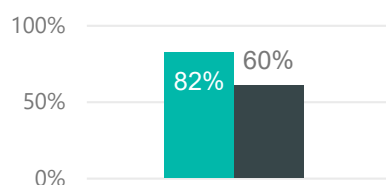
3.6 The volume of stage one has decreased by 76% or 940 complaints

3.7 The volume of stage two has decreased by 61% or 30 complaints

3.8 The volume of LGSCO investigations was 2 in 2020

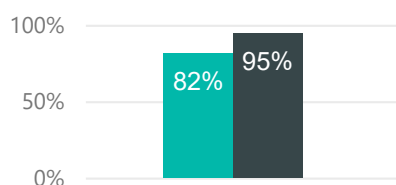
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

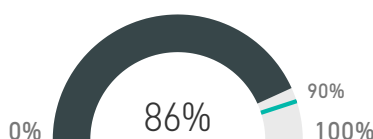
● Previous Year ● Current Year



3.9 60%, or 182 complaints were upheld at stage one.

3.10 95%, or 18 complaints were upheld at stage two.

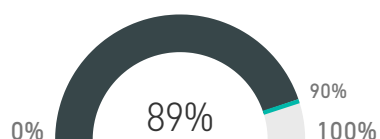
Corporate Stage 1 SLA



3.11 86% or 261 stage one complaints were answered in SLA

3.12 89% or 17 stage two complaints were answered in SLA

Corporate Stage 2 SLA



Network Improvements & Road Safety

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



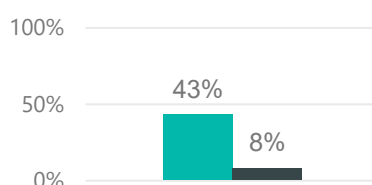
3.13 The volume of stage one has decreased by 17% or 8 complaints

3.14 The volume of stage two has increased by 100% or 3 complaints

3.15 The volume of LGSCO investigations was 3 in 2020

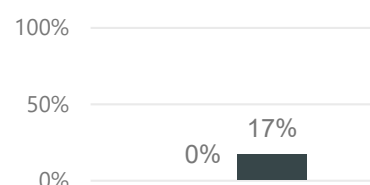
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

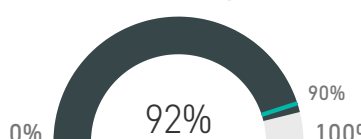
● Previous Year ● Current Year



3.16 8%, or 3 complaints were upheld at stage one.

3.17 17%, or 1 complaint was upheld at stage two.

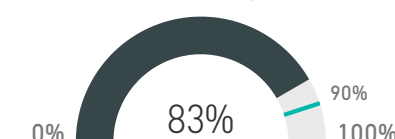
Corporate Stage 1 SLA



3.18 92% or 36 stage one complaints were answered in SLA

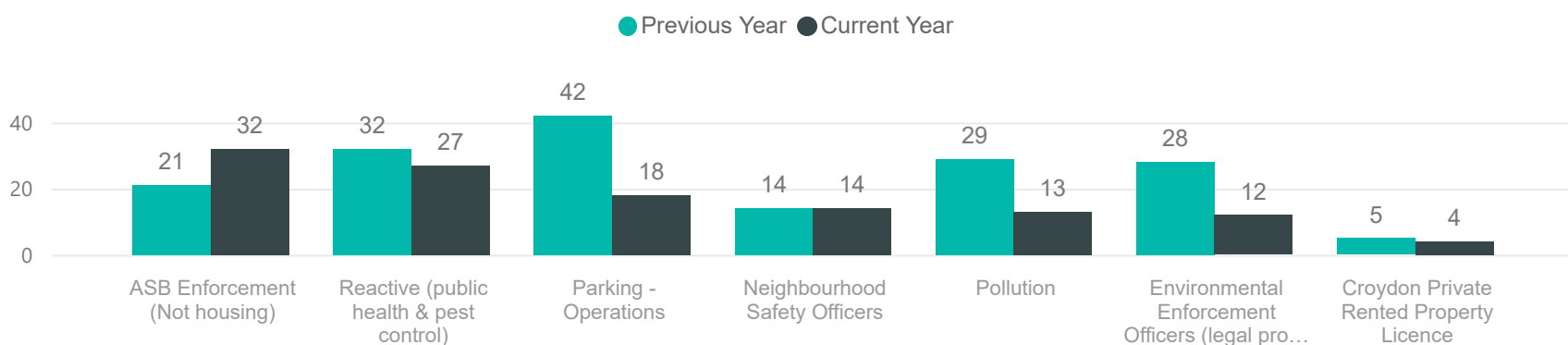
3.19 83% or 5 stage two complaints were answered in SLA

Corporate Stage 2 SLA



3. Safety - Complaints

Highest Complaint Volumes by Service Team



3.20 Total volumes of complaints at stage one, two and LGSCO investigations in the Safety division

ASB Enforcement (Not housing)

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



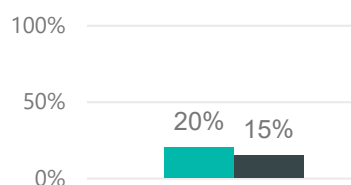
3.21 The volume of stage one has increased by 35% or 7 complaints

3.22 The volume of stage two has increased by 200% or 2 complaints

3.23 The volume of LGSCO investigations was 2 in 2020

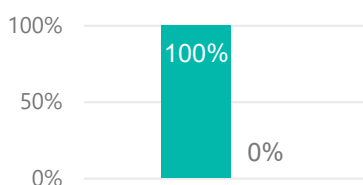
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

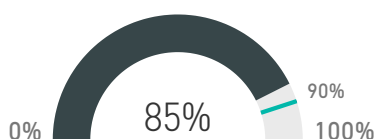
● Previous Year ● Current Year



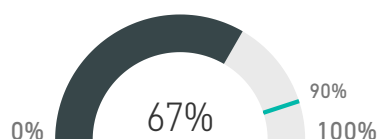
3.24 15%, or 4 complaints were upheld at stage one.

3.25 No complaints were upheld at stage two.

Corporate Stage 1 SLA



Corporate Stage 2 SLA



3.26 85% or 23 stage one complaints were answered in SLA

3.27 67% or 2 stage two complaints were answered in SLA

Reactive (public health & pest control)

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



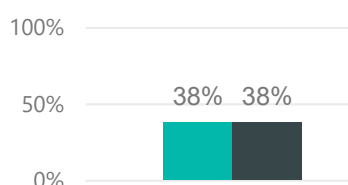
3.28 The volume of stage one has decreased by 17% or 5 complaints

3.29 The volume of stage two has decreased by 33% or 1 complaint

3.30 The volume of LGSCO investigations was 1 in 2020

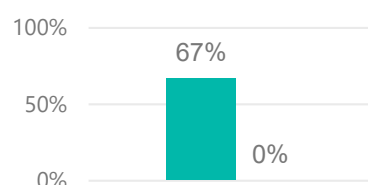
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

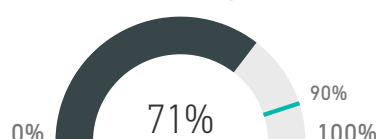
● Previous Year ● Current Year



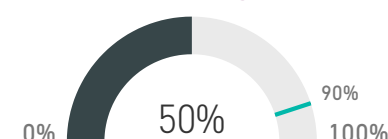
3.31 38%, or 9 complaints were upheld at stage one.

3.32 No complaints were upheld at stage two.

Corporate Stage 1 SLA



Corporate Stage 2 SLA



3.33 71% or 17 stage one complaints were answered in SLA

3.34 50% or 1 stage two complaint was answered in SLA

3. Council Homes, Districts & Regeneration - Complaints

Highest Complaint Volumes by Service Team



3.35 Total volumes of complaints at stage one, two and LGSCO investigations in the Council Homes, Districts & Regeneration division

Members & Resident Services

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



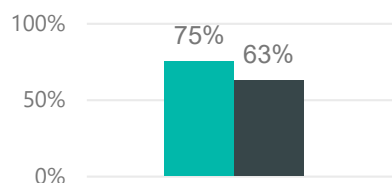
3.36 The volume of stage one has decreased by 40% or 116 complaints

3.37 The volume of stage two has decreased by 11% or 1 complaint

3.38 The volume of LGSCO investigations was 1 in 2020

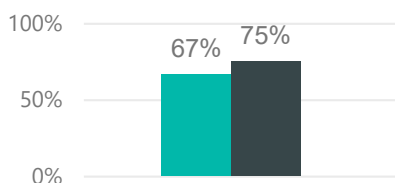
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

● Previous Year ● Current Year



3.39 63%, or 109 complaints were upheld at stage one.

3.40 75%, or 6 complaints were upheld at stage two.

Asset Management

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



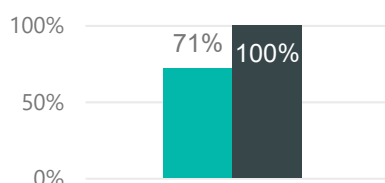
3.43 The volume of stage one has decreased by 43% or 3 complaints

3.44 The volume of stage two has remained at 0 complaints

3.45 The volume of LGSCO investigations was 0 in 2020

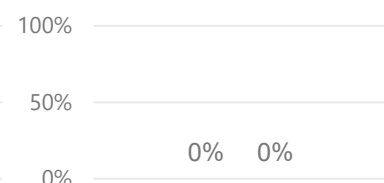
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

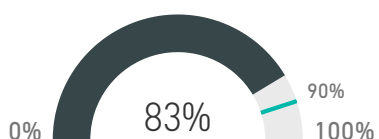
● Previous Year ● Current Year



3.46 100%, or 4 complaints were upheld at stage one.

3.47 There were no complaints at stage two

Corporate Stage 1 SLA



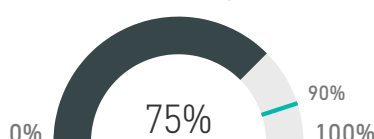
3.41 83% or 144 stage one complaints were answered in SLA

3.42 100% or 8 stage two complaints were answered in SLA

Corporate Stage 2 SLA



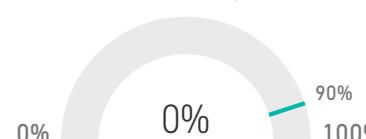
Corporate Stage 1 SLA



3.48 75% or 3 stage one complaints were answered in SLA

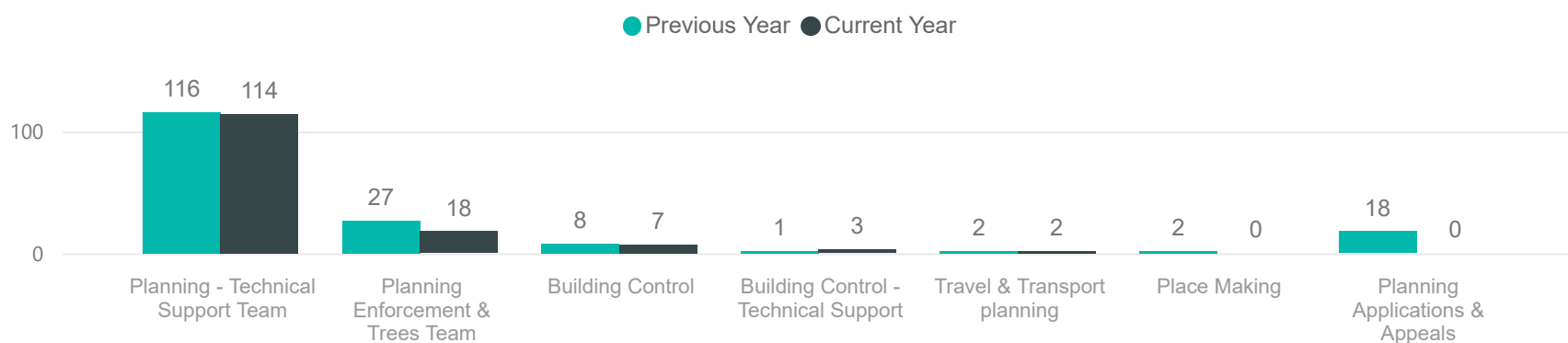
3.49 There were no complaints at stage two

Corporate Stage 2 SLA



3. Council Homes, Districts & Regeneration - Complaints

Highest Complaint Volumes by Service Team



3.50 Total volumes of complaints at stage one, two and LGSCO investigations in the Planning & Strategic Transport division

Planning - Technical Support Team

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



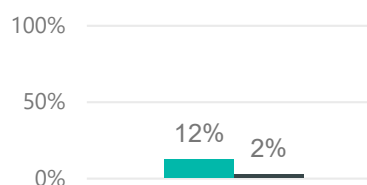
3.51 The volume of stage one has increased by 10% or 8 complaints

3.52 The volume of stage two has decreased by 26% or 6 complaints

3.53 The volume of LGSCO investigations was 6 in 2020

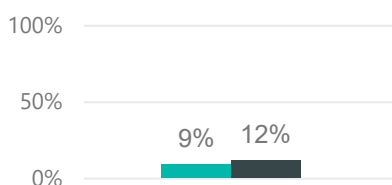
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

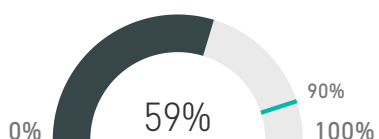
● Previous Year ● Current Year



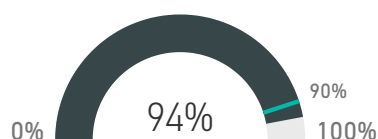
3.54 2%, or 2 complaints were upheld at stage one.

3.55 12%, or 2 complaints were upheld at stage two.

Corporate Stage 1 SLA



Corporate Stage 2 SLA



3.56 59% or 54 stage one complaints were answered in SLA

3.57 94% or 16 stage two complaints were answered in SLA

Planning Enforcement & Trees Team

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



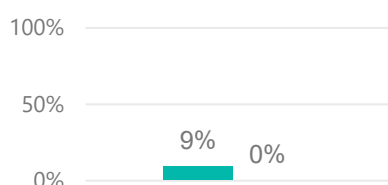
3.58 The volume of stage one has decreased by 32% or 7 complaints

3.59 The volume of stage two has decreased by 50% or 2 complaints

3.60 The volume of LGSCO investigations was 1 in 2020

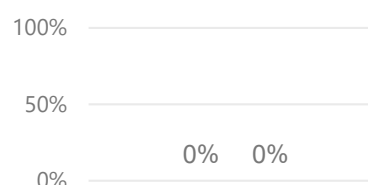
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

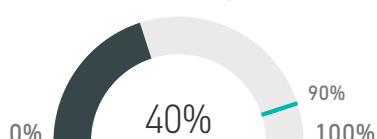
● Previous Year ● Current Year



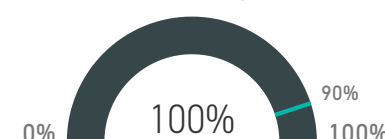
3.61 No complaints were upheld at stage one.

3.62 No complaints were upheld at stage two.

Corporate Stage 1 SLA



Corporate Stage 2 SLA

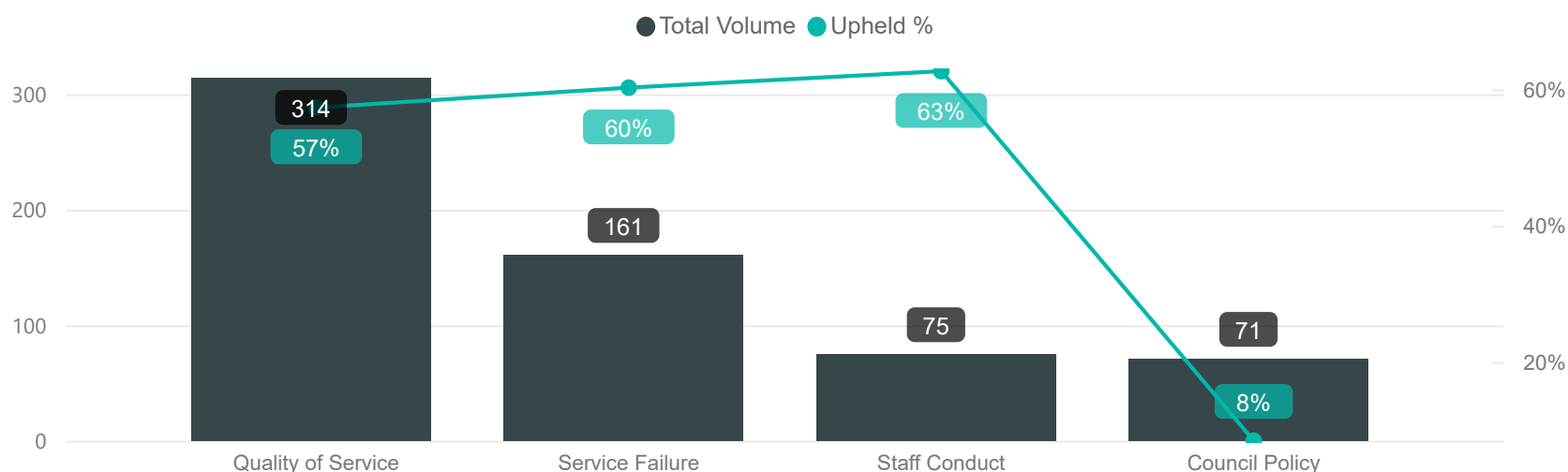


3.63 40% or 6 stage one complaints were answered in SLA

3.64 100% or 2 stage two complaints were answered in SLA

3. Place - Complaint Themes

Highest Volumes for Corporate Stage 1 - Reason for Complaint

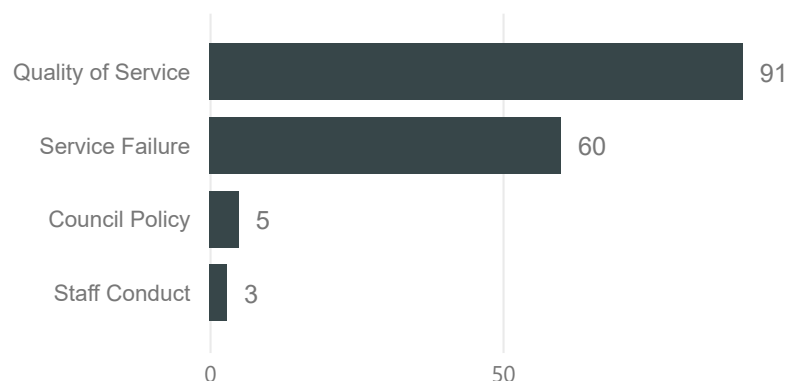


3.65 The graph shows the highest complaint volume by reason for Place at stage one

The Bars show the Volume of Complaints with the Line showing the Upheld % by Reason for Complaint

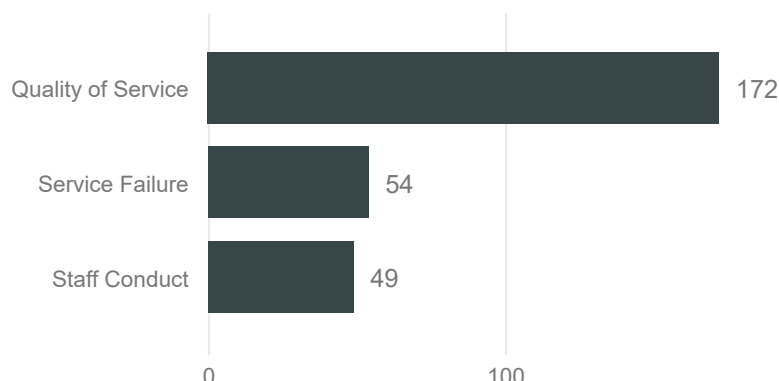
Members & Resident Services

Highest Volumes for Reason for Complaint - Stage 1



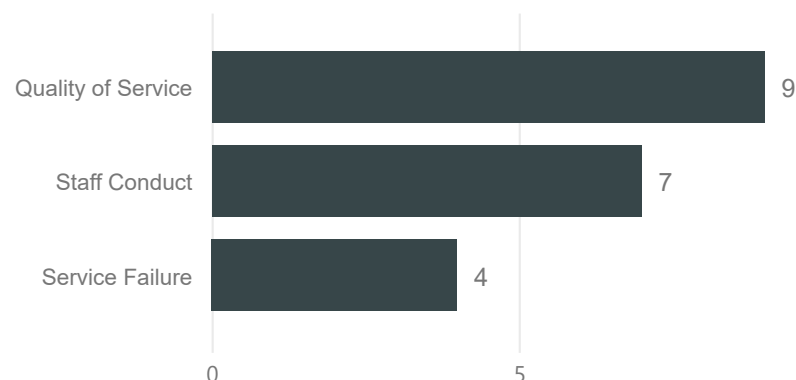
Refuse & recycling

Highest Volumes for Reason for Complaint - Stage 1



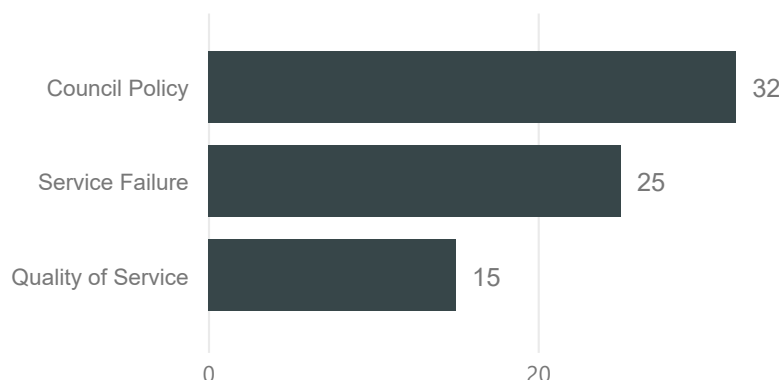
ASB Enforcement (Not housing)

Highest Volumes for Reason for Complaint - Stage 1



Planning - Technical Support Team

Highest Volumes for Reason for Complaint - Stage 1



3.66 These charts show the highest volume of reason for complaint for each of the named teams in 2020

Complaint & Enquiry Report

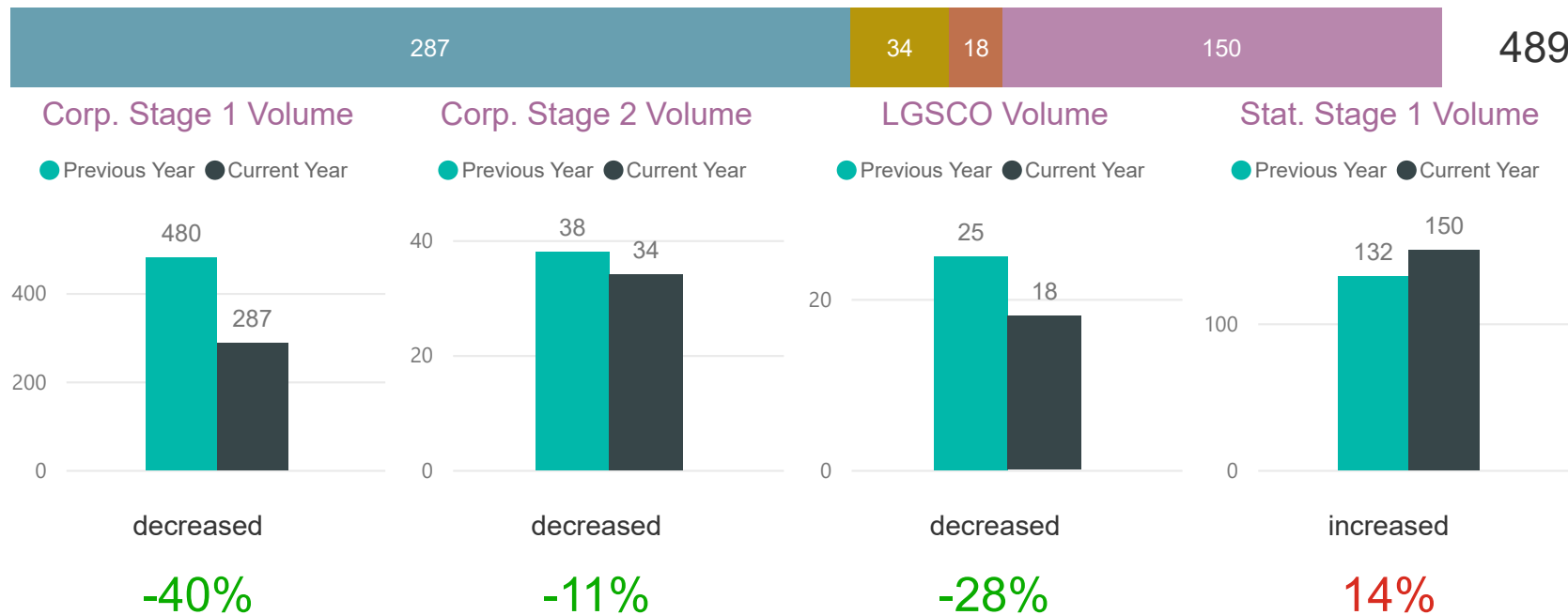
Health, Wellbeing & Adults

Annual 2020/2021

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

Departmental Complaint Distribution by Complaint Type

● Corporate Stage 1 ● Corporate Stage 2 ● LGSCO ● Statutory Stage 1



4.1 The volume of Corporate Stage 1 has decreased by 40% or 193 complaints compared to the same period last year

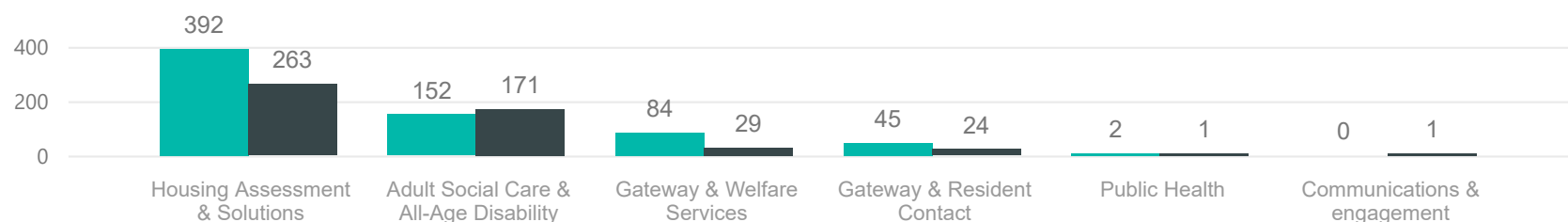
4.2 The volume of Corporate Stage 2 has decreased by 11% or 4 complaints compared to the same period last year

4.3 The volume of LGSCO has decreased by 28% or 7 investigations compared to the same period last year

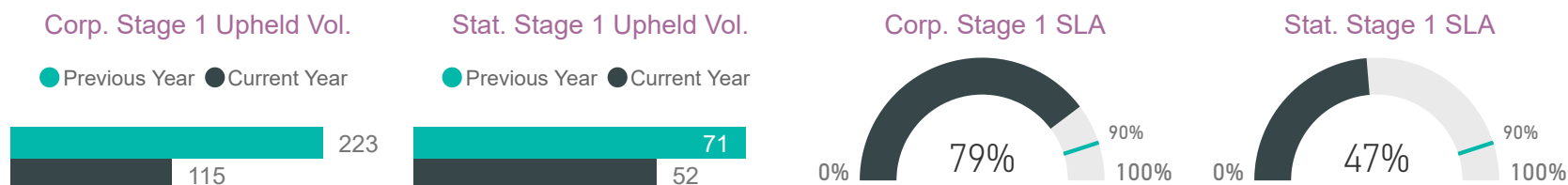
4.4 The volume of Statutory Stage 1 has increased by 14% or 18 complaints compared to the same period last year

Total Complaints by Division

● Previous Year ● Current Year



4.5 Total volumes of complaints at stage one, two and LGSCO investigations by service team

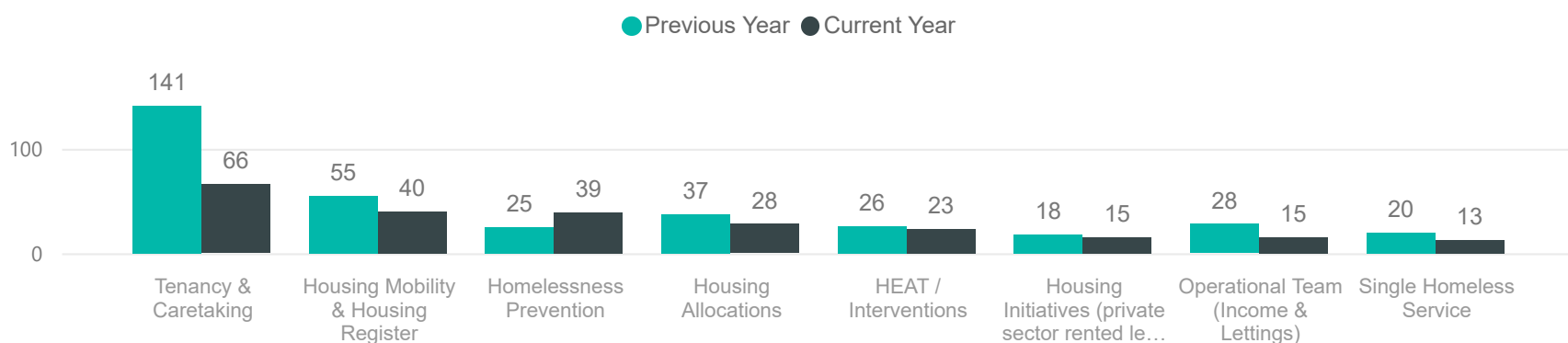


4.6 40% or 115 complaints were upheld at corporate stage 1, 35% or 52 complaints were upheld at statutory stage 1

4.7 79% of corporate stage 1 complaints and 47% of statutory stage 1 complaints were responded to within SLA.

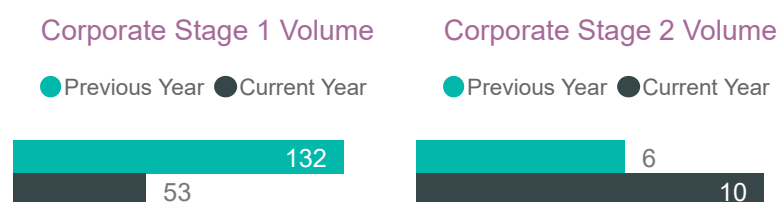
4. Housing Assessment & Solutions - Complaints

Highest Complaint Volumes by Service Team



4.8 Total volumes of complaints at stage one, two and LGSCO investigations in the Housing Assessment & Solutions division

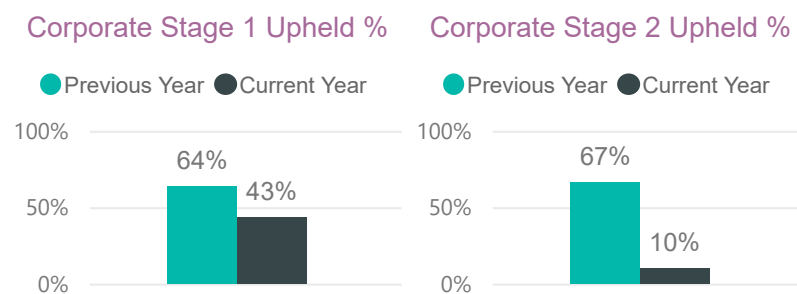
Tenancy & Caretaking



4.9 The volume of stage one has decreased by 60% or 79 complaints

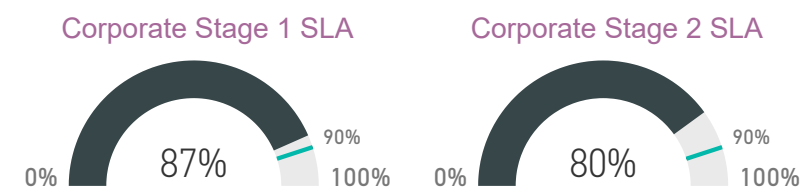
4.10 The volume of stage two has increased by 67% or 4 complaints

4.11 The volume of LGSCO investigations was 3 in 2020



4.12 43%, or 23 complaints were upheld at stage one.

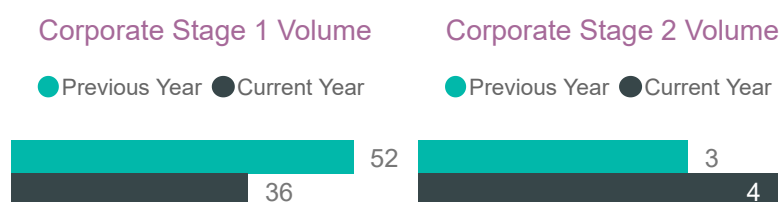
4.13 10%, or 1 complaint was upheld at stage two.



4.14 87% or 46 stage one complaints were answered in SLA

4.15 80% or 8 stage two complaints were answered in SLA

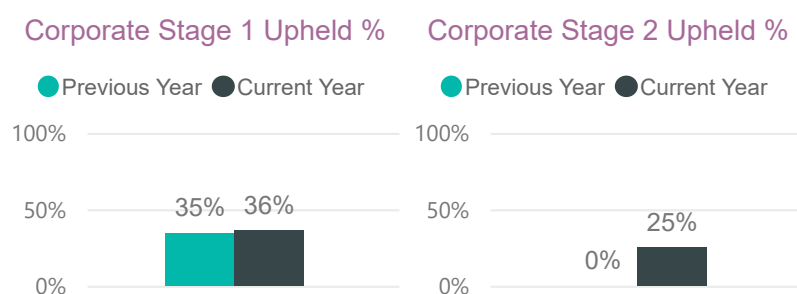
Housing Mobility & Housing Register



4.16 The volume of stage one has decreased by 31% or 16 complaints

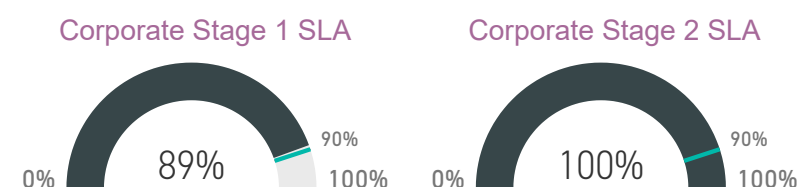
4.17 The volume of stage two has increased by 33% or 1 complaint

4.18 The volume of LGSCO investigations was 0 in 2020



4.19 36%, or 13 complaints were upheld at stage one.

4.20 25%, or 1 complaint was upheld at stage two.

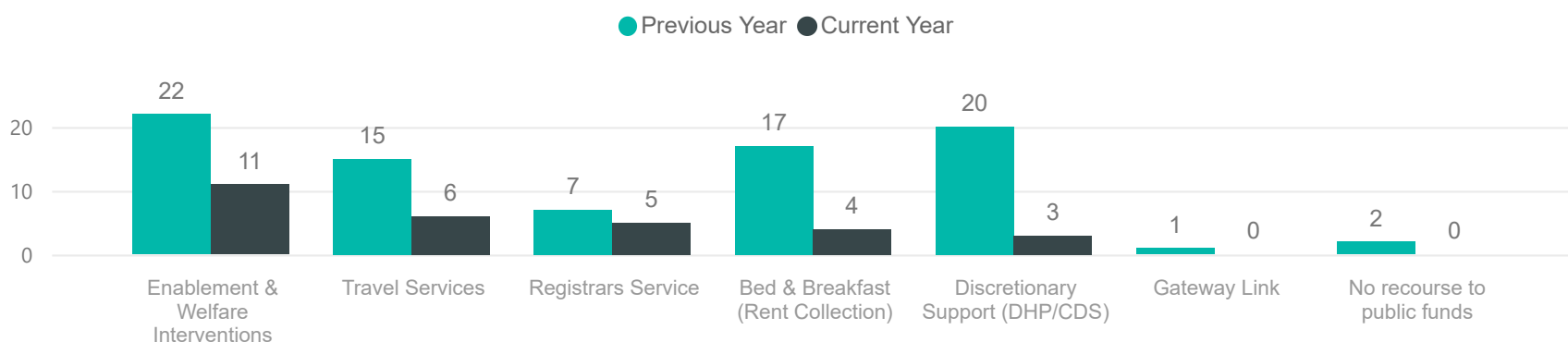


4.21 89% or 32 stage one complaints were answered in SLA

4.22 100% or 4 stage two complaints were answered in SLA

4. Gateway & Welfare Services - Complaints

Highest Complaint Volumes by Service Team



4.23 Total volumes of complaints at stage one, two and LGSCO investigations in the Gateway & Welfare Services division

Enablement & Welfare Interventions

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



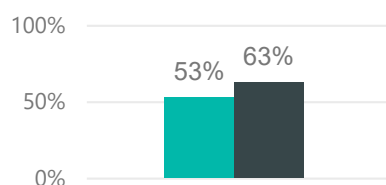
4.24 The volume of stage one has decreased by 58% or 11 complaints

4.25 The volume of stage two has decreased by 67% or 2 complaints

4.26 The volume of LGSCO investigations was 1 in 2020

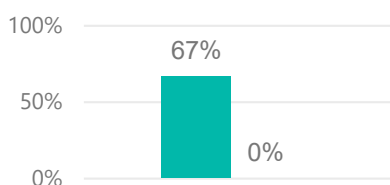
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

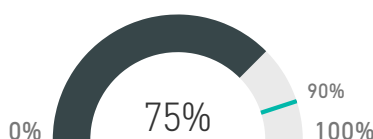
● Previous Year ● Current Year



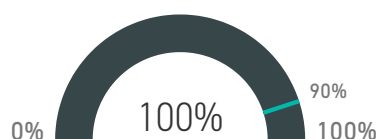
4.27 63%, or 5 complaints were upheld at stage one.

4.28 No complaints were upheld at stage two.

Corporate Stage 1 SLA



Corporate Stage 2 SLA



4.29 75% or 6 stage one complaints were answered in SLA

4.30 100% or 1 stage two complaint was answered in SLA

Travel Services

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



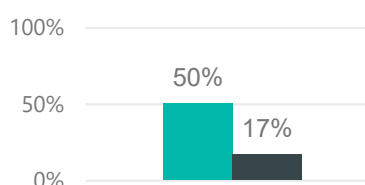
4.31 The volume of stage one has decreased by 57% or 8 complaints

4.32 The volume of stage two has remained at 0 complaints

4.33 The volume of LGSCO investigations was 0 in 2020

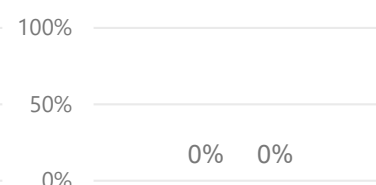
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

● Previous Year ● Current Year



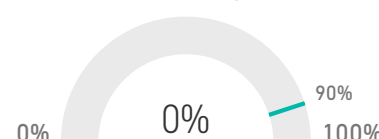
4.34 17%, or 1 complaint was upheld at stage one.

4.35 There were no complaints at stage two

Corporate Stage 1 SLA



Corporate Stage 2 SLA

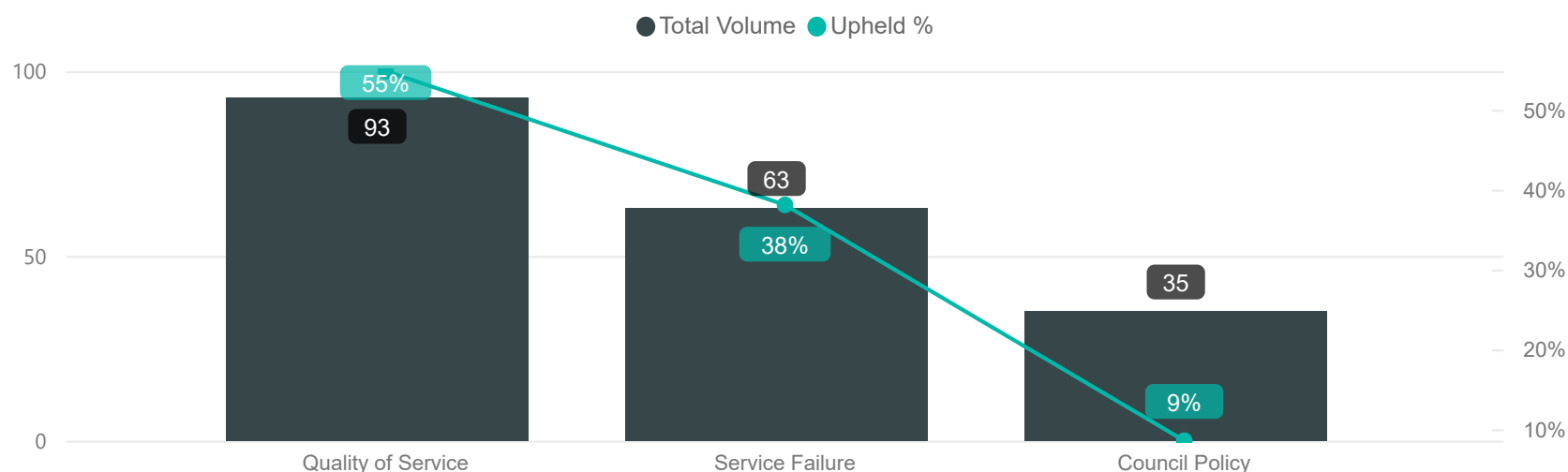


4.36 100% or 6 stage one complaints were answered in SLA

4.37 There were no complaints at stage two

4. Health, Wellbeing & Adults - Complaint Themes

Highest Volumes for Corporate Stage 1 - Reason for Complaint

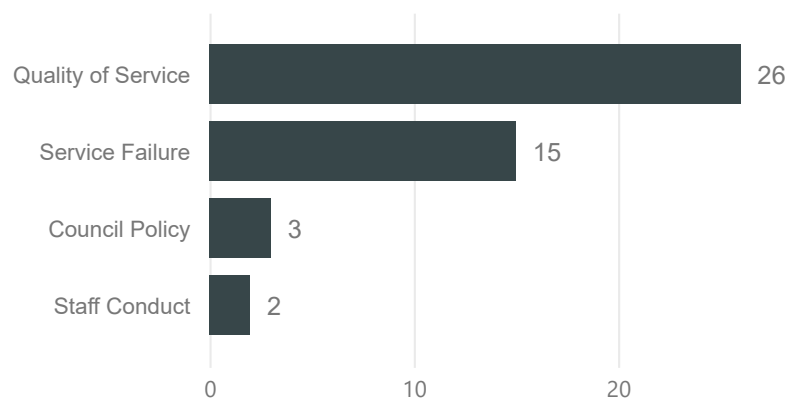


4.38 The graph shows the highest complaint volume by reason for Health, Wellbeing & Adults at stage one

The Bars show the Volume of Complaints with the Line showing the Upheld % by Reason for Complaint

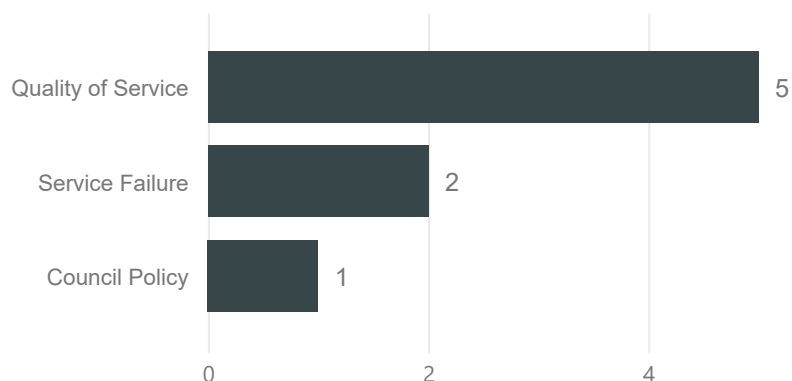
Tenancy & Caretaking

Highest Volumes for Reason for Complaint - Stage 1



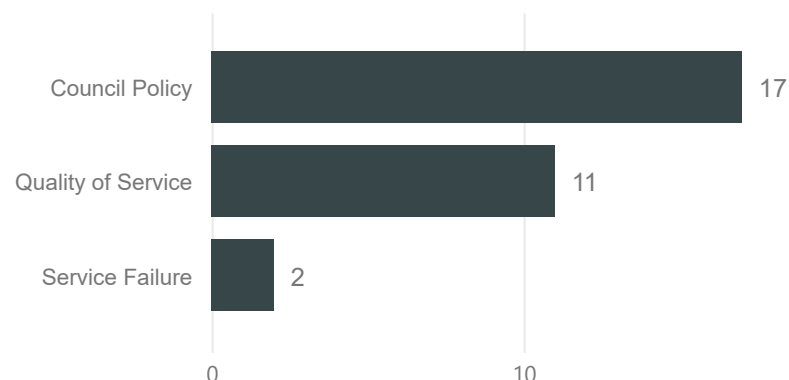
Enablement & Welfare Interventions

Highest Volumes for Reason for Complaint - Stage 1



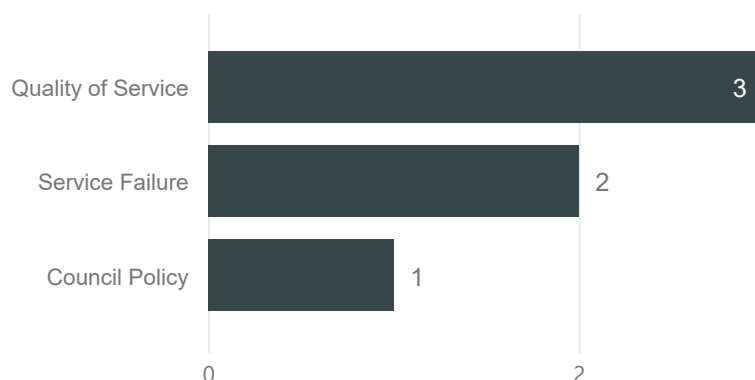
Housing Mobility & Housing Register

Highest Volumes for Reason for Complaint - Stage 1



Travel Services

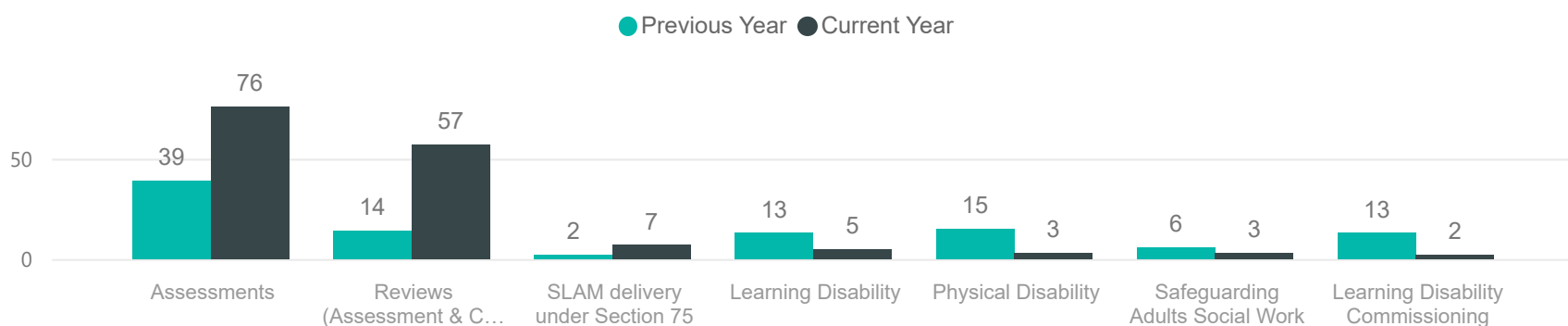
Highest Volumes for Reason for Complaint - Stage 1



4.39 These charts show the highest volume of reason for complaint for each of the named teams in 2020

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

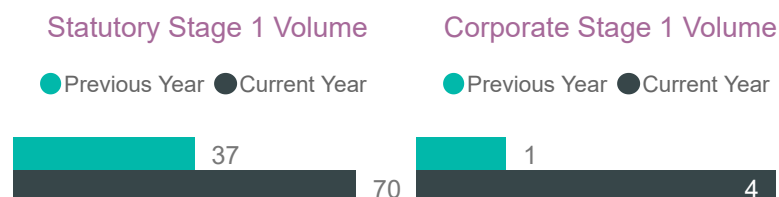
Highest Complaint Volumes by Service Team



4.40 Total volumes of complaints at stage one, two and LGSCO investigations in the Adult Social Care & All-Age Disability division

Please note: Adult's has no Statutory Stage 2 or 3 process

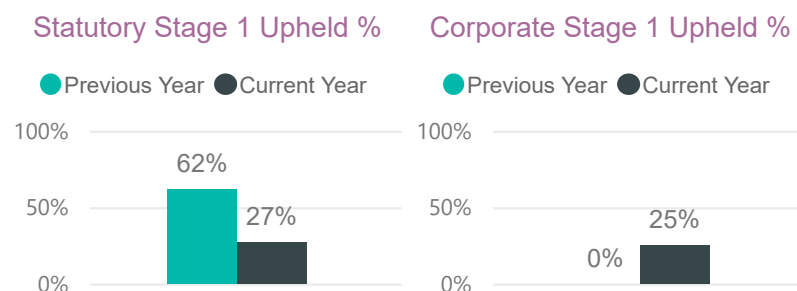
Assessments



4.41 The volume of statutory stage one has increased by 89% or 33

4.42 The volume of corporate stage one has increased by 300% or 3

4.43 The volume of LGSCO investigations was 2 in 2020



4.44 27%, or 19 complaints were upheld at statutory stage one

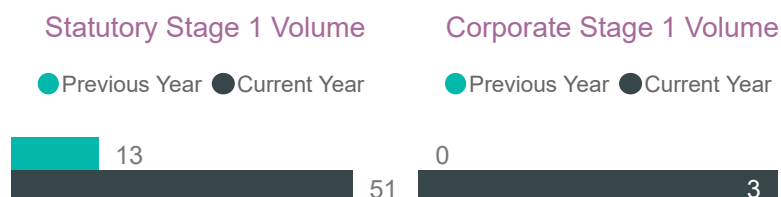
4.45 25%, or 1 complaint was upheld at corporate stage one



4.46 44% or 31 statutory stage one complaints were answered in SLA

4.47 75% or 3 corporate stage one complaints were answered in SLA

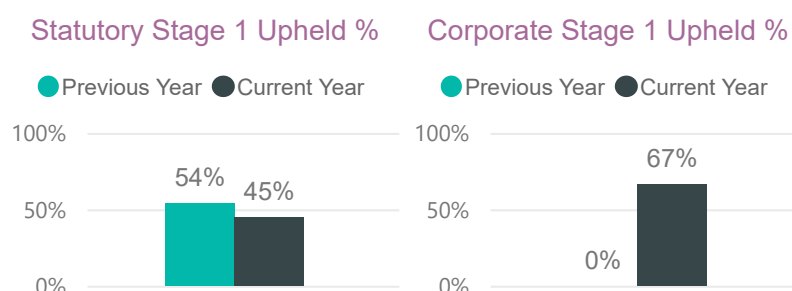
Reviews (Assessment & Care Mgmt.)



4.48 The volume of statutory stage one has increased by 292% or 38

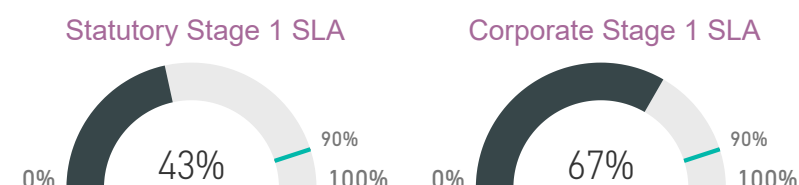
4.49 The volume of corporate stage one has increased by 3

4.50 The volume of LGSCO investigations was 3 in 2020



4.51 45%, or 23 complaints were upheld at statutory stage one

4.52 67%, or 2 complaints were upheld at corporate stage one

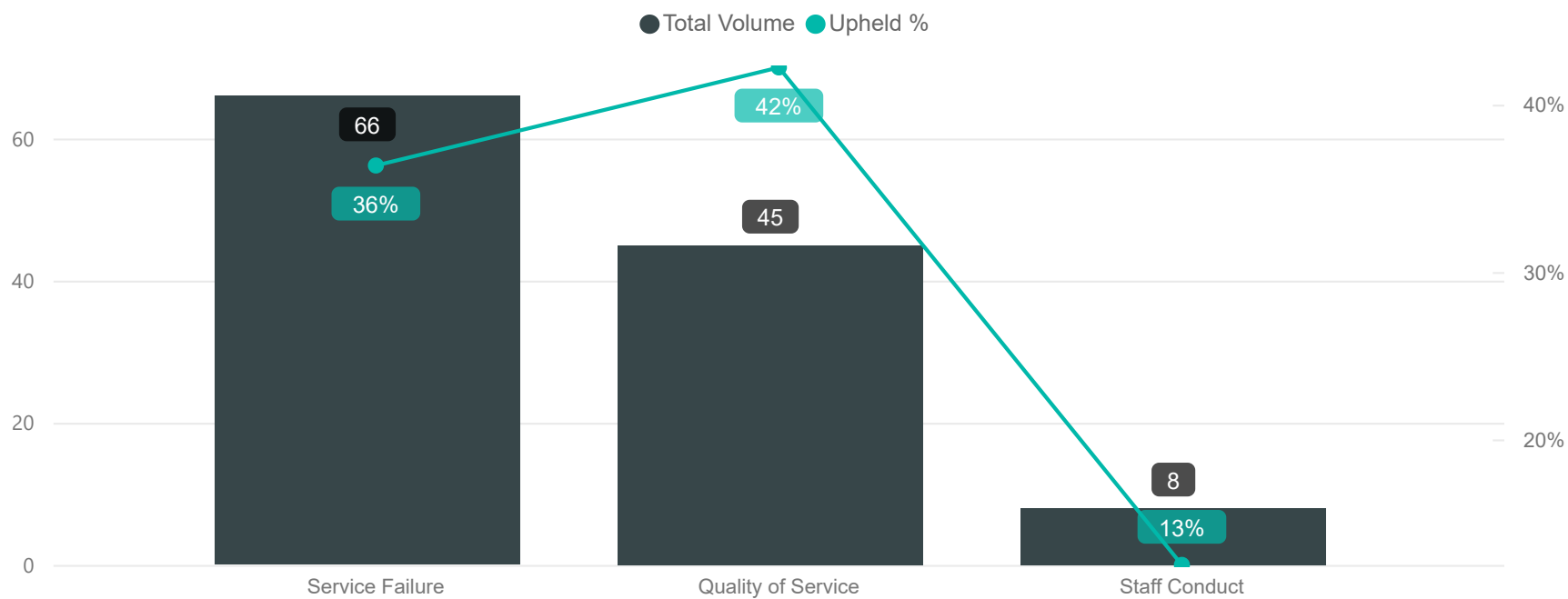


4.53 43% or 22 statutory stage one complaints were answered in SLA

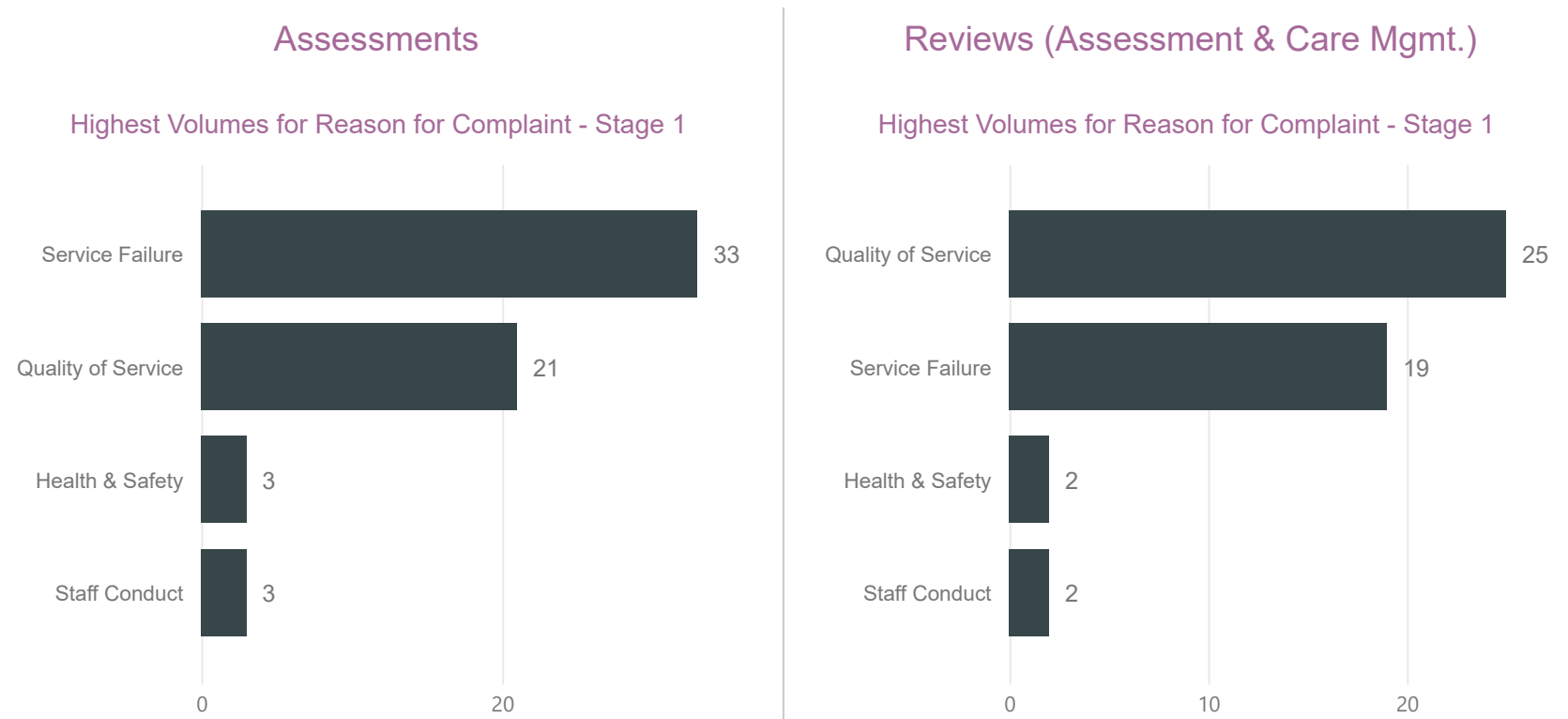
4.54 67% or 2 corporate stage one complaints were answered in SLA

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

Highest Volumes for Corporate Stage 1 - Reason for Complaint



4.55 The graph shows the highest complaint volume by reason for Health, Wellbeing & Adults at stage one
The Bars show the Volume of Complaints with the Line showing the Upheld % by Reason for Complaint



4.56 These charts show the highest volume of reason for complaint for each of the named teams in 2020

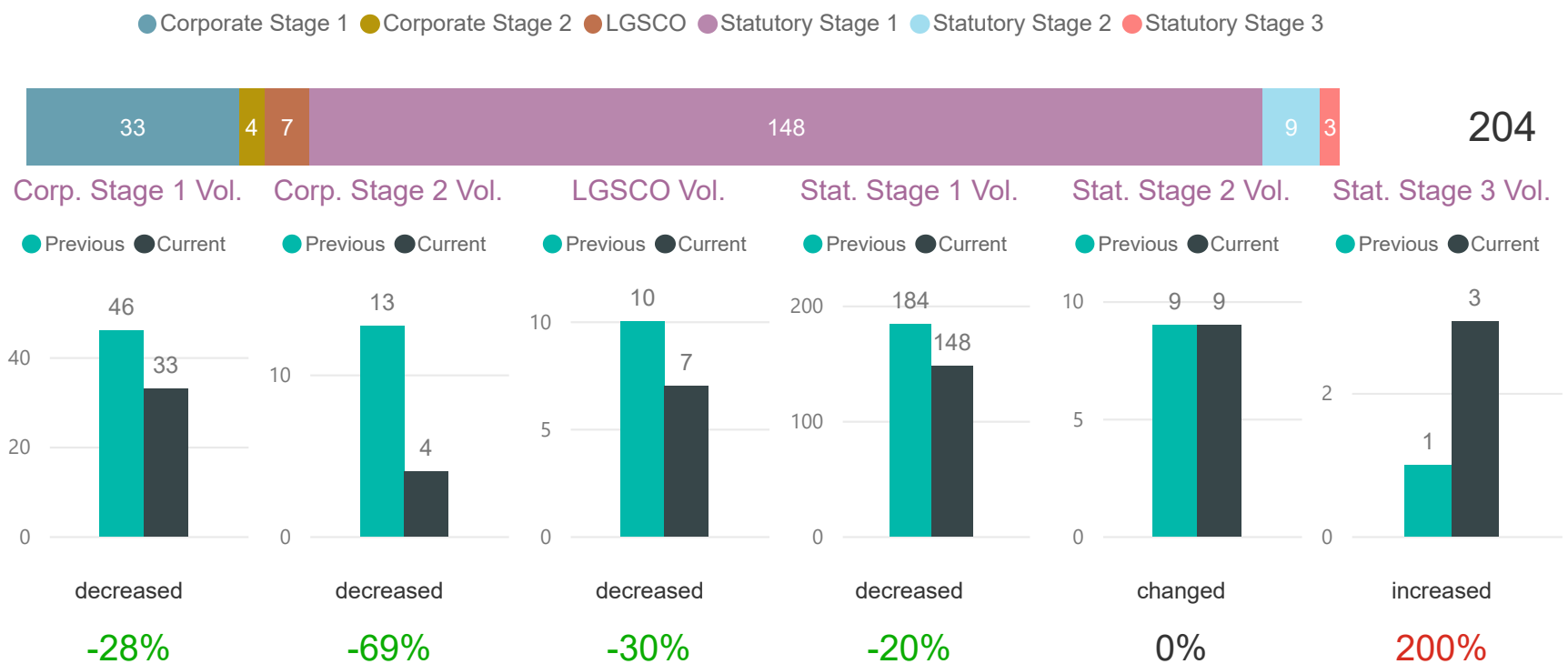
Complaint & Enquiry Report

Children, Families & Education

Annual 2020/2021

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

Departmental Complaint Distribution by Complaint Type



5.1 The volume of Corporate Stage 1 has decreased by 28% or 13 complaints compared to the same period last year

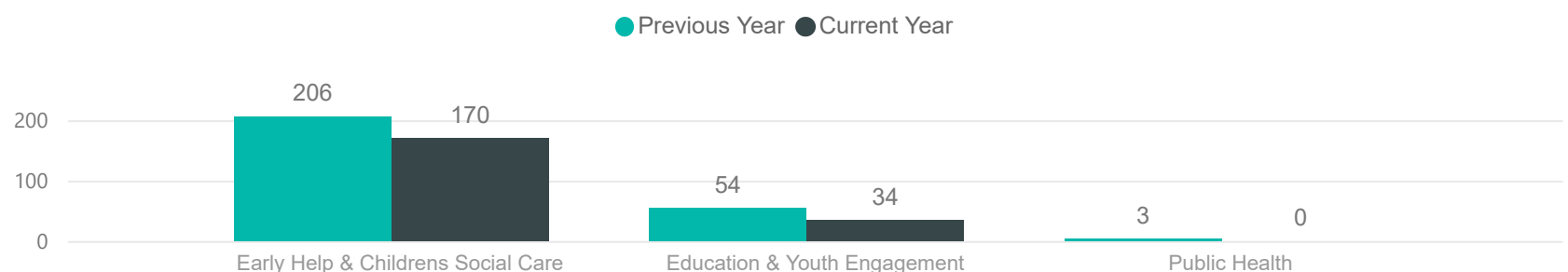
5.2 The volume of Corporate Stage 2 has decreased by 69% or 9 complaints compared to the same period last year

5.3 The volume of LGSCO has decreased by 30% or 3 investigations compared to the same period last year

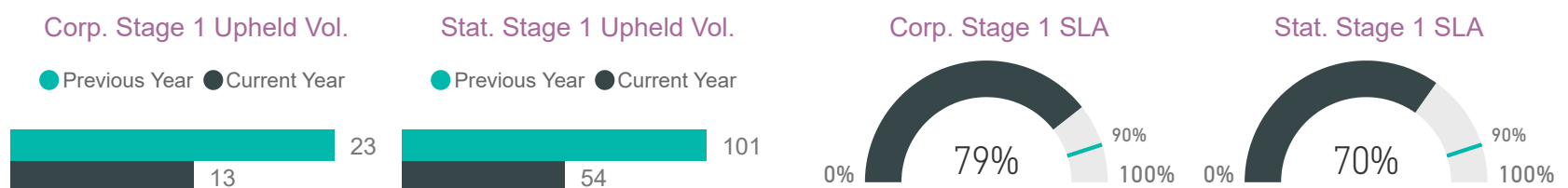
5.4 The volume of Statutory Stage 1 has decreased by 20% or 36 complaints compared to the same period last year

5.5 The volume of Statutory Stage 2 has changed by 0 complaints compared to the same period last year

Total Complaints by Division



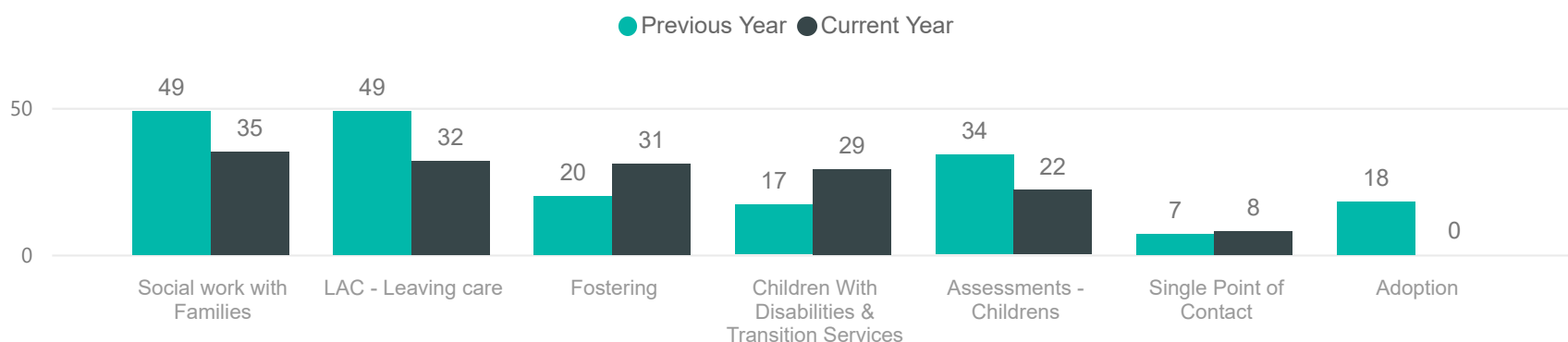
5.6 Total volumes of complaints at stage one, two and LGSCO investigations by service team



5.7 39% or 13 complaints were upheld at corporate stage 1, 36% or 54 complaints were upheld at statutory stage 1

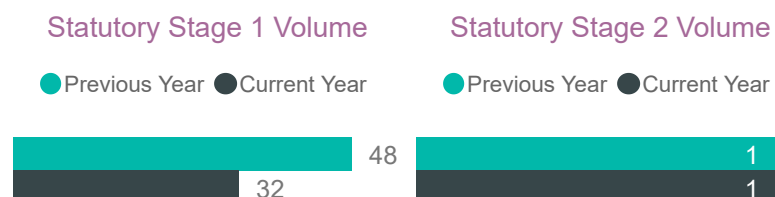
5. Early Help & Childrens Social Care - Complaints

Highest Complaint Volumes by Service Team



5.8 Total volumes of complaints at stage one, two and LGSCO investigations in the Early Help & Childrens Social Care division

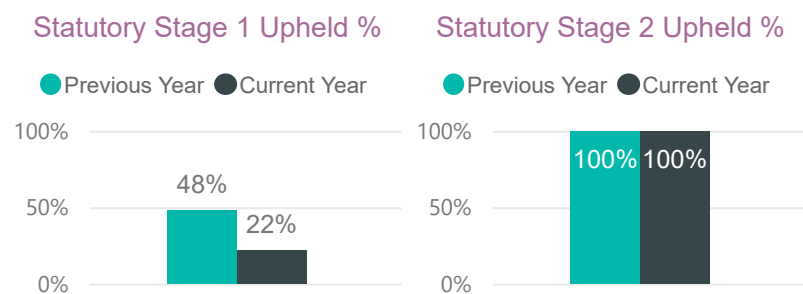
Social work with Families



5.9 The volume of stage one has decreased by 33% or 16 complaints

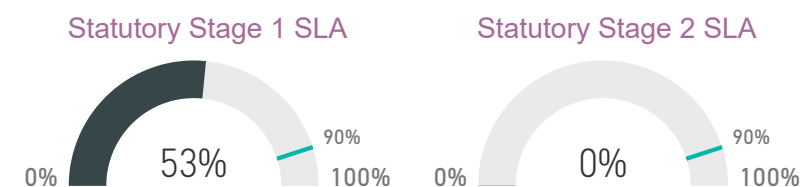
5.10 The volume of stage two has remained at 1 complaint

5.11 The volume of LGSCO investigations was 2 in 2020



5.12 22%, or 7 complaints were upheld at stage one.

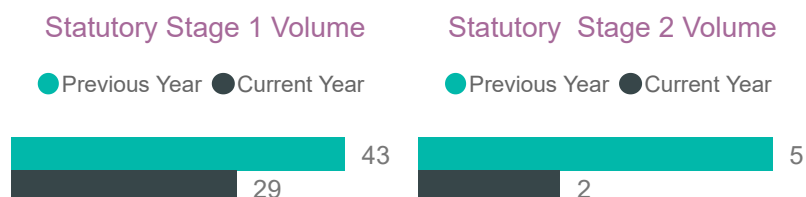
5.13 100%, or 1 complaint was upheld at stage two.



5.14 53% or 17 stage one complaints were answered in SLA

5.15 No complaints at stage two were answered in SLA

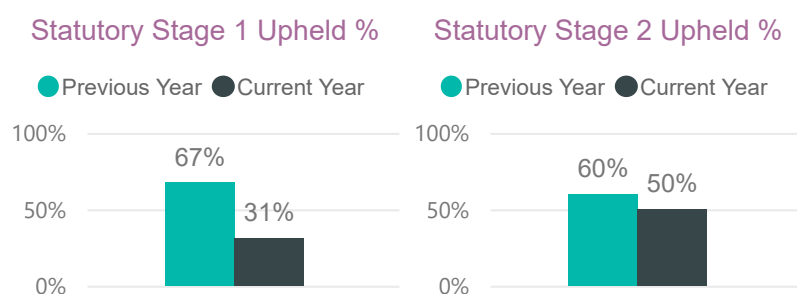
LAC - Leaving care



5.16 The volume of stage one has decreased by 33% or 14 complaints

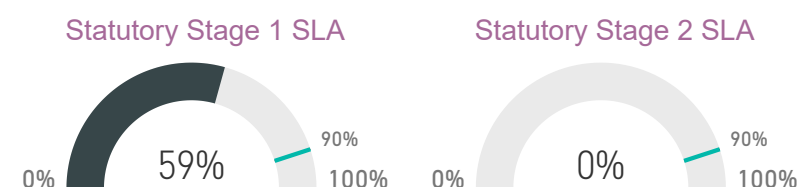
5.17 The volume of stage two has decreased by 60% or 3 complaints

5.18 The volume of LGSCO investigations was 0 in 2020



5.19 31%, or 9 complaints were upheld at stage one.

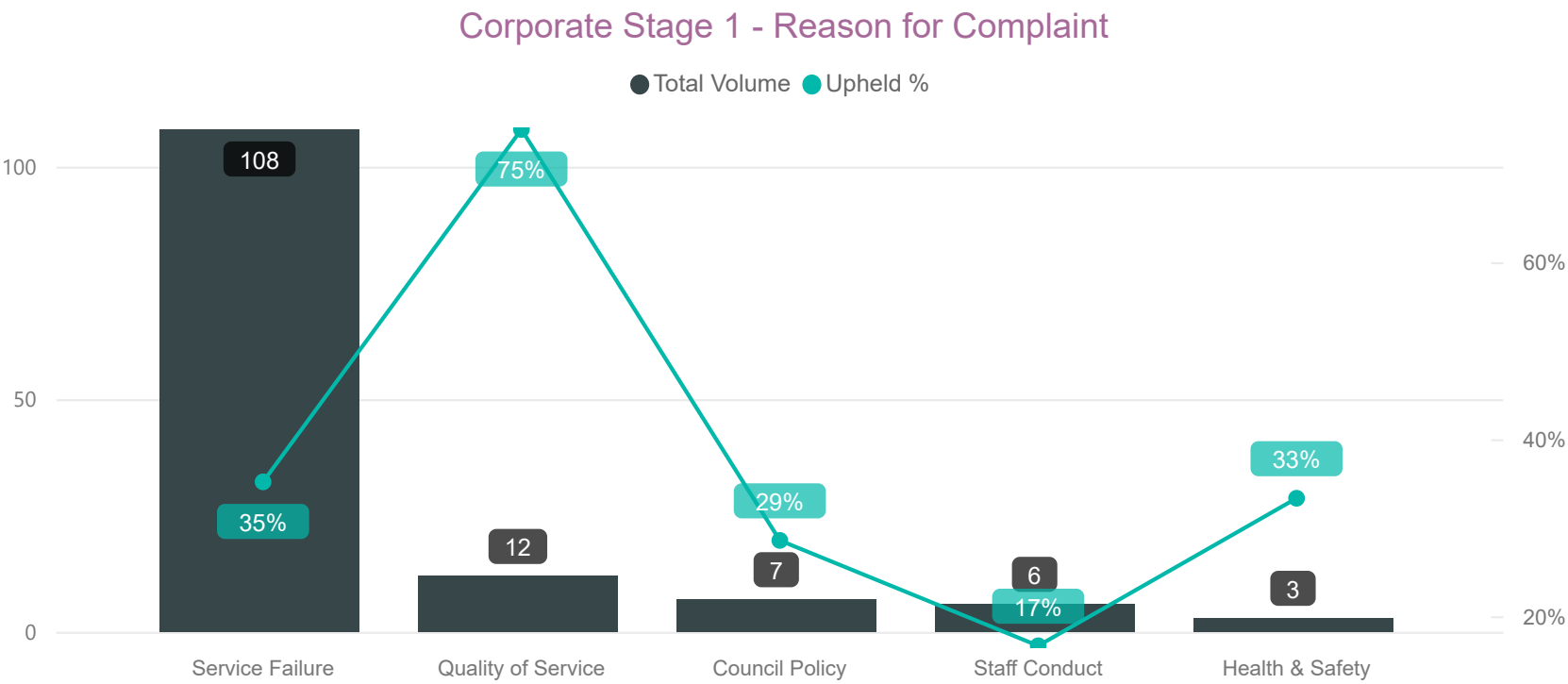
5.20 50%, or 1 complaint was upheld at stage two.



5.21 59% or 17 stage one complaints were answered in SLA

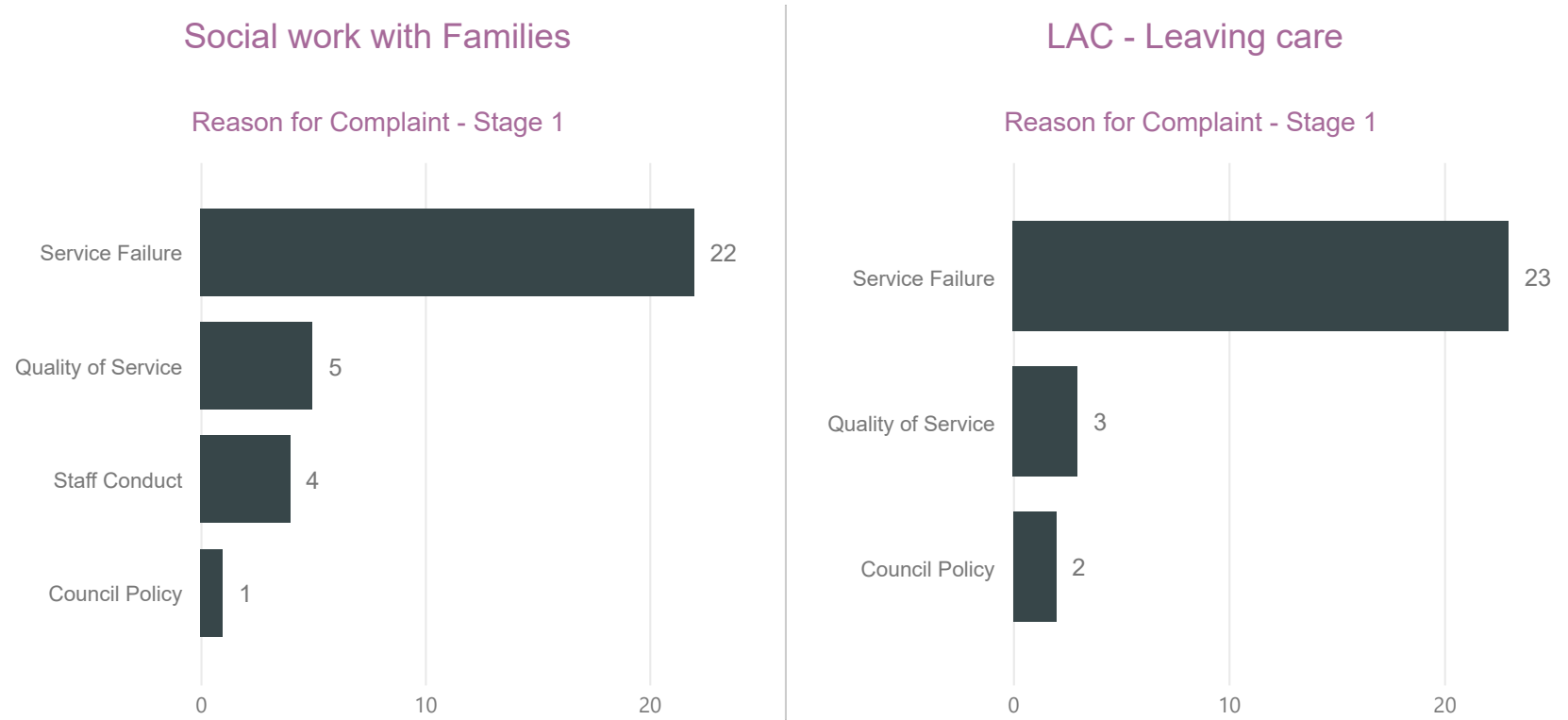
5.22 No complaints at stage two were answered in SLA

5. Early Help & Childrens Social Care - Complaint Themes



5.23 The graph shows the highest complaint volume by reason for Children, Families & Education at stage one

The Bars show the Volume of Complaints with the Line showing the Upheld % by Reason for Complaint



5.24 These charts show the highest volume of reason for complaint for each of the named teams in 2020