



Complaints & Compliments

Annual Report 2017-18



Section 01 | Why do we analyse and report on our complaints?

Section 18 of *The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009* places a duty on the Council to prepare an annual report each year. Whilst that legislation mainly refers to social care complaints, we like to go further and publish greater detail about the Council's performance. This report therefore provides an overview of complaints and all Local Government & Social Care Ombudsman enquiries to the Council between 1st April 2017 to 31st March 2018.

The Council has an ethos of continuous improvement and is committed to using feedback from a variety of sources to learn, understand and take action to improve services. Our Performance Management Frameworks recognise customer complaints as a valuable source of qualitative feedback on the performance of our services.

We know that high-performing services use feedback to help managers and staff understand where they are doing well and where improvements can be made.

We use our complaints data and analysis to:

- ➔ Collaboratively prompt, challenge and deepen the understanding of service performance amongst the leadership group; this enables and promotes a shared understanding of the strengths and areas for development within the service
- ➔ Inform prioritisation in service improvement plans
- ➔ Commission improvement activities and training where appropriate
- ➔ Encourage individual managers to take the initiative at service/team level or with individual staff members to address areas for development and manage local improvements

Continuous improvement plans

The Council has over time accumulated a number of different email addresses that have been used for referring complaints. During 2018/19 we will streamline the ways in which the residents and service users can contact us to register a complaint.

Whilst the majority of our complaints are handled electronically, we recognise that this does not and will not suit everyone. We will therefore be reviewing and maintaining our complaints leaflets and other written methods of communication.

Section 02 | Law & Procedures

Legislation

The main legislation we are governed by is the *Local Authority Social Services and National Health Service Complaints (England) Regulations 2009*. This duty is delivered through the Corporate Complaints Procedure. The majority of Adult Social Care complaints are considered on a statutory basis and are managed through the Corporate Complaints Procedure.

Where the matter directly involves a child (or an authorised person on their behalf) complaining about the care and support provided to a child by Children's Social Care, the relevant rules are found in the *Children Act 1989 Representations Procedure (England) Regulations 2006*) and this duty is delivered through the Children's Complaints Procedure.

Timescales

Under the Corporate Complaints Procedure, complaints should be acknowledged within 3 working days and formally responded to within 20 working days.

Complaints managed through the Children's Complaints Procedure are managed as follows :-

- ➔ Stage 1 initial response within 10 (up to 20) working days
- ➔ Stage 2 investigation within 25 (up to 65) working days
- ➔ Stage 3 Review Panel within 30 working days

The Local Government & Social Care Ombudsman

The Local Government & Social Care Ombudsman (LG&SCO) acts as the final stage for complaints about local authorities, adult social care providers (including care homes and home care agencies) and some other organisations providing public services. When the Council responds to a complaint, we are required to signpost the complainant to the Ombudsman if they remain dissatisfied.

The Ombudsman analyses each referral to determine firstly whether it meets their criteria and, secondly, whether it merits a full investigation.

During the year 2017/18 Bromley was the subject of 165 referrals to the LG&SCO, a 3% increase on the 2016/17 figure of 158 referrals. Of those 165 referrals, 54 underwent a detailed investigation and of those investigations 56% (30) were upheld. This is an improvement on last year when 60% were upheld, and better performance than the London average of 65% and the national average of 57%.

Section 03 | Council Overview

The Council received 510 complaints during 2017/18 which is a 3% reduction on last year. Adult Social Care (25%) were the subject of a significant reduction in complaints during the year, as were Housing services (11%). Complaints about Children's Social Care increased by 16%, equating to 14 additional complaints from the year before. It should be noted that the percentage increases for the Chief Executive's Department and Education services are influenced by the small numbers involved. 78% of complaints were received by email or through the website, an increase from 70% last year.

Division	2016/17	2017/18	% change
Adult Social Care	245	183	-25.3%
Children's Social Care	96	112	16.7%
Housing	126	112	-11.1%
Education	26	31	19.2%
Environment & Community Services	-	13	n/a
Chief Executive's Dept.	32	58	81.3%
Public Health	-	1	n/a
Total	525	510	-2.9%

Proportion upheld

Of the 510 complaints received by the Council, 44% were upheld.

	Complaints	Upheld / Partially Upheld	%age
Adult Social Care	183	104	57%
Children's Social Care	112	44	39%
Housing	112	30	27%
Education	31	17	55%
Environment & Community Services	13	1	8%
Chief Executive's Dept.	58	26	45%
Public Health	1	0	0%
TOTAL	510	222	44%

Causes for complaints

The most frequent complaints were those categorised as a 'lack of action' (128), 41% of which were upheld against the Council. Where a complaint relates to staff conduct, that may include staff of third-party providers contracted by the Council.

Complaint	Adult	Children	Housing	Education	ECS	CED	Public Health	Total	% of total	% upheld
Staff conduct	13	25	10	5	0	7	0	60	11.8%	41.7%
Disputed Decision	9	13	17	5	4	6	1	55	10.8%	14.5%
Inadequate Information	7	9	4	0	0	1	0	21	4.1%	47.6%
Lack of Action	43	28	24	8	4	21	0	128	25.1%	40.6%
Quality of Service	42	18	22	8	4	3	0	97	19.0%	41.2%
Service Delay	23	16	5	4	0	0	0	48	9.4%	47.9%
Billing / Charging	37	-	-	-	-	17	0	54	10.6%	40.7%
Data protection	4	3	1	0	1	3	0	12	2.4%	25.0%
Safeguarding Issues	0	0	0	0	-	-	-	0	0.0%	-
Late call	1	-	-	-	-	-	-	1	0.2%	100.0%
Short call	3	-	-	-	-	-	-	3	0.6%	100.0%
Behaviour of third party	1	0	2	1	-	-	-	4	0.8%	25.0%
Temp. accommodation	-	-	27	-	-	-	-	27	5.3%	28.0%
Total	183	112	112	31	13	58	1	510		

Responding on time

58% of all complaints were responded to within 20 working days. Although an improvement from last year this continues to be an area of performance improvement.

Division	On time	On time
	2016/17	2017/18
Adult Social Care	56%	49%
Children's Social Care	40%	56%
Housing	52%	65%
Education	62%	61%
Environment & Community Services	-	77%
Chief Executive's Dept.	66%	78%
Public Health	-	100%
OVERALL	56%	58%

Section 04 | Adult Social Care

Under the *Local Authority Social Services and National Health Service Complaints (England) Regulations 2009* the majority of Adult Social Complaints are considered on a statutory basis and handled through the Council's Corporate Complaints Procedure.

At a glance

- Adult Social Care were subject of a significant 25% reduction in complaints from 2016/17 to 2017/18.
- 49% of Adult Social Care complaints were responded to on time
- 35% were fully upheld and 22% were partially upheld
- £18,043 was paid out in compensation or other financial adjustments

Complaints received

Adult Social Care were the subject of 183 complaints during 2017/18, 49% (90) of which were responded to in a timely way. A total of 104 complaints (57%) were upheld or partially upheld. The table below provides a detailed breakdown of services and outcomes. 'Contracted Services' refers to those third-party providers of residential and domiciliary care whom the Council engages to provide care to its service users. The Council usually remains ultimately responsible for that support.

Charging & Finance complaints have been recorded differently this year by allocating them against the department involved. Further development is to be undertaken to better align systems with the working practices of the Council's partners, such as Liberata.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Blue Badges	4	0	0%	1	25%	0	0%
Complex Care East	25	15	60%	9	36%	5	20%
Complex Care West	24	9	38%	6	25%	6	25%
Coordination & Review	1	1	100%	0	0%	0	0%
Duty Function	15	7	47%	6	40%	2	13%
Hospital Team	16	5	31%	9	56%	4	25%
Initial Response	16	11	69%	7	44%	4	25%
Reablement & Rehabilitation	7	3	43%	4	57%	0	0%
Learning Disabilities	17	11	65%	6	35%	2	12%
Mental Health	5	1	20%	1	20%	0	0%
Occupational Therapy	1	1	100%	0	0%	0	0%
Deprivation of Liberties	4	3	75%	1	25%	0	0%
Safeguarding	2	0	0%	0	0%	0	0%
Direct Care Services	6	1	17%	2	33%	3	50%
Contracted Services	40	22	55%	22	55%	14	35%
OVERALL	183	90	49%	64	35%	40	22%

Nature of complaint and outcome

The majority of complaints were in relation to a 'lack of action', of which 42% were fully upheld and 'Quality of service' of which 21% were fully upheld.

Concern	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	13	4	31%	2	16%
Disputed decision	9	2	22%	1	11%
Inadequate information	7	2	29%	3	43%
Lack of action	43	18	42%	10	23%
Quality of service	42	9	21%	11	26%
Service delay	23	9	39%	5	22%
Billing & charging	37	13	35%	8	22%
Data protection	4	2	50%	0	0%
Late / Short / Missed visit	4	4	100%	0	0%
Behaviour of third party	1	1	100%	0	0%
OVERALL	183	64	35%	40	22%

Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following were shared with the relevant staff and management.

Examples of the compliments received by Adult Social Care:-

Thank you so much for your great work yesterday... You were absolutely marvellous with M and just understood her so well. You were absolutely true to your word and everything was in place for her to stay in her own home... You have pulled it altogether and lifted a huge stress from them all... All too often there are complaints, but the good work is not recognised. It was a pleasure to meet you.

Thank you again for all your time and effort with working with Dad, should Dad need social services in the future I really hope that you are our case worker! (Flag us as yours on the system! Please!)

Mum was previously very nervous about your appointment, but was singing your praises when you left

I would like to praise the Social Worker from adult social care, who visited me and my disabled son last Tuesday, in order to assess his and my needs as his main carer. She was an absolute delight. She was positive, very knowledgeable about the services available, cheerful, and kind. A real gem. I now do not feel so alone and, at times, anxious about the care of my son after her visit. I feel we are “in the system” and will get support and advice if and when we need it. A big thanks..!

Local Government & Social Care Ombudsman cases

Adult social care were the subject of 19 referrals to the LG&SCO during 2017/18, of which 9 were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Complex Care East	5	3	2	0	0
Complex Care West	4	2	0	0	2
Duty Function	3	0	1	0	2
Initial Response	4	3	1	0	0
Learning Disabilities	2	1	0	1	0
Contracted Services	1	0	0	1	0
OVERALL	19	9	4	2	4

Financial outcomes of Ombudsman complaints

	2017 – 18
Number of cases	19
Compensation and backdated payments	£11,949.33
Charges written off	£5,844.40
Time & trouble payments	£250

Section 05 | Children's Social Care

The Council's experience is that only a small proportion of Children's Social Care complaints it receives are actually from young people or those acting on their behalf, which fall to be processed under the three-stage procedure set out in *The Children Act 1989 Representations Procedure (England) Regulations 2006*. These are referred to as statutory complaints, the timescales for which are :-

- ➔ Stage 1 : Initial response within 10 (up to 20) working days
- ➔ Stage 2 : Investigation within 25 (up to 65) working days
- ➔ Stage 3 : Review Panel within 30 working days

All other complaints from parents, family or friends raising issues that do not directly relate to the quality of the care and support the child in question receives are managed through the corporate complaints procedure. The Complaints Team carefully considers each complaint on its own merits and, if the complaint is not from or on behalf of a child or young person, or if in the Council's opinion it is not serving the interests of that child or young person, it will be handled through the Council's corporate complaints procedure.

Children and young people making a complaint have a legal entitlement to advocacy services to support them in making a complaint or expressing their views. Where the child involved has not already been referred, the Complaints Team will refer complaints made by or on behalf of children in relation to Children Social Care to the independently commissioned Advocacy service.

At a glance

- ➔ Children's Social Care Complaints processed under the statutory procedure rose very slightly compared to last year
- ➔ Complaints processed through the Council's corporate procedure increased from 96 in 2016/17 to 112 during 2017/18 (17%)
- ➔ 56% of Children Social Care complaints were responded to on time
- ➔ 26% were fully upheld and 13% were partially upheld
- ➔ £2,550 was paid out in compensation or other redress

Complaints under the 1989 Representations Procedure

There were a total of seven stage 1 and one Stage 2 Children Social Care complaints during 2017/18. 16 complaints were raised with the LGSCO.

	Quarter 1 Apr - Jun	Quarter 2 Jul - Sep	Quarter 3 Oct - Dec	Quarter 4 Jan - Mar
Stage 1	5	1	0	1
Stage 2	0	0	0	1
Stage 3	0	0	0	0
LGSCO	2	7	5	2
Total	7	8	5	4

Complaints under the Council's Corporate Complaints Procedure

Children's social care were subject of 112 complaints processed through the Council's corporate procedure during 2017/18, 63 complaints were responded to in a timely way (56%). A total of 44 complaints (39%) were upheld or partially upheld.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Early Intervention and Family Support	6	5	83%	1	17%	0	0%
Referral & Assessment, incl. MASH, Atlas and ECT	34	16	47%	5	15%	3	9%
Safeguarding and Care Planning East incl. Court Team	23	19	83%	7	30%	2	9%
Safeguarding and Care Planning West incl. Disabled Children's Team	21	15	71%	6	29%	2	9%
Children Looked After and Care Leavers	12	2	17%	4	33%	5	42%
Fostering, Adoption and Resources	10	3	30%	5	50%	1	10%
Quality Improvement	6	3	50%	1	17%	4	67%
Youth Offending Service	0	n/a	n/a	n/a	n/a	n/a	n/a
OVERALL	112	63	56%	29	26%	15	13%

Nature of complaint and outcome

The majority of complaints were in relation to a 'lack of action' of which 32% (9) were fully upheld and 'Staff conduct' of which 28% (7) were fully upheld.

Concern	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	25	7	28%	3	25%
Disputed decision	13	2	15%	0	0%
Inadequate information	9	3	33%	1	11%
Lack of action	28	9	32%	3	11%
Quality of service	18	5	28%	5	28%
Service delay	16	3	19%	3	19%
Data protection	3	0	0%	0	0%
OVERALL	112	29	26%	15	13%

Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following examples were shared with the relevant staff and management :-

I just wanted to email to say thank you for your excellent communication with the school throughout the time you have worked with J and his family. You always reply to emails and phone calls promptly and keep us updated with meetings and paperwork, as result we know exactly how to support J throughout this challenging time.

C has gone out of her way to support and advise me and has been so sympathetic and patient with me with me in all manner of things from my dealings with the school and the Council to matters concerning my health, to name but a few. I felt there was nothing she wasn't willing to assist me with and she did so with great charm, empathy and enthusiasm.*

Meeting such a kind and respectable professional lady like you, whom has taken time and initiative to help parents and families that are overcoming issues surrounding adoption has really changed our opinions about social service.

I've changed. Irrevocably. Permanently. My soul is richer and my heart is fuller in brokenness than it ever was without. I've seen true despair and it's made me learn to appreciate true joy. Thank you for everything you have done for us this year. It means more than you know.

Local Government & Social Care Ombudsman cases

Children's social care were subject of 16 referrals to the LG&SCO during 2017/18, 8 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Early Intervention and Family Support	0	0	0	0	0
Referral & Assessment, incl. MASH, Atlas and ECT	4	0	2	1	1
Safeguarding and Care Planning East incl. Court Team	2	1	0	0	1
Safeguarding and Care Planning West incl. Disabled Children's Team	4	3	0	0	1
Children Looked After and Care Leavers	3	2	0	0	1
Fostering, Adoption and Resources	3	2	1	0	0
Quality Improvement	0	0	0	0	0
Youth Offending Service	0	0	0	0	0
OVERALL	16	8	3	1	4

Financial outcomes of Ombudsman complaints

	2017 – 18
Number of cases	16
Compensation and backdated payments	£2,150
Charges written off	£0
Time & trouble payments	£400

Section 06 | Housing

Complaints in relation to Housing Services are managed through the Corporate Complaints Procedure.

At a glance

- Housing Services were subject of fewer complaints in 2017/18 (112) than in 2016/17 (126) which equates to an 11% reduction
- 65% of Housing complaints were responded to on time
- 19% were fully upheld and 8% were partially upheld
- £4,550 was paid out in compensation or other redress

Complaints under the Council's Corporate Complaints Procedure

Housing services were subject of 112 complaints during 2017/18, 73 of which were responded to in a timely way (65%).

The majority of complaints were in relation to Housing Allocations and Housing Options.

A total of 30 complaints (27%) were upheld or partially upheld. The table below provides a detailed breakdown of services and outcomes.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Housing Allocations	35	26	74%	8	23%	1	3%
Housing Options	39	23	59%	4	10%	7	18%
Housing Register	3	3	100%	0	0%	0	0%
Housing Compliance & Development	14	9	64%	0	0%	1	7%
Housing Management & Acquisitions	13	6	46%	6	46%	0	0%
Housing Support & Resettlement	8	6	75%	3	38%	0	0%
OVERALL	112	73	65%	21	19%	9	8%

Nature of complaint

The largest number of complaints were in relation to a 'Lack of action', of which 17% (4) were fully upheld, and 'Temporary accommodation' of which 30% (8) were fully upheld.

Service	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	10	2	20%	3	30%
Disputed decision	17	1	6%	2	12%
Inadequate information	4	0	0%	1	25%
Lack of action	24	4	17%	2	9%
Quality of service	22	5	23%	0	0%
Service delay	5	1	20%	0	0%
Data protection	1	0	0%	1	100%
Temp. accommodation	27	8	30%	0	0%
Behaviour of third party	2	0	0%	0	0%
OVERALL	112	21	19%	9	8%

Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following were shared with the relevant staff and management.

Housing received 145 compliments this year. Some examples :-

First of all thank you for you listening and the support you gave my daughter yesterday. She came out feeling like a weight had been lifted off her shoulders and you made her smile which she hasn't done for a while. I am extremely grateful and you're a credit to your work place.

Thank you so so much for all your help, patience and perseverance. You are an absolute star. Your management team should be proud and lucky to have you on their team. Once again thank you.

I would just like to point out to the management that you have a great team of people. In my dealing with this team I have found them polite, caring and helpful I would like to say thank you for the service you provide.

I just wanted to write to you to say thank you very much for the advice on the telephone last week. It made a difference to have someone understand my situation and indeed try and point me in the right direction to resolve matters. The council have done well appointing you as an advisor as people in precarious situations like myself are in need of help and reassurance.

This woman is amazing she is honest direct and the most amazing person I have ever met she made me realise that there is help out there for me she has gone above and beyond doing exactly what she said she would do I never had to chase her she was always on top of it I'm deeply grateful she has given me faith in humans that there is help out there for me I never dreamt that I would be on my way to moving to somewhere more suitable for me she has made this all possible

Local Government & Social Care Ombudsman cases

Housing Services were the subject of 10 referrals to the LG&SCO during 2017/18, 4 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Housing Allocations	2	0	0	1	1
Housing Options	3	1	1	1	0
Housing Register	1	1	0	0	0
Housing Management & Acquisitions	3	1	1	1	0
Housing Support & Resettlement	1	1	0	0	0
OVERALL	10	4	2	3	1

Financial outcomes of Ombudsman complaints

	2017 – 18
Number of cases	11
Compensation and backdated payments	£4,300
Charges written off	£0
Time & trouble payments	£250

Section 07 | Education

Complaints in relation to Education services are managed through the Corporate Complaints Procedure.

At a glance

- ➔ Education services were the subject of 31 complaints in 2017/18, an increase on 21 in 2016/17
- ➔ 61% of Education complaints were responded to on time
- ➔ 39% were fully upheld and 16% were partially upheld
- ➔ £2,200 was paid out for compensation or other redress

Complaints under the Council's Corporate Complaints Procedure

Education services were the subject of 31 complaints during 2017/18. 19 of these were responded to in a timely way (61%).

12 complaints were upheld (39%) and 5 were partially upheld (16%).

The table below provides a detailed breakdown of services and outcomes. The majority of complaints were in relation to the SEN service and SEN transport.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Admissions	6	4	66%	1	17%	0	0%
Early Years	2	2	100%	0	0%	1	50%
Education Welfare	1	0	0%	1	100%	0	0%
Special Educational Needs	11	4	36%	4	36%	3	27%
Special Educational Needs Transport	11	9	82%	6	55%	1	9%
OVERALL	31	19	61%	12	39%	5	16%

Nature of complaint

The majority of complaints were in relation to a 'Lack of action' of which 50% (4) were fully upheld and 'Quality of Services' of which 50% (4) were fully upheld.

Service	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	5	2	40%	2	40%
Disputed decision	5	0	0%	0	0%
Inadequate information	0	0	0%	0	0%
Lack of action	8	4	50%	2	25%
Quality of service	8	4	50%	0	0%
Service delay	4	1	25%	1	25%
Behaviour of third party	1	1	100%	0	0%
OVERALL	31	12	39%	5	16%

Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following were shared with the relevant staff and management. Some examples of the compliments received by Education this year :-

I would just like to say a big thank you to you all for providing an excellent service for my son. E absolutely loves his school transport workers as they provide him with a professional, safe, caring and fun environment. I know he will miss them a lot.

Just a note to say thank you for taking our son back and forth to school. He's had a fantastic first year at PH and we cannot thank them enough for all their hard work. He has learned so much and is clearly in the right place. We see a bright future ahead with lots of potential and aspiration. I know you don't get to hear the good stuff much, so I always want to make a point of doing this as all of us are working hard

Could I just say what a fantastic job I think you are doing? Fronter is now my "go to" place and I have had to eat my hat about ISAT because I have found it an extremely useful process. (C has been so helpful and has confirmed my judgements on a variety of children which is helping to move things forward.)*

Local Government & Social Care Ombudsman cases

Education services were the subject of 7 referrals to the LG&SCO during 2017/18, 1 of which was upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Admissions	1	1	0	0	0
Early Years	1	0	0	0	1
Special Educational Needs	4	0	1	0	3
Special Educational Needs Transport	1	0	0	1	0
OVERALL	7	1	1	1	4

Financial outcomes of Ombudsman complaints

	2017 – 18
Number of cases	7
Compensation and backdated payments	£2,200
Charges written off	£0
Time & trouble payments	£0

Section 08 | Chief Executive's Department

Complaints in relation to the Chief Executive's Department are managed through the Corporate Complaints Procedure.

At a glance

- ➔ The Chief Executive's Department was the subject of 58 complaints in 2017/18. This is the first full year in which data has been captured for CED complaints in the same way as for other services. The previous year's figures are not directly comparable.
- ➔ 78% of Chief Executive's Department complaints were responded to on time
- ➔ 21% were fully upheld and 24% were partially upheld
- ➔ £1,253 was paid out in compensation or other redress

Complaints under the Council's Corporate Complaints Procedure

The Chief Executive's Department was the subject of 58 complaints during 2017/18. 45 complaints were responded to in a timely way (78%).

A total of 26 complaints (45%) were upheld or partially upheld. The majority of complaints were in relation to Council Tax (32).

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Electoral Services	1	0	0%	0	0%	0	0%
Registrar Services	2	1	50%	0	0%	0	0%
Customer Services	4	4	100%	3	75%	1	25%
Care Home fees	3	2	66%	1	33%	0	0%
Council Tax	32	29	91%	6	19%	9	28%
Domiciliary Care fees	3	1	33%	0	0%	1	33%
Housing Benefit	11	8	73%	2	18%	3	27%
Legal	2	0	0%	0	0%	0	0%
OVERALL	58	45	78%	12	21%	14	24%

Nature of complaint

The majority of complaints were in relation to a 'Lack of action', of which 14% (3) were fully upheld, and 'Billing & charging' of which 24% (4) were fully upheld.

Service	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	7	1	14%	3	43%
Disputed decision	6	2	33%	0	0%
Inadequate information	1	1	100%	0	0%
Lack of action	21	3	14%	8	38%
Quality of service	3	1	33%	1	33%
Service delay	0	0	0%	0	0%
Billing & charging	17	4	24%	2	12%
Data protection	3	0	0%	0	0%
OVERALL	58	12	21%	14	24%

Compliments

An example of a compliment notified to the Complaints team this year in relation to the Chief Executives department :-

I can't begin to tell you how grateful we both are. If Mel Green from the registry office hadn't put herself out then we wouldn't be getting married on the 12th December. So a big thank you to her please. All I need now is for the groom to arrive!!

Local Government & Social Care Ombudsman cases

The Chief Executive's Department was the subject of 25 referrals to the LG&SCO during 2017/18, 4 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Care Home fees	2	0	1	1	0
Council Tax	14	2	7	4	1
Domiciliary Care fees	1	0	1	0	0
Housing Benefit	8	2	4	1	1
OVERALL	25	4	13	6	2

Financial outcomes of Ombudsman complaints

	2017 – 18
Number of cases	25
Compensation and backdated payments	£100
Charges written off	£853
Time & trouble payments	£300

Section 09 | Environment & Community Services

At a glance

- 77% of Environment & Community Services complaints were responded to on time
- None were fully upheld and one (8%) was partially upheld
- £1,550 was paid out in compensation or other redress

Complaints under the Council's Corporate Complaints Procedure

The Environment & Community Services division currently manage their own complaints process, whilst adhering to the Council's overall policies. The figures in this report relate only to those cases where it was considered expedient to for the stage 1 complaint to be overseen by the main Complaints service.

13 Environment & Community Services complaints were handled in that way during 2017/18, 10 of which were responded to in a timely way (77%). No complaints were upheld whilst one was partially upheld. The majority of complaints were in relation to Planning and Development (11) and usually concerned long-running cases first raised under the Council's previous corporate process.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Highways & Transport	1	1	100%	0	0%	0	0%
Libraries & Lifelong Learning	1	1	100%	0	0%	0	0%
Planning & Development	11	8	73%	0	0%	1	9%
OVERALL	13	10	77%	0	0%	1	8%

Nature of complaint

Complaints were mainly in relation to a 'Lack of action', 'Disputed Decisions' and Quality of services.

Service	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	0	0	0%	0	0%
Disputed decision	4	0	0%	0	0%
Inadequate information	0	0	0%	0	0%
Lack of action	4	0	0%	0	0%
Quality of service	4	0	0%	1	25%
Service delay	0	0	0%	0	0%
Data protection	1	0	0%	0	0%
OVERALL	13	0	0%	1	8%

Local Government & Social Care Ombudsman cases

Environment & Community Services were the subject of 31 referrals to the LG&SCO during 2017/18, 5 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Environmental Services	8	1	6	0	1
Highways & Transport	10	3	7	0	0
Planning & Development	13	1	6	5	1
OVERALL	31	5	19	5	2

Financial outcomes of Ombudsman complaints

	2017 – 18
Number of cases	31
Compensation and backdated payments	£900
Charges written off	£0
Time & trouble payments	£650

Section 10 | Public Health

The Council received only one complaint relating to Public Health this year. It concerned the closure of a service. The complaint was responded to on time and was not upheld.