

Quarterly Corporate Complaints By Performance

Quarter: 1st April to 30th June 2009

Service Area	Number received	Stage 1						Stage 2					
		Acknowledgement		Complaint response				Acknowledgement		Complaint response			
		Number in target (2 working days)	%	Number Resolved	In target (10 working days)	%	Number in target (2 working days)	%	Number Resolved	In target (20 working days)	%		
Adults, Wellbeing & Health	9	0	0.0	7	2	28.6	0		0	0			
Adult Care	2	0	0.0	1	1	100	0		0	0			
Finance (A,W & H)	1	0	0.0	0	0	0	0		0	0			
Libraries, Learning and Culture	4	0	0.0	4	0	0	0		0	0			
Social Inclusion	2	0	0.0	2	1	50	0		0	0			
Assistant Chief Executive's office	3	1	33.3	3	1	33.3	0		0	0			
Partnerships and Community Engagement	1	0	0.0	1	1	100	0		0	0			
Policy and Communications	2	1	50	2	0	0	0		0	0			
Childrens & Young People's Service	12	3	50.0	6	4	66.7	4	100	4	1	25.0		
Access and Inclusion	3	0	0.0	1	0	0	2	100	2	0	0		
Achievement Services	5	2	66.7	3	3	100	0		0	0			
Extended Services	3	1	100.0	1	1	100	2	100	2	1	50		
Safeguarding & Specialist Services	1	0	0.0	1	0	0	0		0	0			
Corporate Resources	96	23	30.3	76	36	47.4	11	100	11	5	45.5		
Asset Management	18	4	30.8	13	5	38.5	2	100	2	0	0		
Finance	48	5	11.6	43	24	55.8	4	100	4	0	0		
HR and Organisational Development	1	0	0.0	1	1	100	0		0	0			
ICT	15	4	33.3	12	3	25	2	100	2	2	100		
Legal and Democratic Services	14	10	142.9	7	3	42.9	3	100	3	3	100		
Neighbourhood Services	222	51	28.0	182	116	63.7	17	100	17	8	47.1		
Direct Services	138	35	32.4	108	71	65.7	13	100	13	6	46.2		
Environment, Health and Consumer	41	9	25.7	35	23	65.7	2	100	2	0	0		
Policy, Planning and Performance	1	1	100.0	1	1	100.0	0		0	0			
Sport and Leisure Services	17	2	13.3	15	10	66.7	1	100	1	1	100		
Technical Services	25	4	17.4	23	11	47.8	1	100	1	1	100		
Regeneration & Economic Development	44	8	28.6	28	8	28.6	11	100	11	1	9.1		
Economic Development	2	0	0.0	1	0	0	0		0	0			
Housing	20	3	21.4	14	0	0.0	3	100	3	0	0		
Planning	19	5	50.0	10	6	60	8	100	8	1	12.5		
Transport	3	0	0.0	3	2	66.7	0		0	0			
Total	386	86	28.5	302	167	55	43	100	43	15	34.9		

** Target timescales were changed from 5 working days to 2 working days for Acknowledgements by CMT in early June - the report shows those under 2 days since the change

** Target timescales for Stage 1 responses were changed from 20 working days to 10 working days by CMT in early June - the report shows all responses against the new timescale

Quarterly Corporate Complaints By Type

Quarter: 1st April to 30th June 2009

Service Area	Number received	Reason for complaint								
		Administration	Communication	Council Policy	Environmental Impact	Planning	Quality of service	Service failure	Speed of delivery	Staff attitude
Adults, Wellbeing & Health	9	1	0	0	1	0	2	3	0	2
Adult Care	2	0	0	0	0	0	0	0	0	2
Finance (A,W & H)	1	1	0	0	0	0	0	0	0	0
Libraries, Learning and Culture	4	0	0	0	0	0	2	2	0	0
Social Inclusion	2	0	0	0	1	0	0	1	0	0
Assistant Chief Executive's office	3	0	1	0	0	0	0	2	0	0
Partnerships and Community Engagement	1	0	1	0	0	0	0	0	0	0
Policy and Communications	2	0	0	0	0	0	0	2	0	0
Childrens & Young People's Service	12	2	2	2	0	0	0	6	0	0
Access and Inclusion	3	0	0	0	0	0	0	3	0	0
Achievement Services	5	0	0	2	0	0	0	3	0	0
Extended Services	3	1	2	0	0	0	0	0	0	0
Safeguarding & Specialist Services	1	1	0	0	0	0	0	0	0	0
Corporate Resources	102	24	4	4	0	1	9	56	1	3
Asset Management	18	5	0	2	0	0	0	10	0	1
Finance	49	12	2	2	0	0	8	22	1	2
HR and Organisational Development	1	1	0	0	0	0	0	0	0	0
ICT	16	1	1	0	0	0	1	13	0	0
Legal and Democratic Services	18	5	1	0	0	1	0	11	0	0
Neighbourhood Services	237	18	6	14	13	1	40	132	1	12
Direct Services	145	12	4	7	6	1	32	72	1	10
Environment, Health and Consumer	45	3	0	4	6	0	3	29	0	0
Policy, Planning and Performance	2	0	0	0	0	0	1	1	0	0
Sport and Leisure Services	17	1	1	0	0	0	4	11	0	0
Technical Services	28	2	1	3	1	0	0	19	0	2
Regeneration & Economic Development	45	7	2	3	1	2	5	23	1	1
Economic Development	2	1	0	0	0	0	0	1	0	0
Housing	21	3	1	1	0	0	3	12	0	1
Planning	19	3	1	2	1	2	1	8	1	0
Transport	3	0	0	0	0	0	1	2	0	0
Total	408	52	15	23	15	4	56	222	3	18

** A complaint can be categorised as more than one type

Quarterly Corporate Complaints By Number

Quarter: 1st April to 30th June 2009

Service Area	Summary			Stage 1			Stage 2		
	Number Received	Number Resolved/ Not pursued	Investigation Ongoing	Number Resolved	Not pursued futher	Investigation Ongoing	Number Resolved	Not pursued futher	Investigation Ongoing
Adults, Wellbeing & Health	9	9	0	8	1	0	0	0	0
Adult Care	2	2	0	2	0	0	0	0	0
Finance (A,W & H)	1	1	0	0	1	0	0	0	0
Libraries, Learning and Culture	4	4	0	4	0	0	0	0	0
Social Inclusion	2	2	0	2	0	0	0	0	0
Assistant Chief Executive's office	3	3	0	3	0	0	0	0	0
Partnerships and Community Engagement	1	1	0	1	0	0	0	0	0
Policy and Communications	2	2	0	2	0	0	0	0	0
Childrens & Young People's Service	12	11	1	6	2	1	3	0	0
Access and Inclusion	3	2	1	1	0	1	1	0	0
Achievement Services	5	5	0	3	2	0	0	0	0
Extended Services	3	3	0	1	0	0	2	0	0
Safeguarding & Specialist Services	1	1	0	1	0	0	0	0	0
Corporate Resources	96	90	6	67	17	2	6	0	4
Asset Management	18	17	1	13	3	1	1	0	0
Finance	48	46	2	38	6	1	2	0	1
HR and Organisational Development	1	1	0	1	0	0	0	0	0
ICT	15	15	0	9	5	0	1	0	0
Legal and Democratic Services	14	11	3	6	3	0	2	0	3
Neighbourhood Services	222	216	6	169	36	4	11	0	2
Direct Services	138	134	4	97	29	2	8	0	2
Environment, Health and Consumer	41	40	1	33	6	1	1	0	0
Policy, Planning and Performance	1	1	0	1	0	0	0	0	0
Sport and Leisure Services	17	17	0	15	1	0	1	0	0
Technical Services	25	24	1	23	0	1	1	0	0
Regeneration & Economic Development	44	37	7	26	4	6	7	0	1
Economic Development	2	1	1	1	0	1	0	0	0
Housing	20	17	3	12	2	3	3	0	0
Planning	19	16	3	11	1	2	4	0	1
Transport	3	3	0	2	1	0	0	0	0
Total	386	366	20	279	60	13	27	0	7