

## ROTHERHAM METROPOLITAN BOROUGH COUNCIL

<b>1. Meeting:</b>	<b>Self Regulation Select Commission</b>
<b>2. Date:</b>	<b>19<sup>th</sup> December, 2013</b>
<b>3. Title:</b>	<b>Complaints – Annual Report (April 2012 – March 2013)</b>
<b>4. Directorate:</b>	<b>All</b>

### **5. Summary**

This report presents information about complaints made between 1 April 2012 and 31 March 2013 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 complaints, compliments and Councillor Surgery enquiries received by the Council and each Directorate area has provided information and a breakdown summary.

In total over the last 12 months the number of complaints received by the Council is **668** (**8%** decrease - **724** received 2011-12)

Overall **98%** of all complaints were responded to within the timescales promised, compared to **94%** (2011/12) and **76%** (2010/11).

### **6. Recommendations**

That the Commission note the content of the report.

## 7. Proposals and Details

In 2012-13 the Council continued to provide excellent performance in terms of complaints dealt with in target time. The number of complaints received and the number of escalations through the complaint procedure reduced. There was a better focus on dealing with customer complaints at the earliest opportunity and making sure that issues leading to complaints were not repeated.

The improvement in performance 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 March 2103

↓	Number of formal complaints (at all levels), <b>668</b> , decrease from 2011-12. ( <b>724</b> received 2011-12)
↓	Complaints for Neighbourhoods and Adult Services, <b>413</b> decrease from total in 2011-12. ( <b>478</b> received 2011-12)
↑	Complaints for Resources, <b>69</b> , increase from total in 2011-12.( <b>44</b> received 2011-12)
↓	Complaints for Children and Young Peoples services, <b>76</b> , decrease from total in 2011-12. ( <b>87</b> received 2011-12)
↓	Complaints for Environment and Development services, <b>110</b> , decrease from total in 2011-12. ( <b>115</b> received 2011-12)
↑	Number of Councillor Surgery's received was <b>572</b> , increase from 2011-12. ( <b>531</b> received in 2011-12)
↑	<b>98%</b> of complaints were responded to within timescales.
↓	The proportion of complaints (at all stages) upheld, <b>256, 38%</b> . ( <b>319, 43%</b> upheld 2011-12)
↓	The number of complaints escalating, <b>7%, 48</b> Stage 1 complaints escalated to Stage 2. ( <b>8%, 61</b> escalated in 2011-12)
↑	Complaints about quality of service, <b>291</b> , increase from total in 2011-12.( <b>195</b> received 2011-12)
↓	Complaints about actions of staff, <b>138</b> , decrease from total in 2011-12.( <b>176</b> received 2011-12)
↓	Ombudsman average response time was <b>13</b> days. <b>30</b> first enquiries were received. ( <b>25.1</b> from <b>14</b> first enquiries in 2011-12). There were no decisions of Maladmistration.
↑	Total compensation awards made, <b>£1433.40</b> , increase from total in 2011-12.( <b>£540</b> received 2011-12)
↑	External complaint investigation costs in CYPS, <b>£24,384</b> , increase from total in 2011-12. ( <b>£12,592</b> in 2011-12)
	Number of compliments recorded by the Complaint Team was <b>714</b> .
↓	Number of informal complaints* received, <b>1206</b> , decrease from 2011-12.( <b>1457</b> received 2011-12)

## **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 is also affect the number of complaints received (see full report for details), 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.

## **10. Background Papers and Consultation**

- Appendix 1 Complaints Annual Report (April 2012 – March 2013)

### **Contact Names:**

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