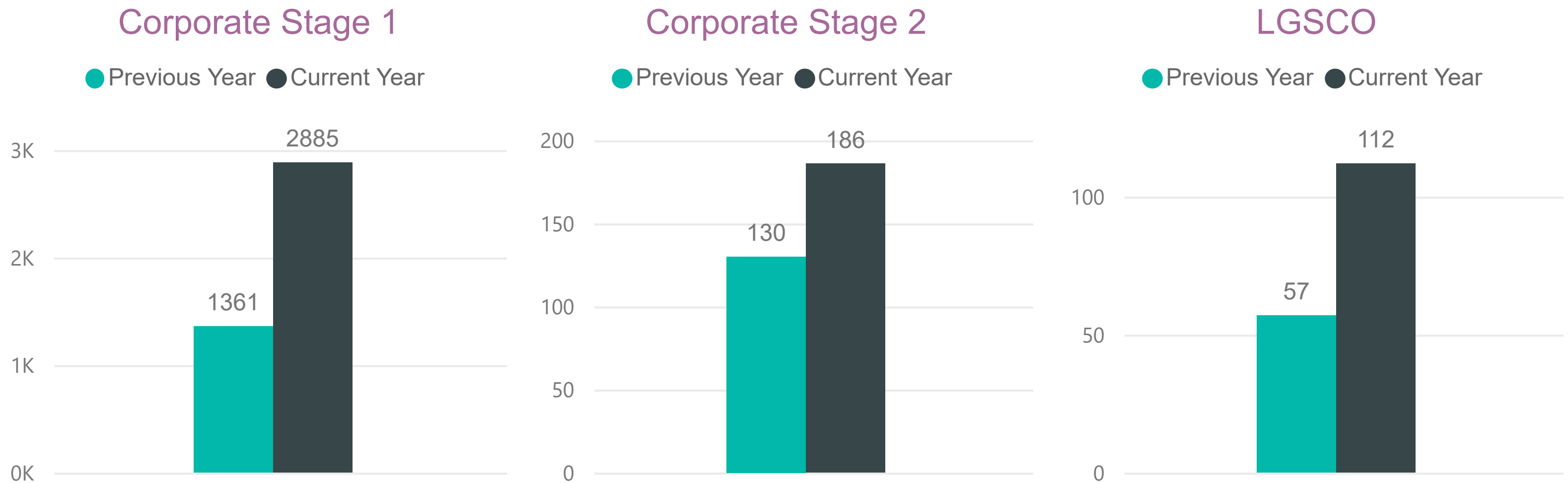

Complaint & Enquiry Report
Croydon Council
Annual 2021/2022

1. Organisational Summary - Corporate Complaints

Corporate Complaints - Volumes by Complaint Type

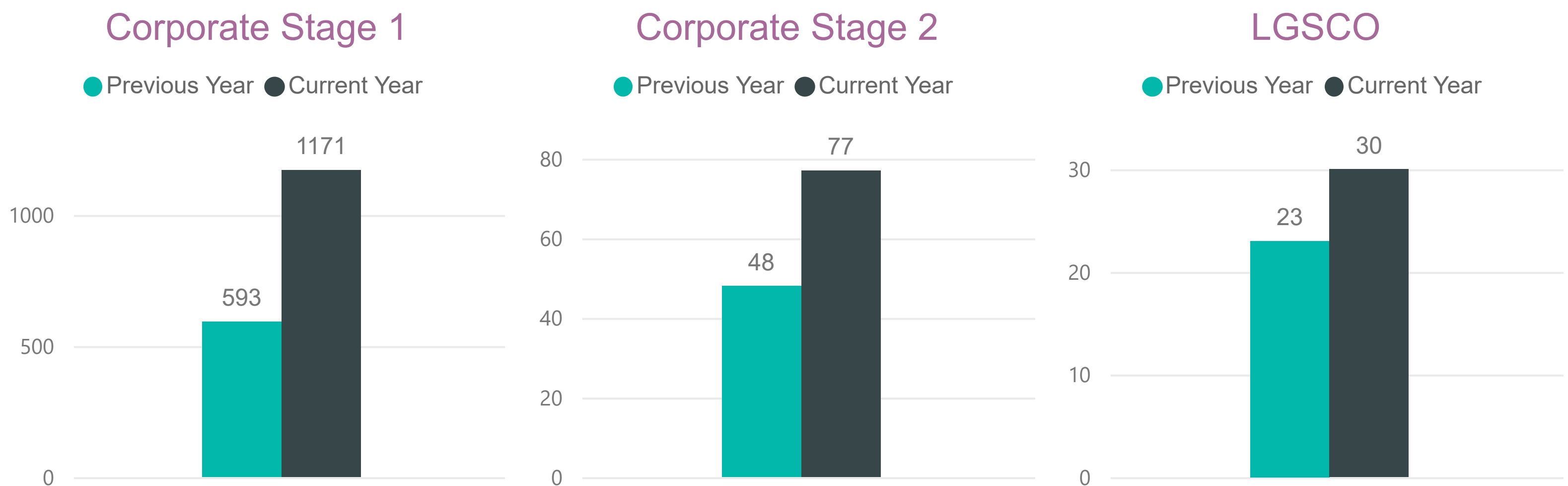


1.1 The volume of stage one has increased by 1524 complaints compared to the same period last year

1.2 The volume of stage two has increased by 56 complaints compared to the same period last year

1.3 The volume of LGO has increased by 55 investigations compared to the same period last year

Corporate Complaints - Upheld Volume by Complaint Type



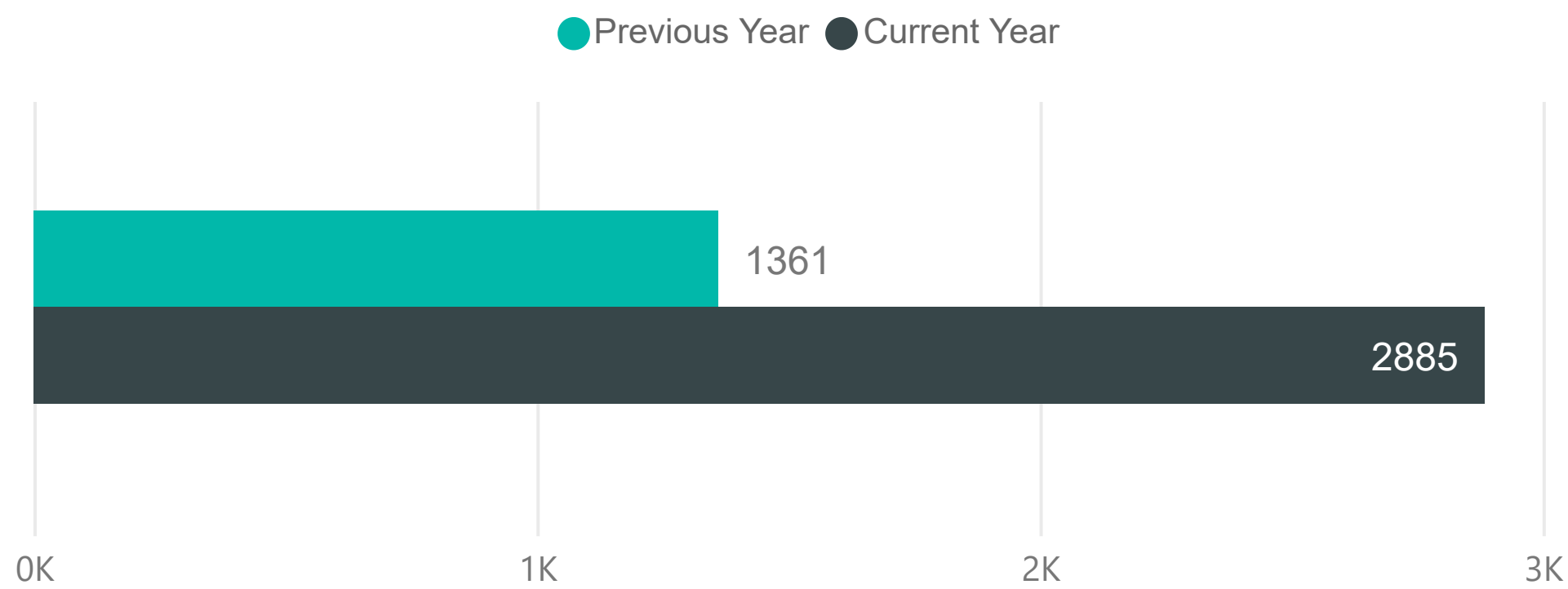
1.4 41%, or 1171 complaints, at stage one were upheld for 2021, a increase of 97%, or 578 complaints from last year

1.5 41%, or 77 complaints, at stage two were upheld for 2021, a increase of 60%, or 29 complaints from last year

1.6 27%, or 30 investigations, at LGO were upheld for 2021, a increase of 30%, or 7 investigations from last year

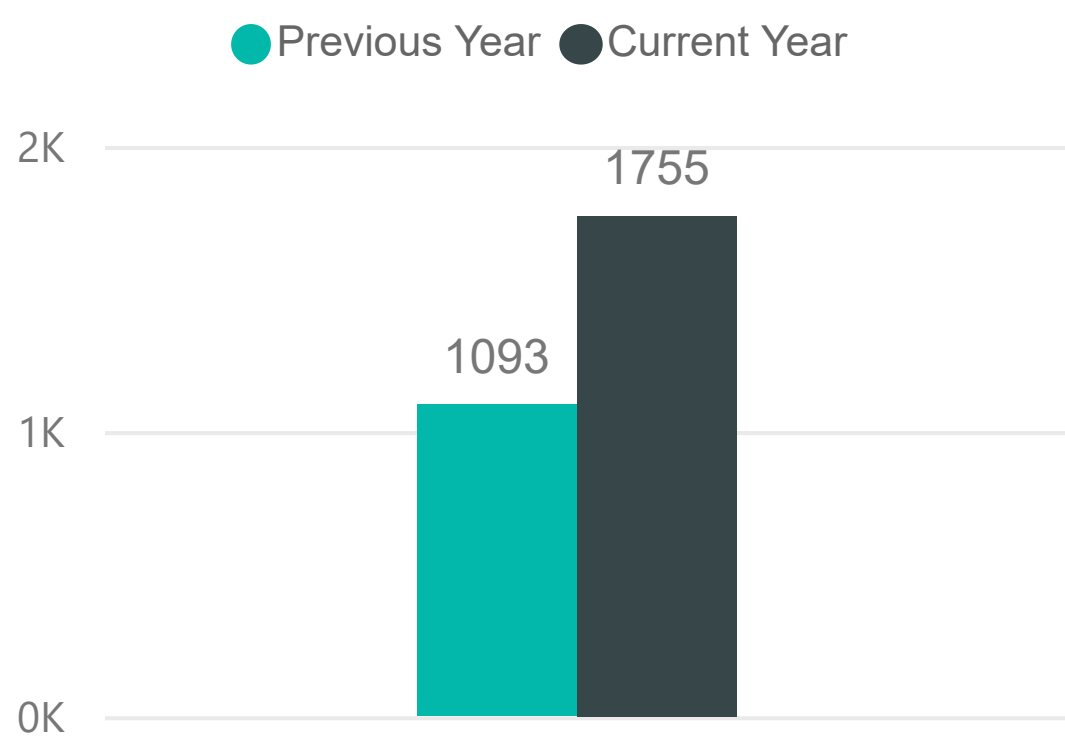
1. Organisational Summary - Corporate Stage 1

Corporate Stage 1 Volume

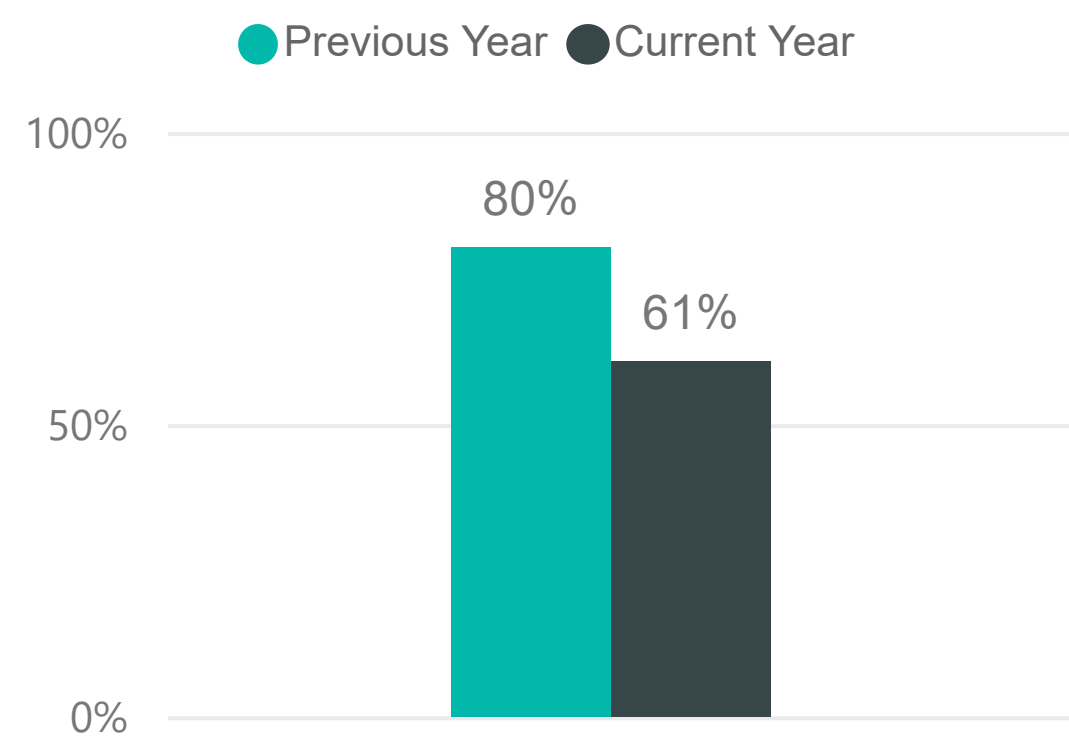


1.7 The volume of stage one has increased by 1524 complaints compared to the same period last year

Corporate Stage 1 SLA Volume



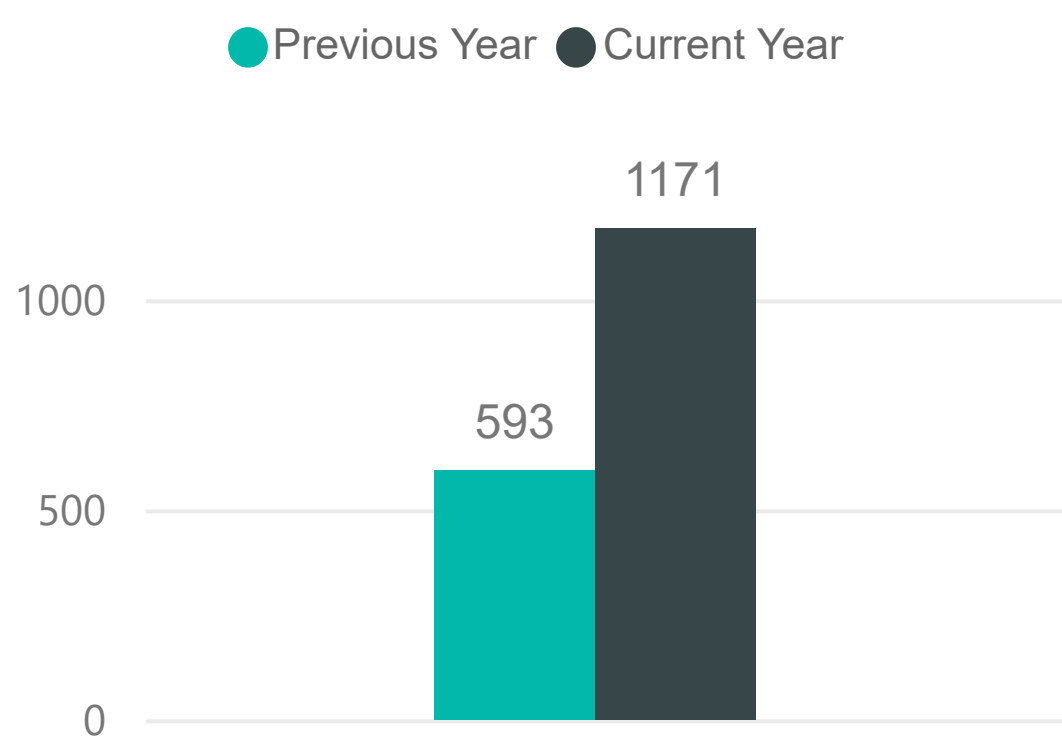
Corporate Stage 1 SLA %



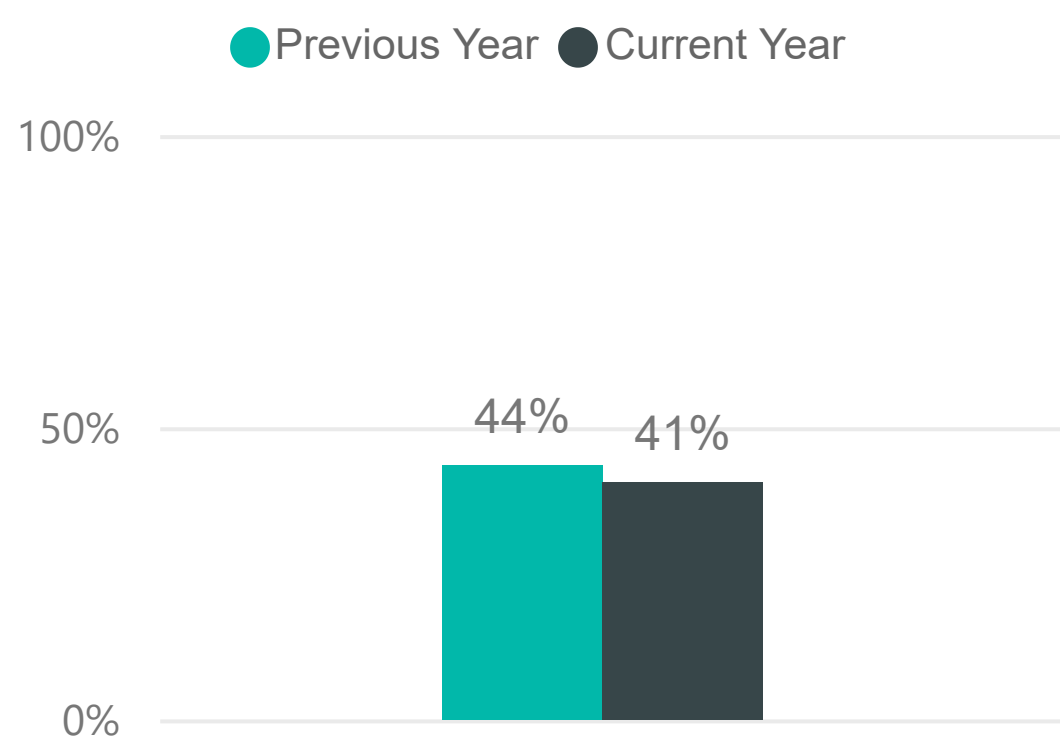
1.8 61% or 1755 stage one complaints were answered within corporate 20 working days target

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

Corporate Stage 1 Upheld Volume



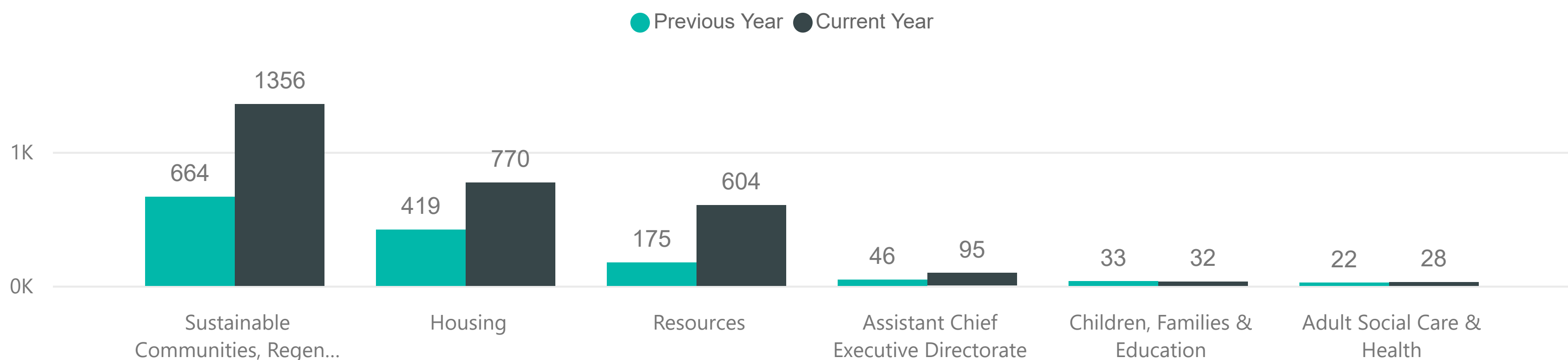
Corporate Stage 1 Upheld %



1.9 41%, or 1171 complaints, at stage one were upheld for 2021, a increase of 97%, or 578 complaints from last year

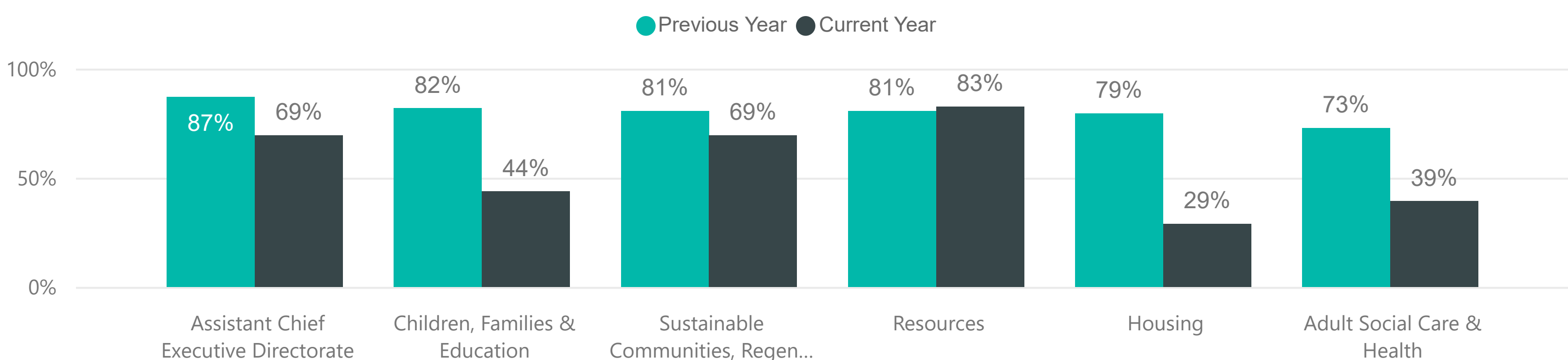
1. Summary by Department - Corporate Stage 1 Complaints

Corporate Stage 1 Volume by Department



1.10 The volume of stage one complaints by Department for 2021

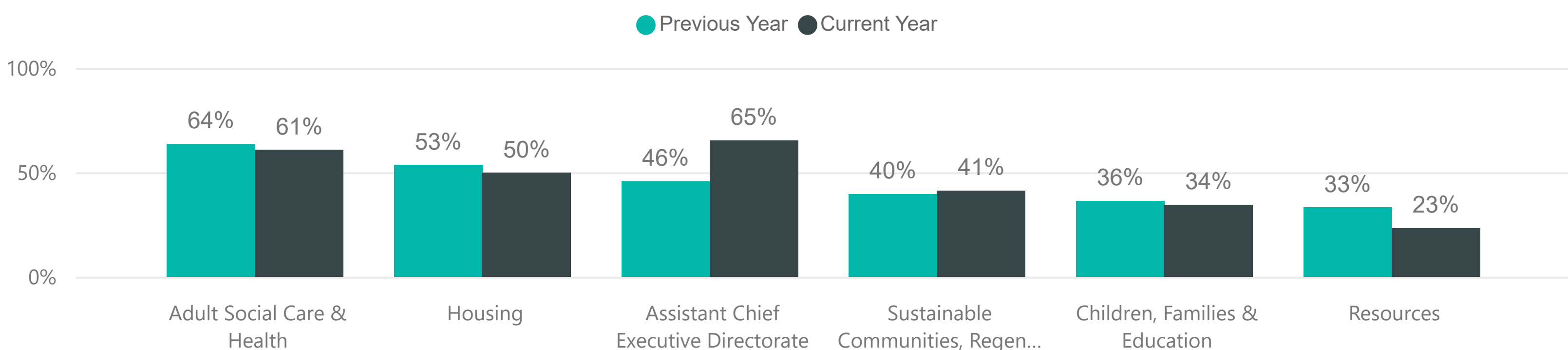
Corporate Stage 1 SLA % by Department



1.11 The SLA % of stage one complaints by Department for 2021

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

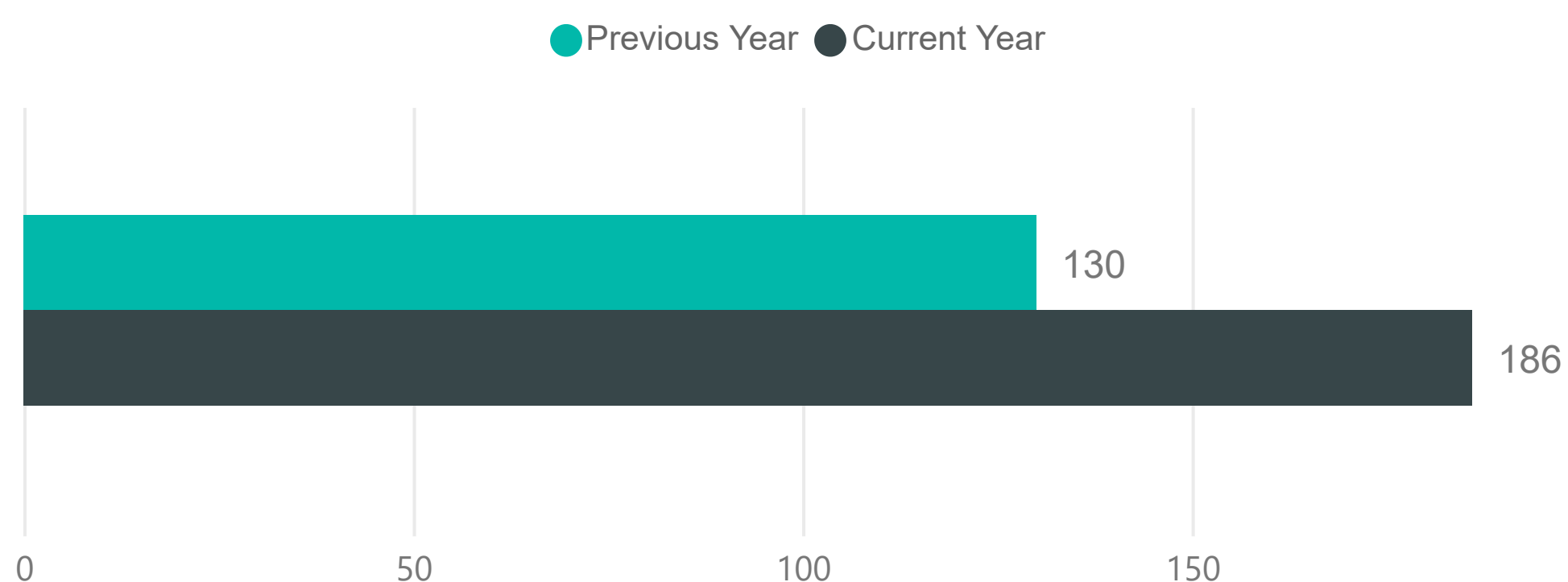
Corporate Stage 1 Upheld % by Department



1.12 The upheld % of stage one complaints by Department for The upheld % of stage one complaints by Department for 2021

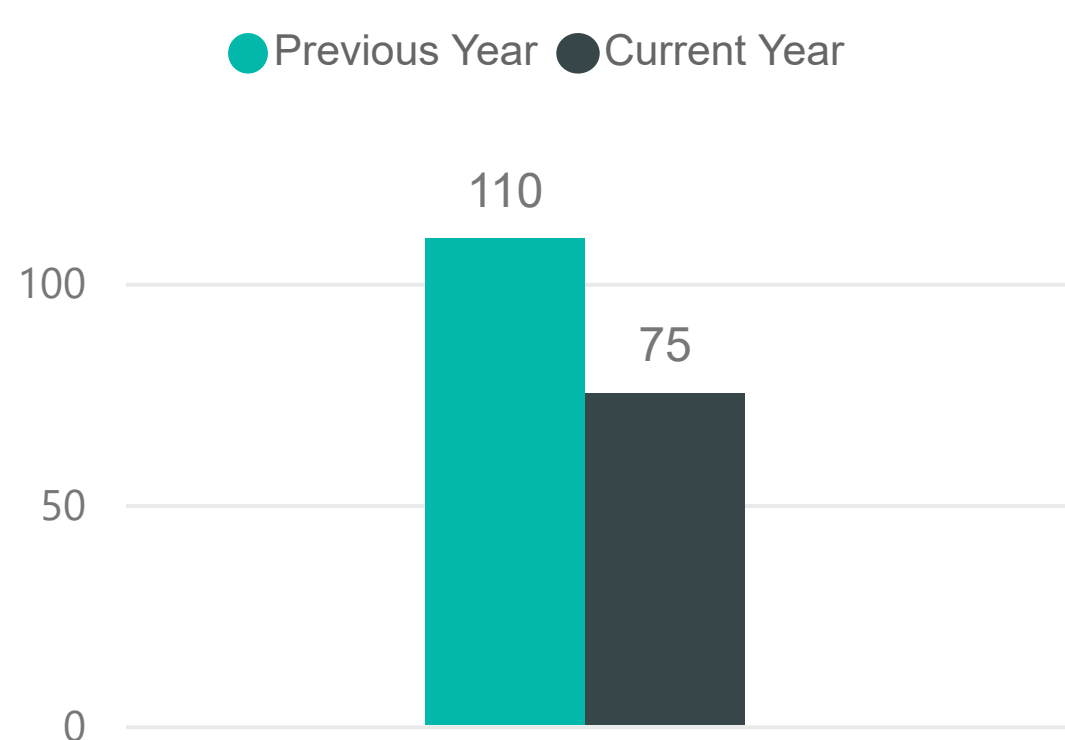
1. Organisational Summary - Corporate Stage 2

Corporate Stage 2 Volume

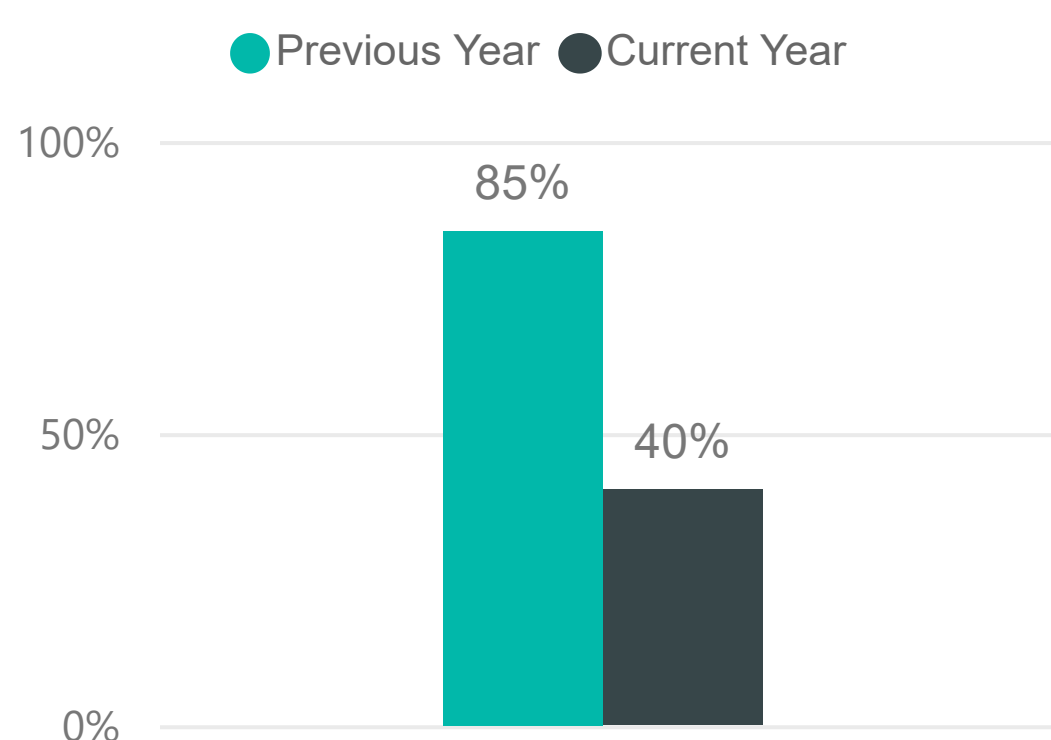


1.13 The volume of stage two has increased by 56 complaints compared to the same period last year

Corporate Stage 2 SLA Volume



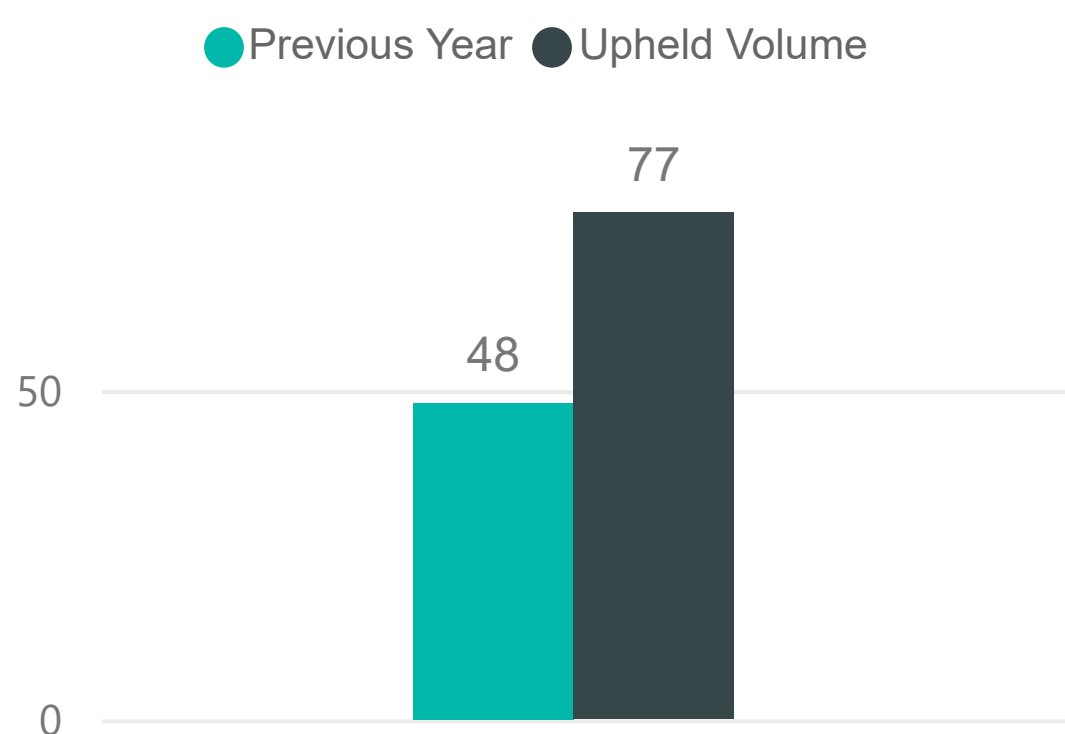
Corporate Stage 2 SLA %



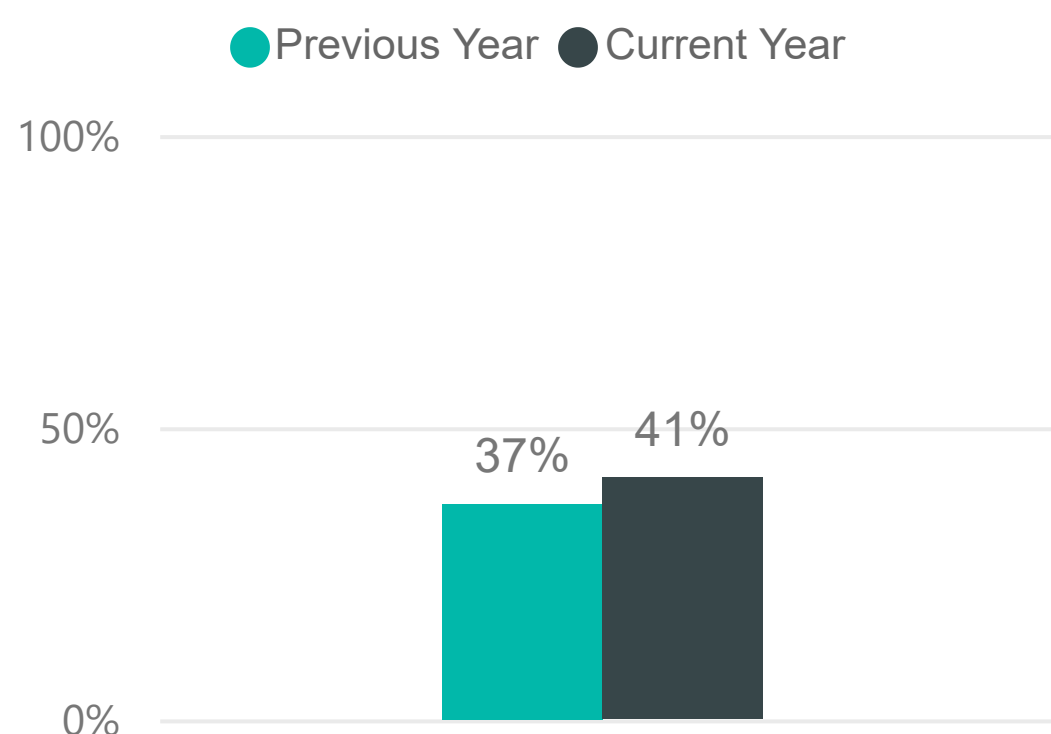
1.14 40% or 75 stage two complaints were answered within corporate 20 working days target

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

Corporate Stage 2 Upheld Volume



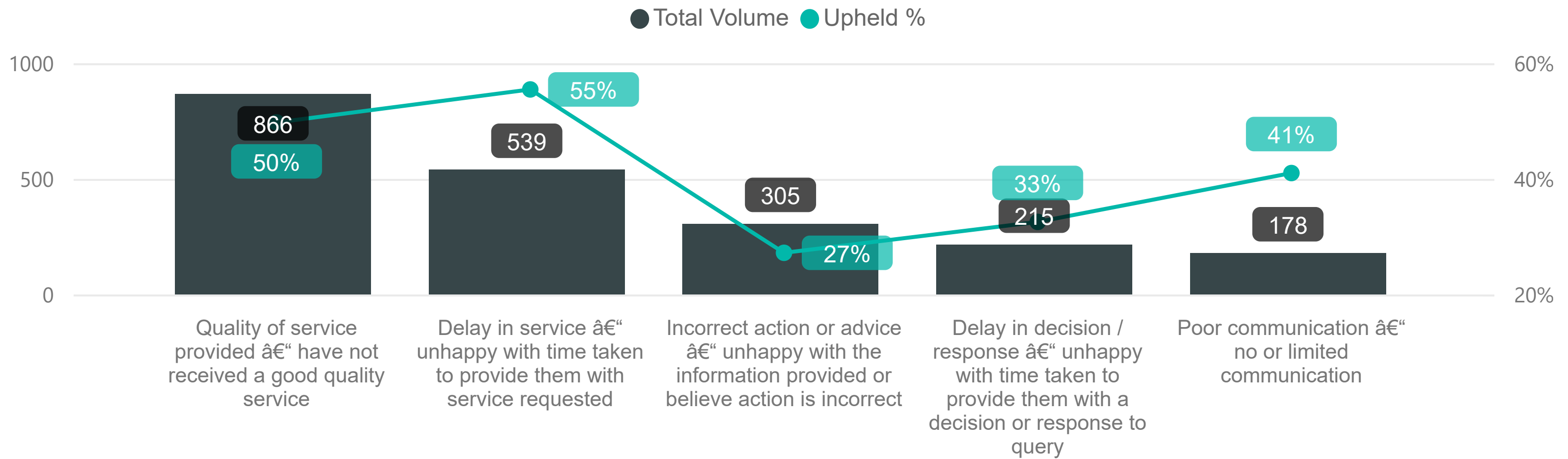
Corporate Stage 2 Upheld %



1.15 41%, or 77 complaints, at stage two were upheld for 2021, a increase of 60%, or 29 complaints from last year

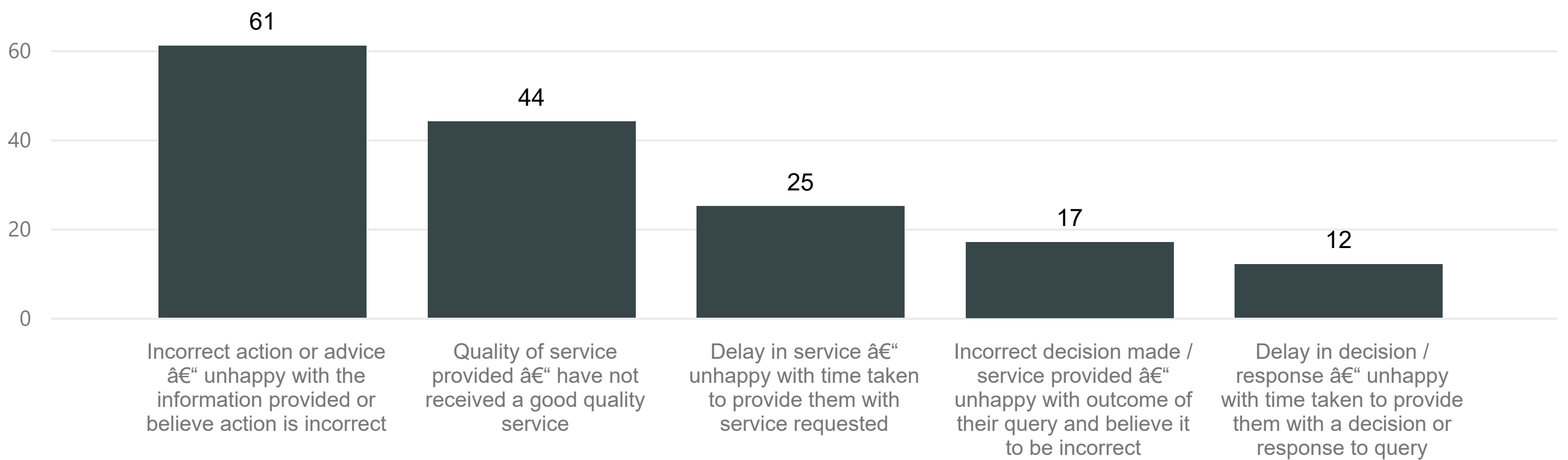
1. Organisational Summary - Corporate Themes

Corporate Stage 1 - Reason for Complaint



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

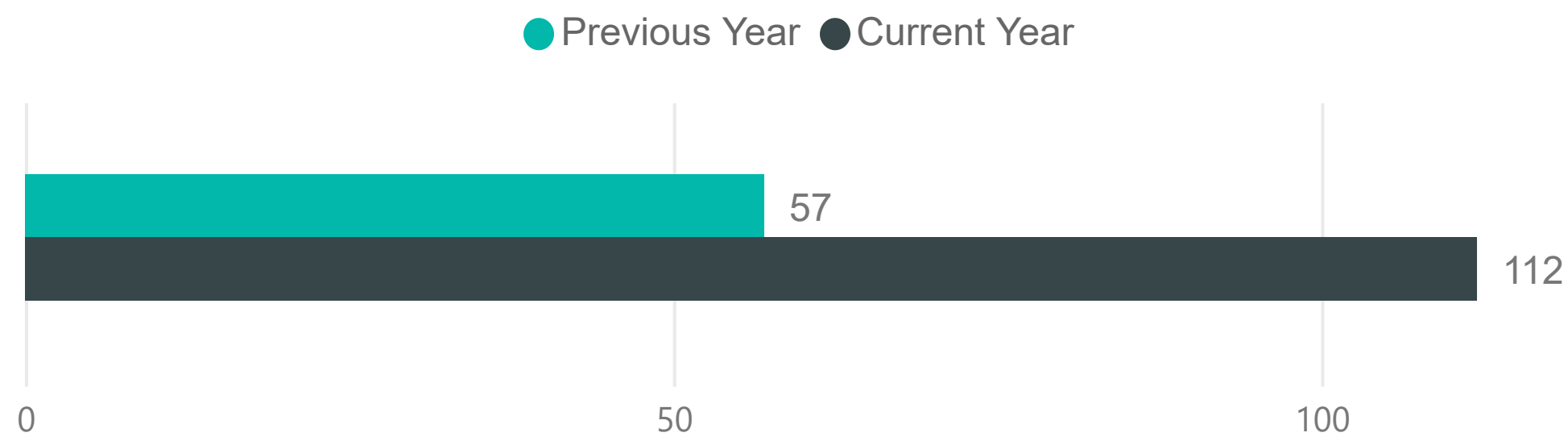
Corporate Stage 2 - Reason for Escalation



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

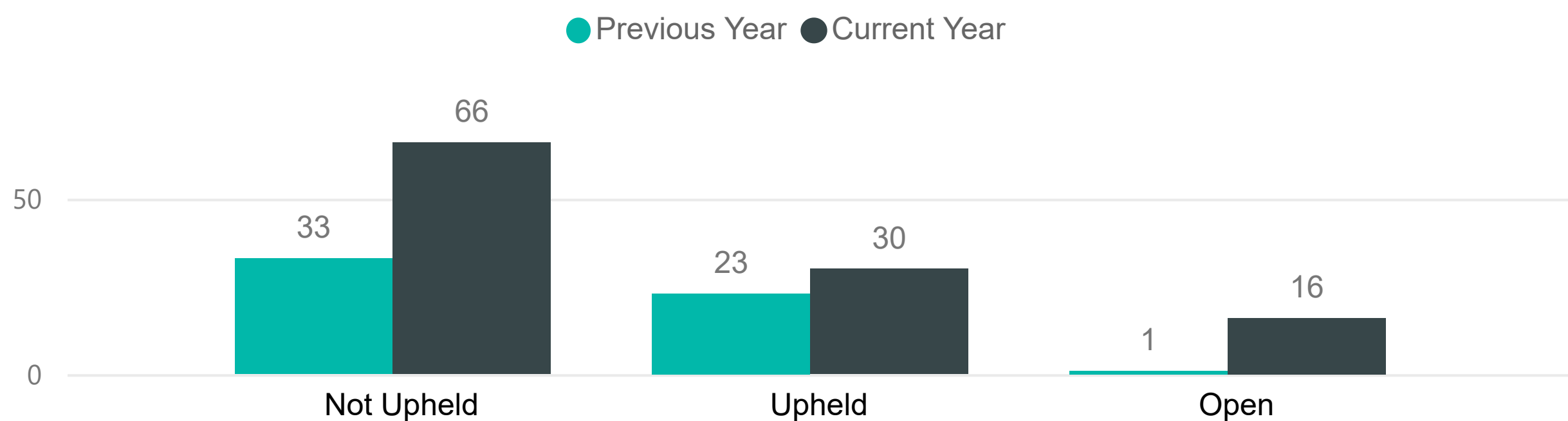
1. Organisational Summary - LGO Investigations

LGO Volume

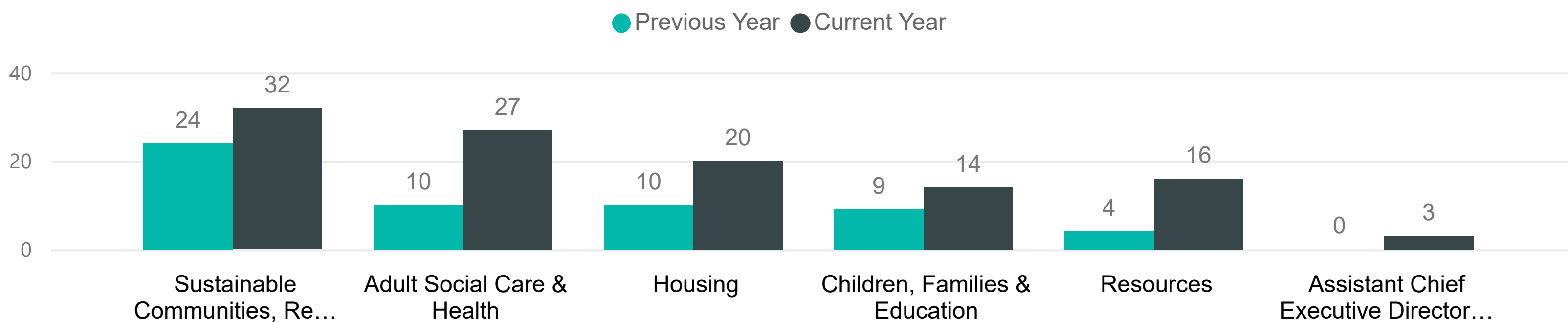


1.18 The volume of LGO has increased by 55 investigations compared to the same period last year

LGO Upheld by Outcome

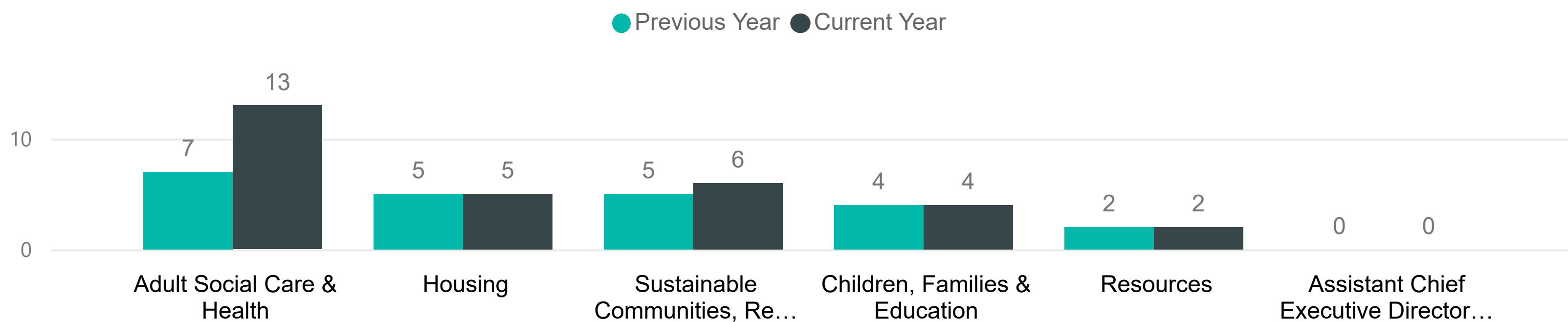


LGO Volume



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

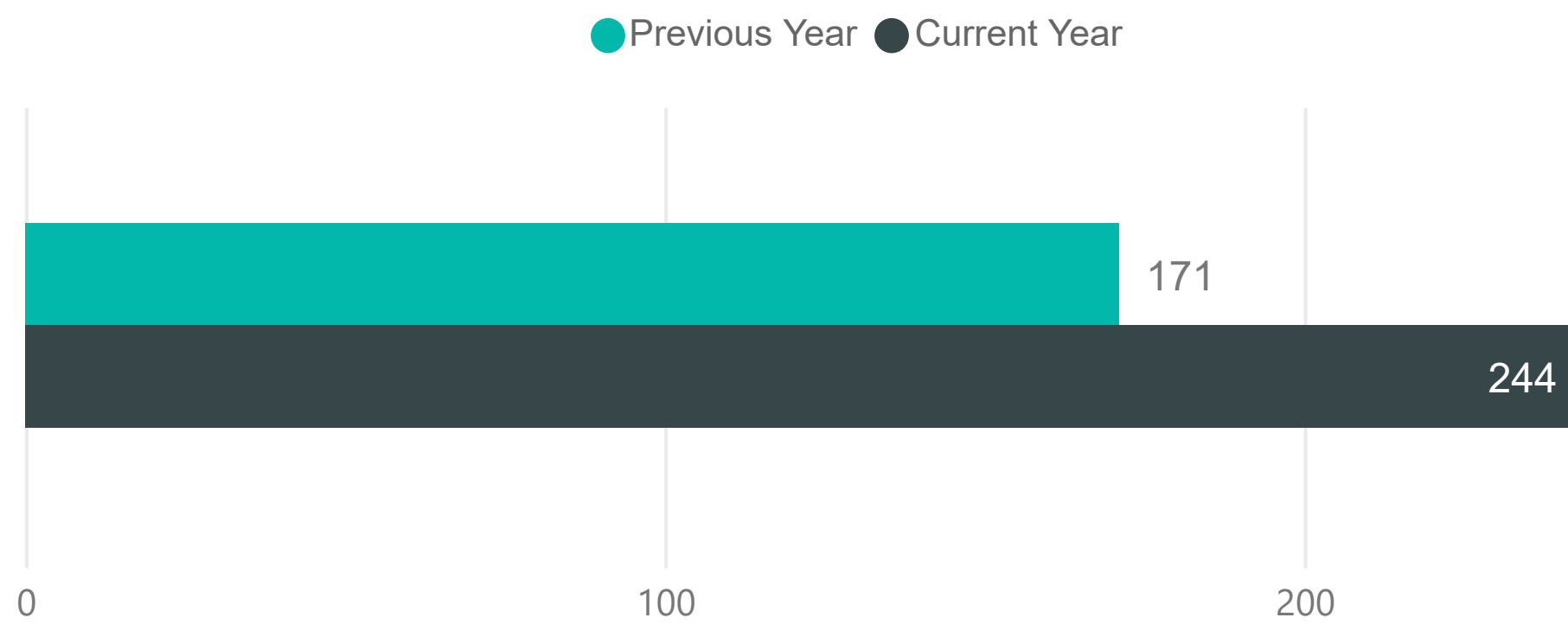
LGO Upheld by Department



1.20 27%, or 30 investigations, at LGO were upheld for 2021, a increase of 30%, or 7 investigations from last year

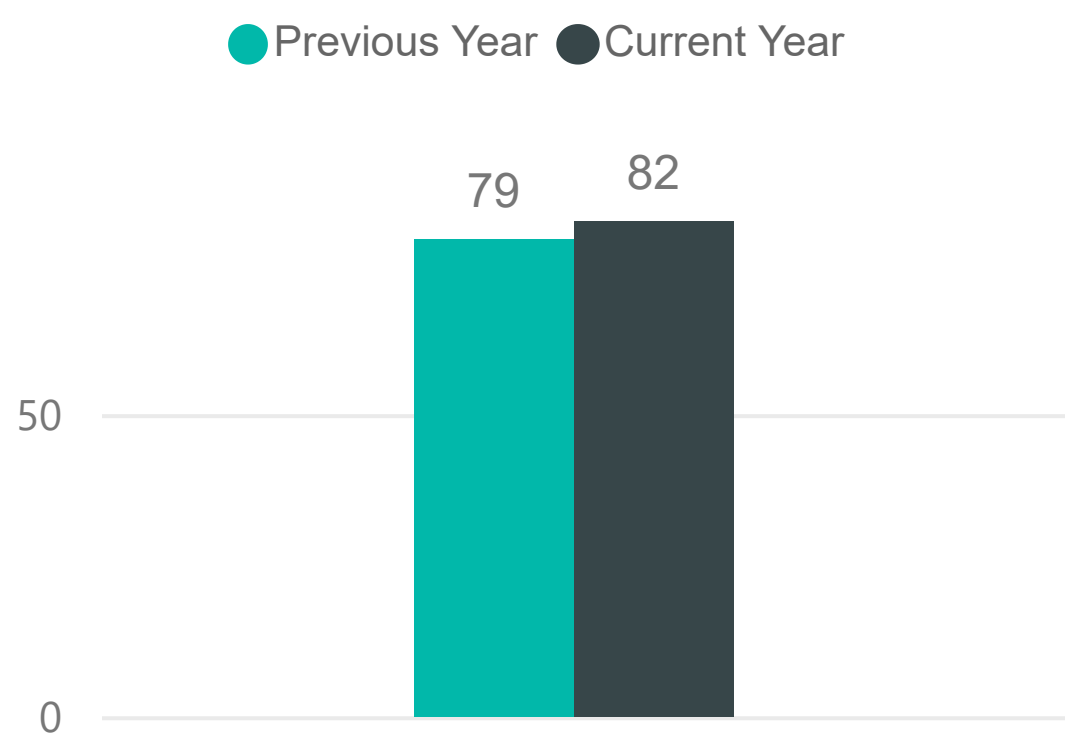
1. Organisational Summary - Adults Stage 1

Adults Stage 1 Volume

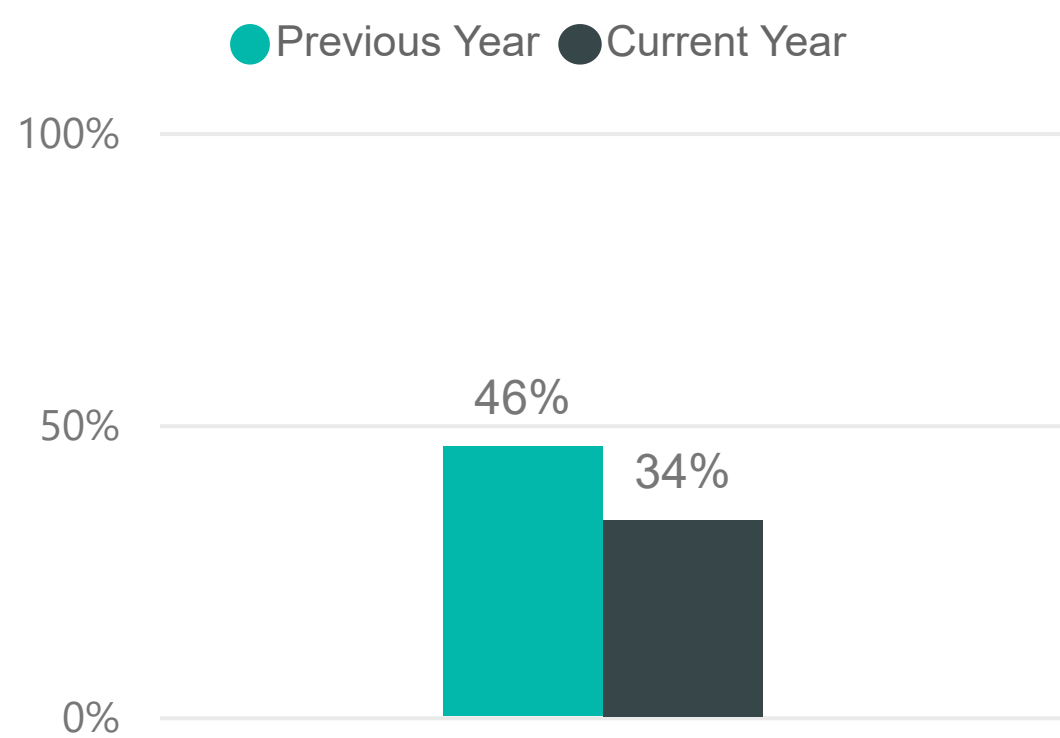


1.21 The volume of stage one has increased by 73 complaints compared to the same period last year

Adults Stage 1 SLA Volume



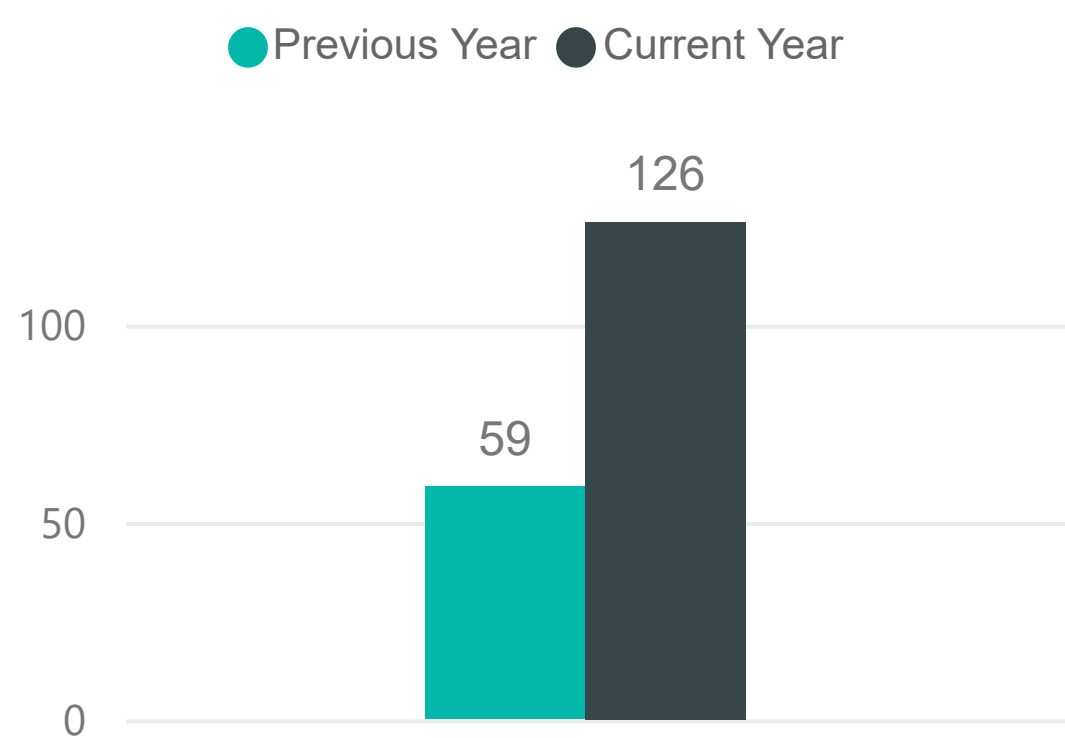
Adults Stage 1 SLA %



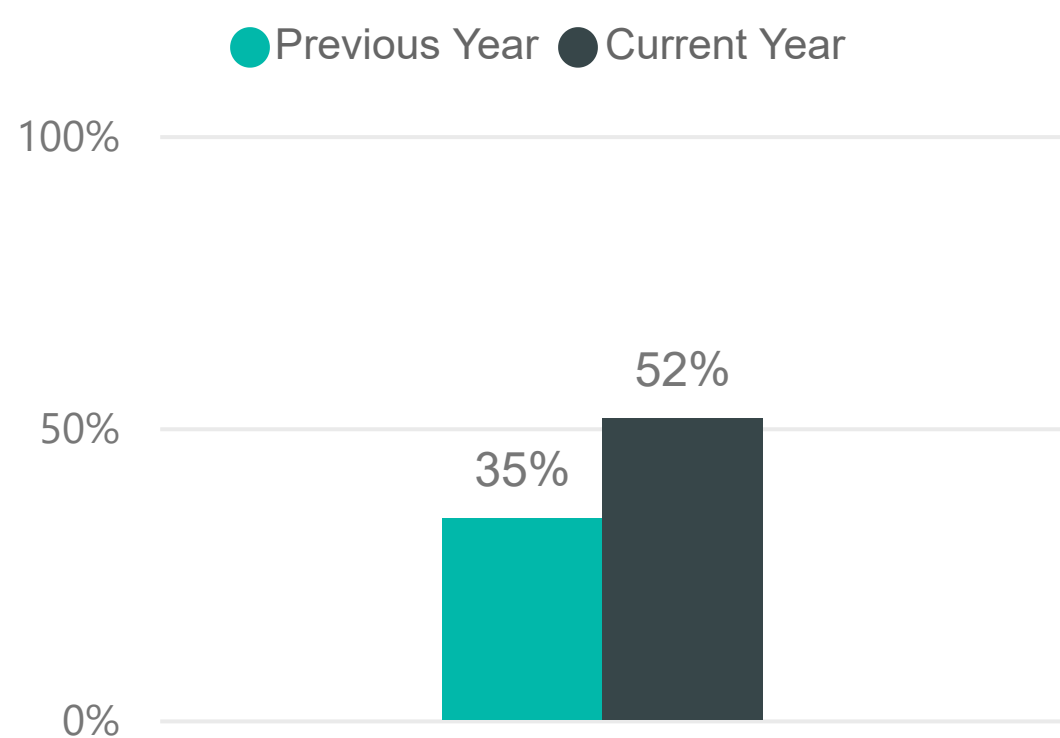
1.22 34% or 82 stage one complaints were answered within our target of 10 working days

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

Adults Stage 1 Upheld Volume



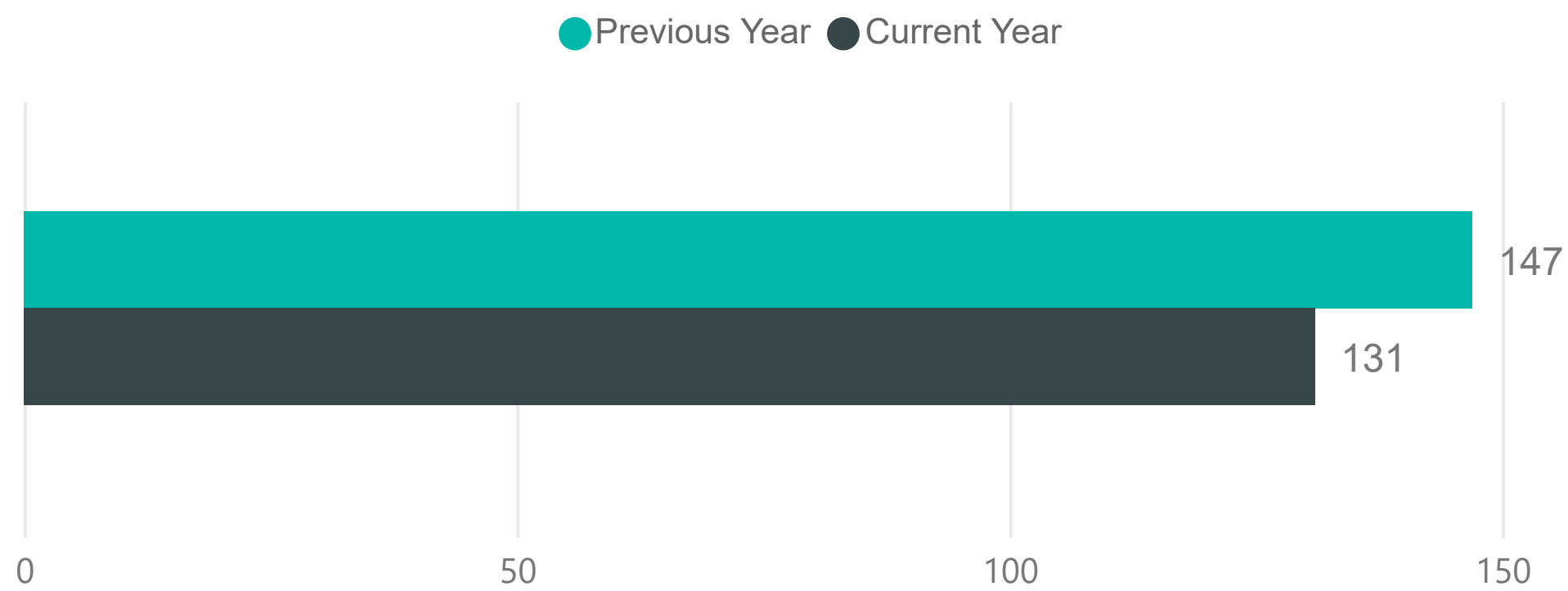
Adults Stage 1 Upheld %



1.23 52%, or 126 complaints, at stage one were upheld for 2021, a increase of 114%, or 67 complaints from last year

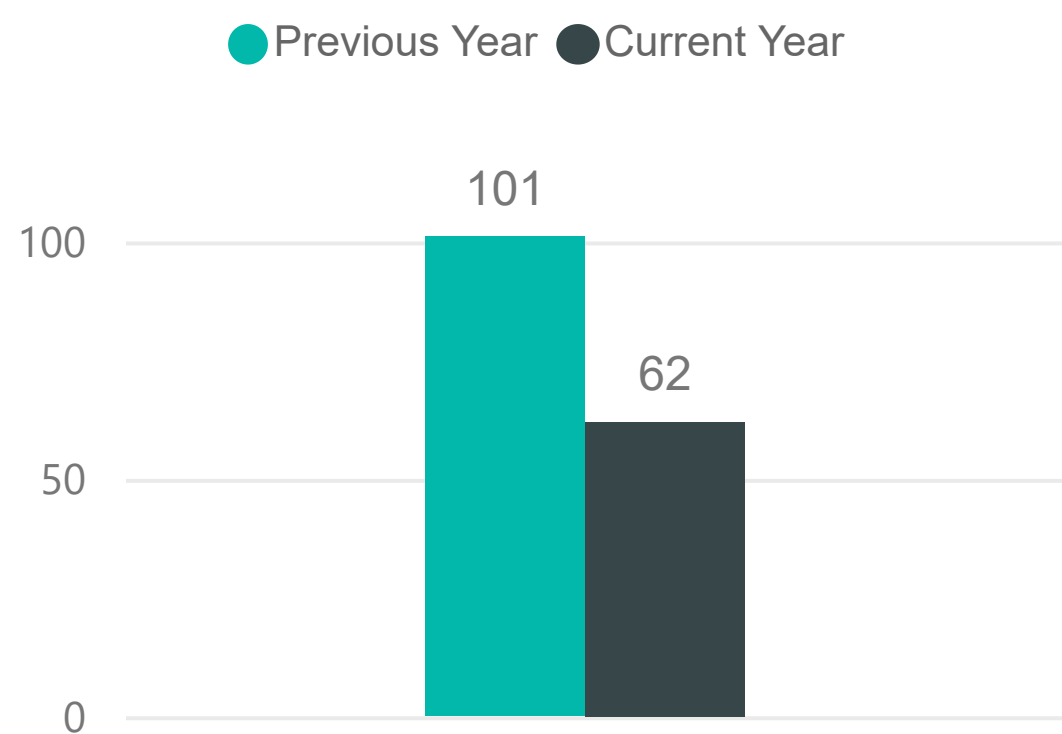
1. Organisational Summary - Childrens Stage 1

Childrens Stage 1 Volume

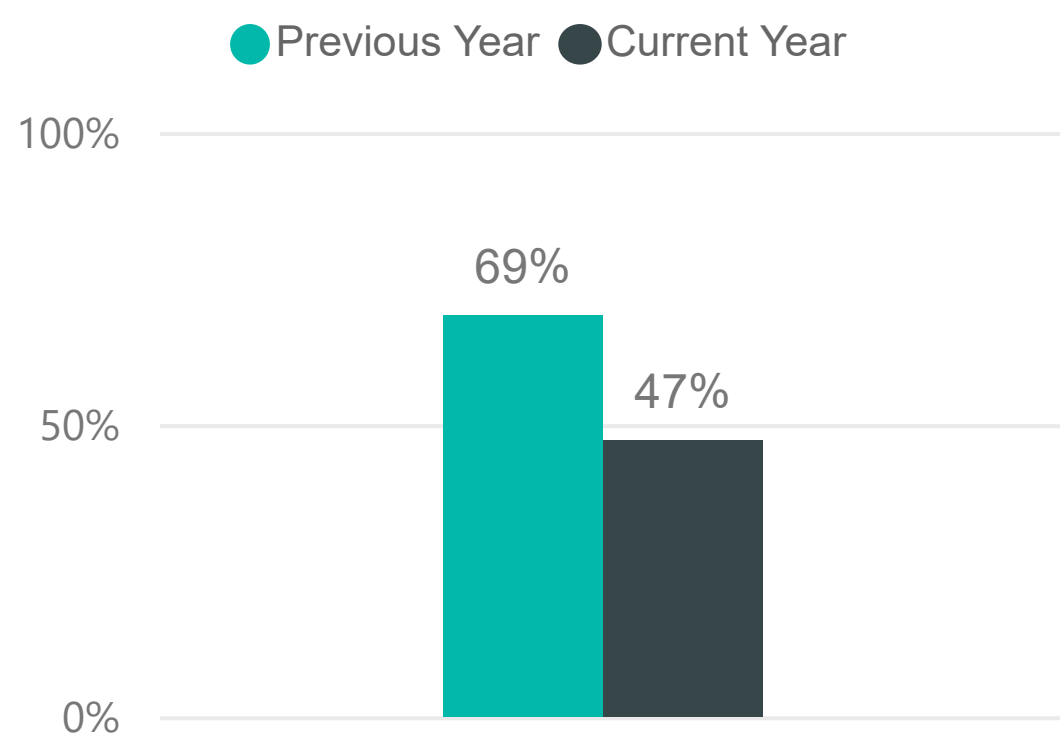


1.24 The volume of stage one has decreased by 16 complaints compared to the same period last year

Childrens Stage 1 SLA Volume



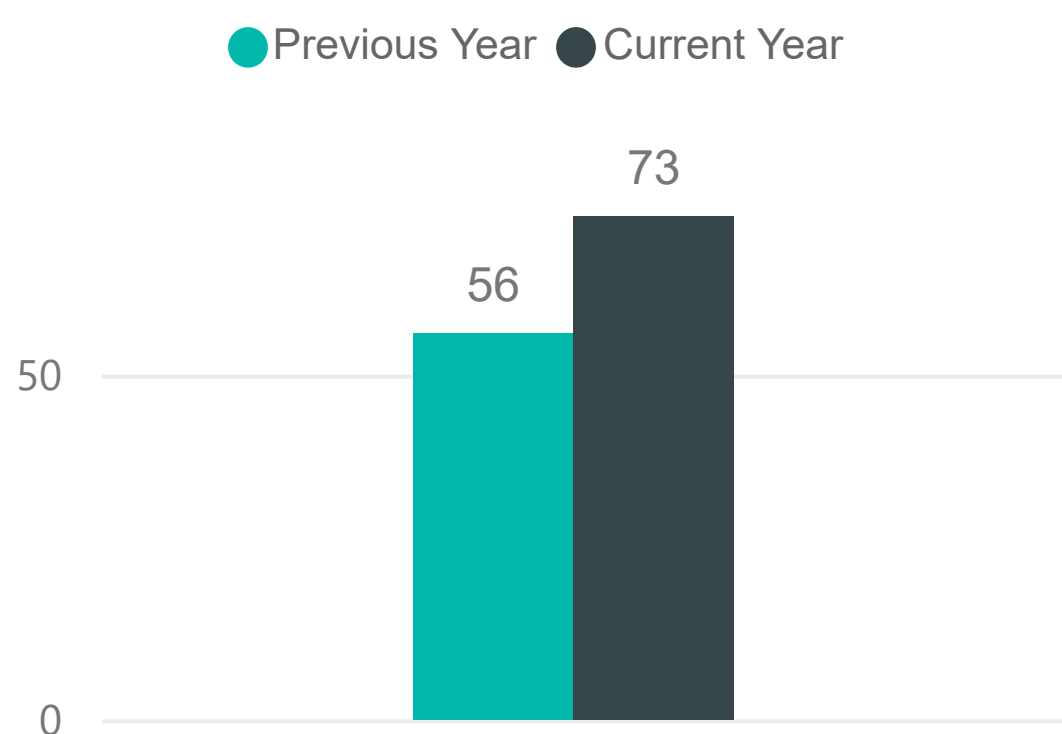
Childrens Stage 1 SLA %



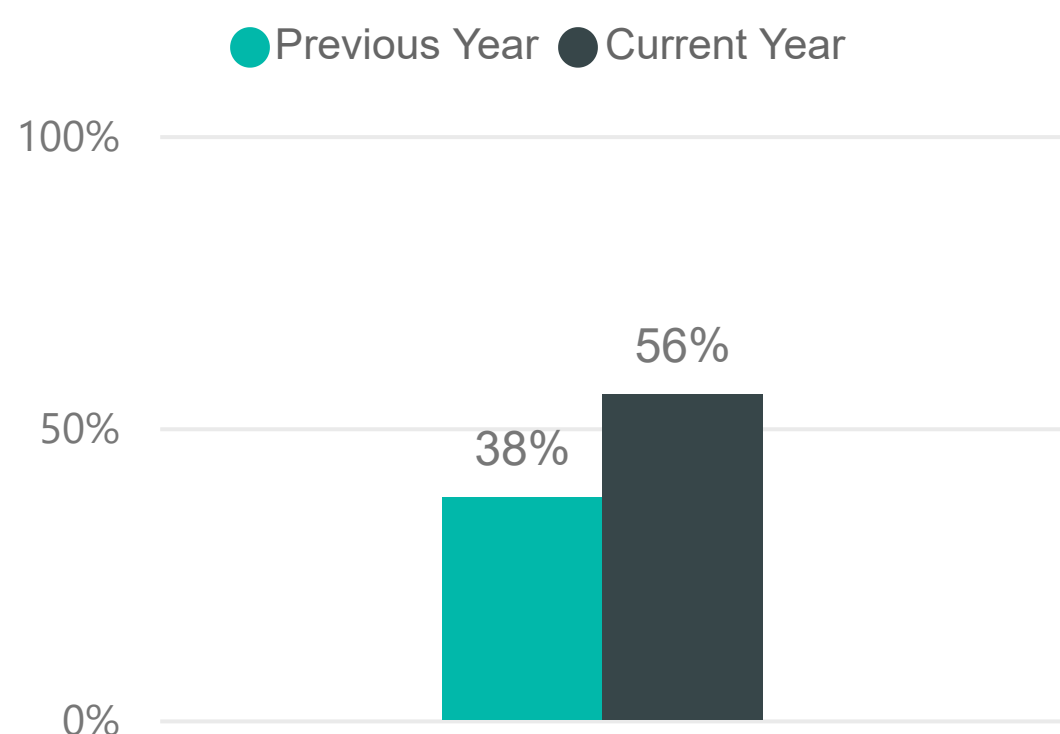
1.25 47% or 62 stage one complaints were answered within our target of 10 working days

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

Childrens Stage 1 Upheld Volume



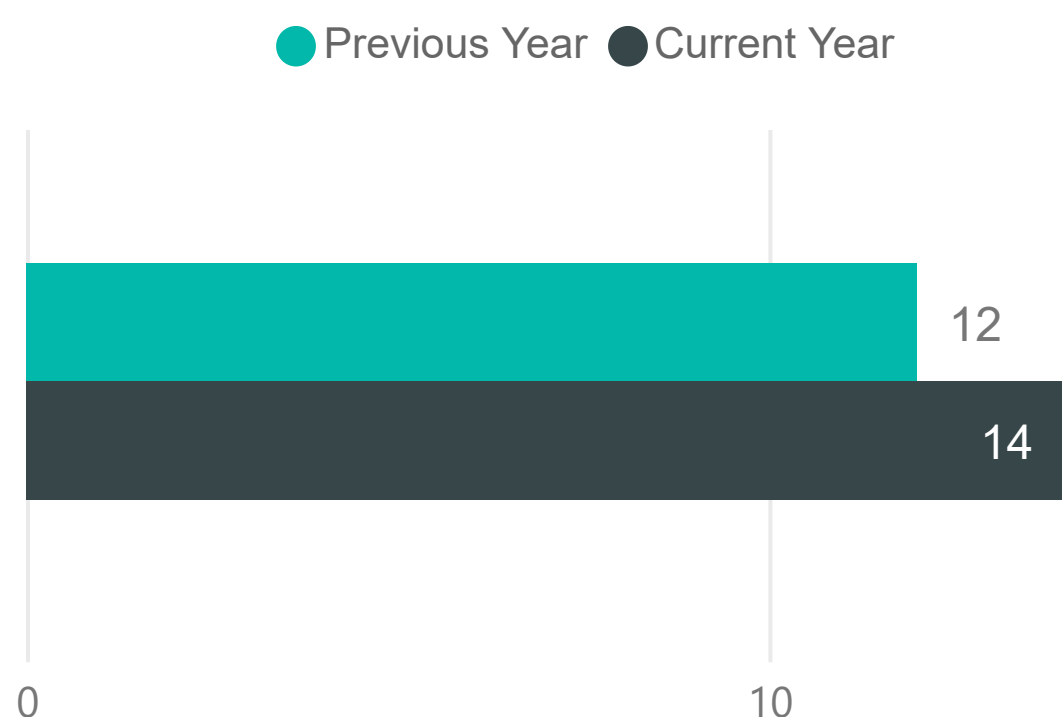
Childrens Stage 1 Upheld %



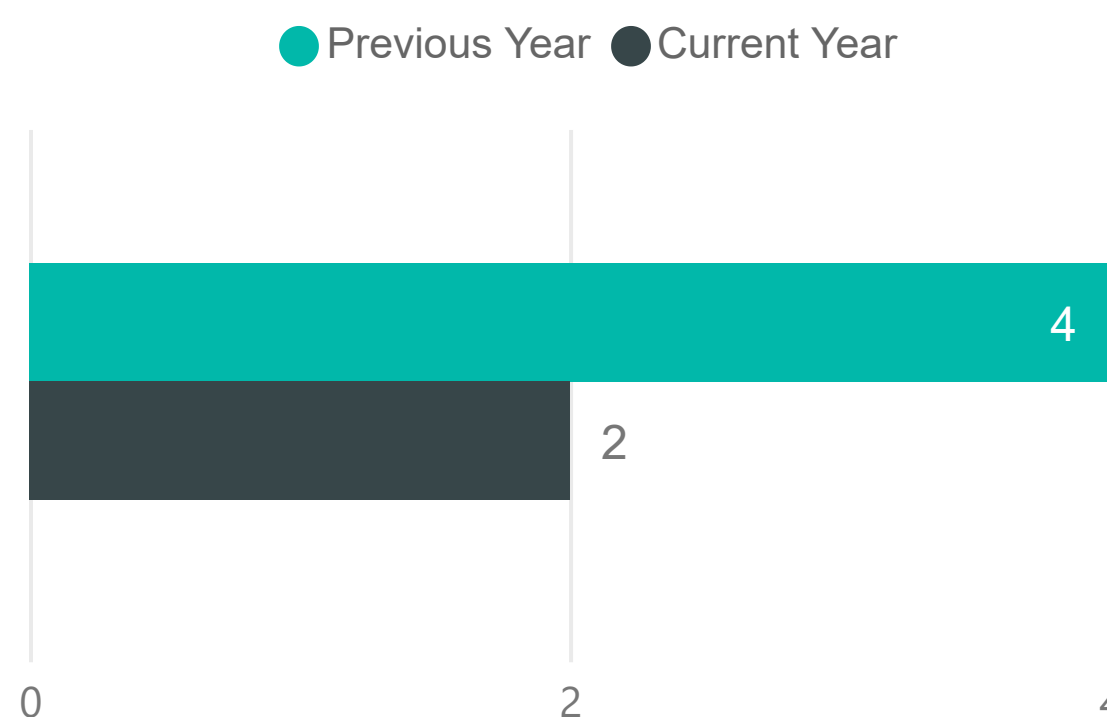
1.26 56%, or 73 complaints, at stage one were upheld for 2021, a increase of 30%, or 17 complaints from last year

1. Organisational Summary - Childrens Stage 2, Childrens Stage 3

Childrens Stage 2 Volume

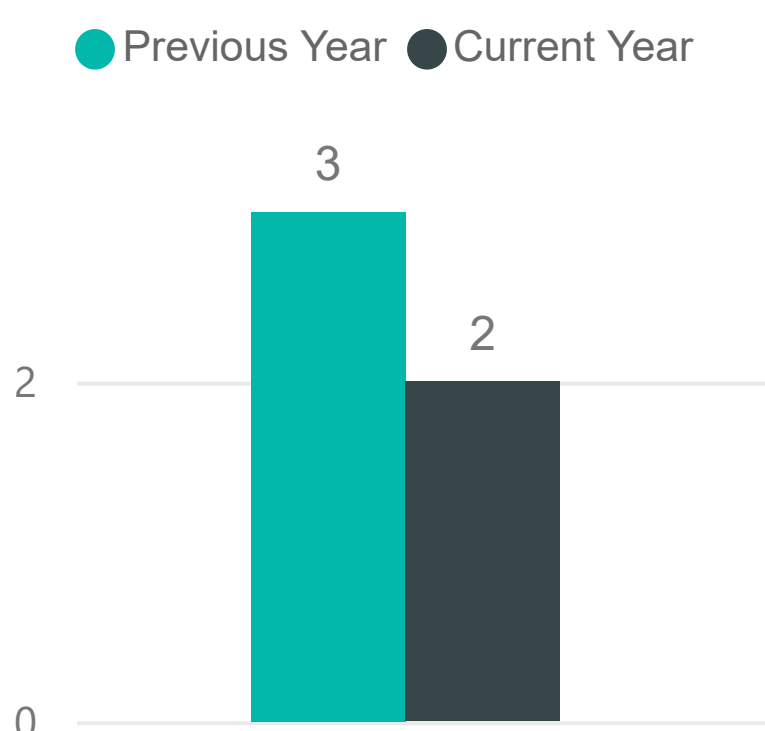


Childrens Stage 3 Volume

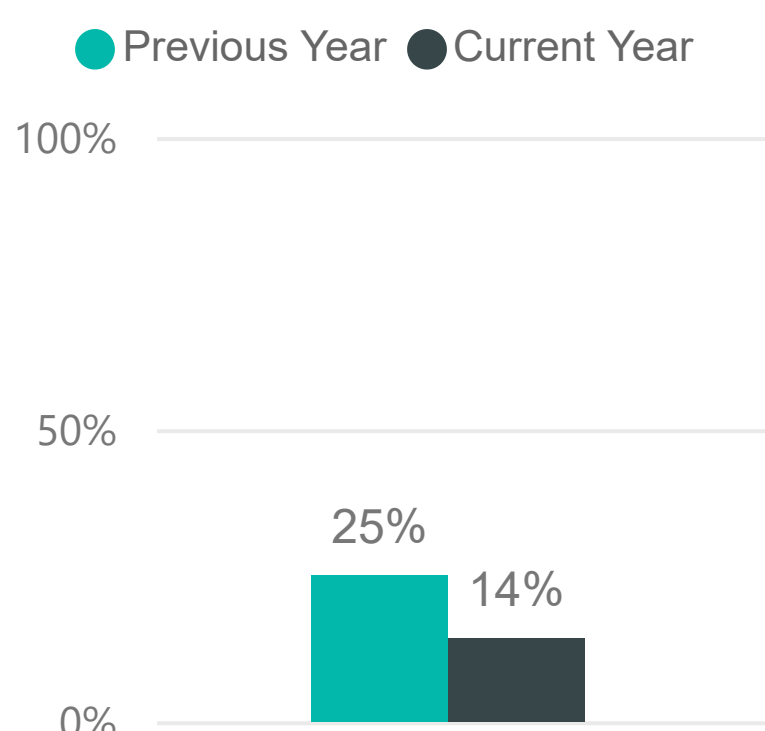


1.27 The volume of stage two has increased by 2 complaints compared to the same period last year

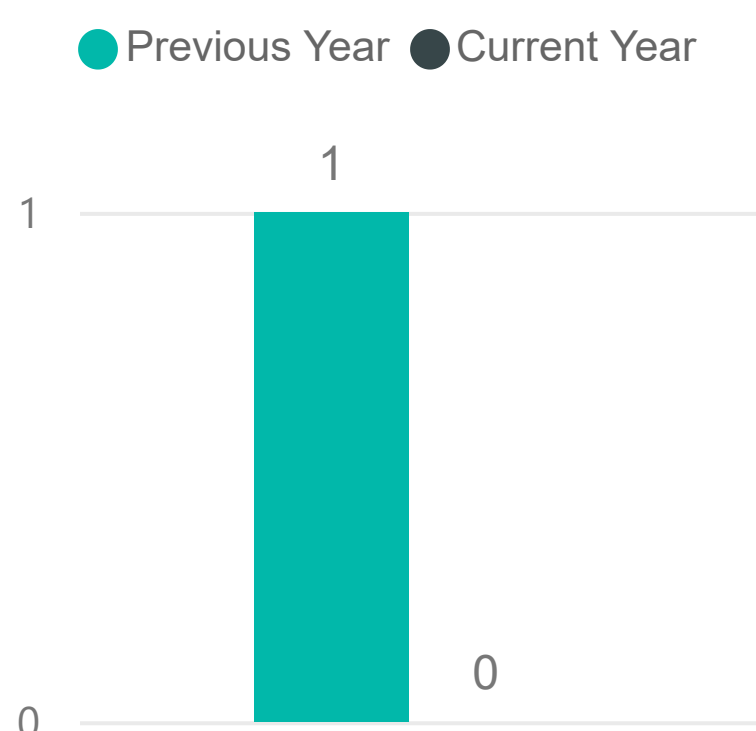
Childrens Stage 2 SLA Volume



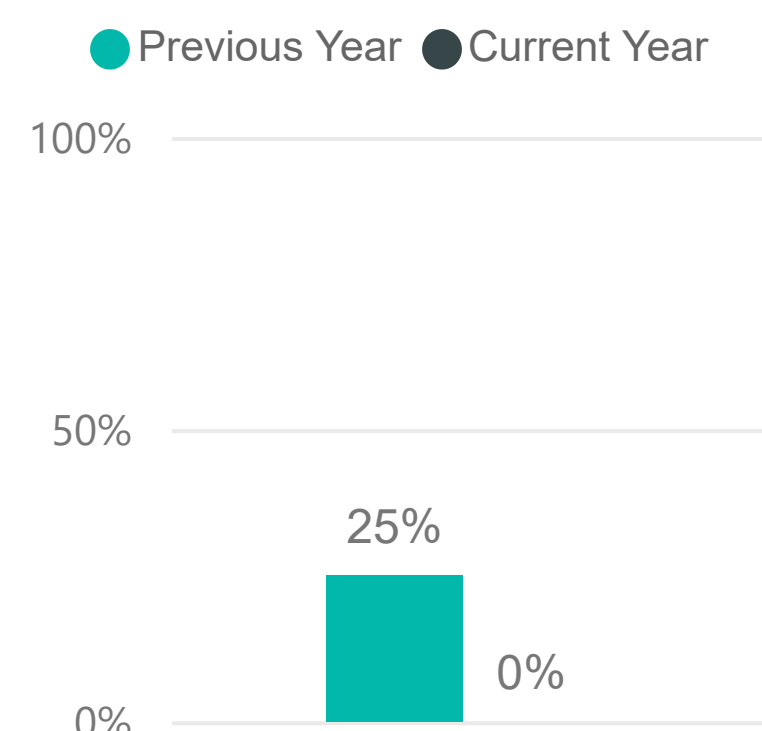
Childrens Stage 2 SLA %



Childrens Stage 3 SLA Volume



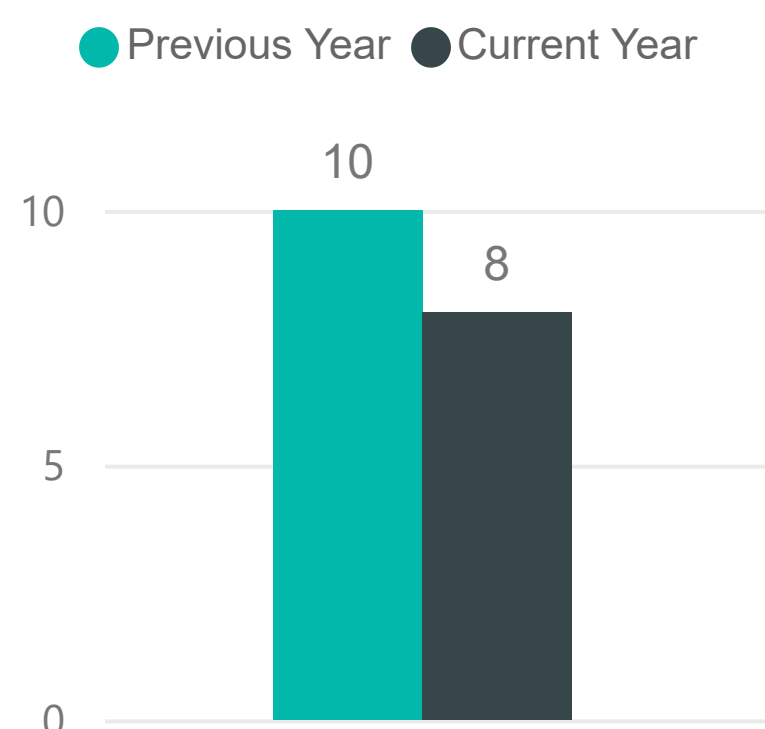
Childrens Stage 3 SLA %



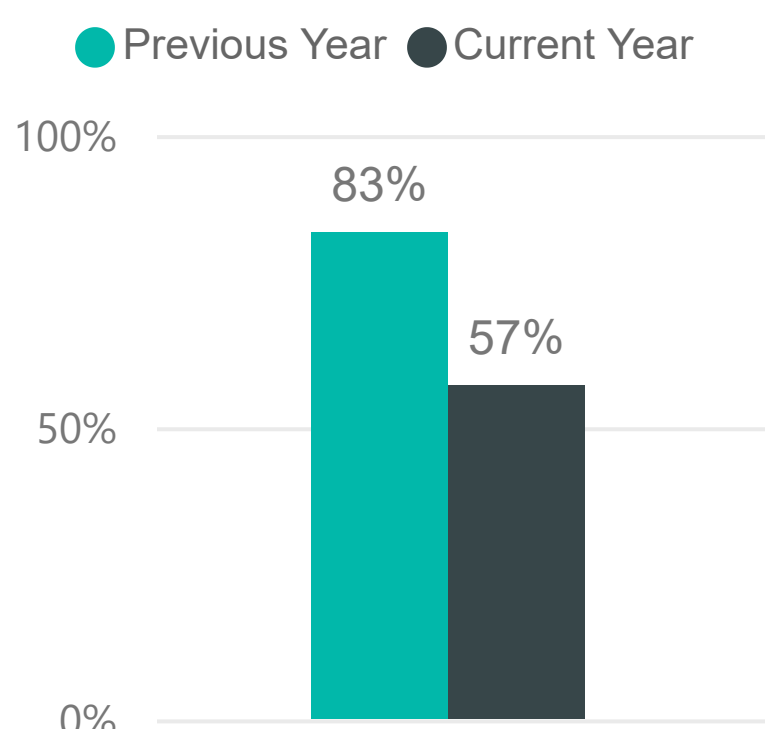
1.28 14% or 2 stage two complaints were answered within the target of 25 working days target

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

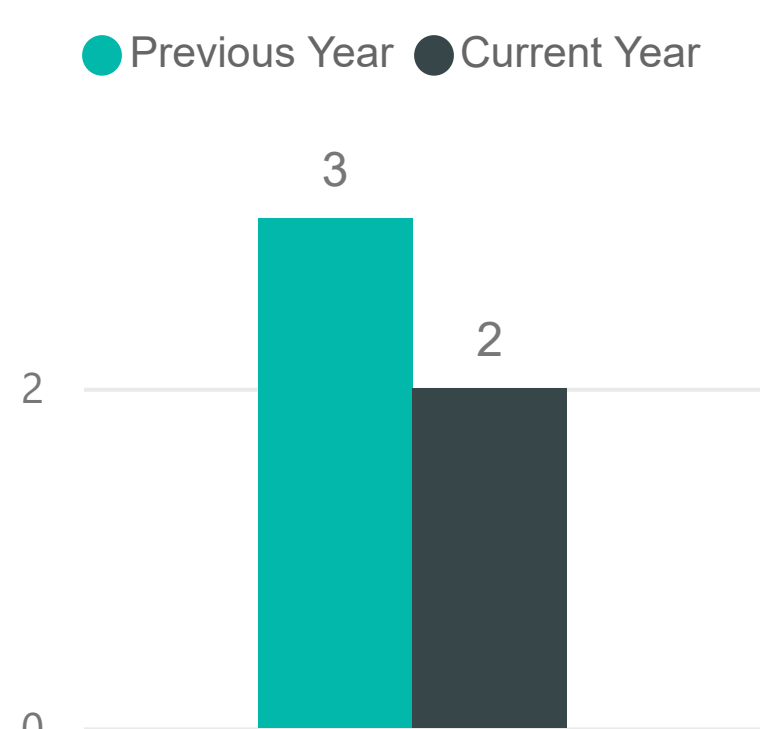
Childrens Stage 2 Upheld Vol.



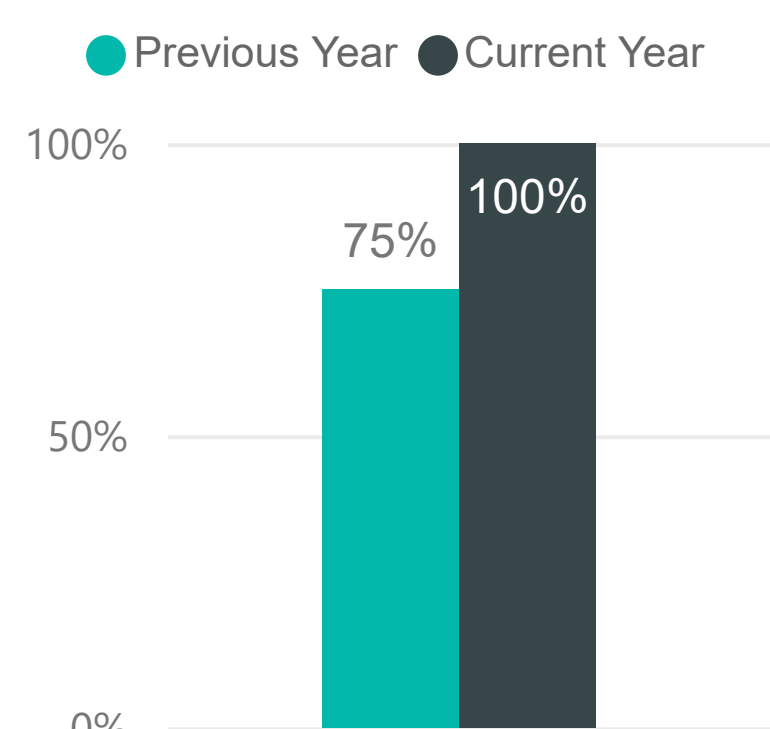
Childrens Stage 2 Upheld %



Childrens Stage 3 Upheld Vol.



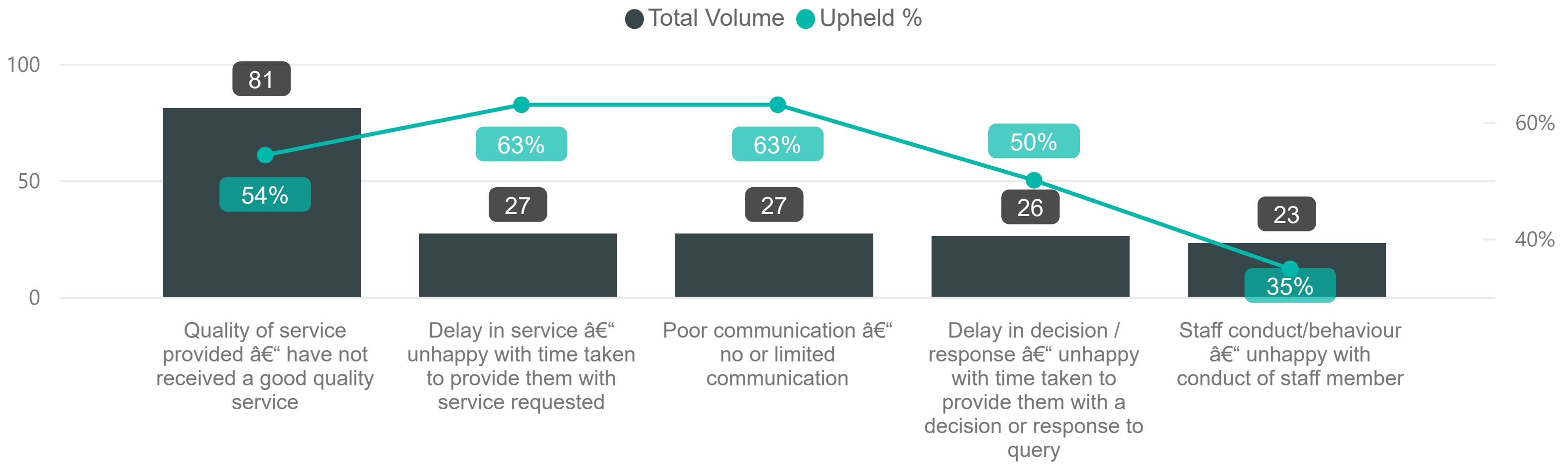
Childrens Stage 3 Upheld %



1.29 57%, or 8 complaints, at stage two were upheld for 2021, a decrease of 20%, or 2 complaints from last year

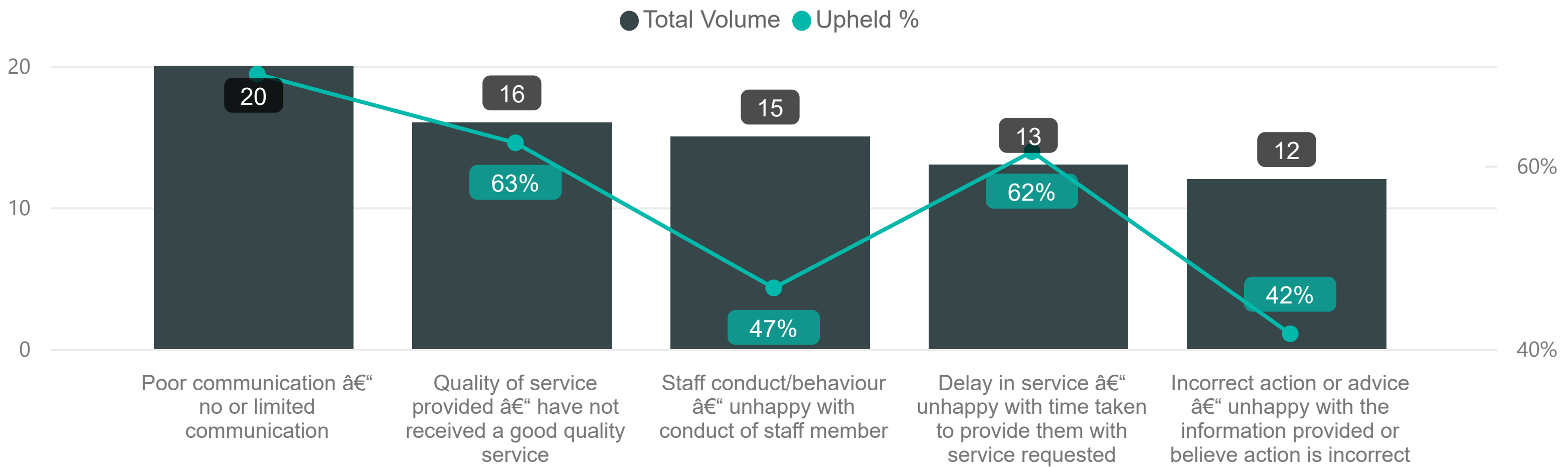
1. Organisational Summary - Adults & Childrens Social Care Themes

Adults Social Care Stage 1 - Reason for Complaint



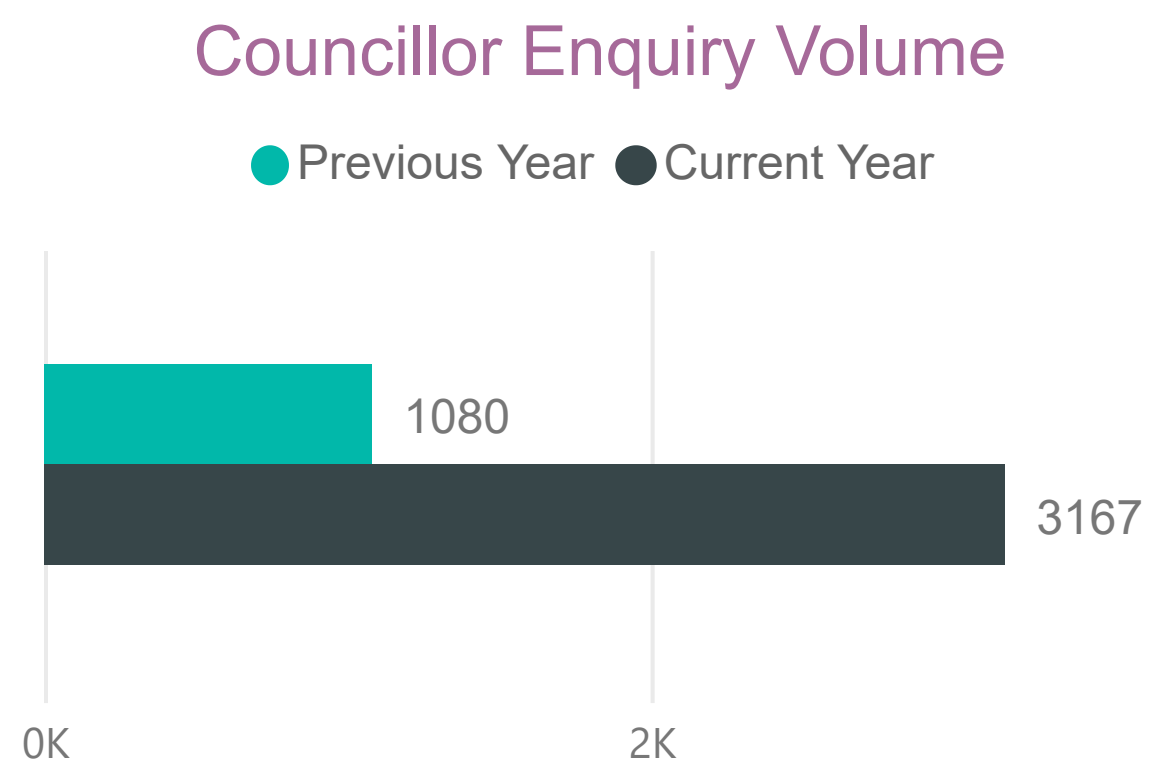
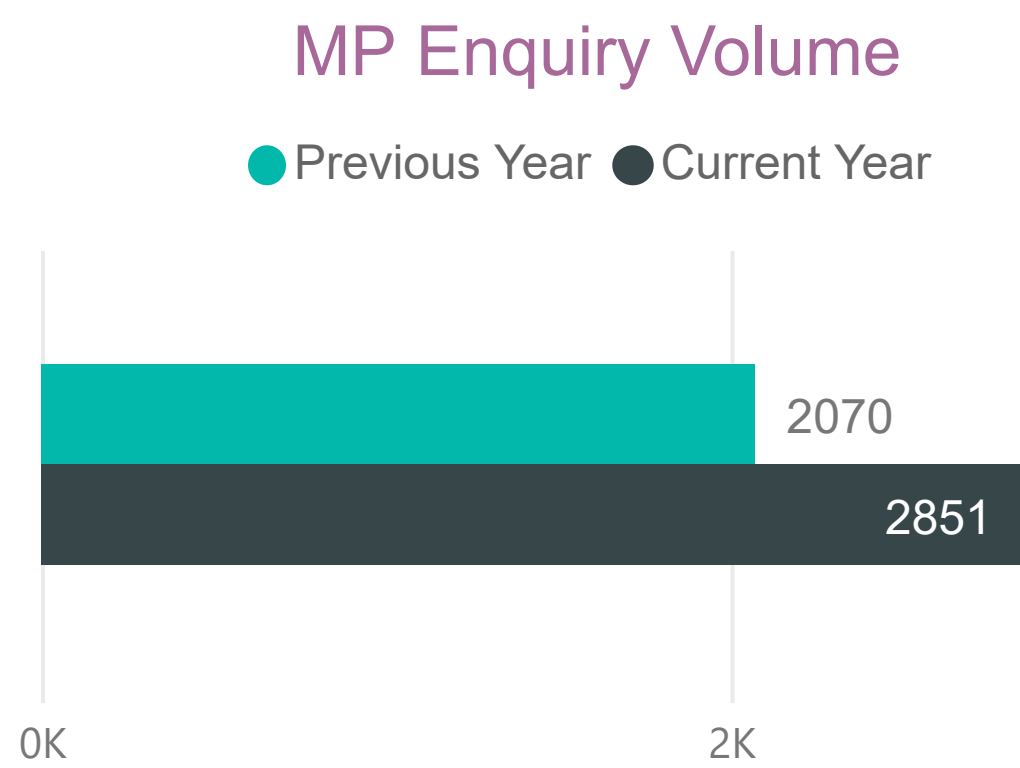
1.30 The chart shows the highest reasons for complaints in the bar and the percentage of those that were upheld in the line.

Childrens Social Care Stage 1 - Reason for Complaint



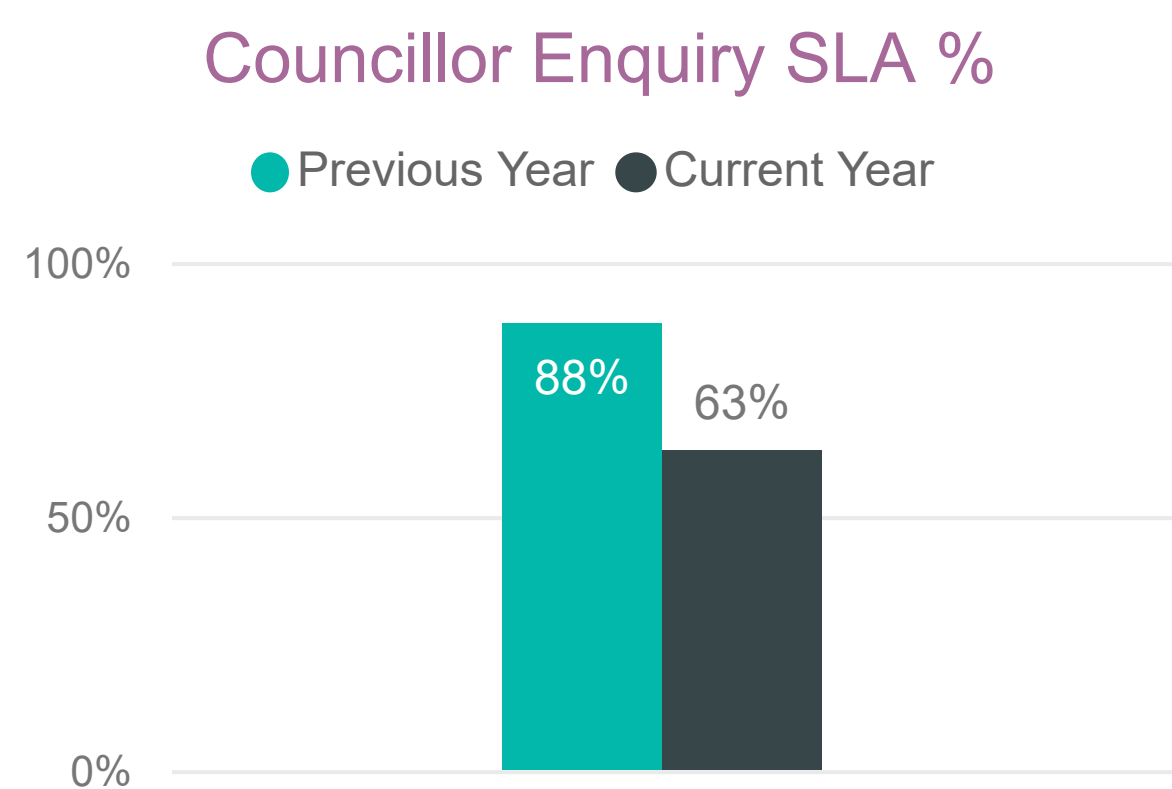
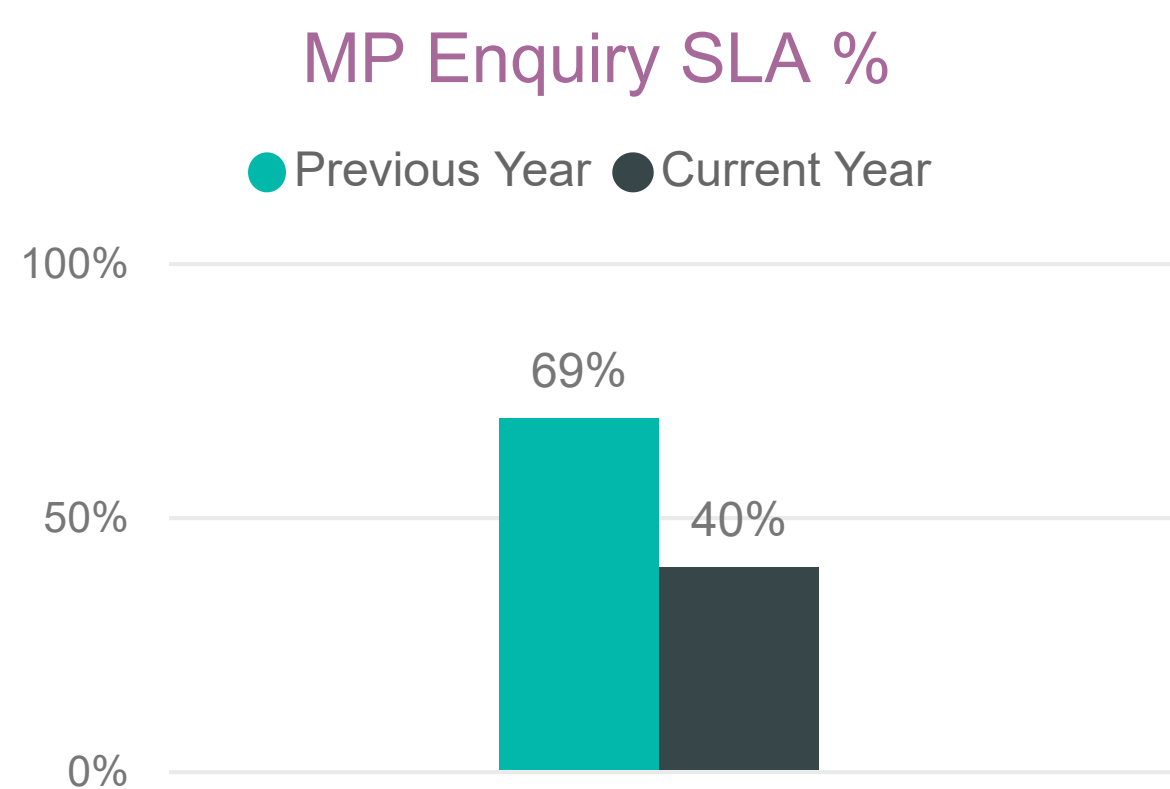
1.31 The chart shows the highest reasons for complaints in the bar and the percentage of those that were upheld in the line.

1. Organisational Summary - MP & Councillor Enquiries



1.32 The volume of MP Enquiry has increased by 781 enquiries compared to the same period last year

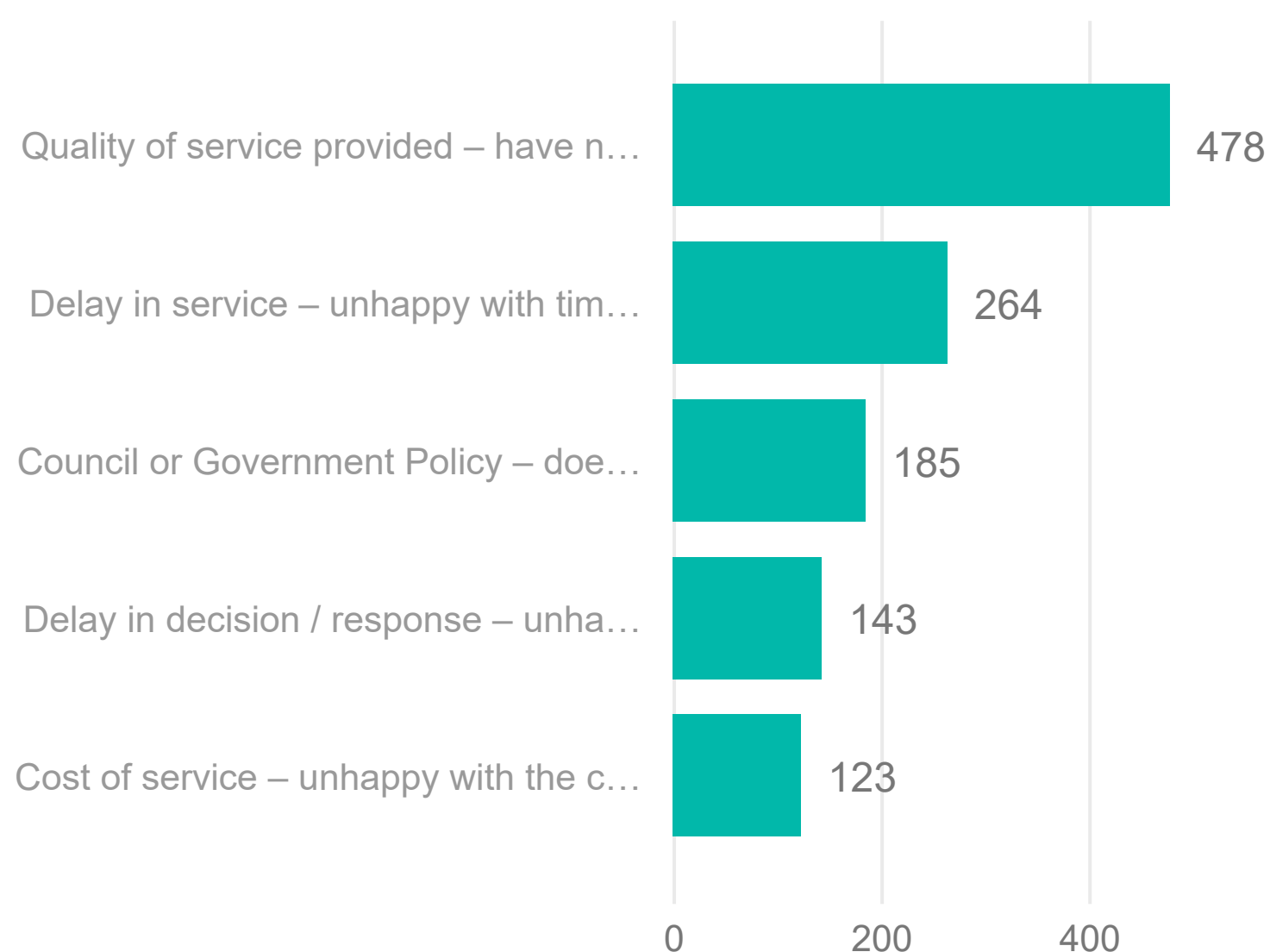
1.33 The volume of Councillor Enquiry has increased by 2087 enquiries compared to the same period last year



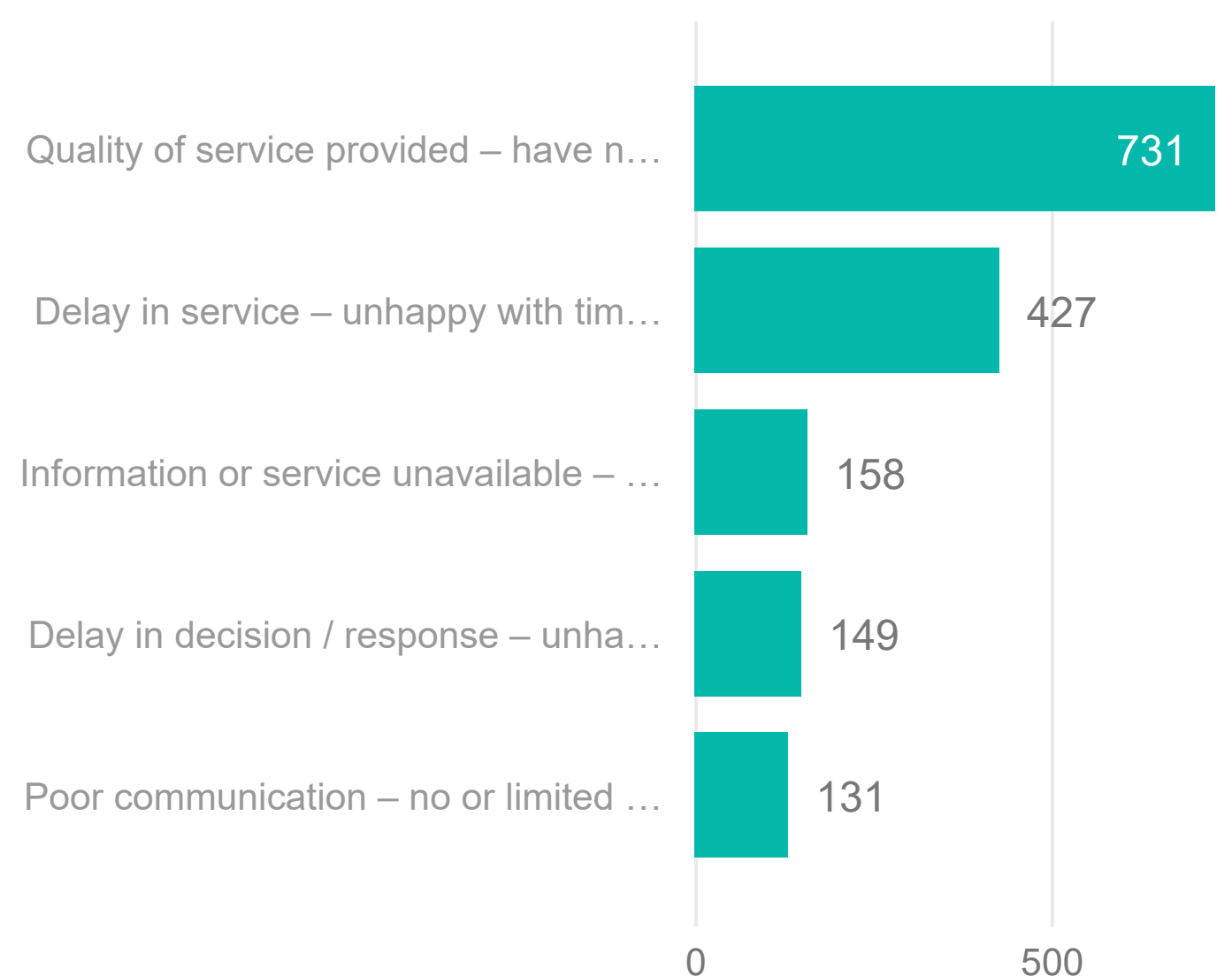
1.34 40% or 1137 MP Enquiry enquiries were answered within our target of 10 working days

1.35 63% or 1992 Councillor Enquiry enquiries were answered within our target of 10 working days

Highest Reasons for MP Enquiries



Highest Reasons for Councillor Enquiries



1.36 The Highest Reasons for Enquiry for MP & Councillor enquiries

Complaint & Enquiry Report
Resources
Annual 2021/2022

2. Resources - Complaints & LGO Cases

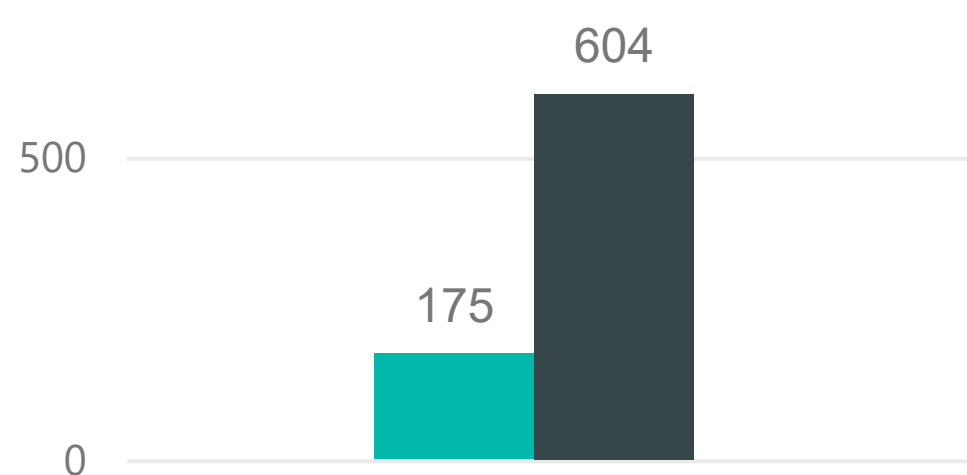
Departmental Complaint Distribution by Complaint Type

● Corporate Stage 1 ● Praise ● Corporate Stage 2 ● LGO



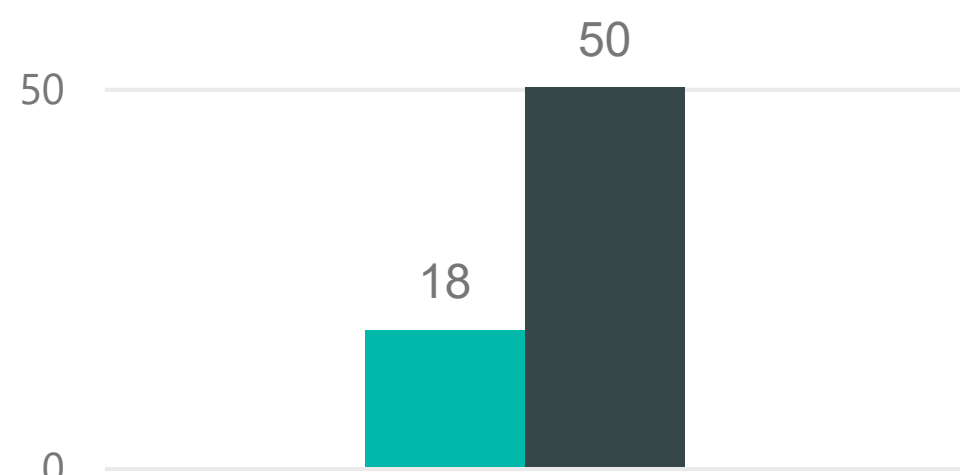
Corporate Stage 1 Volume

● Previous Year ● Current Year



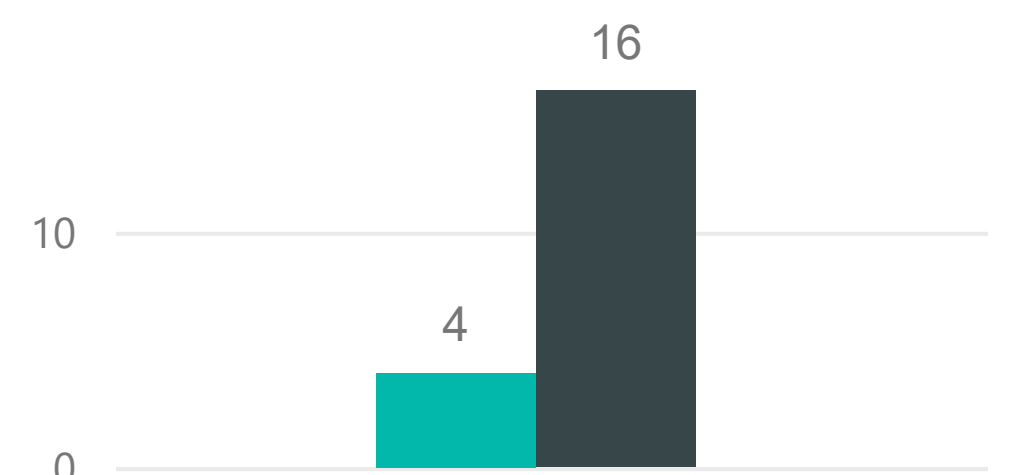
Corporate Stage 2 Volume

● Previous Year ● Current Year



LGO Volume

● Previous Year ● Current Year



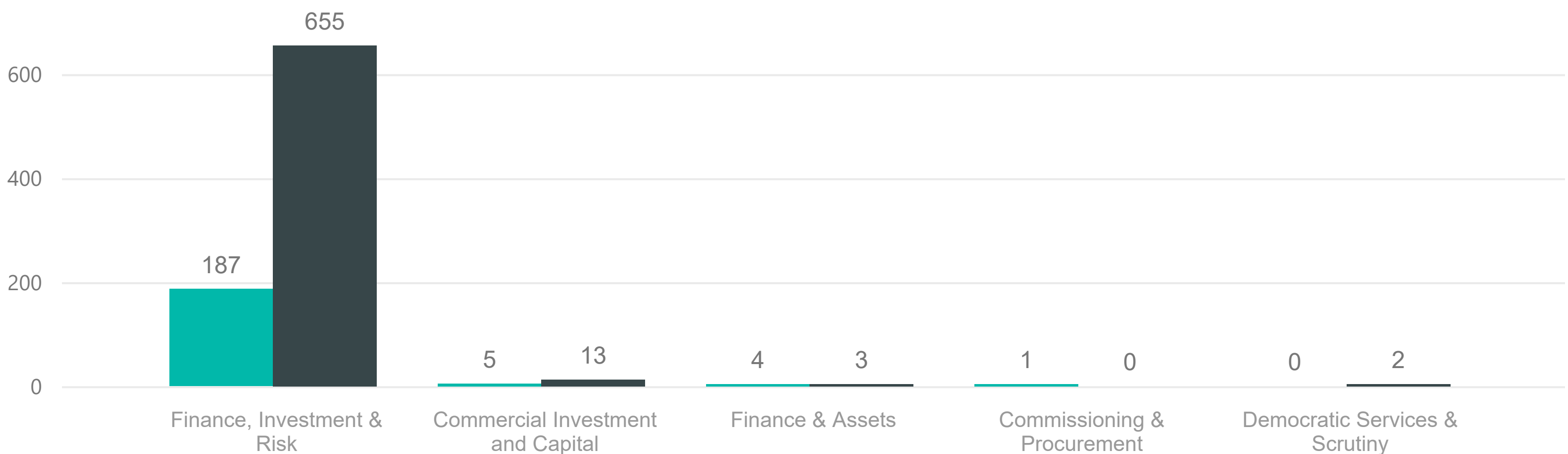
2.1 The volume of stage one has increased by 429 complaints compared to the same period last year

2.2 The volume of stage two has increased by 32 complaints compared to the same period last year

2.3 The volume of LGO has increased by 12 investigations compared to the same period last year

Total Complaints by Division

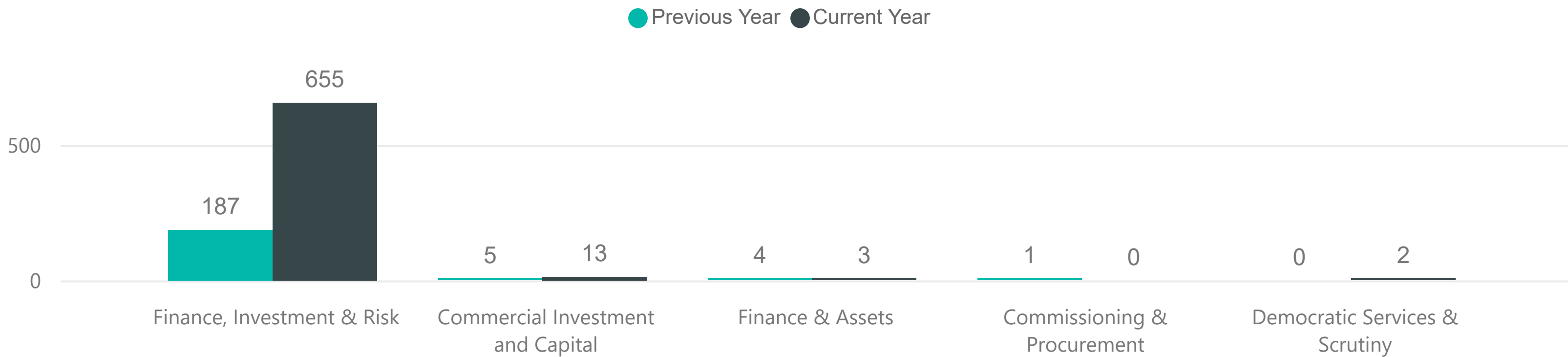
● Previous Year ● Current Year



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

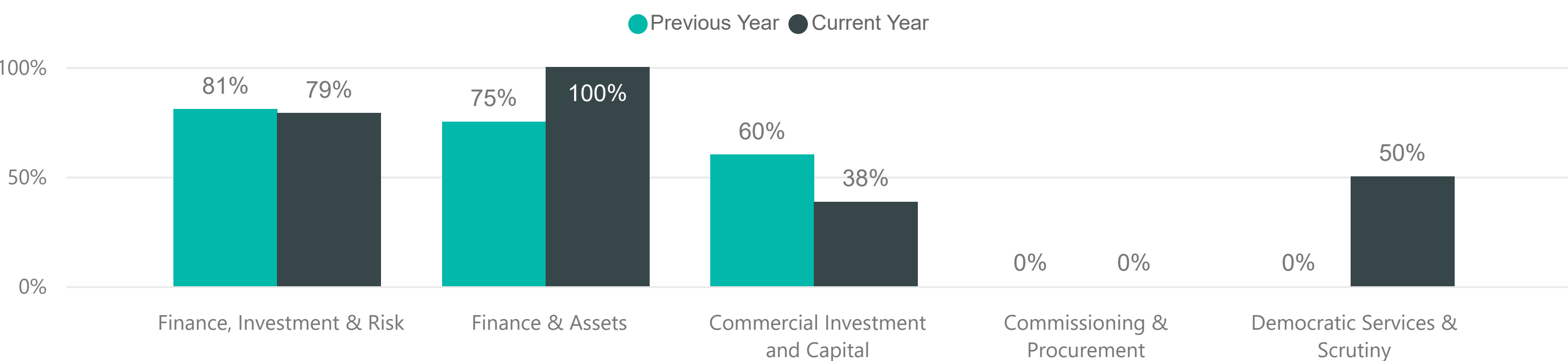
2. Summary by Division - Resources

Complaint Volume by Division



2.5 The volume of complaints by Division for 2021

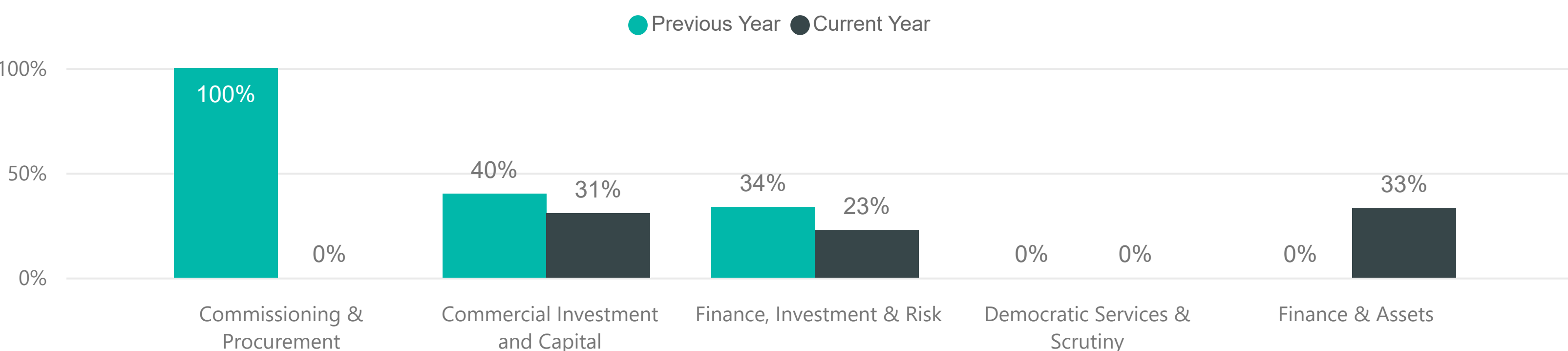
Complaint SLA % by Division



2.6 The SLA % of complaints by Division for 2021

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

Complaint Upheld % by Division

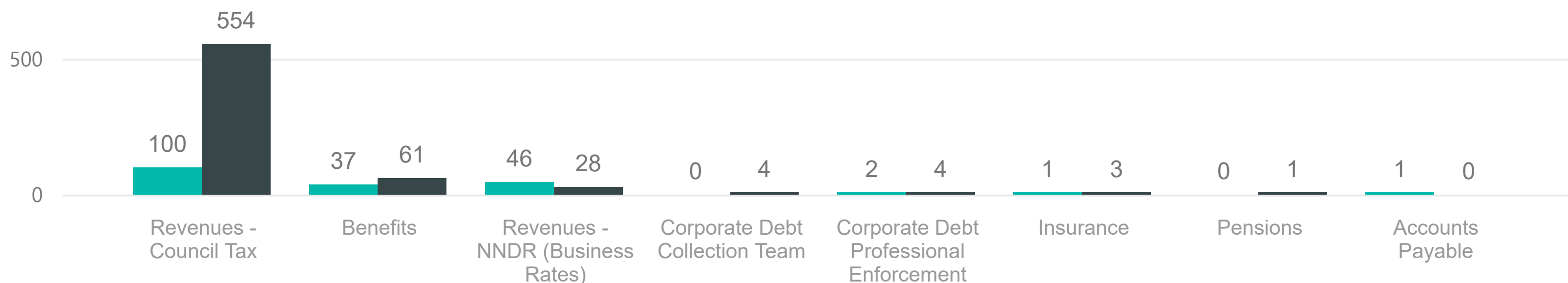


2.7 The upheld % of complaints by Division for 2021

2. Finance, Investment & Risk - Complaints

Highest Complaint Volumes by Service Team

● Previous Year ● Current Year



2.8 Total volumes of complaints at stage one, stage two & LGO in the Finance, Investment & Risk division

Revenues - Council Tax

Corporate Stage 1 Volume

● Previous Year ● Current Year



2.9 The volume of stage one has increased by 411 complaints

2.10 The volume of stage two has increased by 29 complaints

2.11 The volume of LGO investigations was 12 in 2021

Corporate Stage 2 Volume

● Previous Year ● Current Year

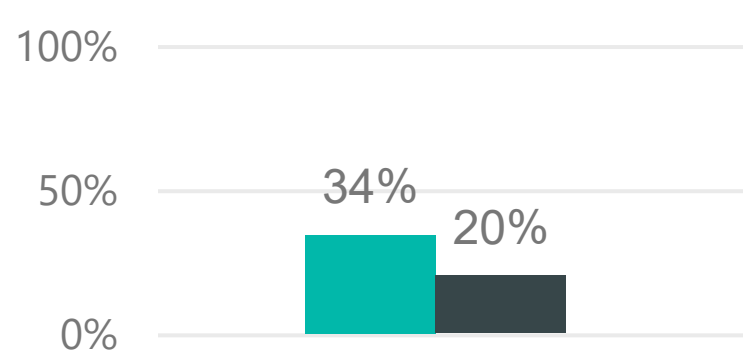


2.12 20%, or 100 complaints were upheld at stage one.

2.13 20%, or 8 complaints were upheld at stage two.

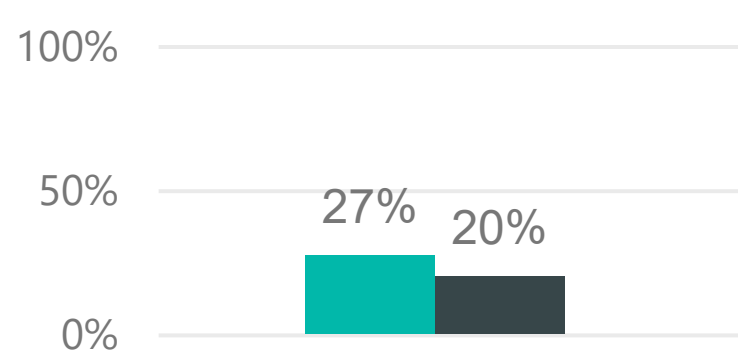
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

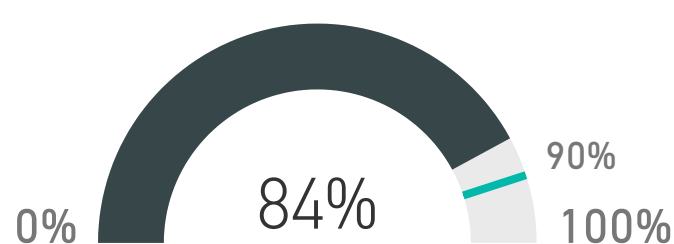
● Previous Year ● Current Year



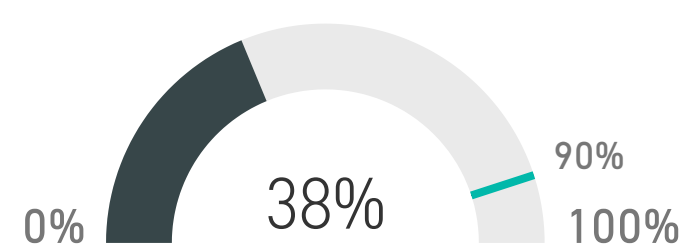
2.14 84% or 420 stage one complaints were answered in SLA

2.15 38% or 15 stage two complaints were answered in SLA

Corporate Stage 1 SLA



Corporate Stage 2 SLA



Benefits

Corporate Stage 1 Volume

● Previous Year ● Current Year



2.16 The volume of stage one has increased by 21 complaints

2.17 The volume of stage two has increased by 3 complaints

2.18 The volume of LGO investigations was 1 in 2021

Corporate Stage 2 Volume

● Previous Year ● Current Year

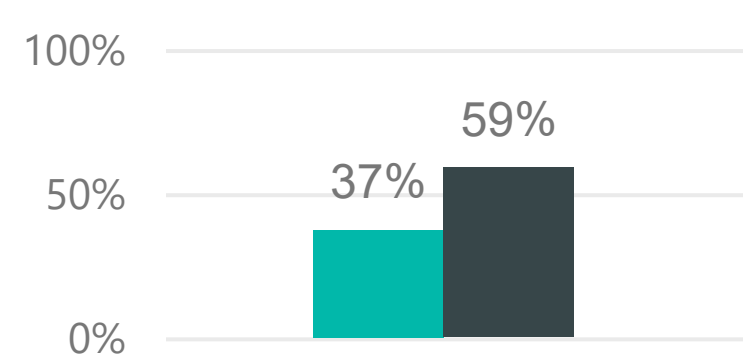


2.19 59%, or 33 complaints were upheld at stage one.

2.20 25%, or 1 complaint was upheld at stage two.

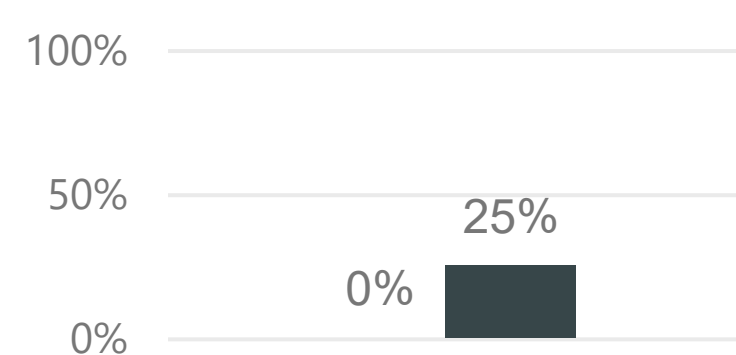
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

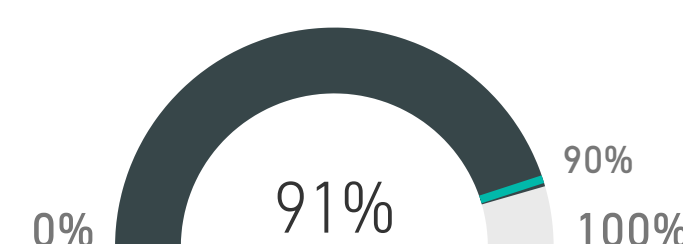
● Previous Year ● Current Year



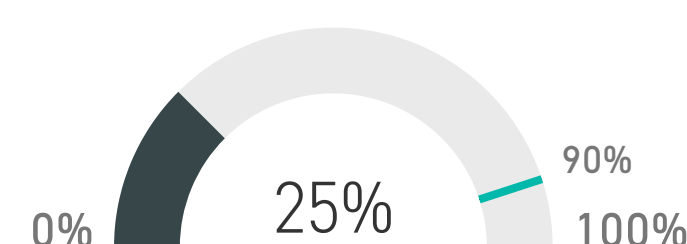
2.21 91% or 51 stage one complaints were answered in SLA

2.22 25% or 1 stage two complaint was answered in SLA

Corporate Stage 1 SLA

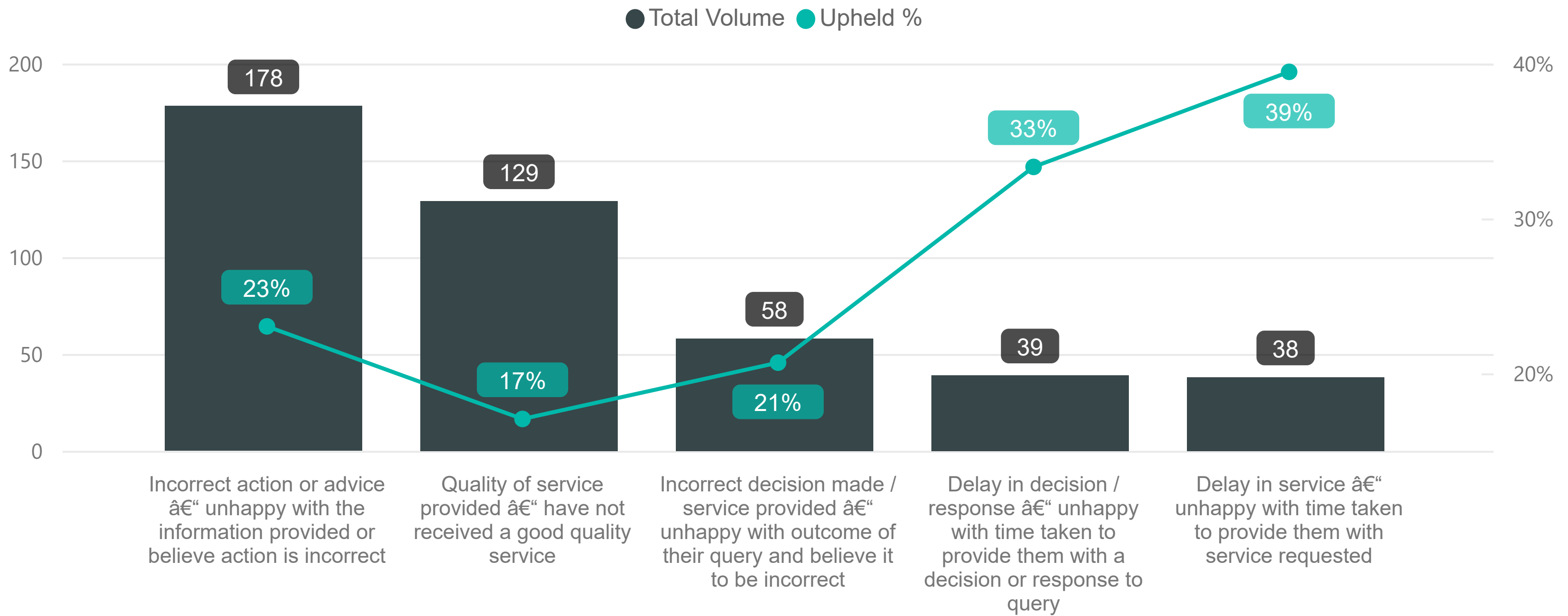


Corporate Stage 2 SLA



2. Finance, Investment & Risk - Complaint Themes

Highest Volumes for Corporate Stage 1 - Reason for Complaint

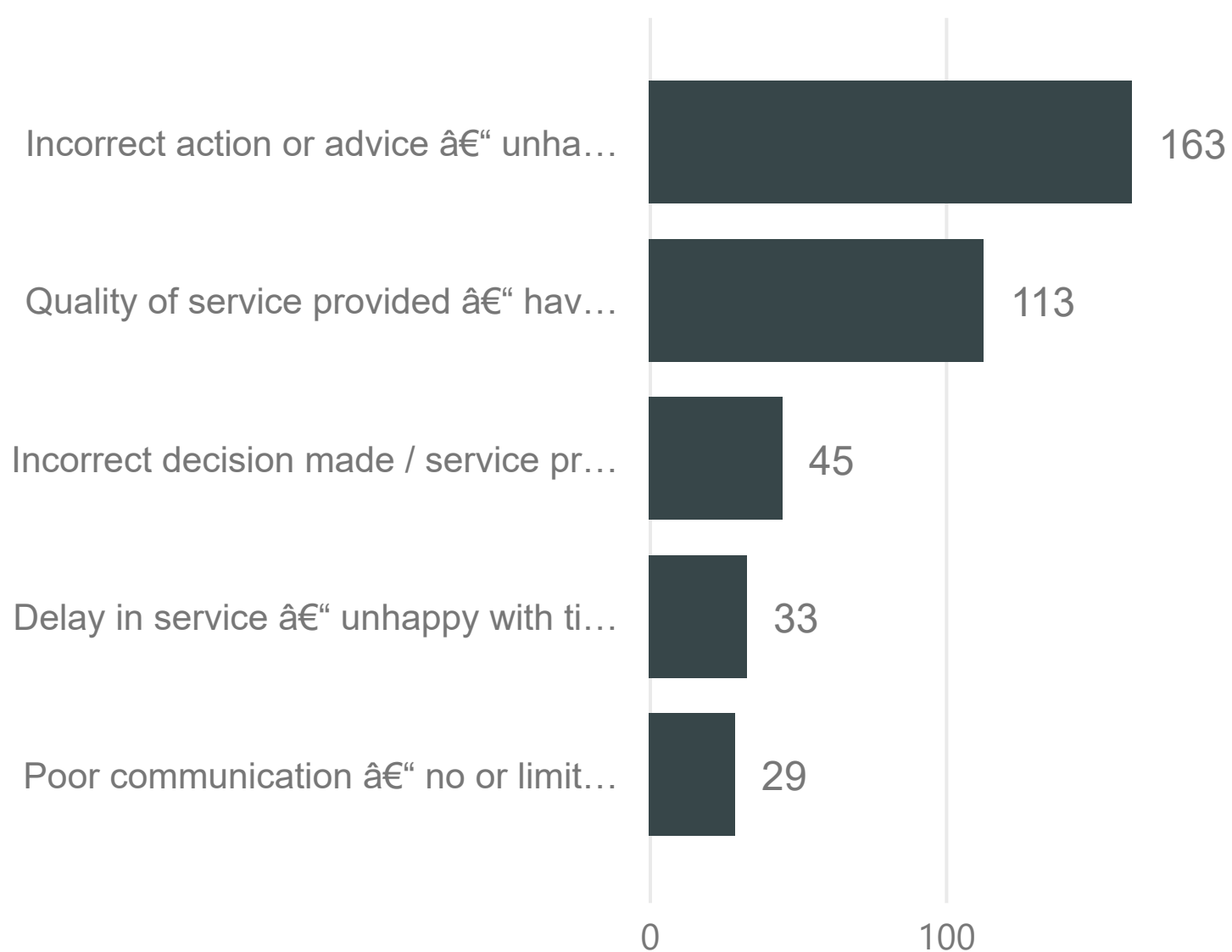


2.23 The graph shows the highest complaint volume by reason for Resources at stage one

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

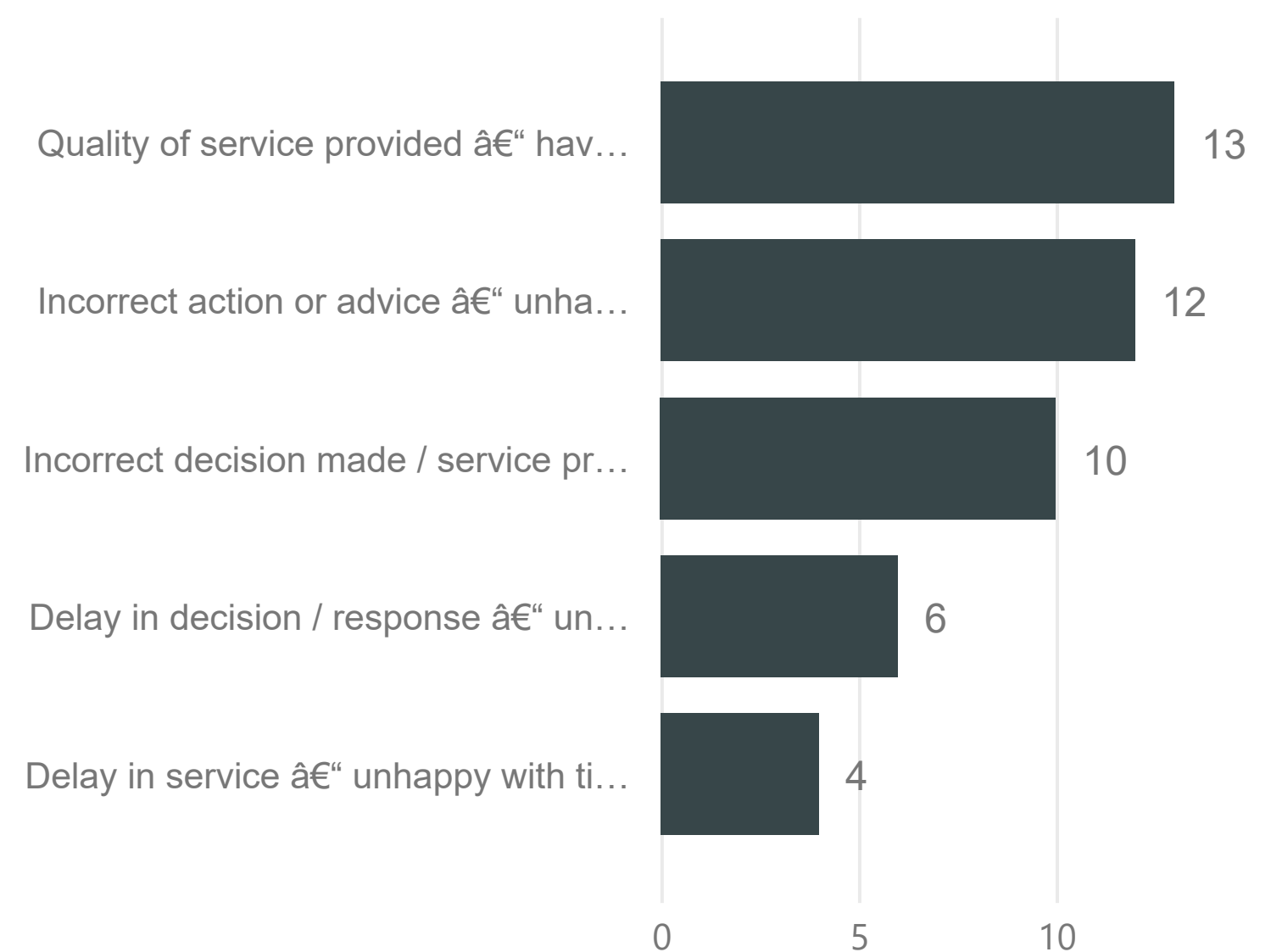
Revenues - Council Tax

Highest Volumes for Reason for Complaint - Stage 1



Benefits

Highest Volumes for Reason for Complaint - Stage 1



2.24 These charts show the highest volume of reason for complaint for each of the named teams in 2021

Complaint & Enquiry Report

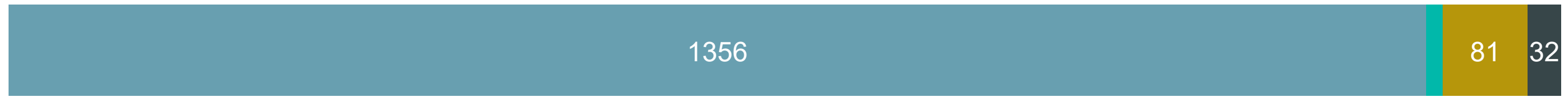
Sustainable Communities, Regeneration & Economic Recovery Directorate

Annual 2021/2022

3. Sustainable Communities, Regeneration & Economic Recovery Directorate - Complaints & LGO Cases

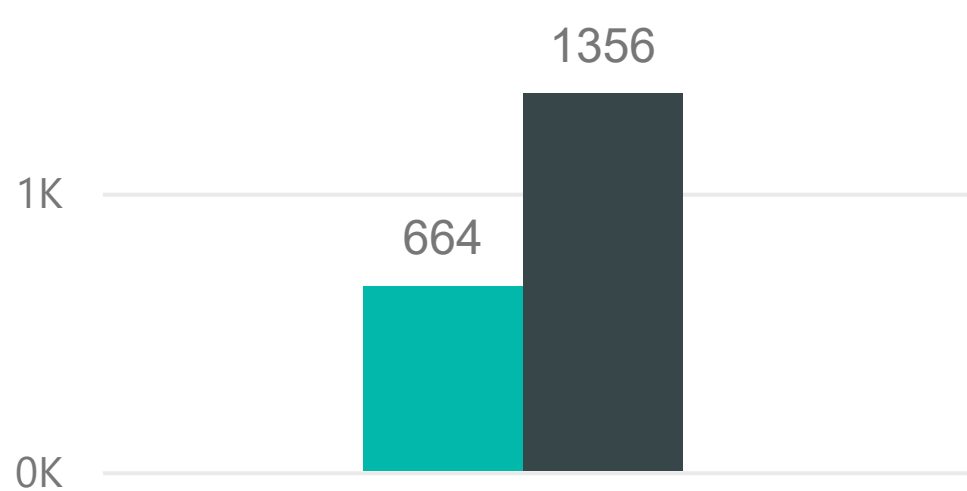
Departmental Complaint Distribution by Complaint Type

● Corporate Stage 1 ● Praise ● Corporate Stage 2 ● LGO



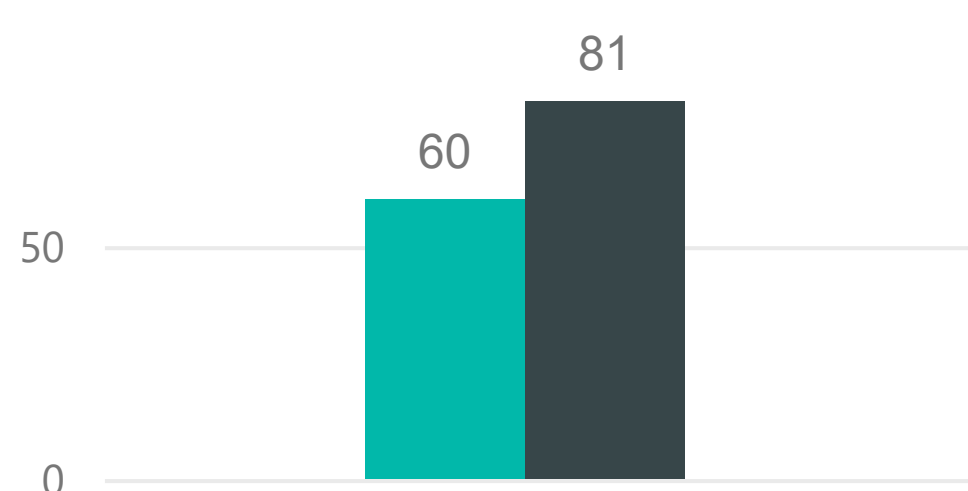
Corporate Stage 1 Volume

● Previous Year ● Current Year



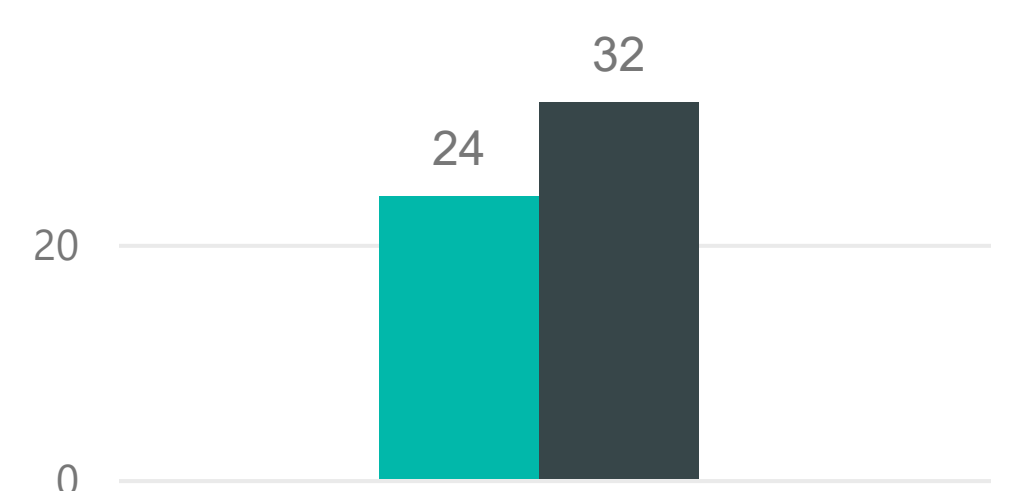
Corporate Stage 2 Volume

● Previous Year ● Current Year



LGO Volume

● Previous Year ● Current Year



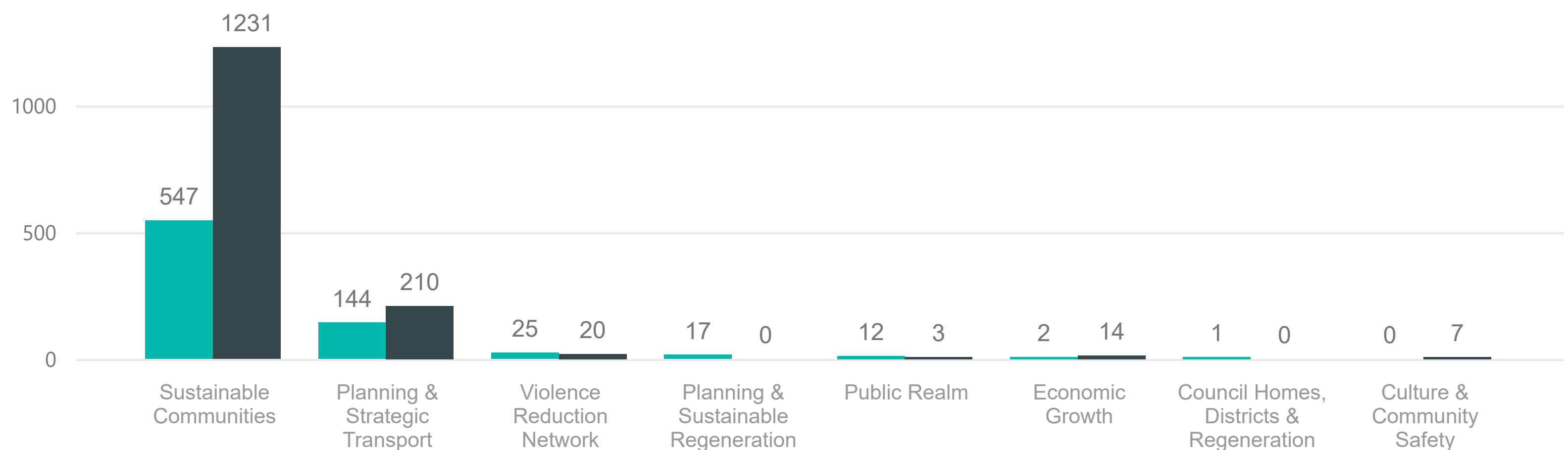
3.1 The volume of stage one has increased by 692 complaints compared to the same period last year

3.2 The volume of stage two has increased by 21 complaints compared to the same period last year

3.3 The volume of LGO has increased by 8 investigations compared to the same period last year

Total Complaints by Division

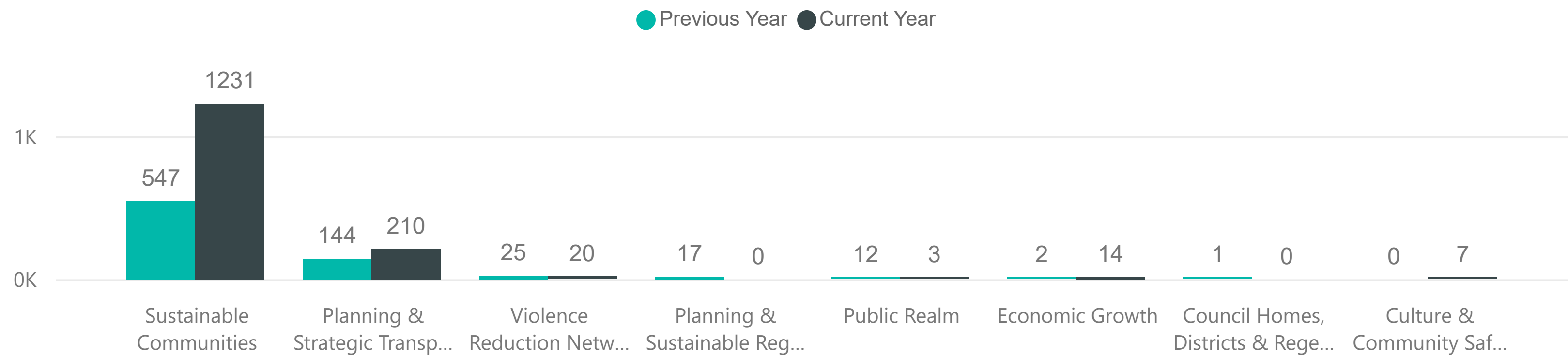
● Previous Year ● Current Year



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

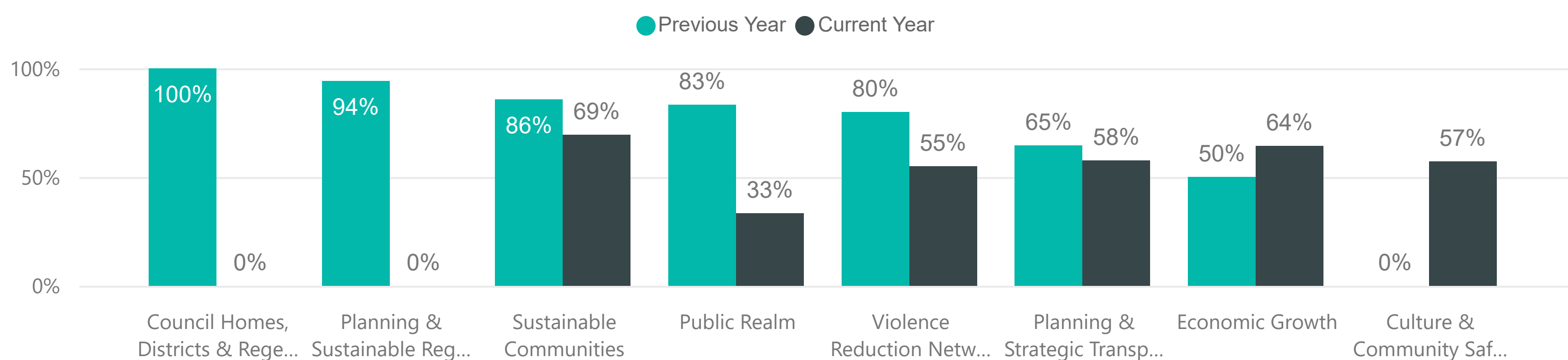
3. Summary by Division - Sustainable Communities, Regeneration & Economic Recovery Directorate

Complaint Volume by Division



3.5 The volume of complaints by Division for 2021

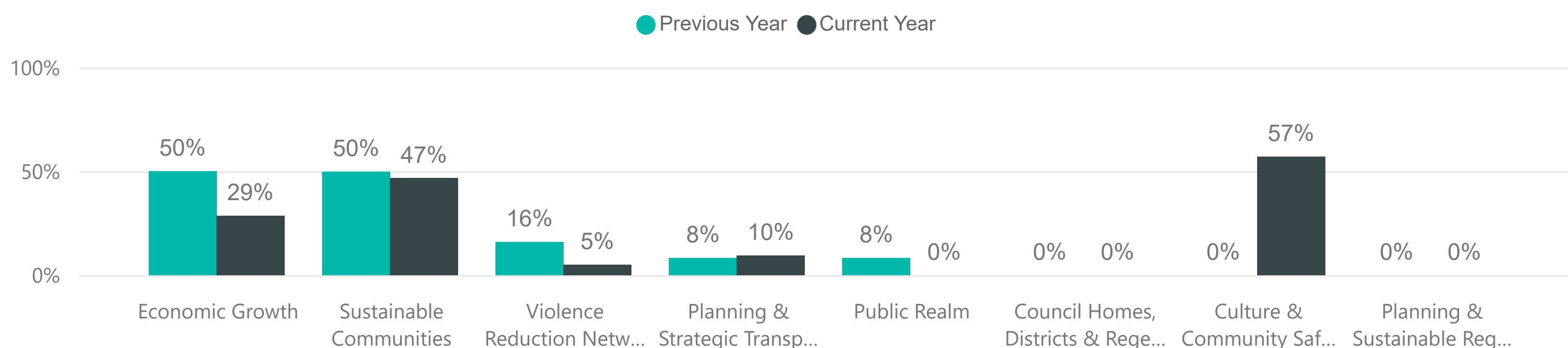
Complaint SLA % by Division



3.6 The SLA % of complaints by Division for 2021

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

Complaint Upheld % by Division

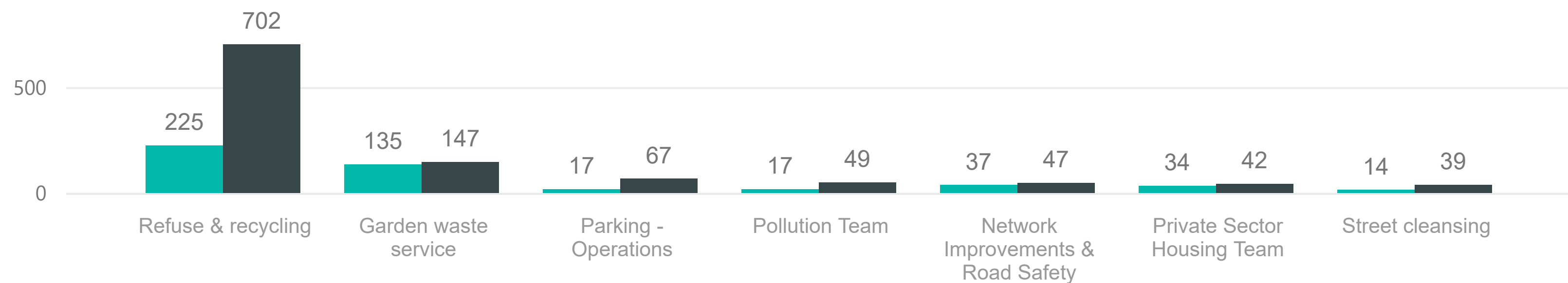


3.7 The upheld % of complaints by Division for 2021

3. Sustainable Communities - Complaints

Highest Complaint Volumes by Service Team

● Previous Year ● Current Year



3.8 Total volumes of complaints at stage one, stage two & LGO in the Sustainable Communities division

Refuse & recycling

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



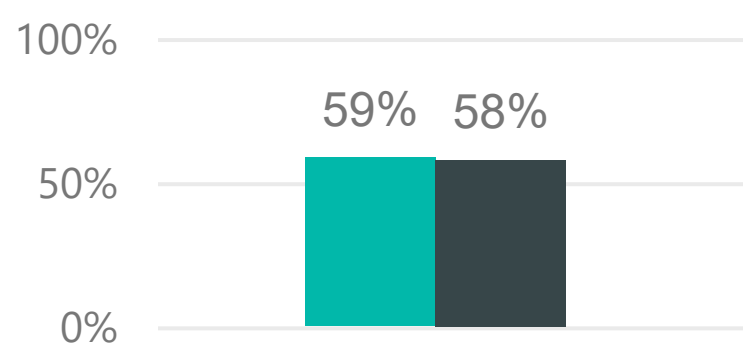
3.9 The volume of stage one has increased by 450 complaints

3.10 The volume of stage two has increased by 22 complaints

3.11 The volume of LGO investigations was 1 in 2021

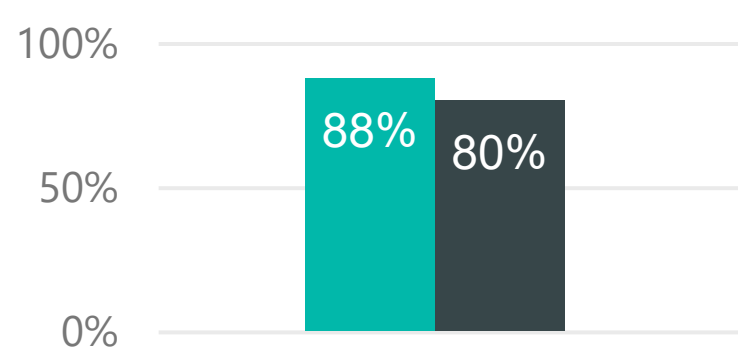
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

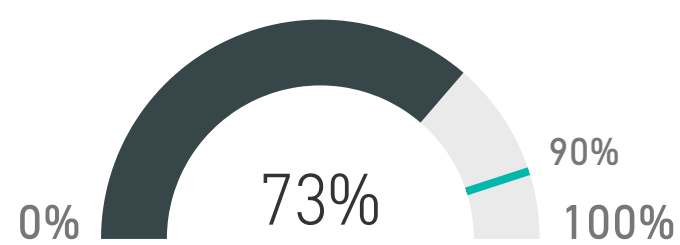
● Previous Year ● Current Year



3.12 58%, or 383 complaints were upheld at stage one.

3.13 80%, or 24 complaints were upheld at stage two.

Corporate Stage 1 SLA



3.14 73% or 483 stage one complaints were answered in SLA

3.15 57% or 17 stage two complaints were answered in SLA

Garden waste service

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



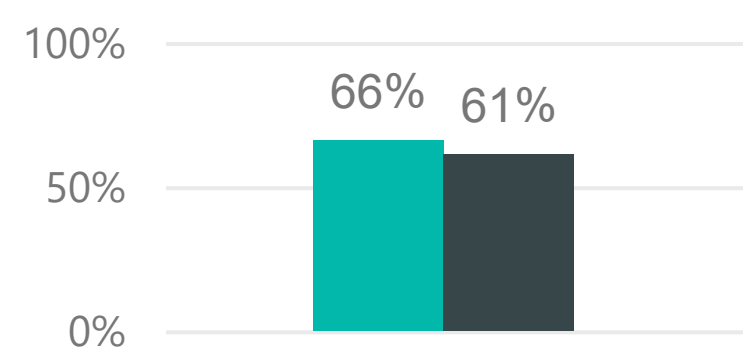
3.16 The volume of stage one has increased by 15 complaints

3.17 The volume of stage two has decreased by 4 complaints

3.18 The volume of LGO investigations was 1 in 2021

Corporate Stage 1 Upheld %

● Previous Year ● Current Year

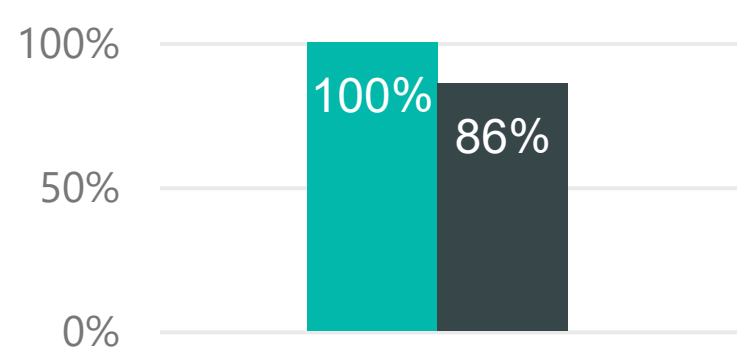


3.19 61%, or 85 complaints were upheld at stage one.

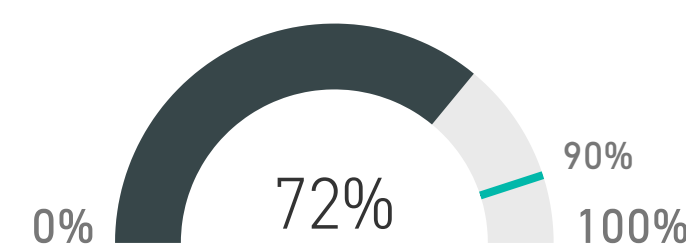
3.20 86%, or 6 complaints were upheld at stage two.

Corporate Stage 2 Upheld %

● Previous Year ● Current Year



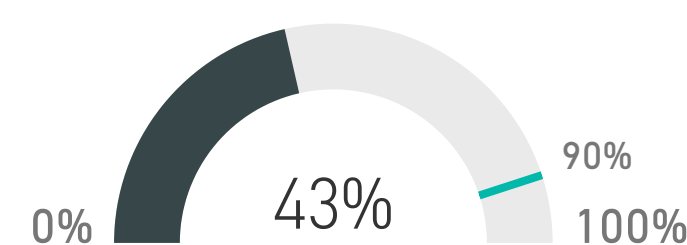
Corporate Stage 1 SLA



3.21 72% or 100 stage one complaints were answered in SLA

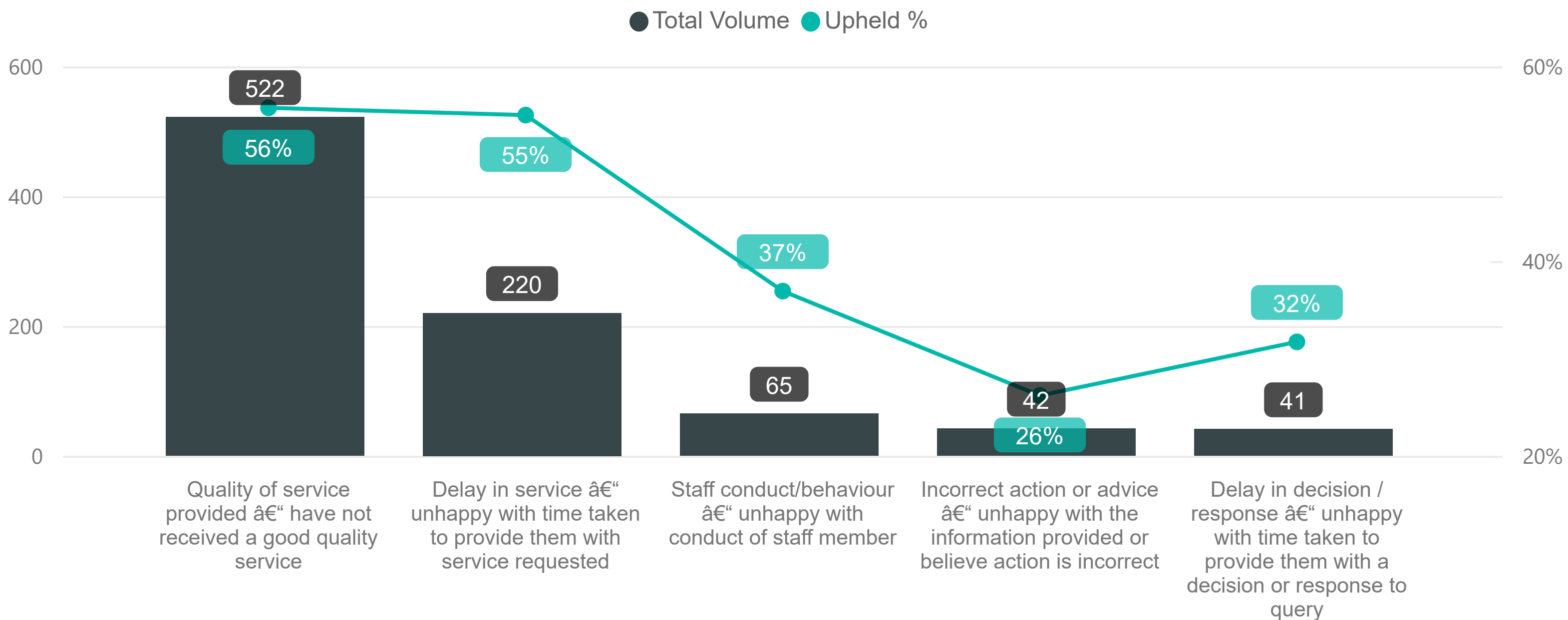
3.22 43% or 3 stage two complaints were answered in SLA

Corporate Stage 2 SLA



3. Sustainable Communities - Complaint Themes

Highest Volumes for Corporate Stage 1 - Reason for Complaint

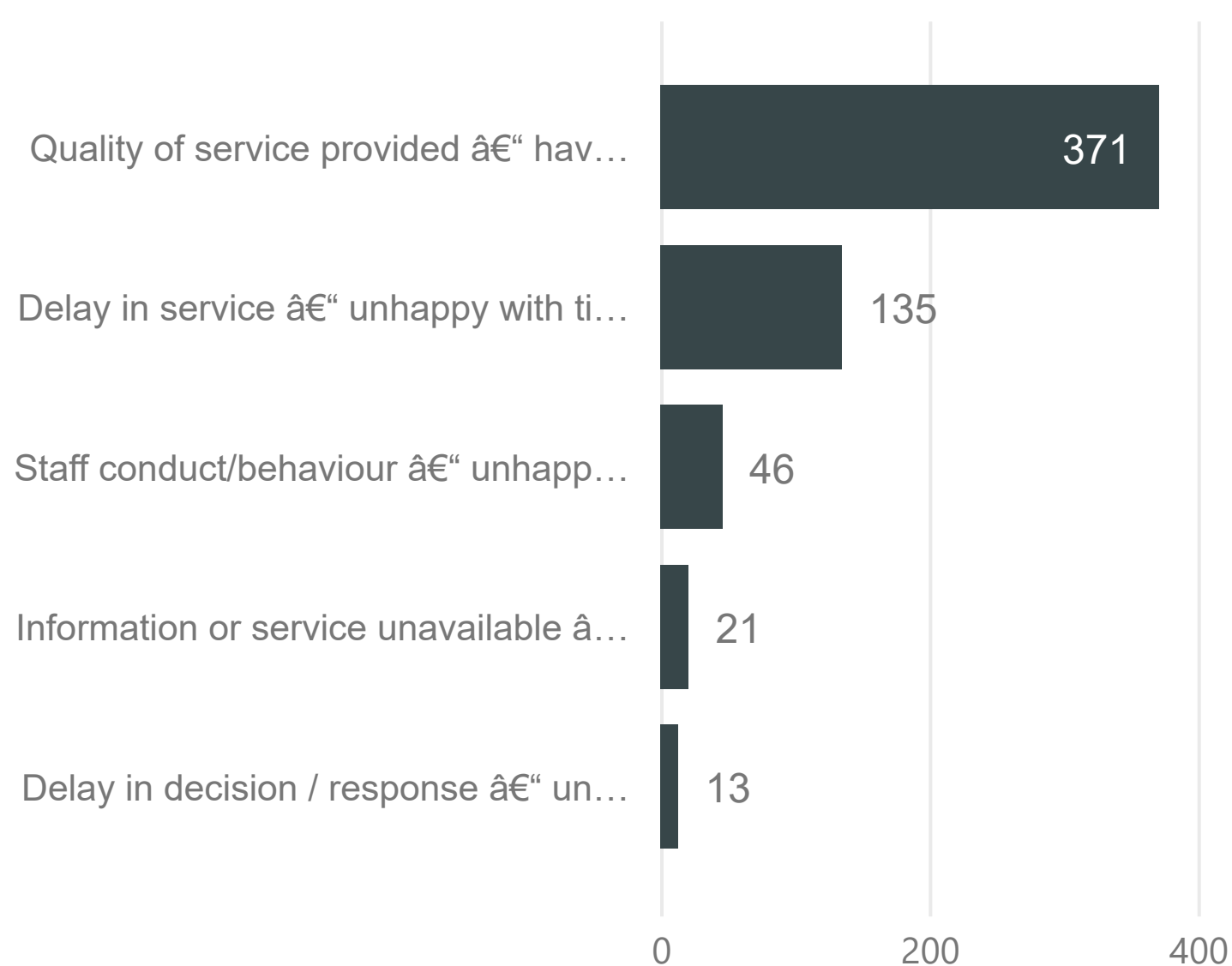


3.23 The graph shows the highest complaint volume by reason for Sustainable Communities, Regeneration & Economic Rec...

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

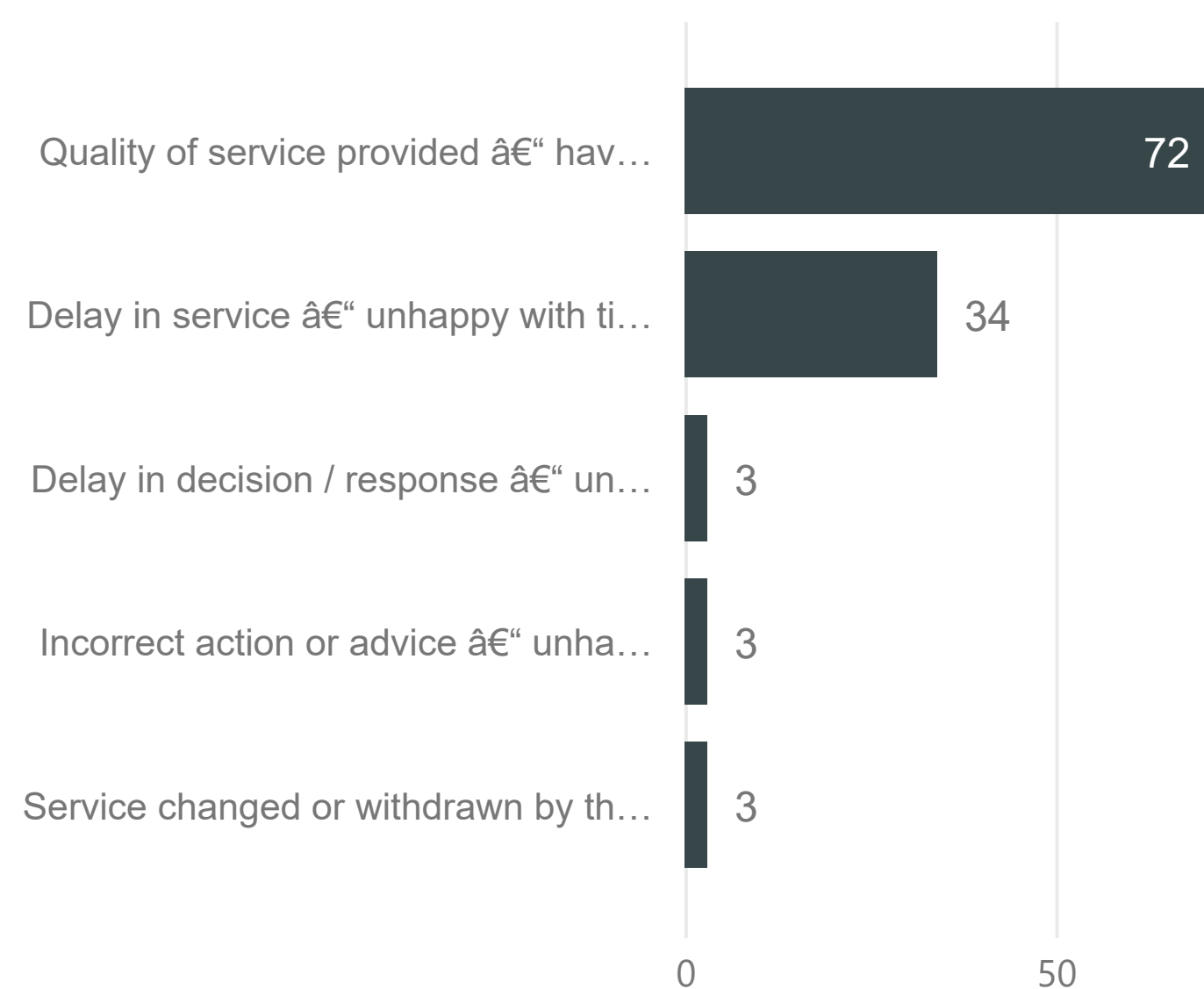
Refuse & recycling

Highest Volumes for Reason for Complaint - Stage 1



Garden waste service

Highest Volumes for Reason for Complaint - Stage 1



3.24 These charts show the highest volume of reason for complaint for each of the named teams in 2021

Complaint & Enquiry Report
Housing
Annual 2021/2022

4. Housing - Complaints & LGO Cases

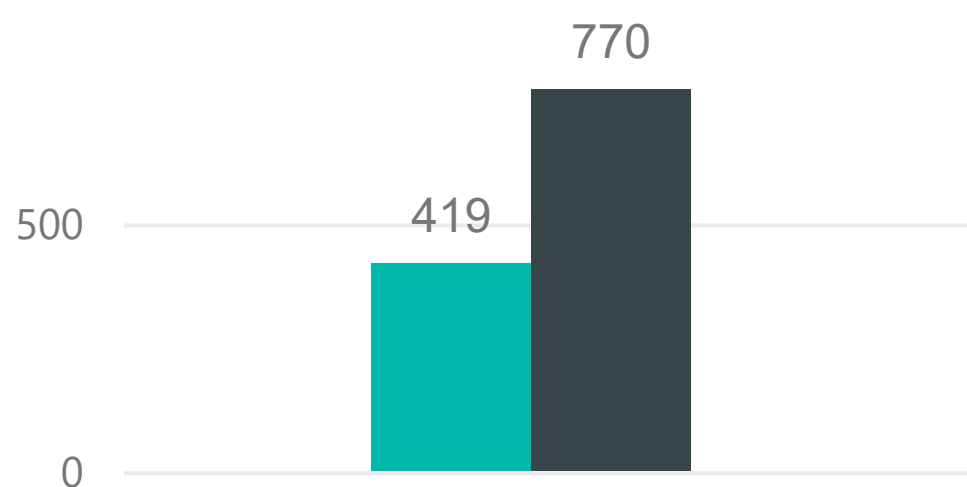
Departmental Complaint Distribution by Complaint Type

● Corporate Stage 1 ● Praise ● Corporate Stage 2 ● LGO ● Adults Stage 1



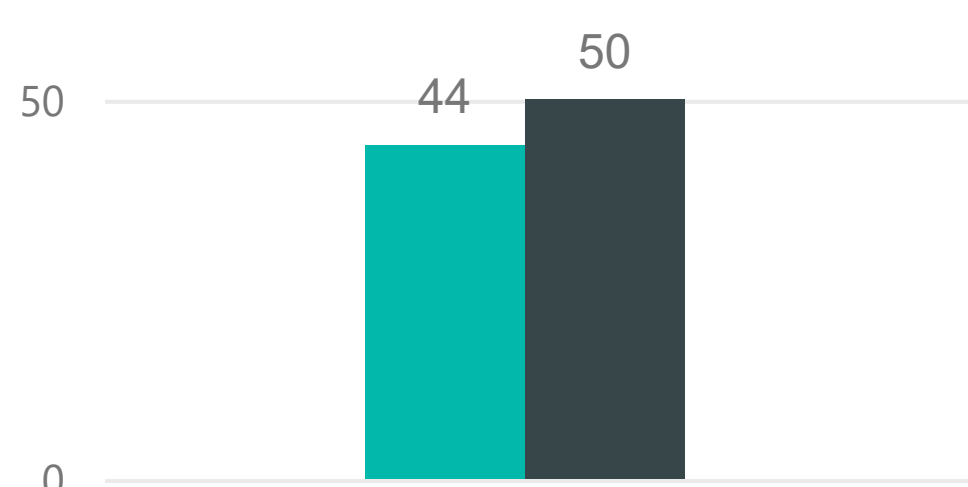
Corporate Stage 1 Volume

● Previous Year ● Current Year



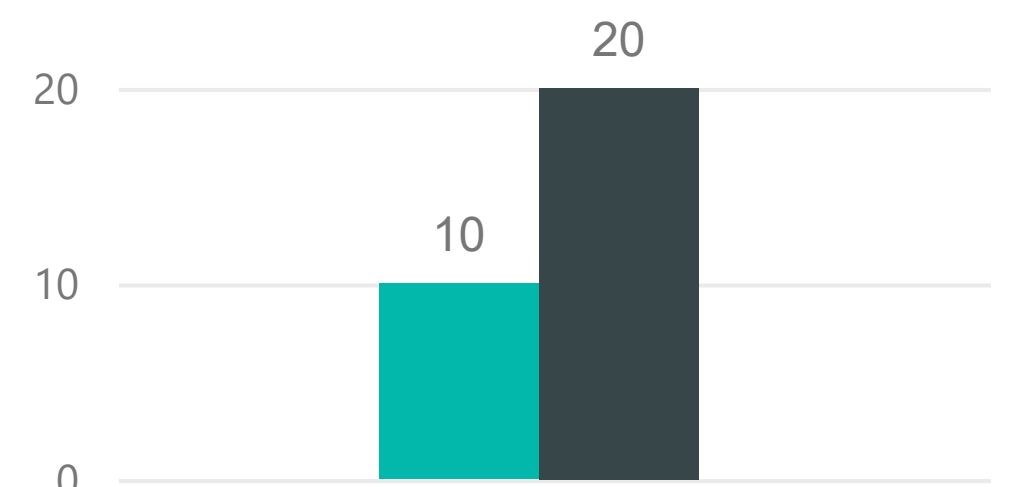
Corporate Stage 2 Volume

● Previous Year ● Current Year



LGO Volume

● Previous Year ● Current Year



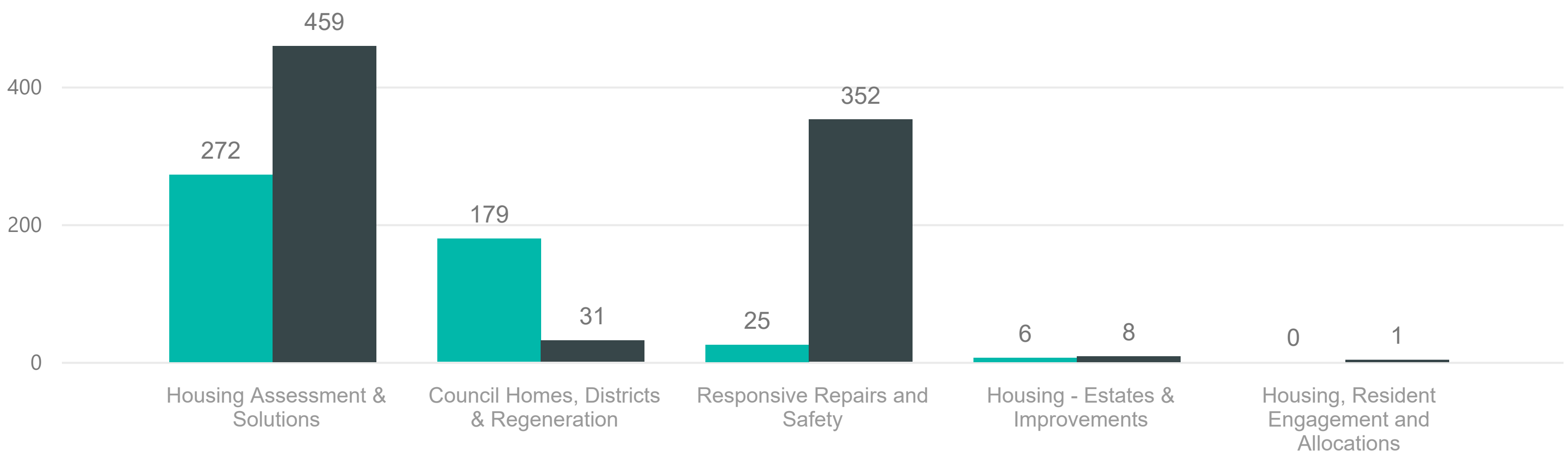
4.1 The volume of stage one has increased by 351 complaints compared to the same period last year

4.2 The volume of stage two has increased by 6 complaints compared to the same period last year

4.3 The volume of LGO has increased by 10 investigations compared to the same period last year

Total Complaints by Division

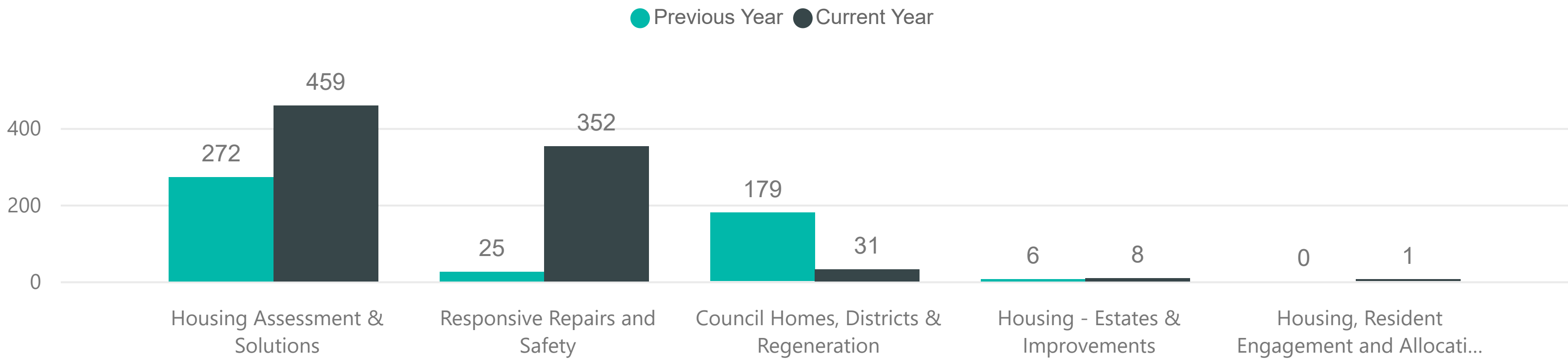
● Previous Year ● Current Year



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

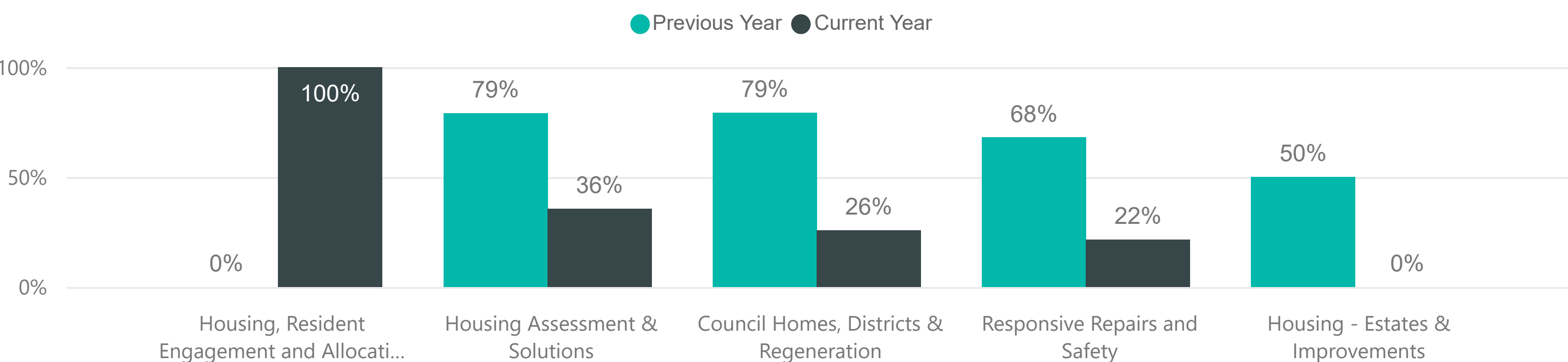
4. Summary by Division - Housing

Complaint Volume by Division



4.5 The volume of complaints by Division for 2021

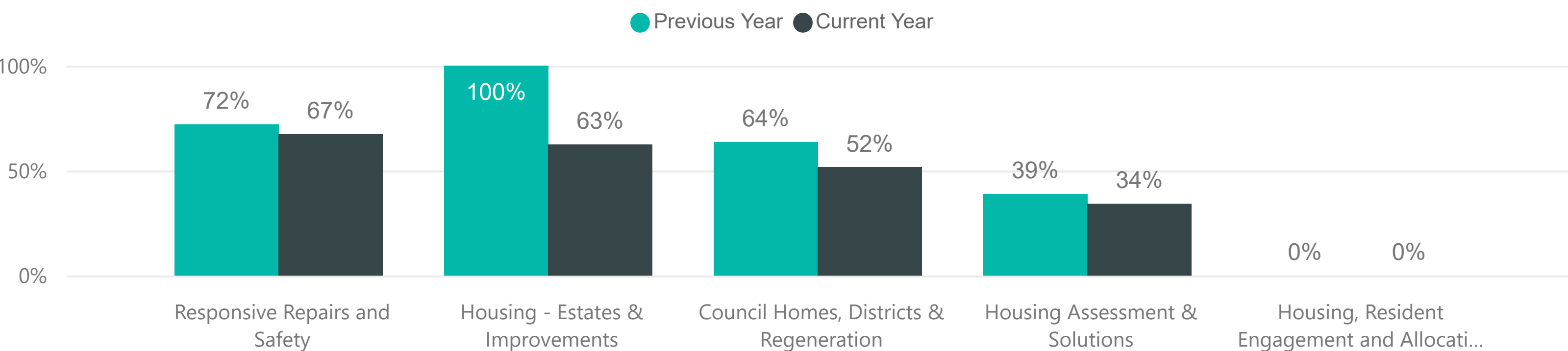
Complaint SLA % by Division



4.6 The SLA % of complaints by Division for 2021

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

Complaint Upheld % by Division

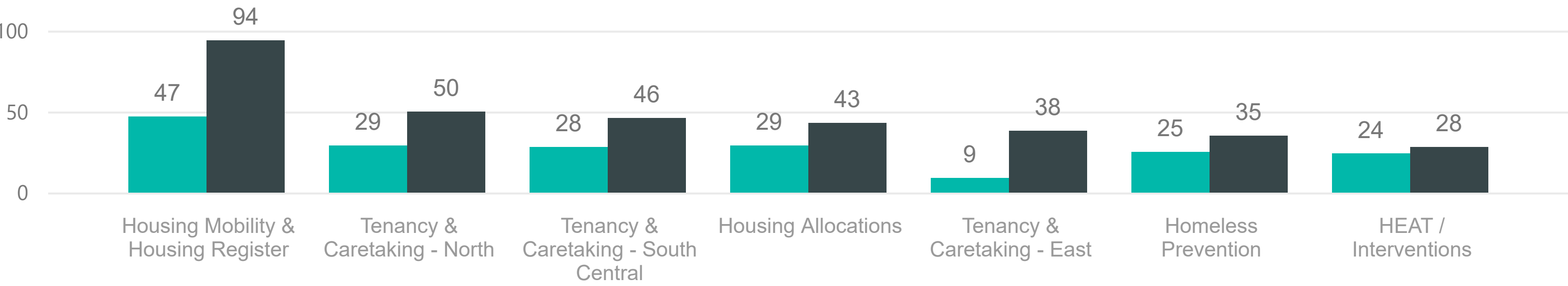


4.7 The upheld % of complaints by Division for 2021

4. Housing Assessment & Solutions - Complaints

Highest Complaint Volumes by Service Team

● Previous Year ● Current Year

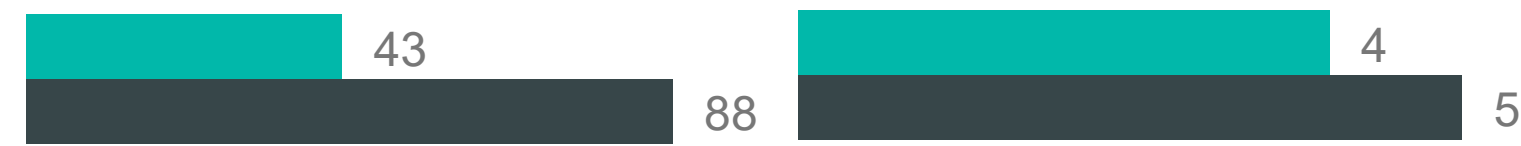


4.8 Total volumes of complaints at stage one, stage two & LGO in the Housing Assessment & Solutions division

Housing Mobility & Housing Register

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



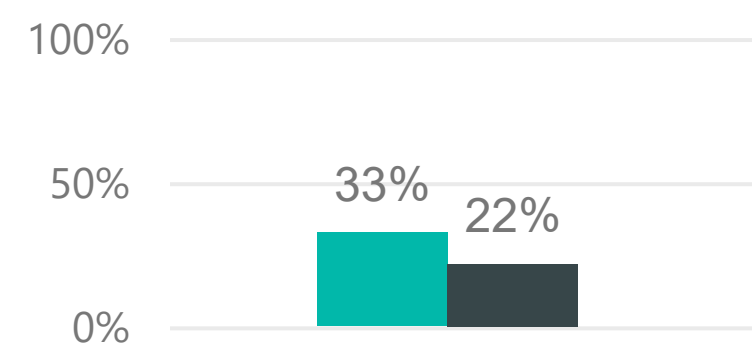
4.9 The volume of stage one has increased by 45 complaints

4.10 The volume of stage two has increased by 1 complaint

4.11 The volume of LGO investigations was 1 in 2021

Corporate Stage 1 Upheld %

● Previous Year ● Current Year

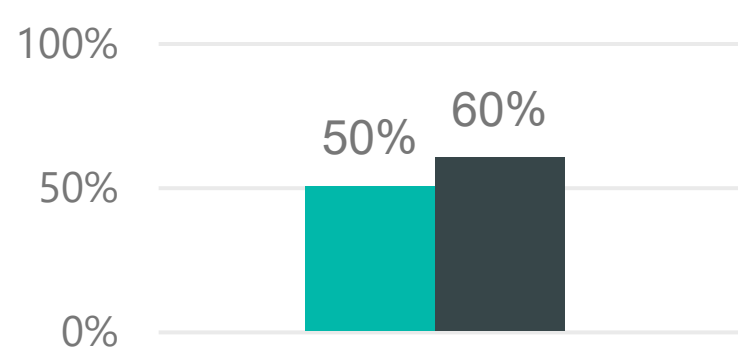


4.12 22%, or 19 complaints were upheld at stage one.

4.13 60%, or 3 complaints were upheld at stage two.

Corporate Stage 2 Upheld %

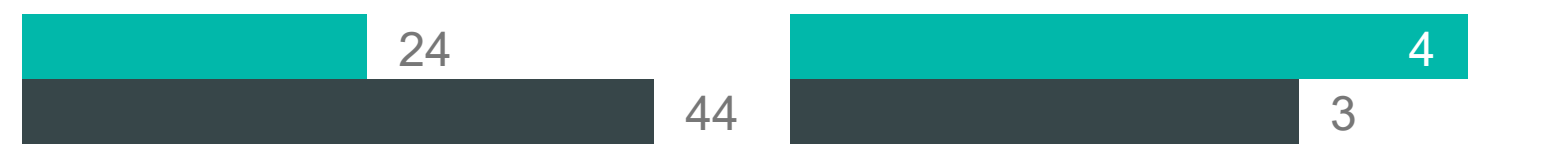
● Previous Year ● Current Year



Tenancy & Caretaking - North

Corporate Stage 1 Volume

● Previous Year ● Current Year



4.16 The volume of stage one has increased by 20 complaints

4.17 The volume of stage two has decreased by 1 complaint

4.18 The volume of LGO investigations was 2 in 2021

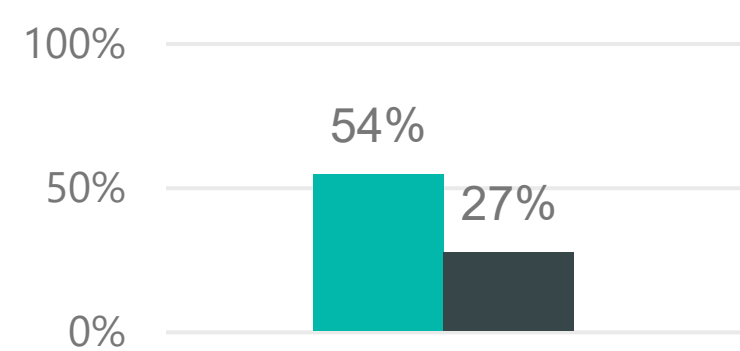
Corporate Stage 2 Volume

● Previous Year ● Current Year



Corporate Stage 1 Upheld %

● Previous Year ● Current Year

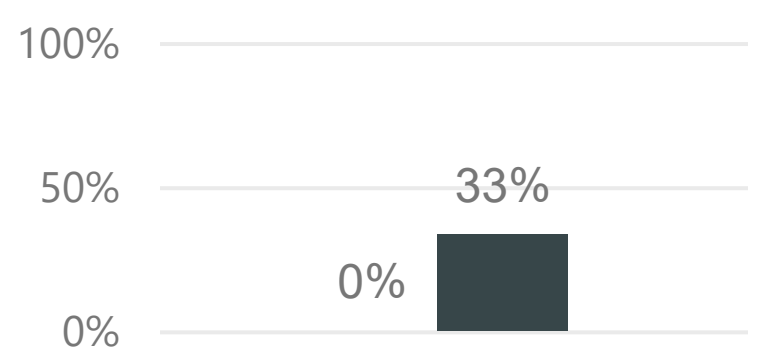


4.19 27%, or 12 complaints were upheld at stage one.

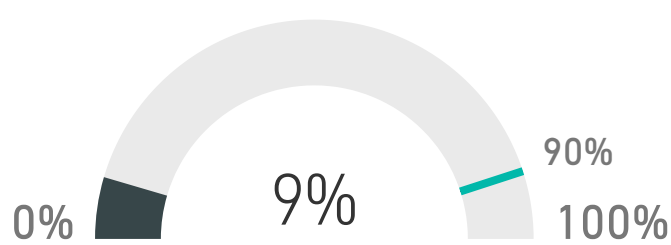
4.20 33%, or 1 complaint was upheld at stage two.

Corporate Stage 2 Upheld %

● Previous Year ● Current Year



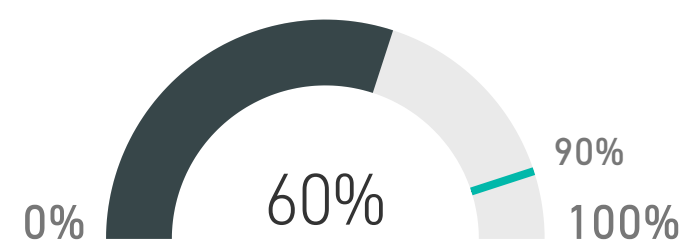
Corporate Stage 1 SLA



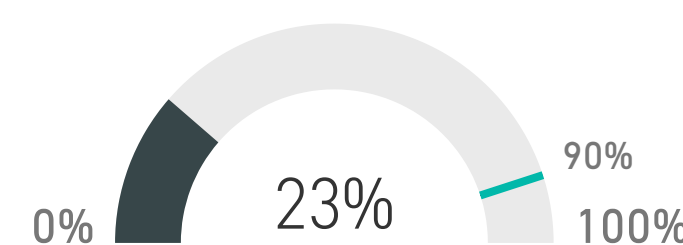
4.14 9% or 8 stage one complaints were answered in SLA

4.15 60% or 3 stage two complaints were answered in SLA

Corporate Stage 2 SLA



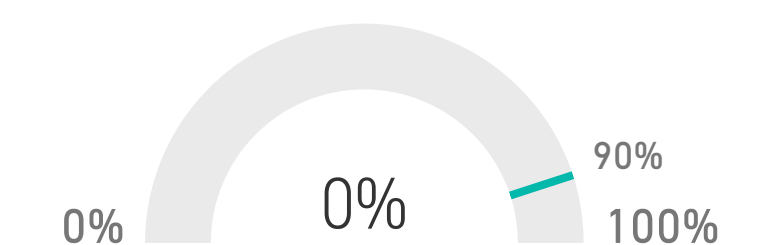
Corporate Stage 1 SLA



4.21 23% or 10 stage one complaints were answered in SLA

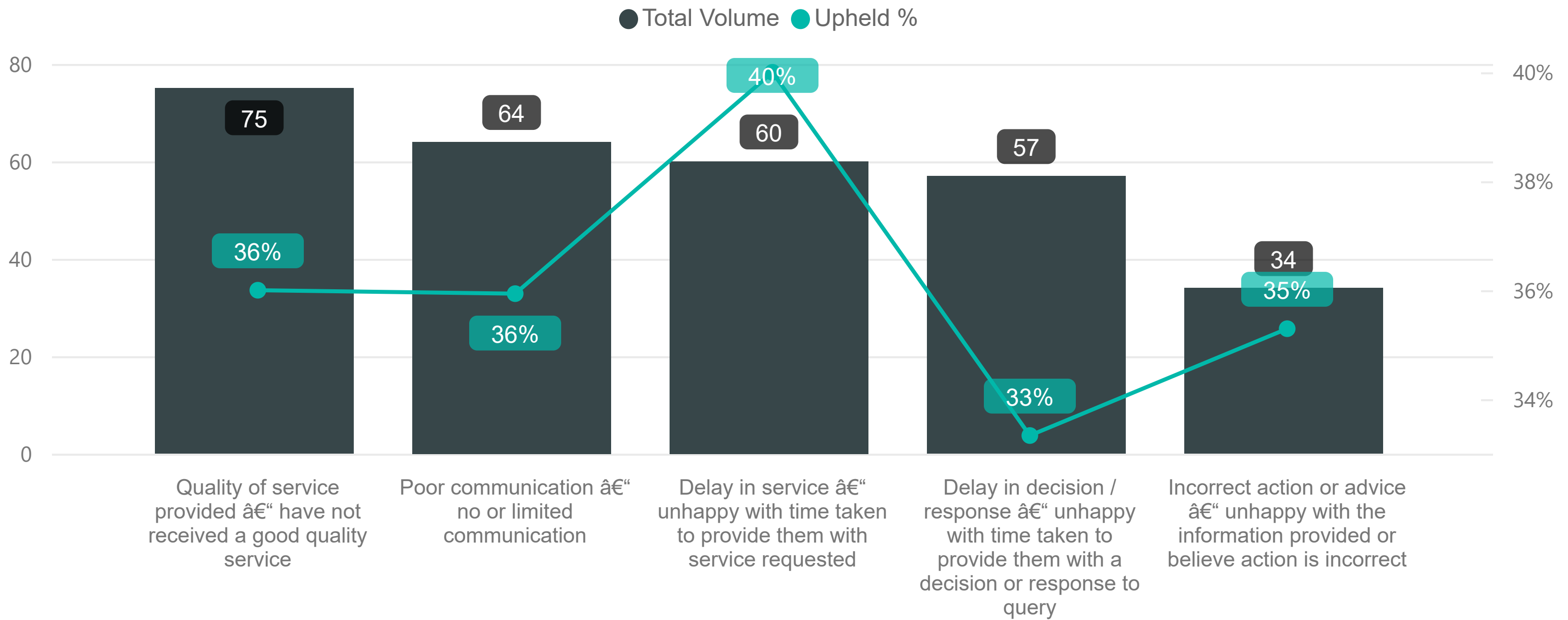
4.22 No complaints at stage two were answered in SLA

Corporate Stage 2 SLA



4. Housing Assessment & Solutions - Complaint Themes

Highest Volumes for Corporate Stage 1 - Reason for Complaint

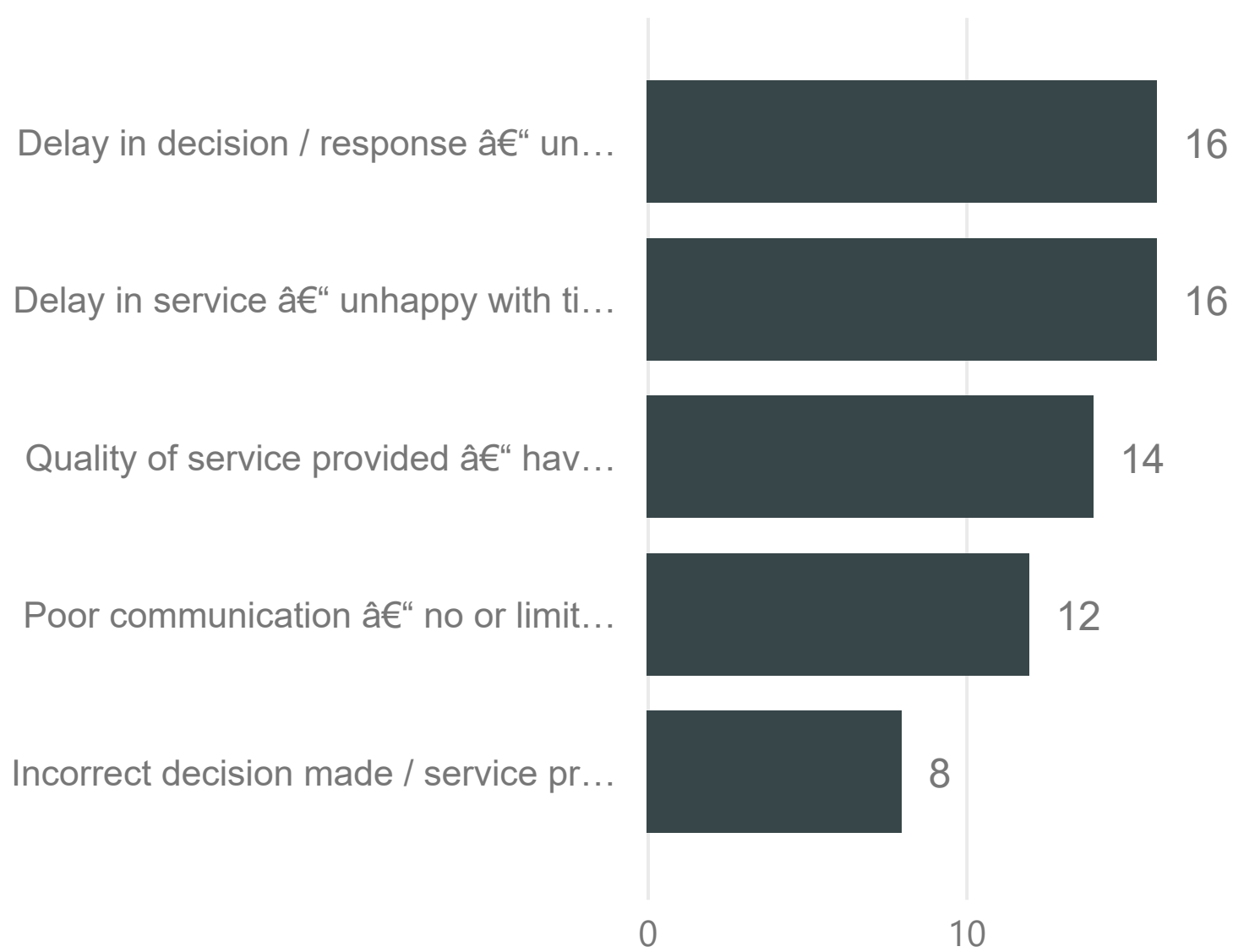


4.23 The graph shows the highest complaint volume by reason for Housing at stage one

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

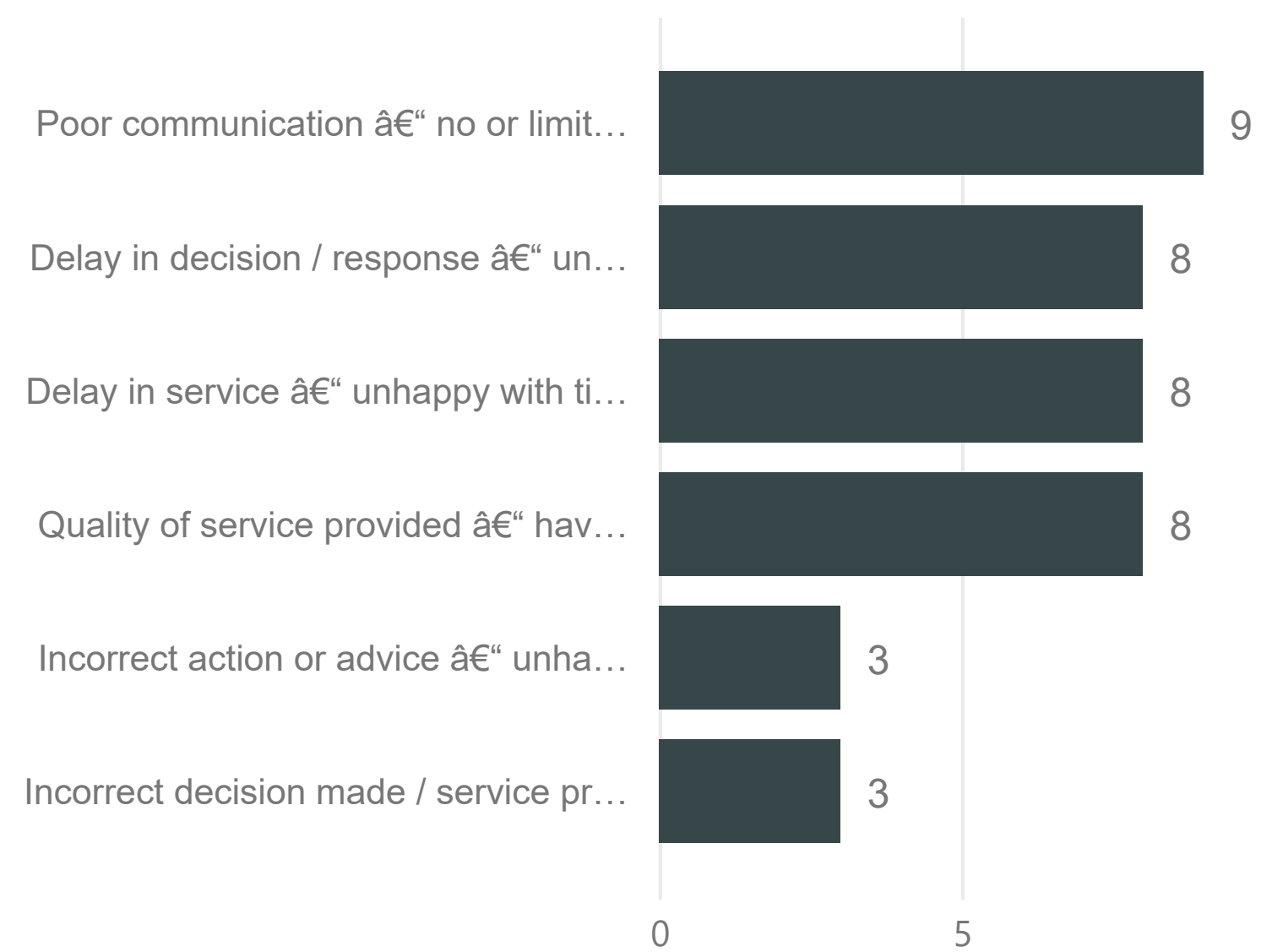
Housing Mobility & Housing Register

Highest Volumes for Reason for Complaint - Stage 1



Tenancy & Caretaking - North

Highest Volumes for Reason for Complaint - Stage 1



4.24 These charts show the highest volume of reason for complaint for each of the named teams in 2021

Complaint & Enquiry Report

Children, Families & Education

Annual 2021/2022

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

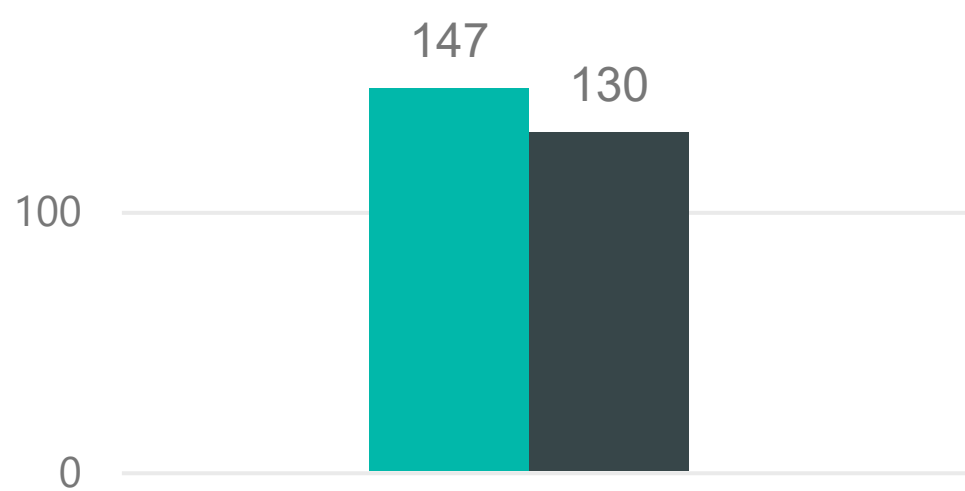
Departmental Complaint Distribution by Complaint Type

● Corporate Stage 1
 ● Corporate Stage 2
 ● LGO
 ● Childrens Stage 1
 ● Childrens Stage 2
 ● Childrens Stage 3



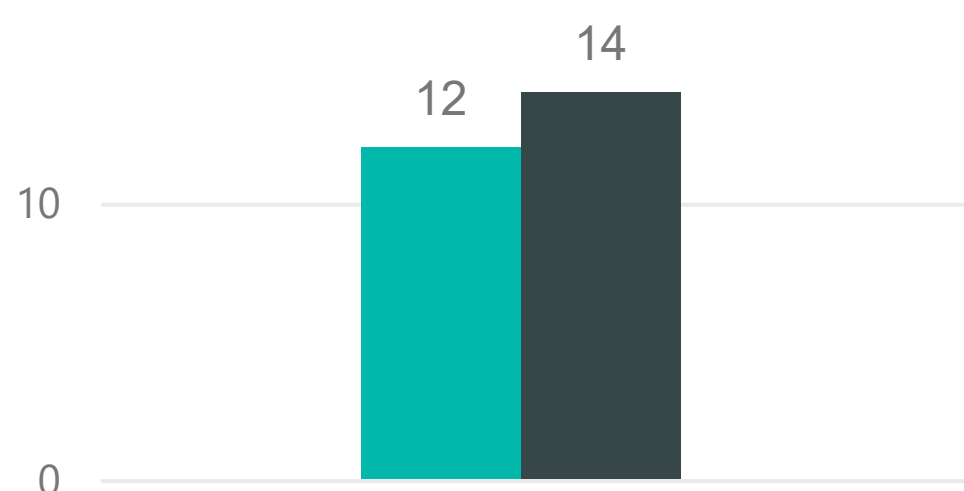
Childrens Stage 1 Volume

● Previous Year
 ● Current Year



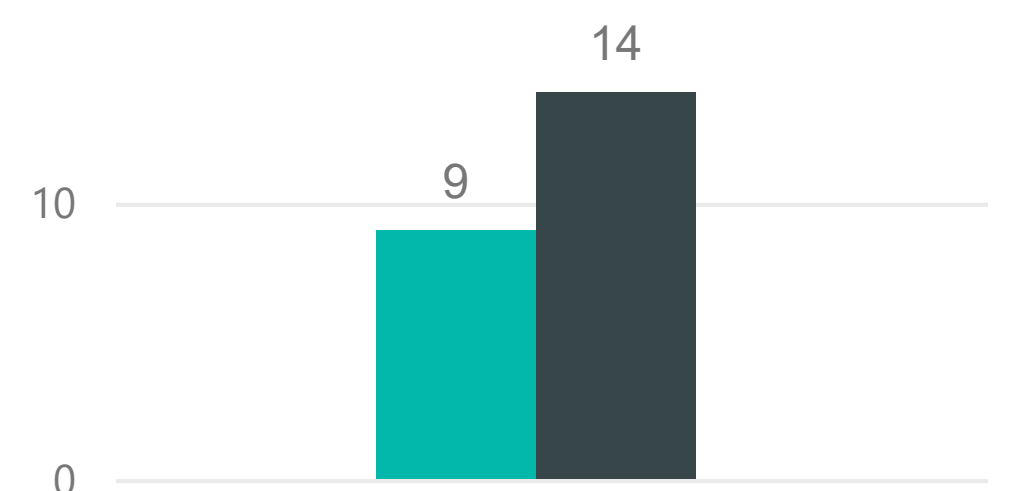
Childrens Stage 2 Volume

● Previous Year
 ● Current Year



LGO Volume

● Previous Year
 ● Current Year



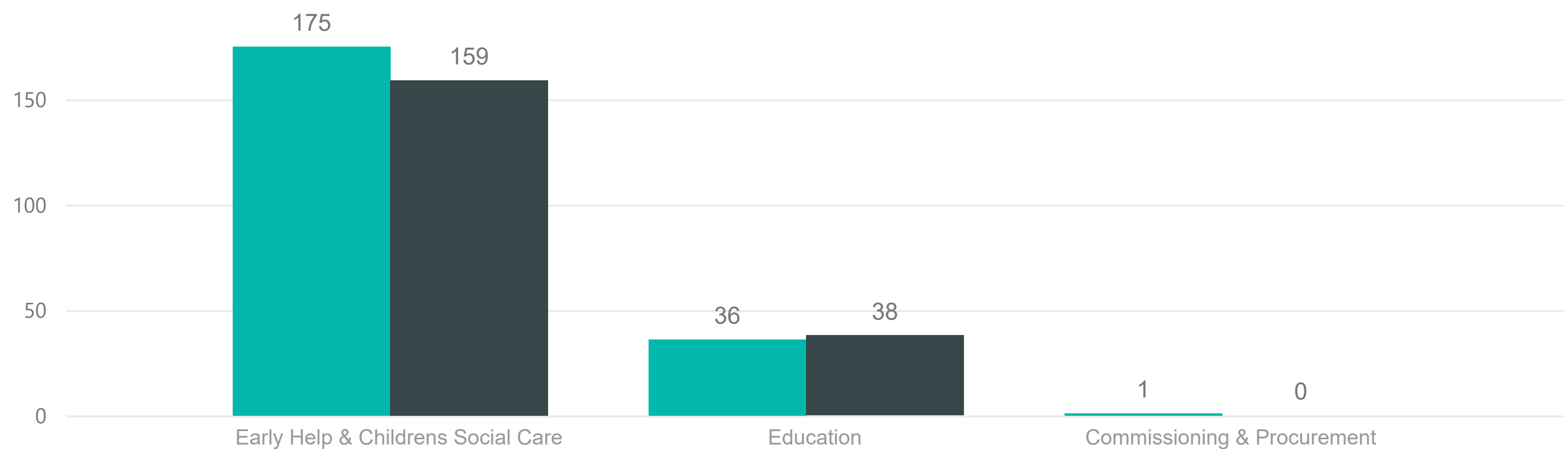
5.1 The volume of stage one has decreased by 17 complaints compared to the same period last year

5.2 The volume of stage two has increased by 2 complaints compared to the same period last year

5.3 The volume of LGO has increased by 5 investigations compared to the same period last year

Total Complaints by Division

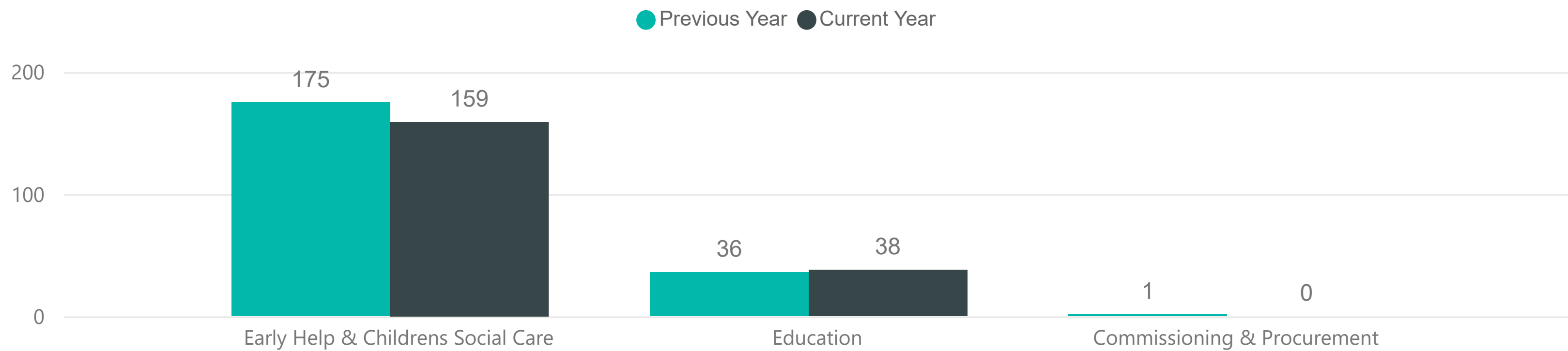
● Previous Year
 ● Current Year



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

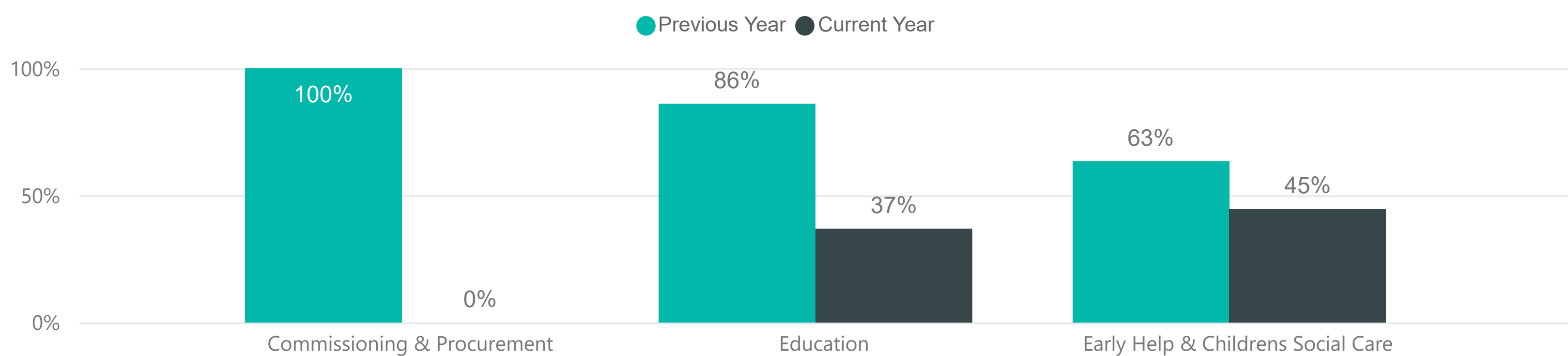
5. Summary by Division - Children, Families & Education

Complaint Volume by Division



5.5 The volume of complaints by Division for 2021

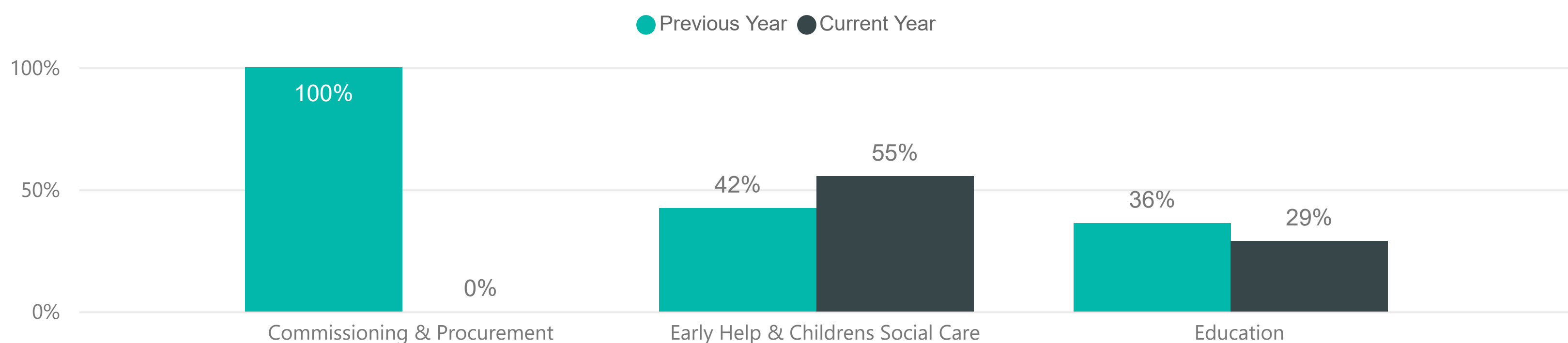
Complaint SLA % by Division



5.6 The SLA % of complaints by Division for 2021

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

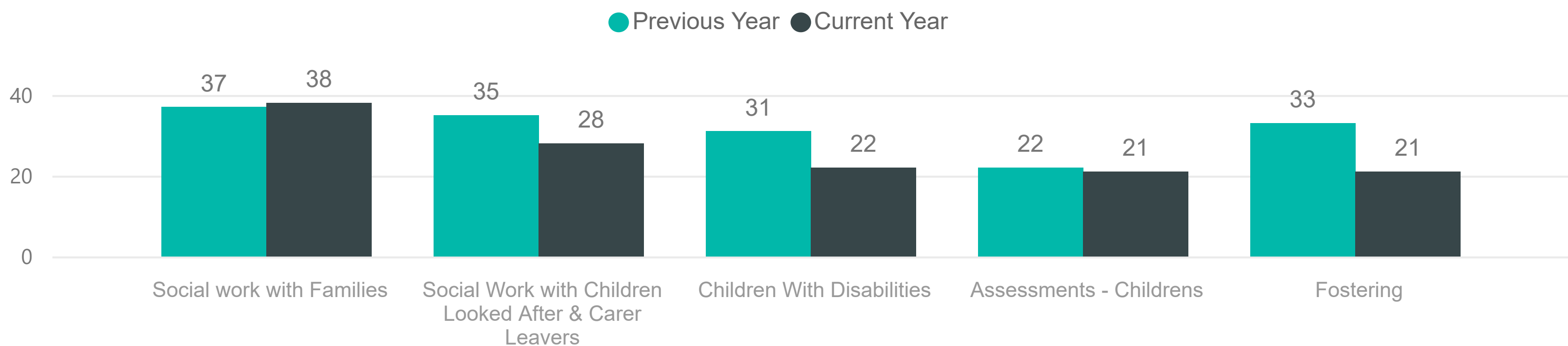
Complaint Upheld % by Division



5.7 The upheld % of complaints by Division for 2021

5. Early Help & Childrens Social Care - Complaints

Highest Complaint Volumes by Service Team



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

Social work with Families

Childrens Stage 1 Volume

● Previous Year ● Current Year



Childrens Stage 2 Volume

● Previous Year ● Current Year



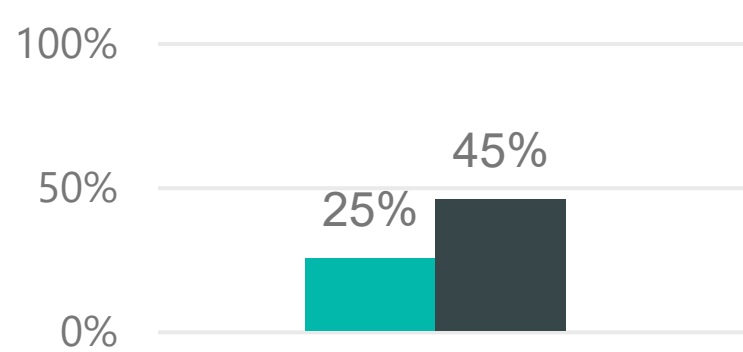
5.9 The volume of stage one has increased by 1 complaint

5.10 The volume of stage two has decreased by 1 complaint

5.11 The volume of LGO investigations was 2 in 2021

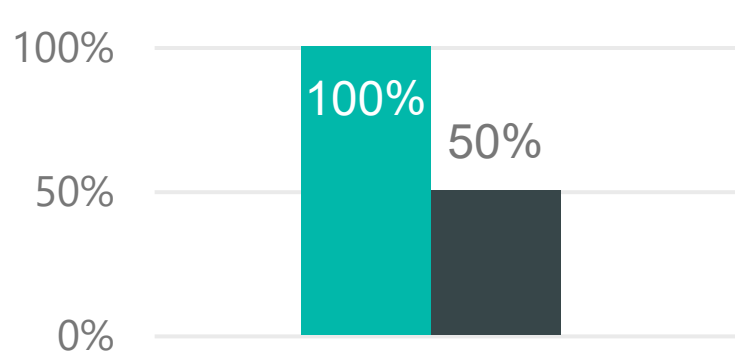
Childrens Stage 1 Upheld %

● Previous Year ● Current Year



Childrens Stage 2 Upheld %

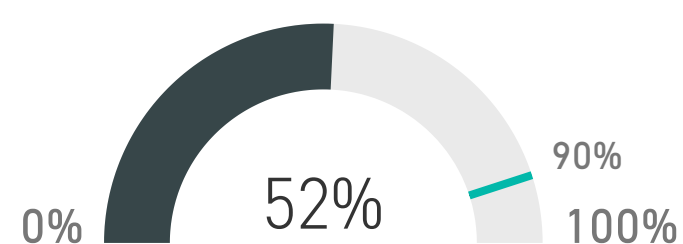
● Previous Year ● Current Year



5.12 45%, or 15 complaints were upheld at stage one.

5.13 50%, or 1 complaint was upheld at stage two.

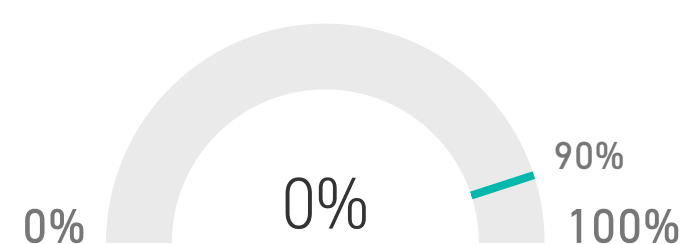
Childrens Stage 1 SLA



5.14 52% or 17 stage one complaints were answered in SLA

5.15 No complaints at stage two were answered in SLA

Childrens Stage 2 SLA



Social Work with Children Looked After & C...

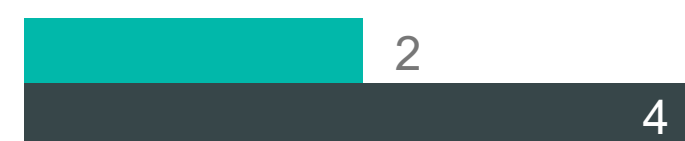
Childrens Stage 1 Volume

● Previous Year ● Current Year



Childrens Stage 2 Volume

● Previous Year ● Current Year



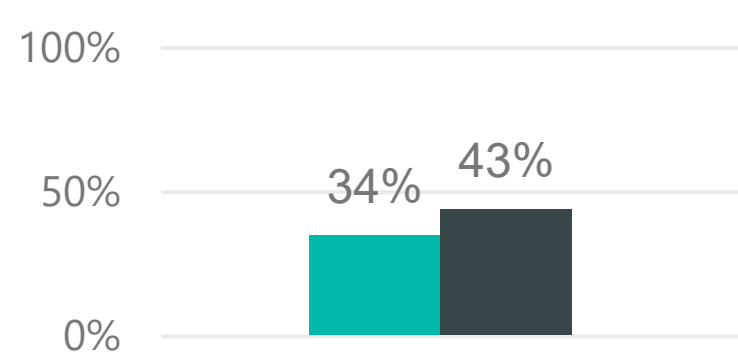
5.16 The volume of stage one has decreased by 6 complaints

5.17 The volume of stage two has increased by 2 complaints

5.18 The volume of LGO investigations was 1 in 2021

Childrens Stage 1 Upheld %

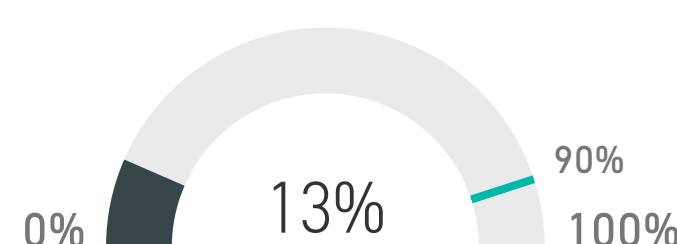
● Previous Year ● Current Year



5.19 43%, or 10 complaints were upheld at stage one.

5.20 50%, or 2 complaints were upheld at stage two.

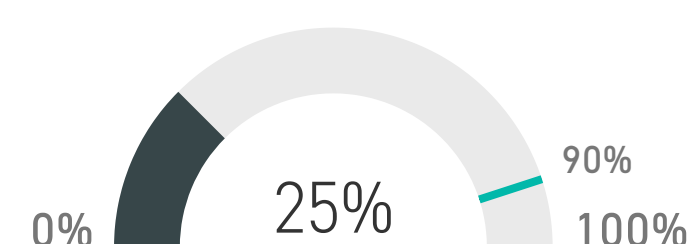
Childrens Stage 1 SLA



5.21 13% or 3 stage one complaints were answered in SLA

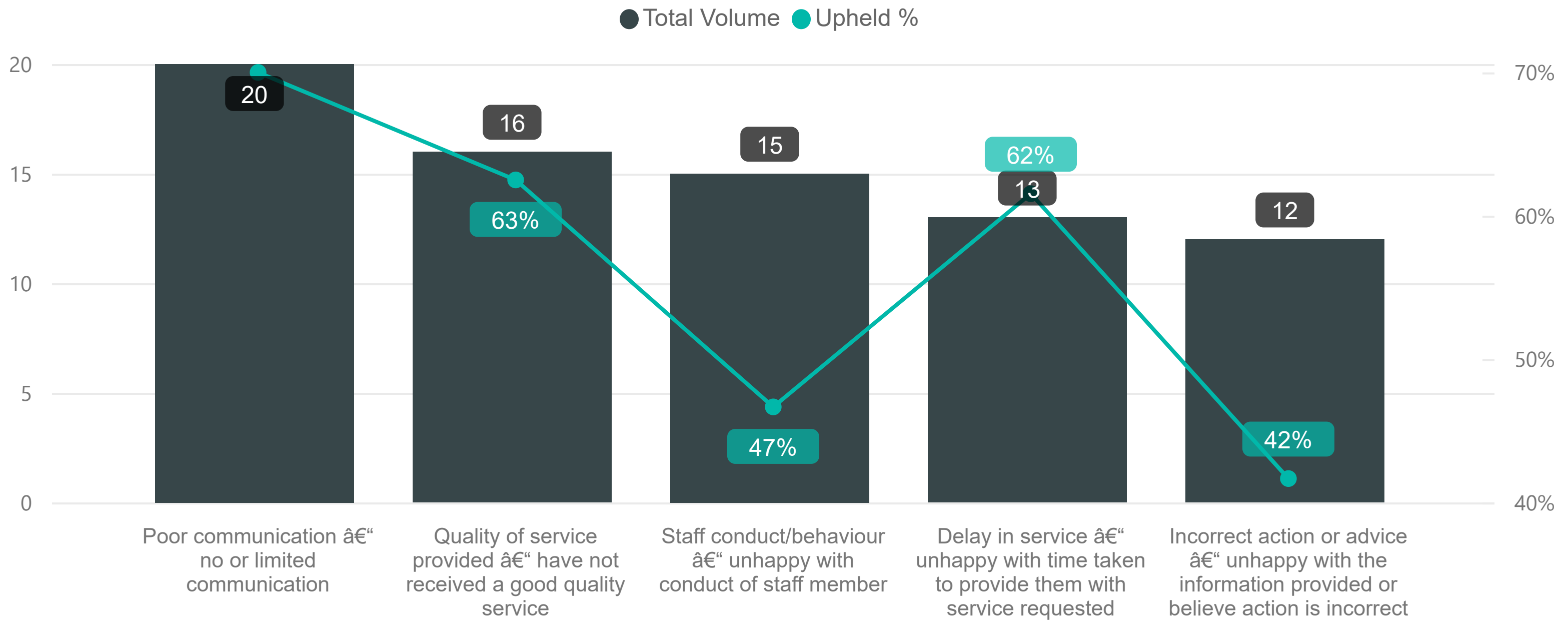
5.22 25% or 1 stage two complaint was answered in SLA

Childrens Stage 2 SLA



5. Early Help & Childrens Social Care - Complaint Themes

Highest Volumes for Childrens Stage 1 - Reason for Complaint

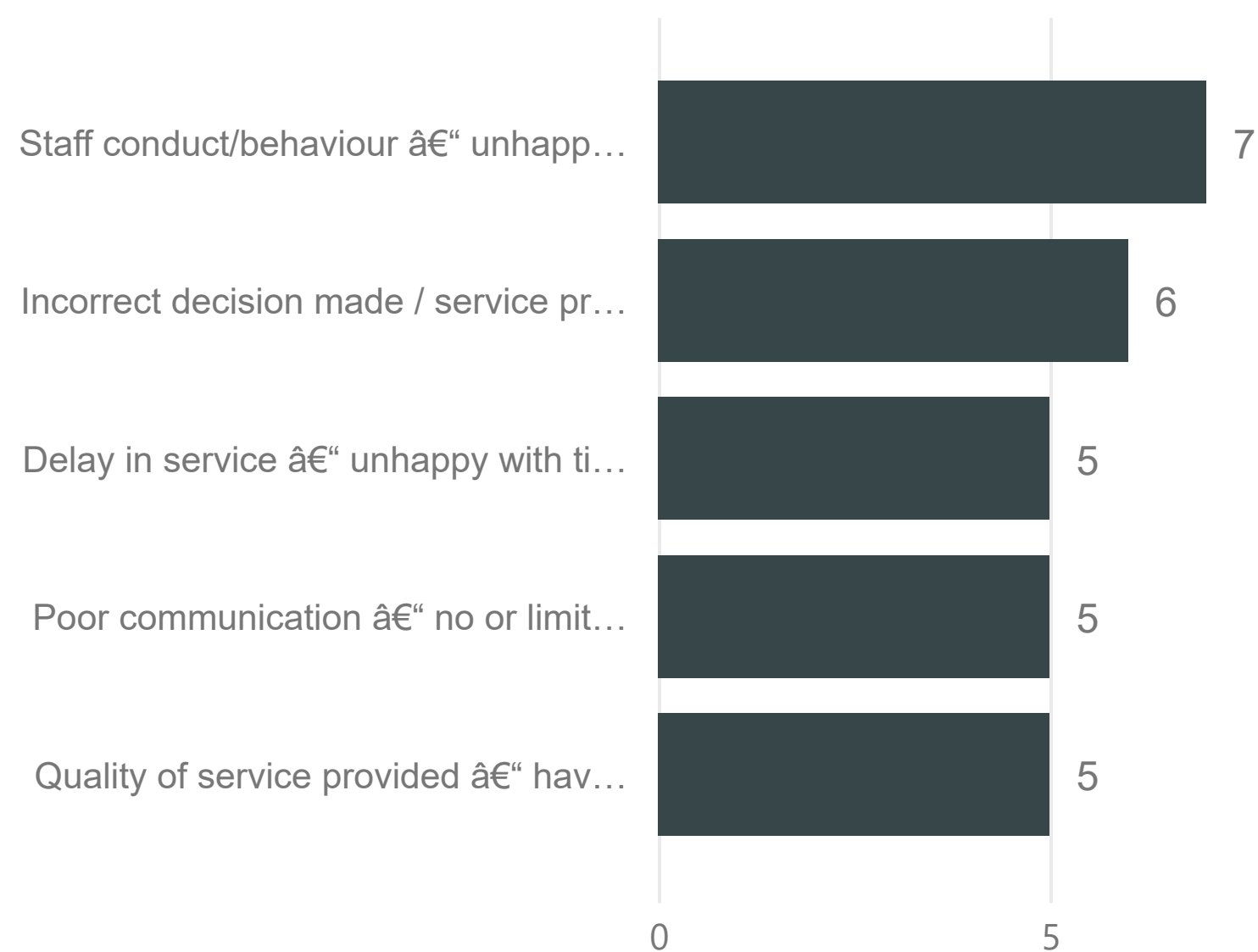


5.23 The graph shows the highest complaint volume by reason for Children, Families & Education at stage one

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

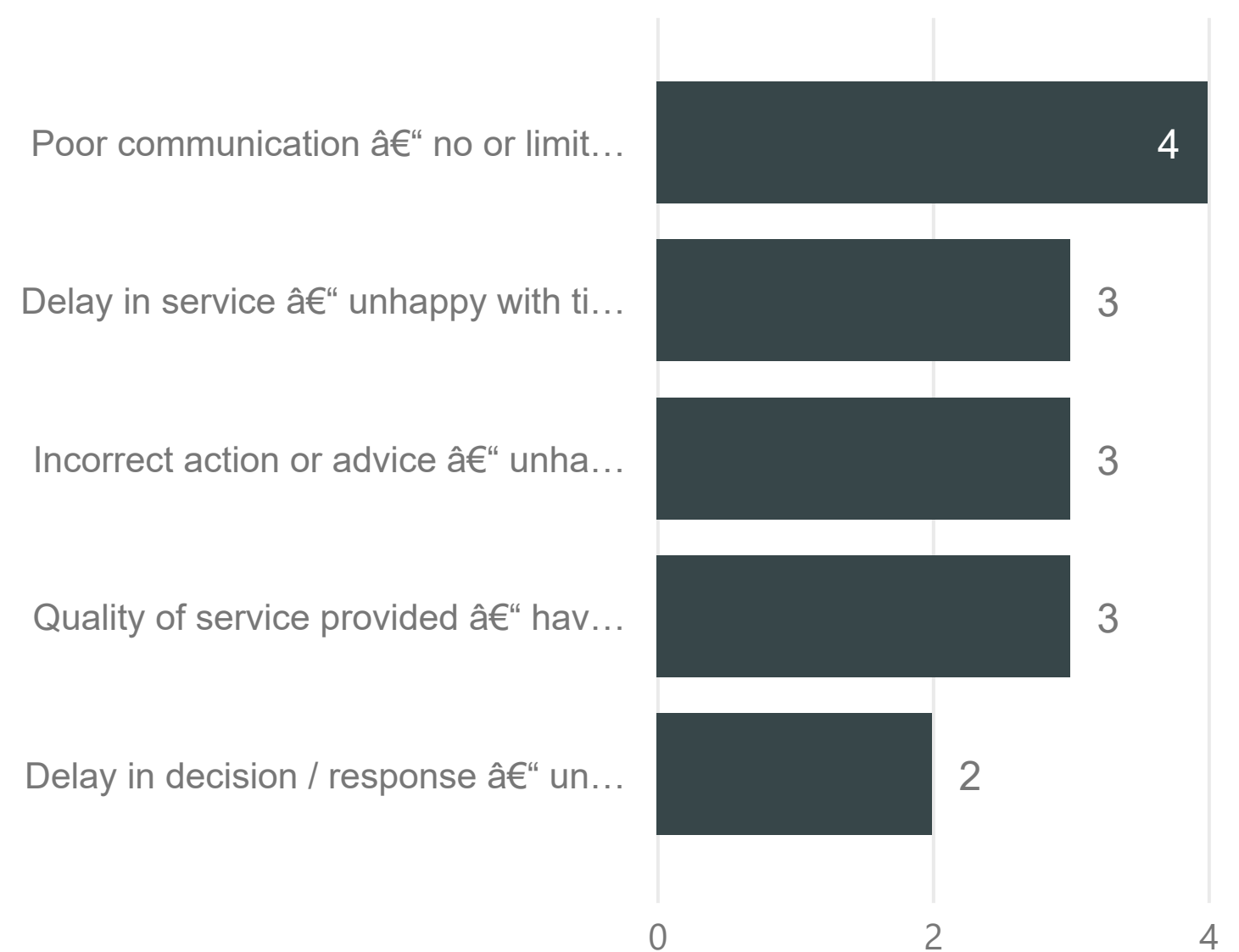
Social work with Families

Highest Volumes for Reason for Complaint - Stage 1



Social Work with Children Looked After & C...

Highest Volumes for Reason for Complaint - Stage 1



5.24 These charts show the highest volume of reason for complaint for each of the named teams in 2021

Complaint & Enquiry Report

Assistant Chief Executive Directorate

Annual 2021/2022

6. Assistant Chief Executive Directorate - Complaints & LGO Cases

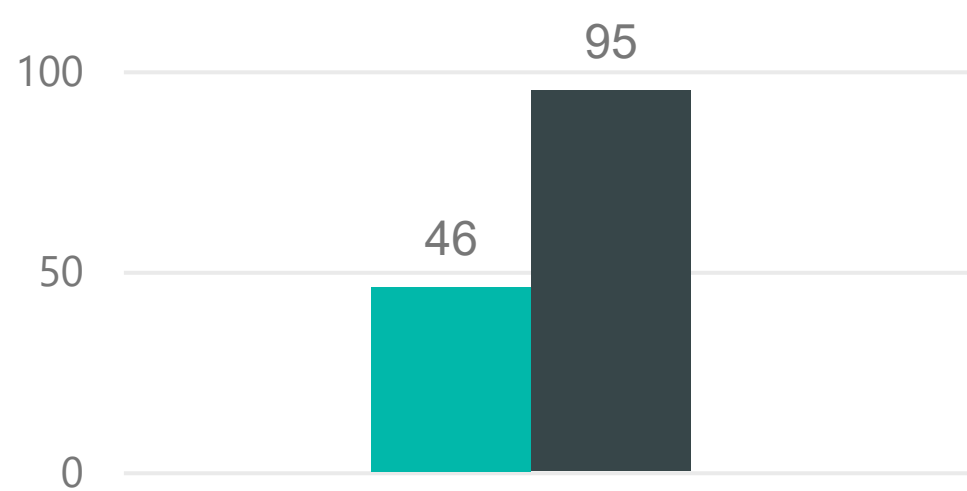
Departmental Complaint Distribution by Complaint Type

● Corporate Stage 1 ● Praise ● LGO



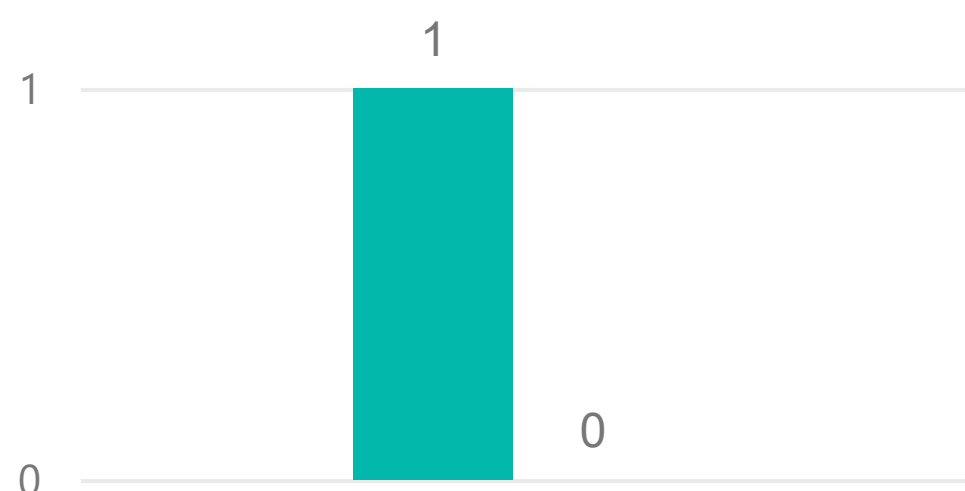
Corporate Stage 1 Volume

● Previous Year ● Current Year



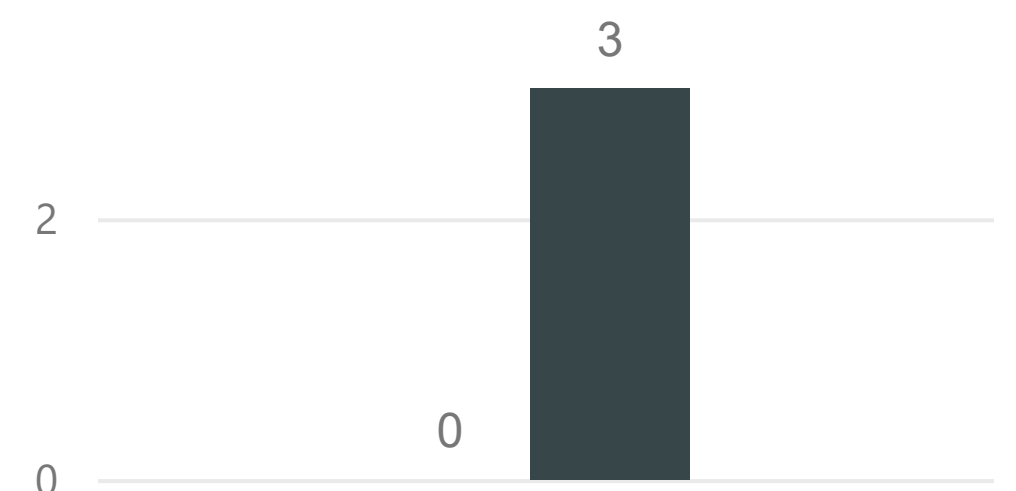
Corporate Stage 2 Volume

● Previous Year ● Current Year



LGO Volume

● Previous Year ● Current Year



6.1 The volume of stage one has increased by 49 complaints compared to the same period last year

6.2 The volume of stage two has decreased by 1 complaint compared to the same period last year

6.3 The volume of LGO has increased by 3 investigations compared to the same period last year

Total Complaints by Division

● Previous Year ● Current Year

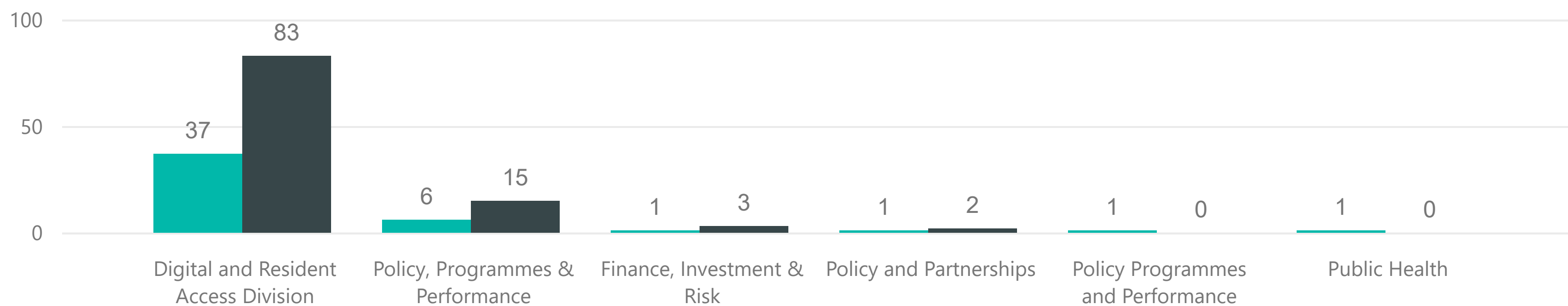


6.4 Total volumes of complaints at stage one, two and LGSCO investigations by service team

6. Summary by Division - Assistant Chief Executive Directorate

Complaint Volume by Division

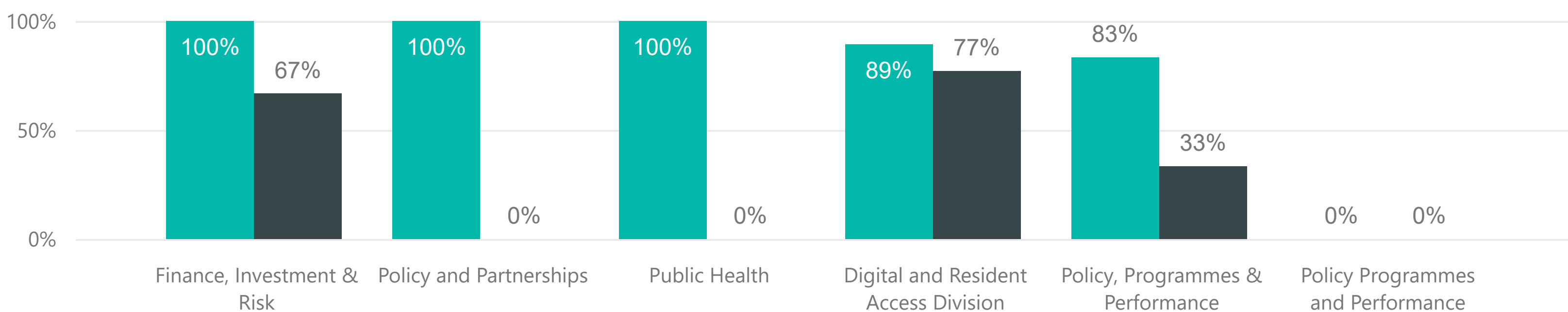
● Previous Year ● Current Year



6.5 The volume of complaints by Division for 2021

Complaint SLA % by Division

● Previous Year ● Current Year

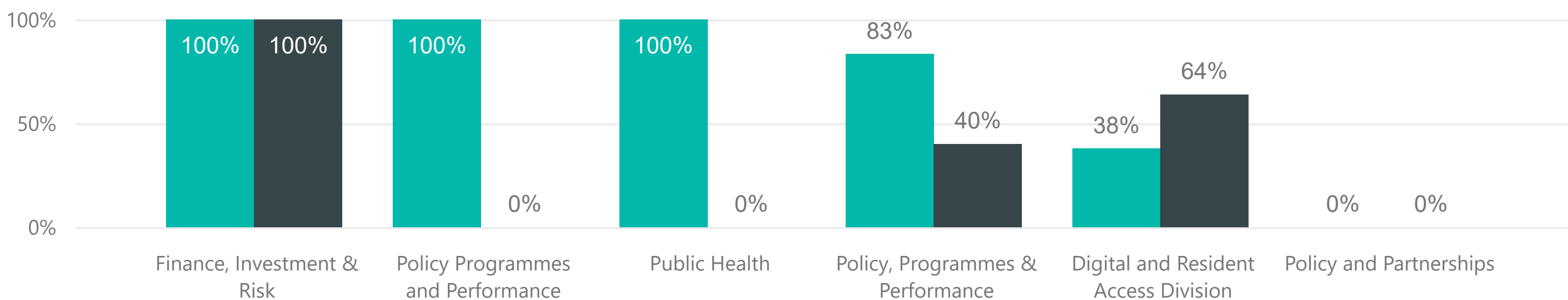


6.6 The SLA % of complaints by Division for 2021

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

Complaint Upheld % by Division

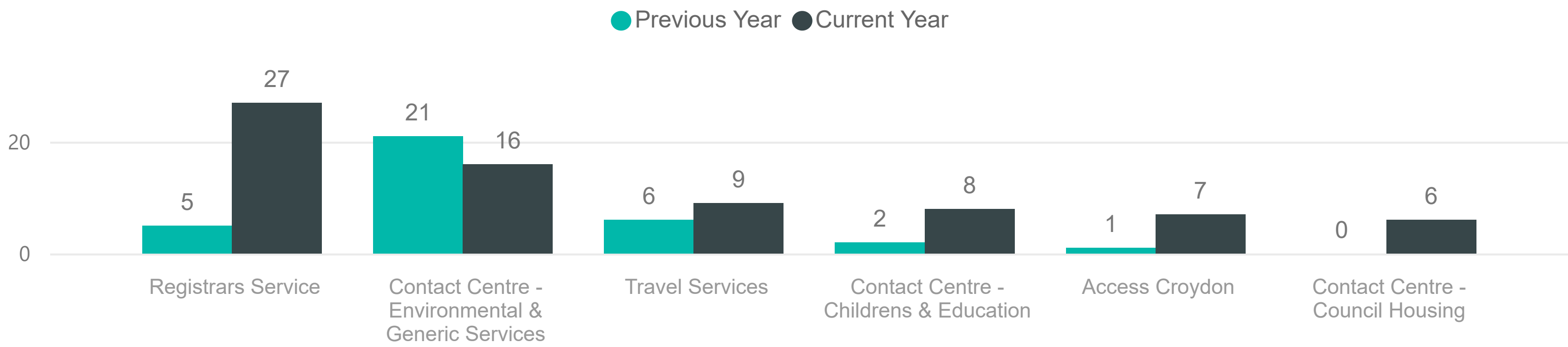
● Previous Year ● Current Year



6.7 The upheld % of complaints by Division for 2021

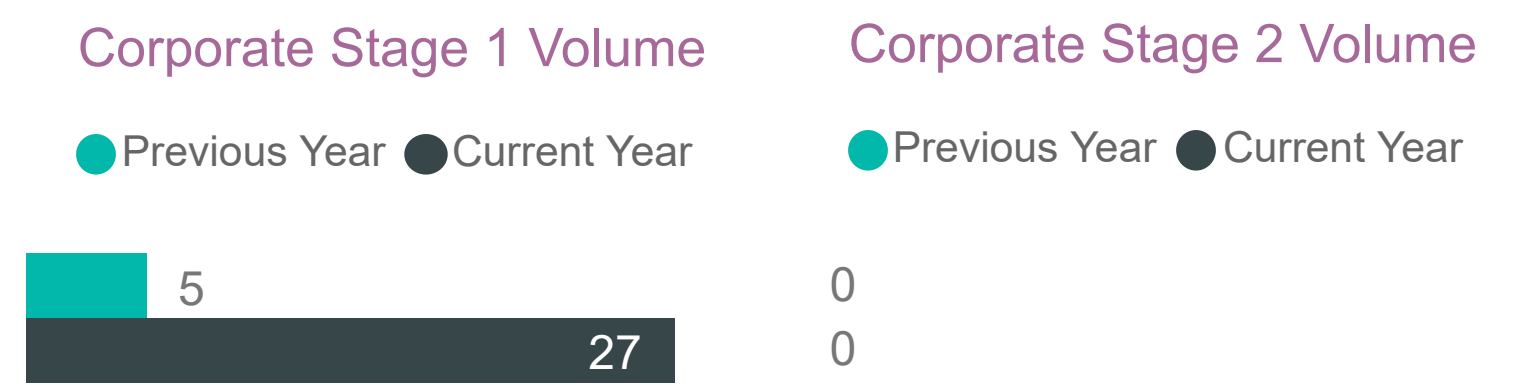
6. Digital and Resident Access Division - Complaints

Highest Complaint Volumes by Service Team



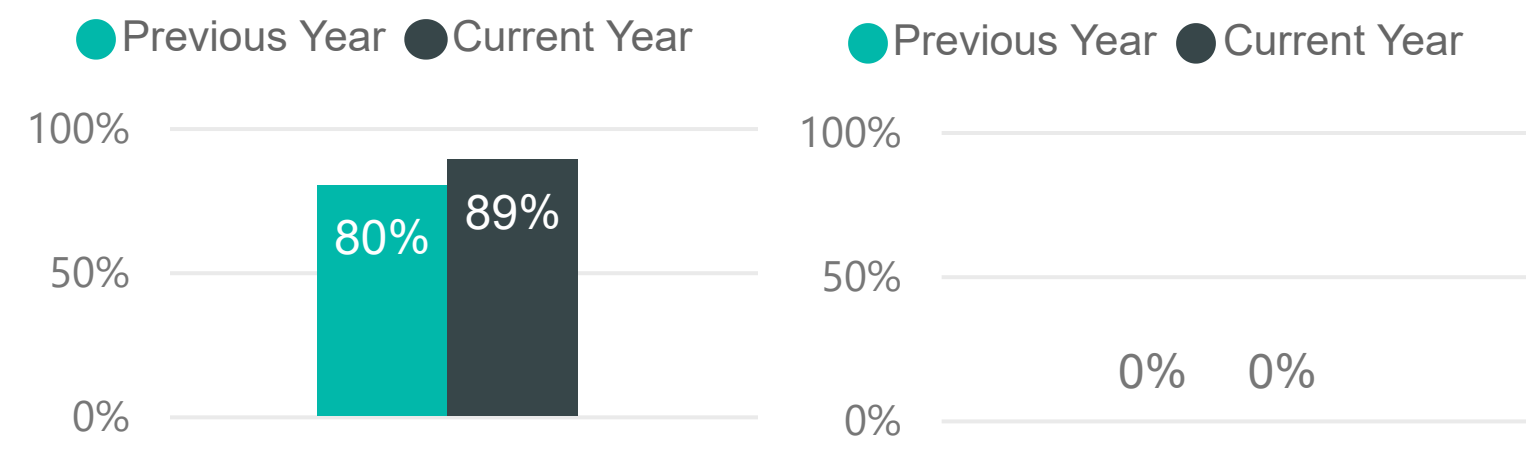
6.8 Total volumes of complaints at stage one, stage two & LGO in the Digital and Resident Access Division division

Registrars Service



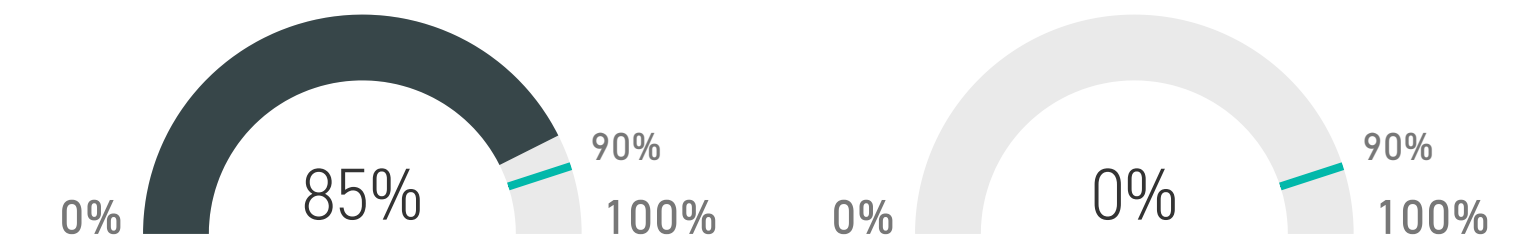
- 6.9 The volume of stage one has increased by 22 complaints
- 6.10 The volume of stage two has remained at 0 complaints
- 6.11 The volume of LGO investigations was 0 in 2021

Corporate Stage 1 Upheld %



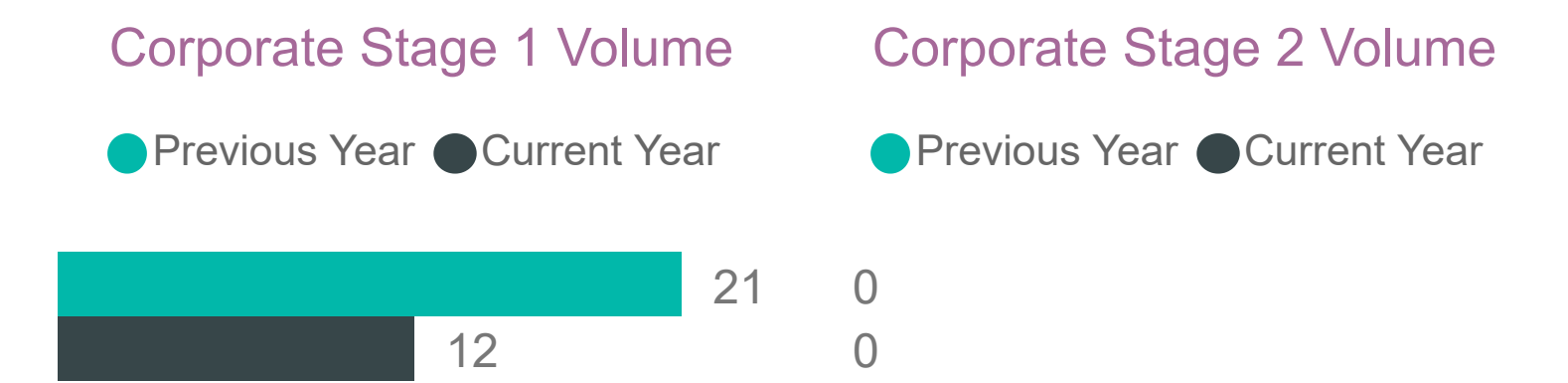
- 6.12 89%, or 24 complaints were upheld at stage one.
- 6.13 There were no complaints at stage two

Corporate Stage 1 SLA



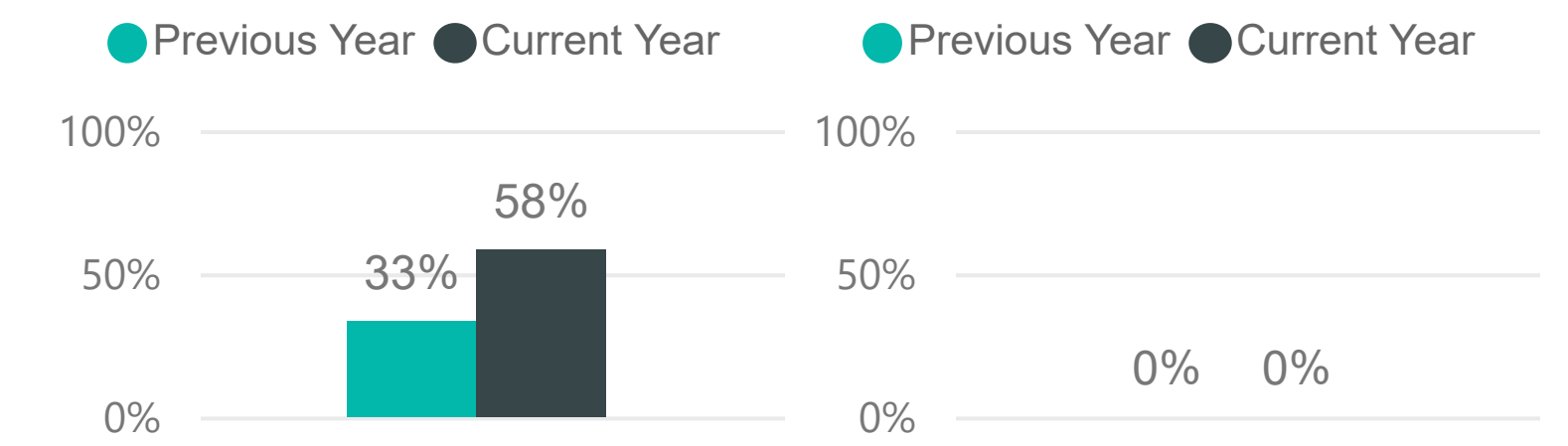
- 6.14 85% or 23 stage one complaints were answered in SLA
- 6.15 There were no complaints at stage two

Contact Centre - Environmental & Generic ...



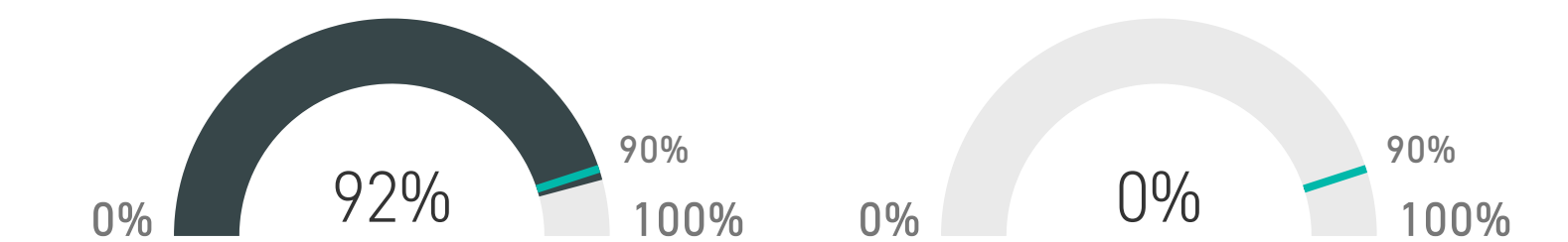
- 6.16 The volume of stage one has decreased by 9 complaints
- 6.17 The volume of stage two has remained at 0 complaints
- 6.18 The volume of LGO investigations was 0 in 2021

Corporate Stage 1 Upheld %



- 6.19 58%, or 7 complaints were upheld at stage one.
- 6.20 There were no complaints at stage two

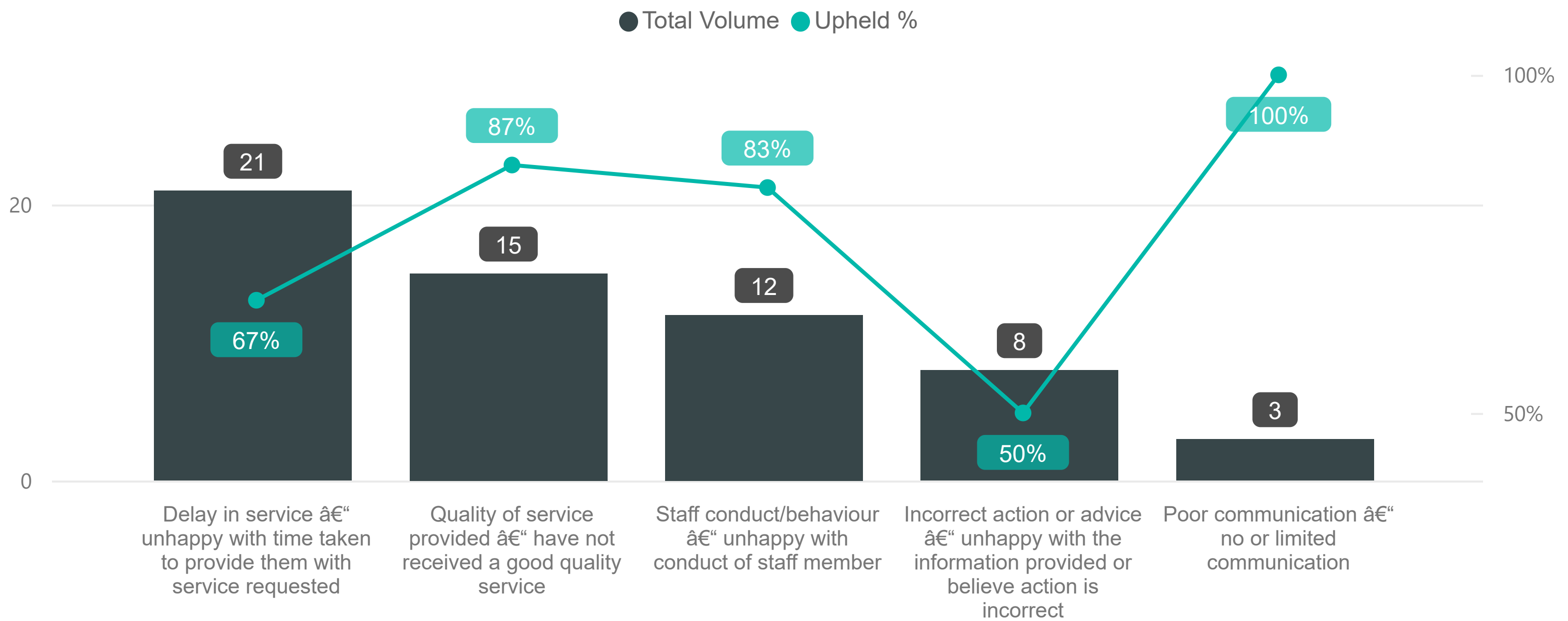
Corporate Stage 1 SLA



- 6.21 92% or 11 stage one complaints were answered in SLA
- 6.22 There were no complaints at stage two

6. Digital and Resident Access Division - Complaint Themes

Highest Volumes for Corporate Stage 1 - Reason for Complaint

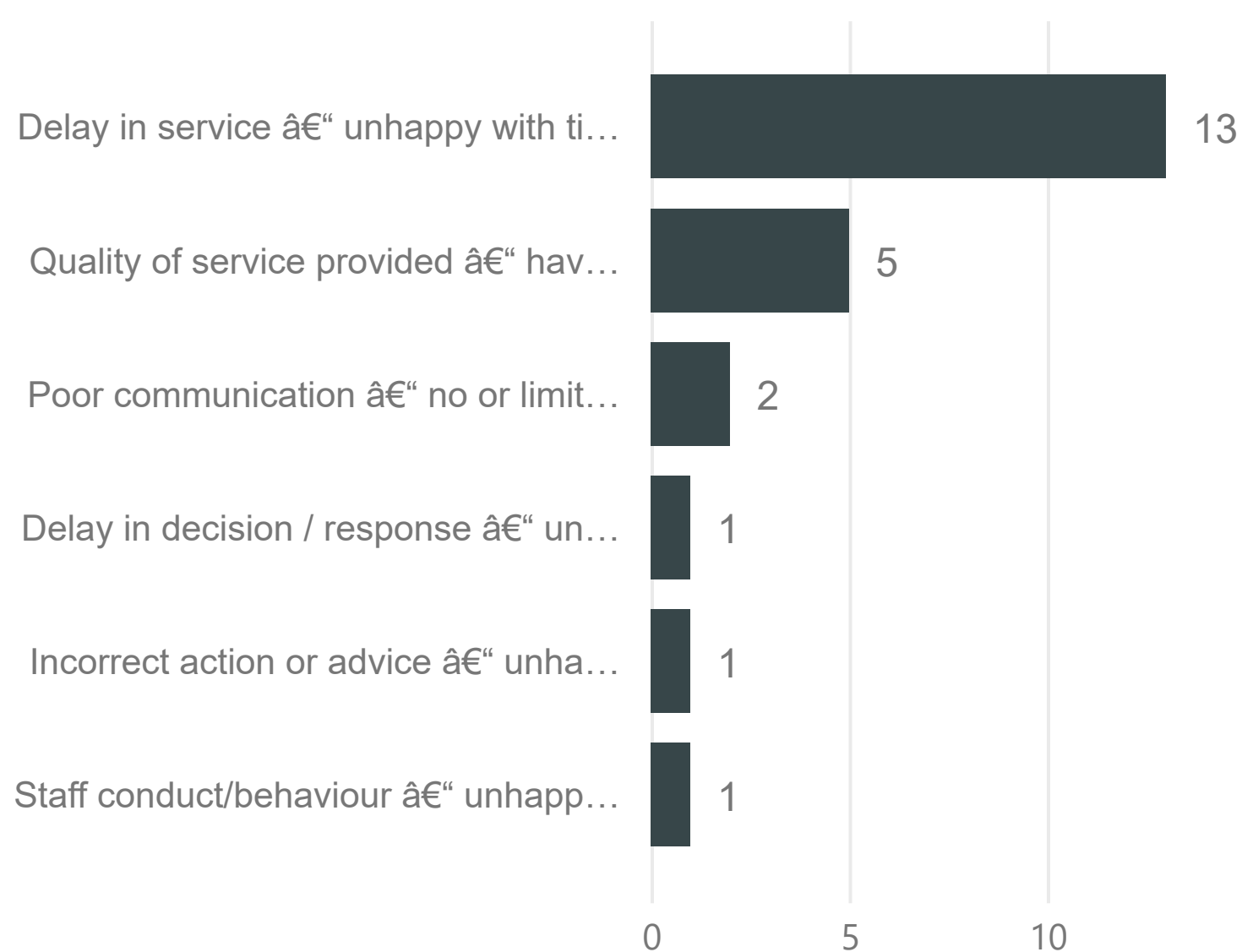


6.23 The graph shows the highest complaint volume by reason for Assistant Chief Executive Directorate at stage one

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

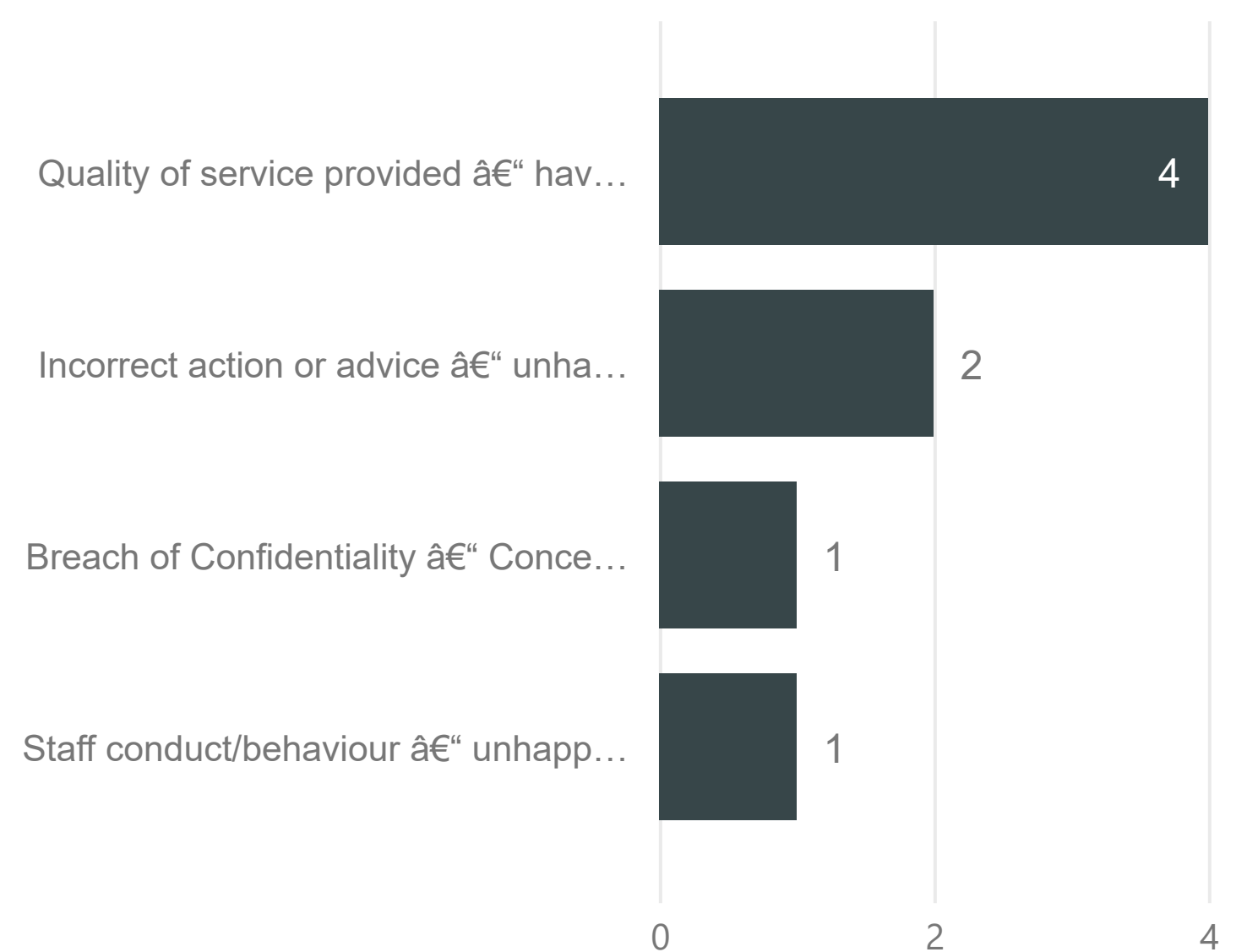
Registrars Service

Highest Volumes for Reason for Complaint - Stage 1



Contact Centre - Environmental & Generic ...

Highest Volumes for Reason for Complaint - Stage 1



6.24 These charts show the highest volume of reason for complaint for each of the named teams in 2021

Complaint & Enquiry Report

Adult Social Care & Health

Annual 2021/2022

7. Adult Social Care & Health - Complaints & LGO Cases

Departmental Complaint Distribution by Complaint Type

● Corporate Stage 1 ● LGO ● Adults Stage 1 ● Childrens Stage 1



Corporate Stage 1 Volume

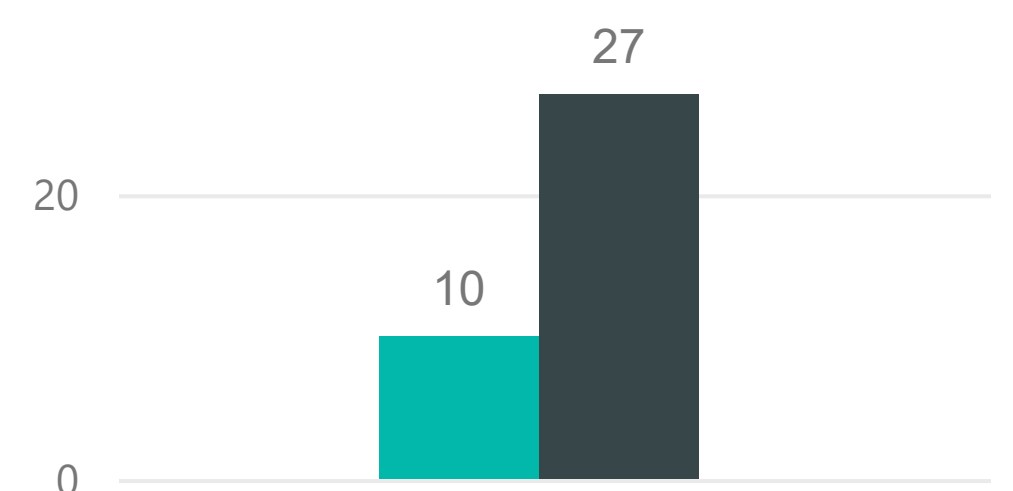
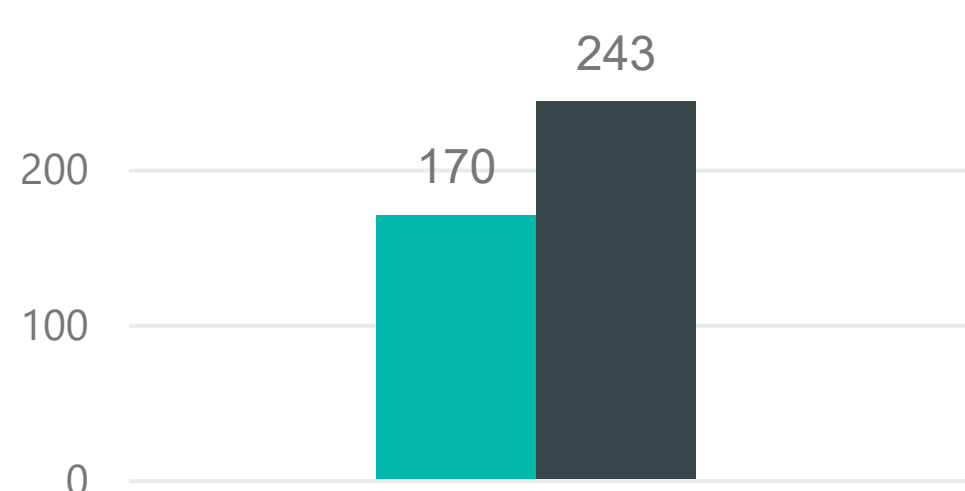
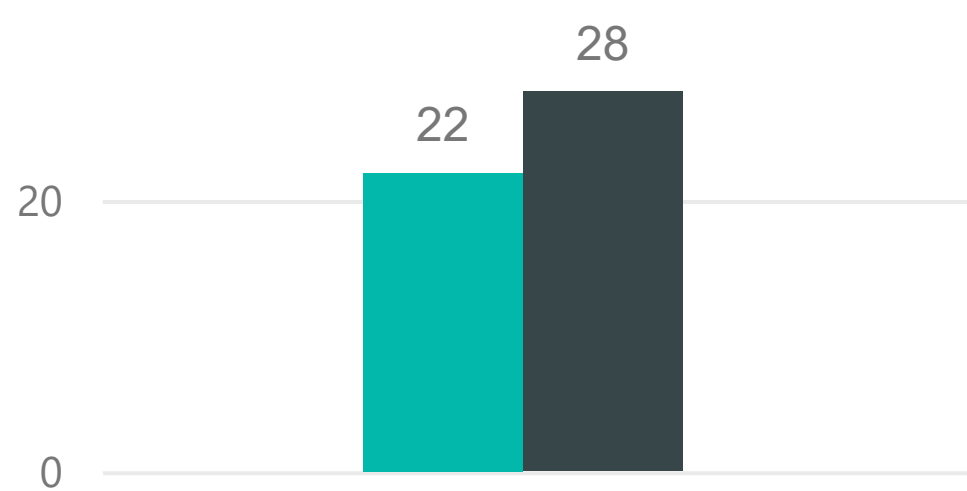
Adults Stage 1 Volume

LGO Volume

● Previous Year ● Current Year

● Previous Year ● Current Year

● Previous Year ● Current Year



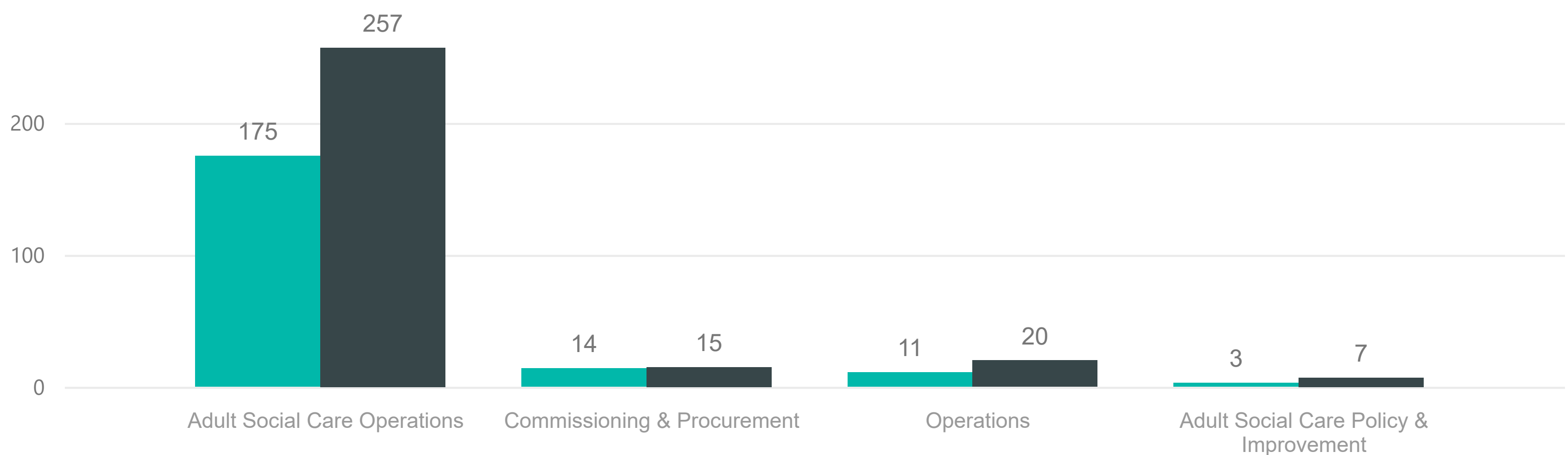
7.1 The volume of stage one has increased by 6 complaints compared to the same period last year

7.2 The volume of stage two has decreased by 1 complaint compared to the same period last year

7.3 The volume of LGO has increased by 17 investigations compared to the same period last year

Total Complaints by Division

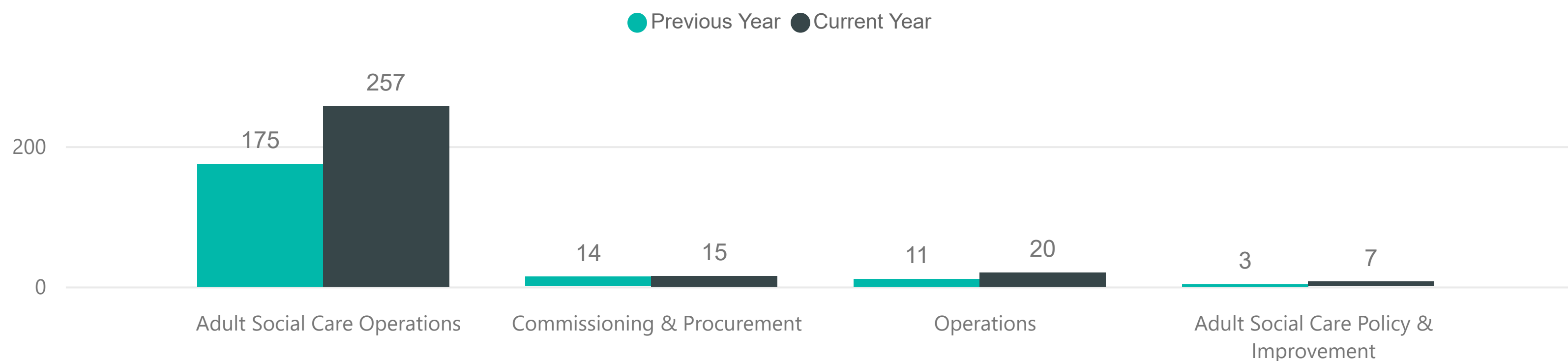
● Previous Year ● Current Year



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

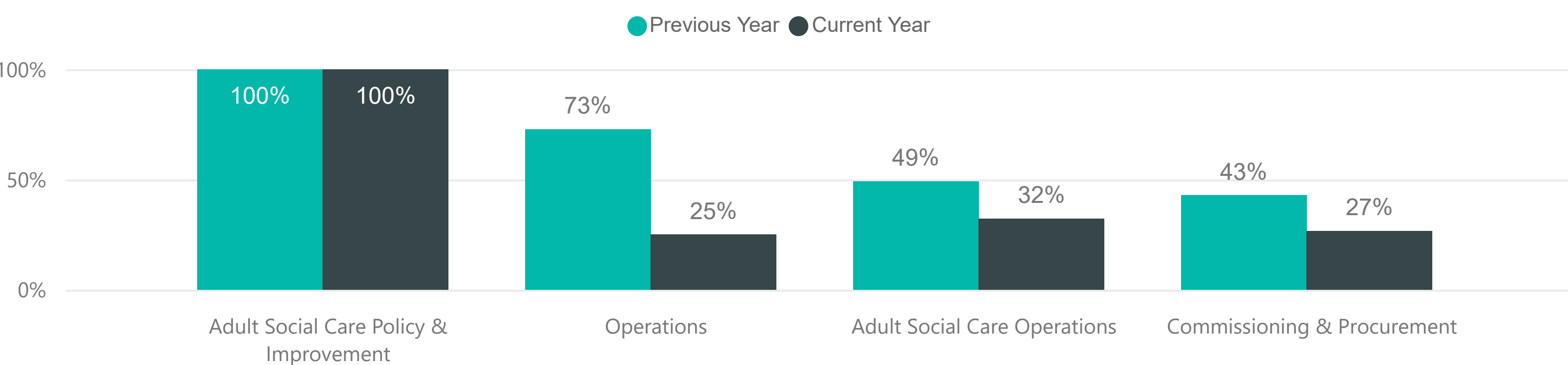
7. Summary by Division - Adult Social Care & Health

Complaint Volume by Division



7.5 The volume of complaints by Division for 2021

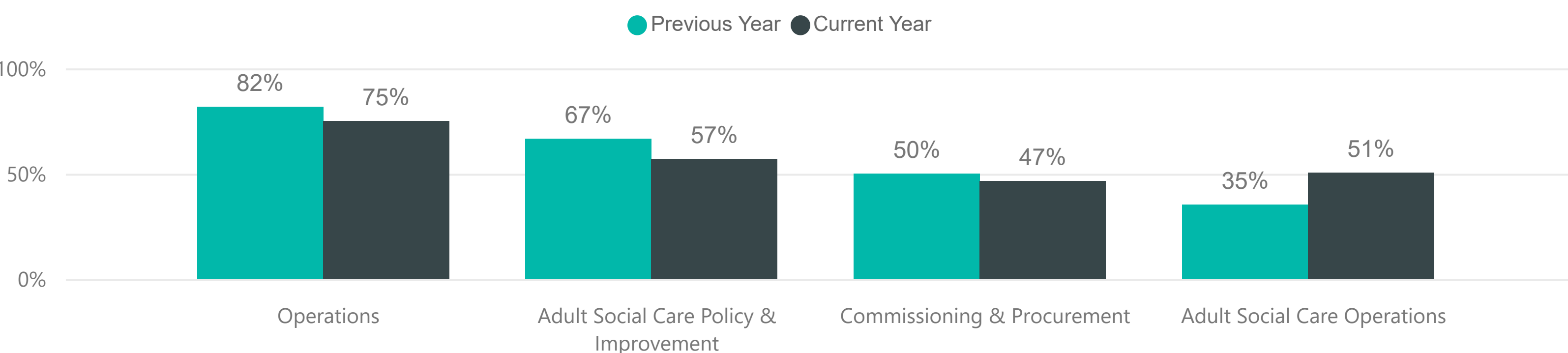
Complaint SLA % by Division



7.6 The SLA % of complaints by Division for 2021

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

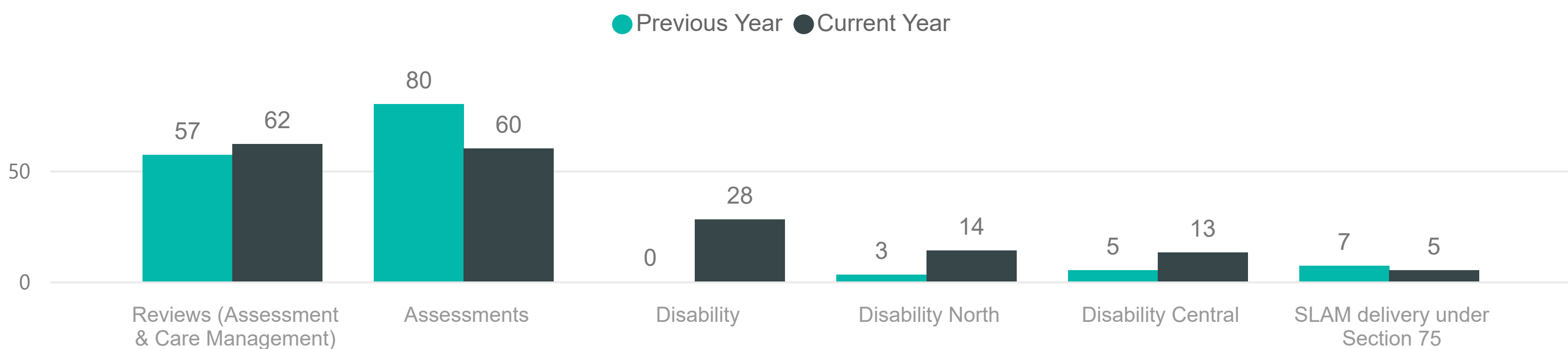
Complaint Upheld % by Division



7.7 The upheld % of complaints by Division for 2021

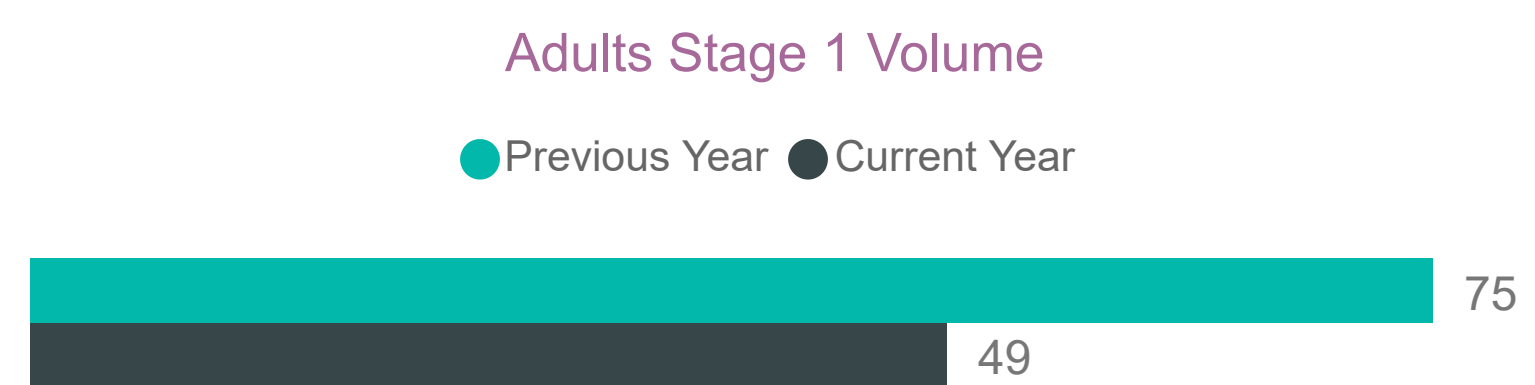
7. Adult Social Care Operations - Complaints

Highest Complaint Volumes by Service Team



7.8 Total volumes of complaints at stage one, stage two & LGO in the Adult Social Care Operations division

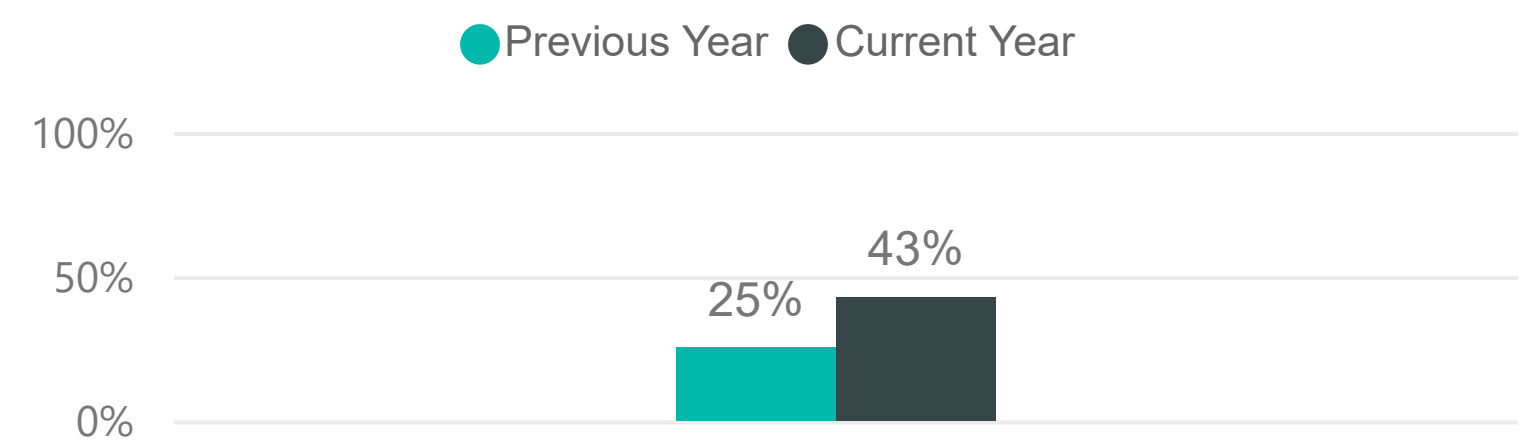
Assessments



7.9 The volume of stage one has decreased by 26 complaints

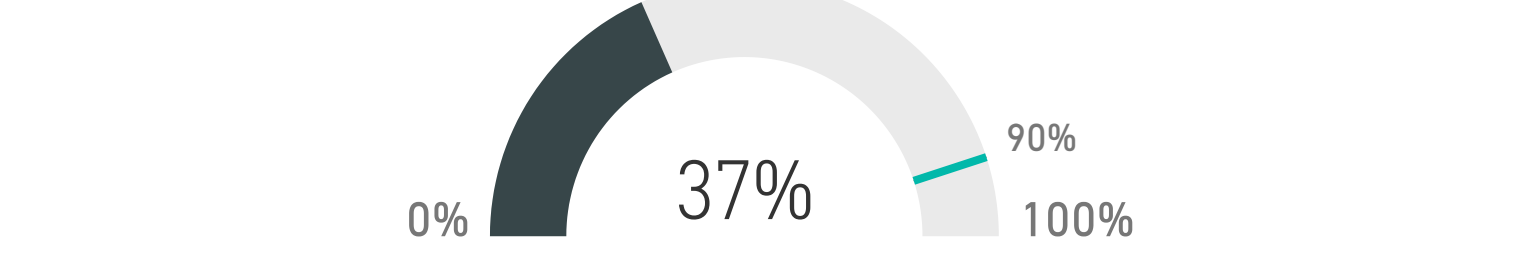
7.10 The volume of LGO investigations was 10 in 2021

Adults Stage 1 Upheld %



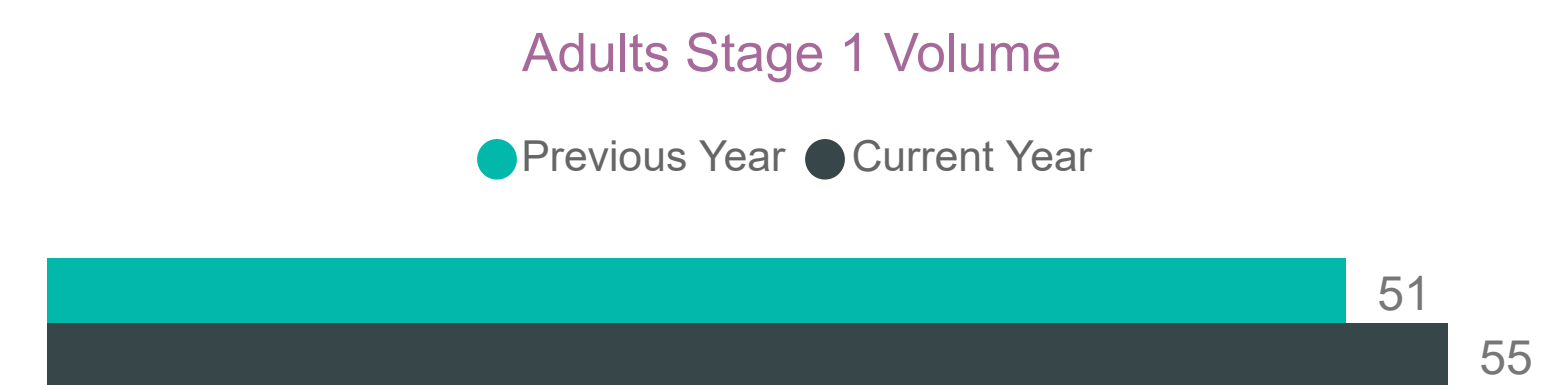
7.11 43%, or 21 complaints were upheld at stage one.

Adults Stage 1 SLA



7.12 37% or 18 stage one complaints were answered in SLA

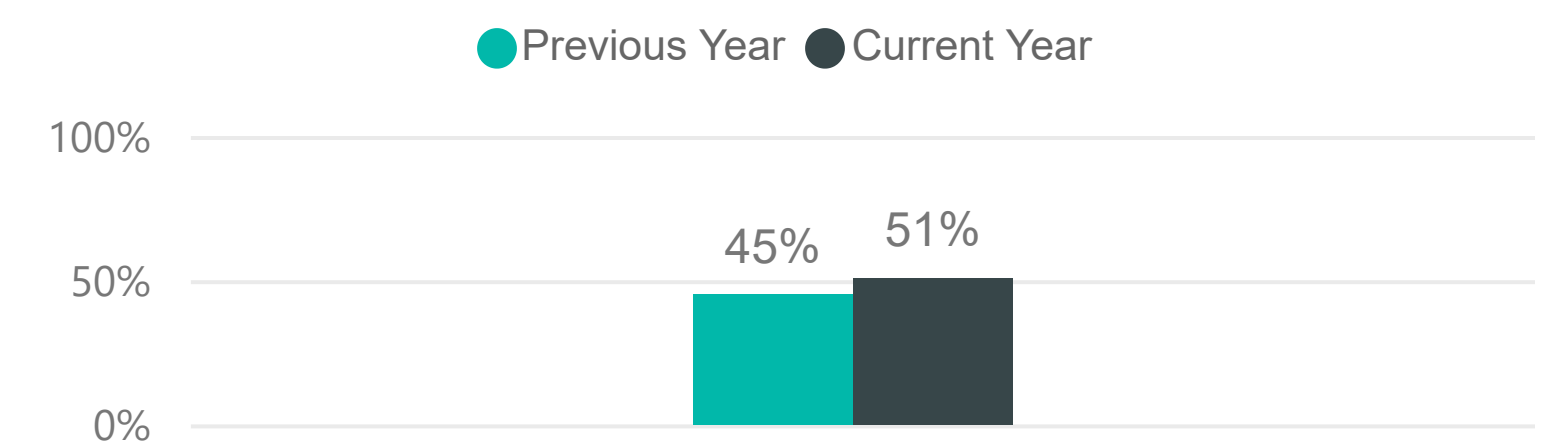
Reviews (Assessment & Care Management)



7.13 The volume of stage one has increased by 4 complaints

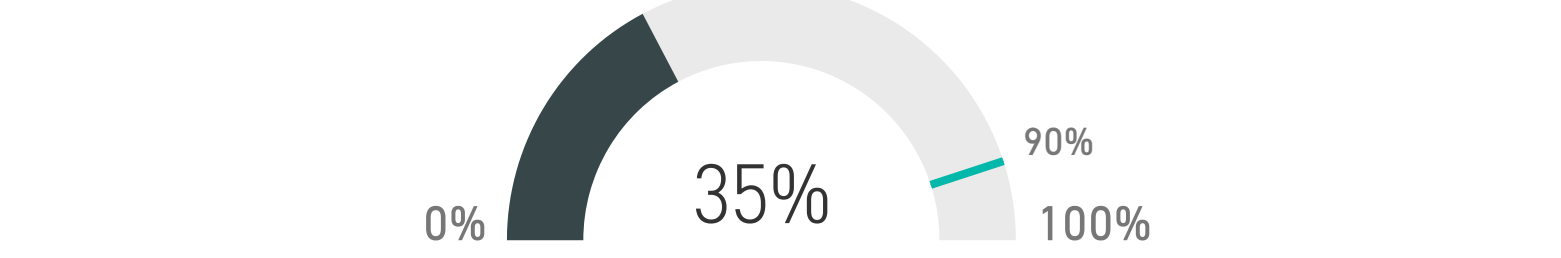
7.14 The volume of LGO investigations was 5 in 2021

Adults Stage 1 Upheld %



7.15 51%, or 28 complaints were upheld at stage one.

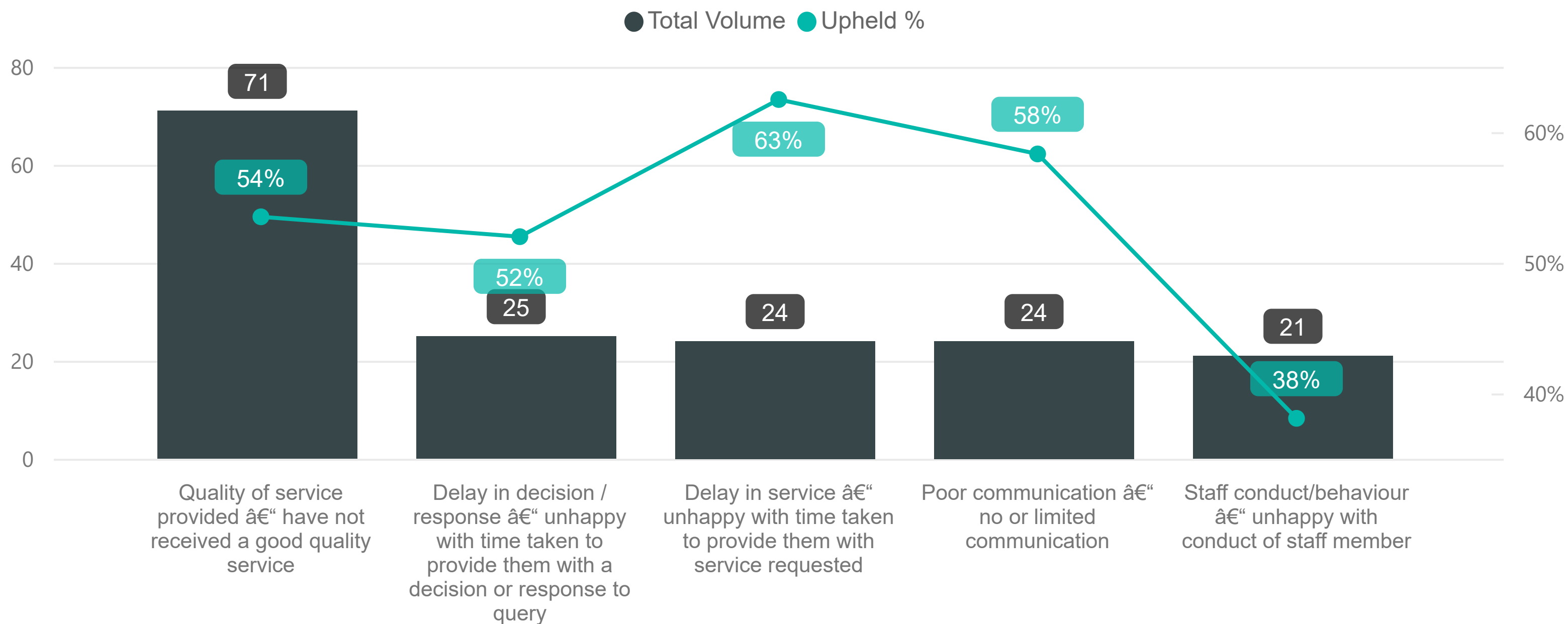
Adults Stage 1 SLA



7.16 35% or 19 stage one complaints were answered in SLA

7. Adult Social Care Operations - Complaint Themes

Highest Volumes for Adults Stage 1 - Reason for Complaint

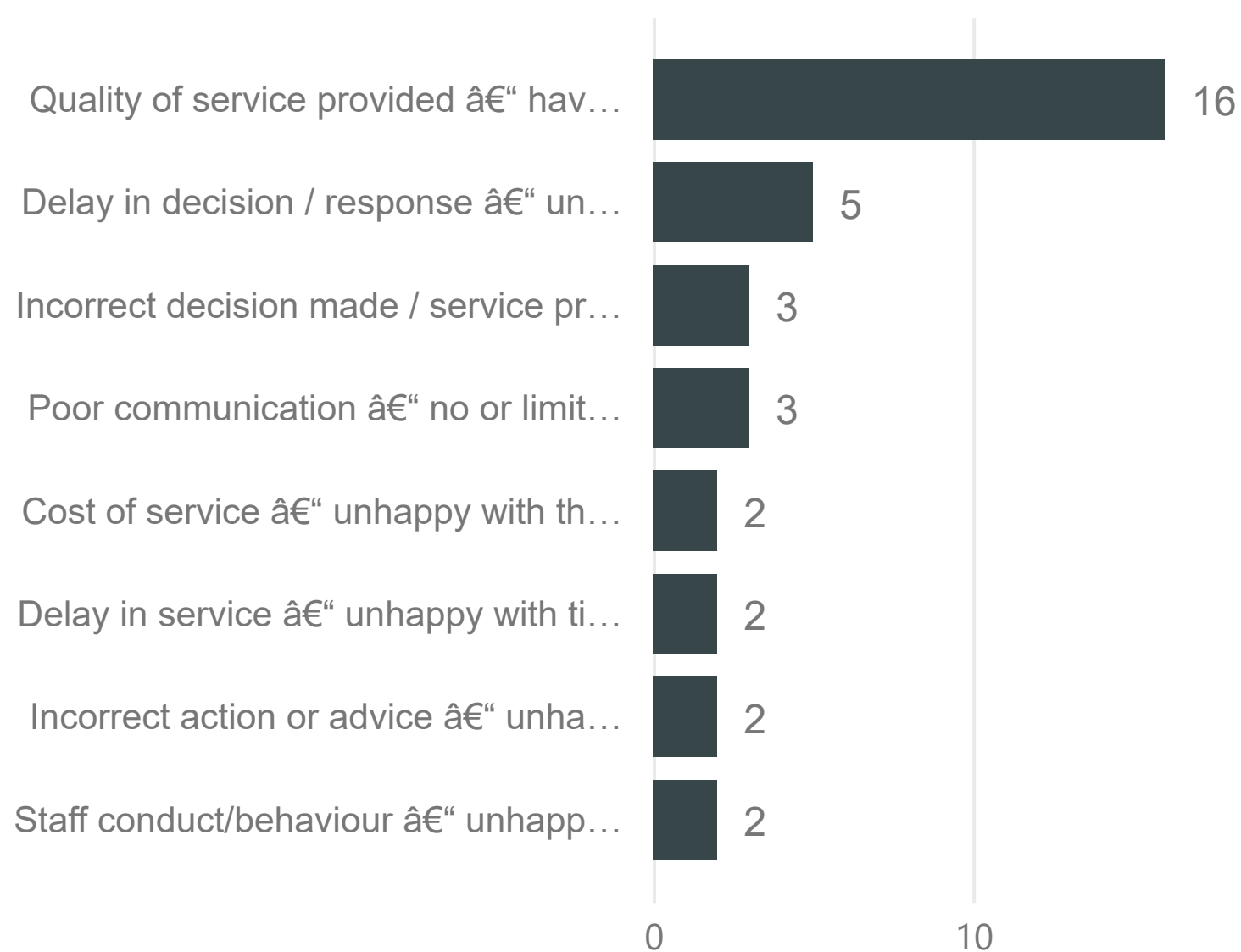


7.17 The graph shows the highest complaint volume by reason for Adult Social Care & Health at stage one

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

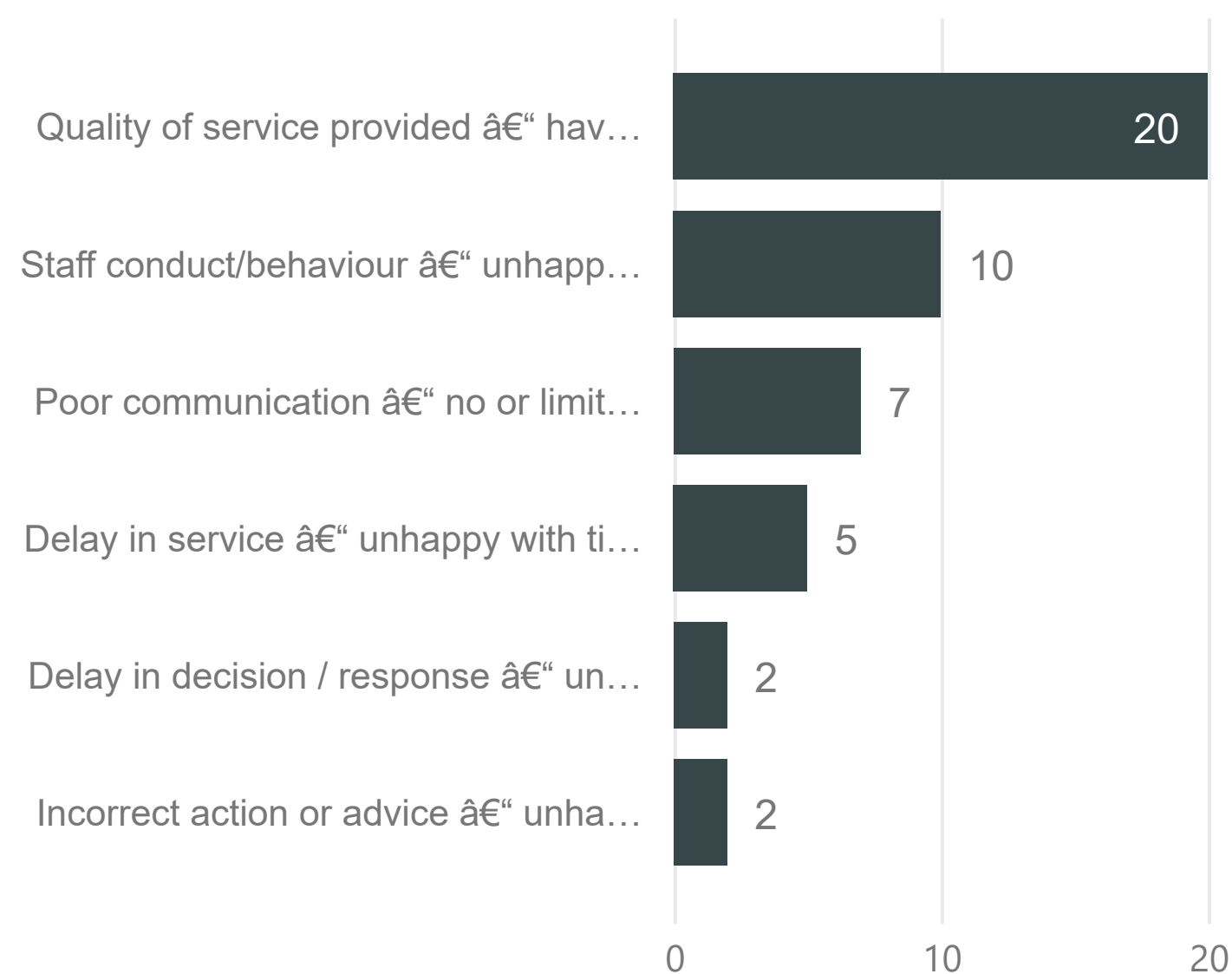
Assessments

Highest Volumes for Reason for Complaint - Stage 1



Reviews (Assessment & Care Management)

Highest Volumes for Reason for Complaint - Stage 1



7.18 These charts show the highest volume of reason for complaint for each of the named teams in 2021