

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

1. Meeting:	Self Regulation Select Commission
2. Date:	2 May 2013
3. Title:	Complaints – 6 Month Report (April 2012 – September 2012)
4. Directorate:	All

5. Summary

This report presents information about complaints made between 1 April 2012 and 30 September 2012 under the Corporate Complaint's Procedure, the Adult Social Services and Children's Social Services complaint regulations

The figures in the report include details of the number of customers and the number of complaints they have made, each Directorate area has provided information and a breakdown summary.

In total over the last 6 months the number of complaints received by the Council is **335** (on target decrease - **724** received 2011-12)

Overall **98%** of all complaints were responded to within the timescales promised, compared to **94%** (2011/12)

6. Recommendations

That the Commission note the content of the report.

7. Proposals and Details

In 2012 the Council continued to provide excellent performance in terms of complaints dealt with in target time and is committed to reducing the number of complaints received, reducing the number of escalations through the complaint procedure and improving the experience of customers.

Overall **98%** of all complaints were responded to within the timescales promised, compared to **94%** (2011/12). This continues the Council's progressive approach to performance management, leading to year on year improvement. All Directorate leads are targeted to achieve 100% performance.

Headline Results April 2012 to September 2012

- Number of informal complaints received, **807**, decrease from 6 month position in 2011-12. (**1975** received 2011-12)
- Number of Councillor Surgery's received was **292**, increase from 6 month position in 2011-12. (**531** received in 2011-12)
- Number of formal complaints (at all levels), **335**, decrease from 6 month position in 2011-12. (**724** received 2011-12)
 - Complaints for Neighbourhoods and Adult Services, **213** decrease from 6 month total in 2011-12. (**478** received 2011-12)
 - Complaints for Resources, **37**, increase from 6 month total in 2011-12.(**44** received 2011-12)
 - Complaints for Children and Young Peoples services, **36**, decrease from 6 month total in 2011-12. (**87** received 2011-12)
 - Complaints for Environment and Development services, **49**, decrease from 6 month total in 2011-12. (**115** received 2011-12)
- **98%** of complaints were responded to within timescales.
- The proportion of complaints (at all stages) upheld, **123**, **36%**. (**319**, **43%** upheld 2011-12)
- The number of complaints escalating, **7%**, **25** Stage 1 complaints escalated to Stage 2. (**8%**, **61** escalated in 2011-12)
- Complaints about quality of service, **120**, increase from 6 month position in 2011-12.(**195** received 2011-12)
- Complaints about actions of staff, **77**, decrease from 6 month position in 2011-12.(**176** received 2011-12)
- Ombudsman average response time was **28** days. **5** first enquiries were received. There were no decisions of Maladministration leading to the publication of a report.
- Total compensation awards made, **£378**, increase from 6 month position in 2011-12.(**£540** received 2011-12)
- External complaint investigation costs in CYPs, **£8,127.87**, increase from 6 month position in 2011-12. (**£12,592** in 2011-12)
- Number of compliments received was **306**.

8. Risks and uncertainties

Although positive management of complaints can be achieved, the number and type of complaints received is determined by circumstances beyond the control of the services.

Regardless of any external factors the service is required to maintain a high level of performance and excellent customer care.

The current financial decisions the Authority is making will also affect the number of complaints received, changes to services drive the level of complaints received.

9. Policy and Performance Agenda Implications

The complaints report reflects the policy and performance agenda requirements of both national government and the Council. These include;

- Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 (Making Experiences Count).
- The Children Act 1989 Representations Procedure (England) Regulations 2006.
- Corporate Complaint procedure (Making Experiences Count)
- Rotherham's local plans including corporate and service plans.
- Corporate Complaint Review, looking at complaint handling processes across the Authority.

10. Background Papers and Consultation

- Appendix 1 Complaints 6 Month Report (April 2012 – September 2012)

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