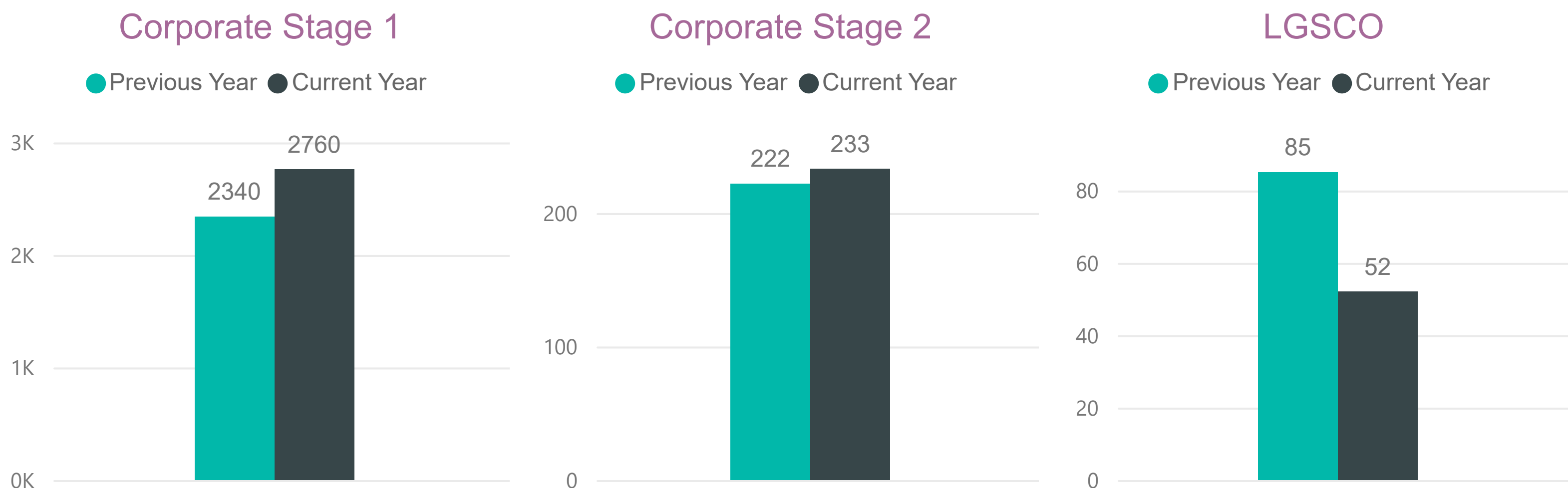

Complaint & Enquiry Report
Croydon Council
Annual 2023/2024

1. Organisational Summary - Corporate Complaints

Corporate Complaints - Volumes by Complaint Type

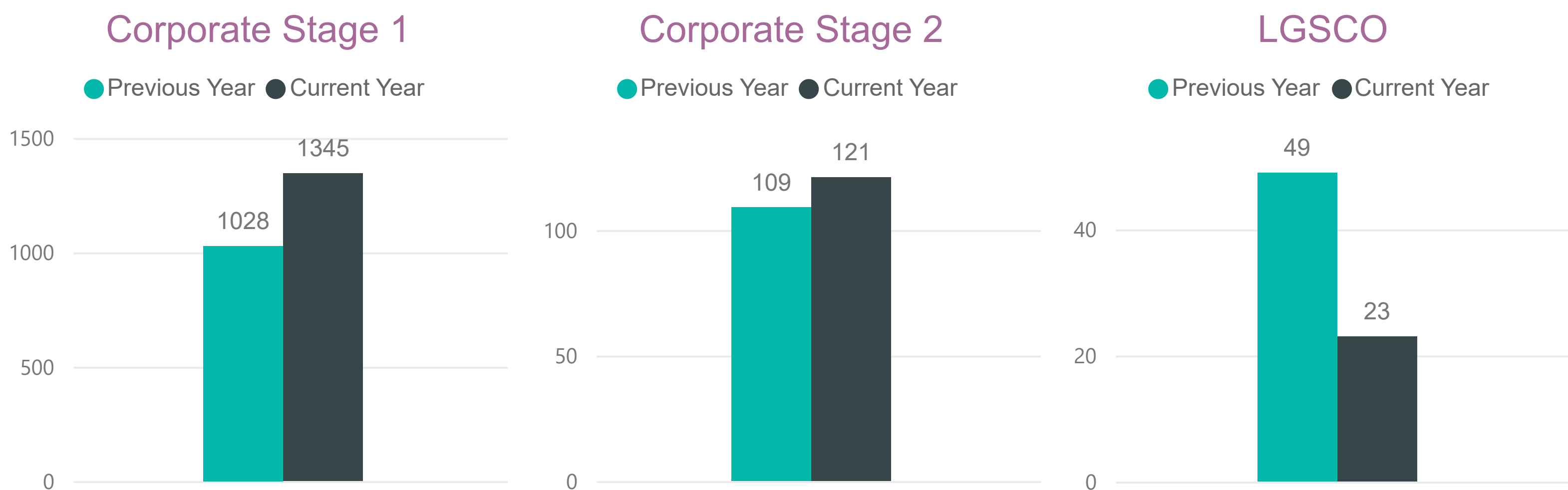


1.1 The volume of stage one has increased by 420 complaints compared to the same period last year

1.2 The volume of stage two has increased by 11 complaints compared to the same period last year

1.3 The volume of LGO has decreased by 33 investigations compared to the same period last year

Corporate Complaints - Upheld Volume by Complaint Type



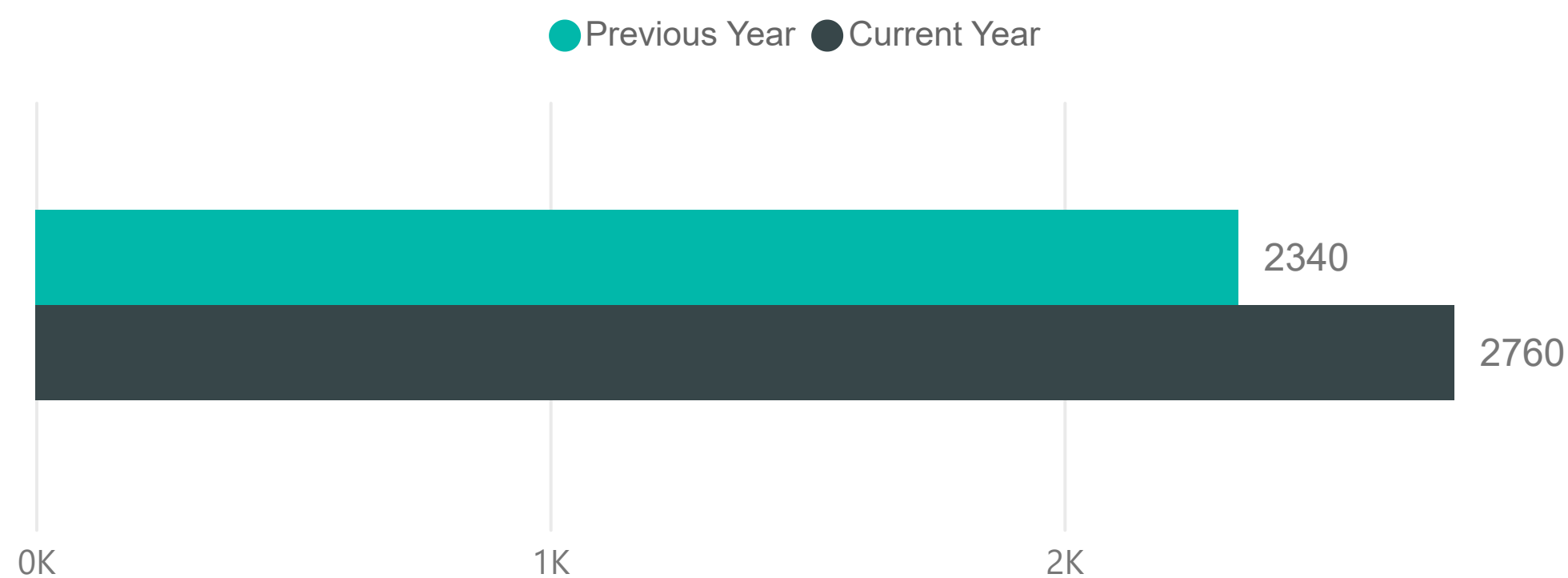
1.4 49%, or 1345 complaints, at stage one were upheld for 2023, an increase of 317 complaints from last year

1.5 52%, or 121 complaints, at stage two were upheld for 2023, an increase of 12 complaints from last year

1.6 44%, or 23 investigations, at LGO were upheld for 2023, a decrease of 26 investigations from last year

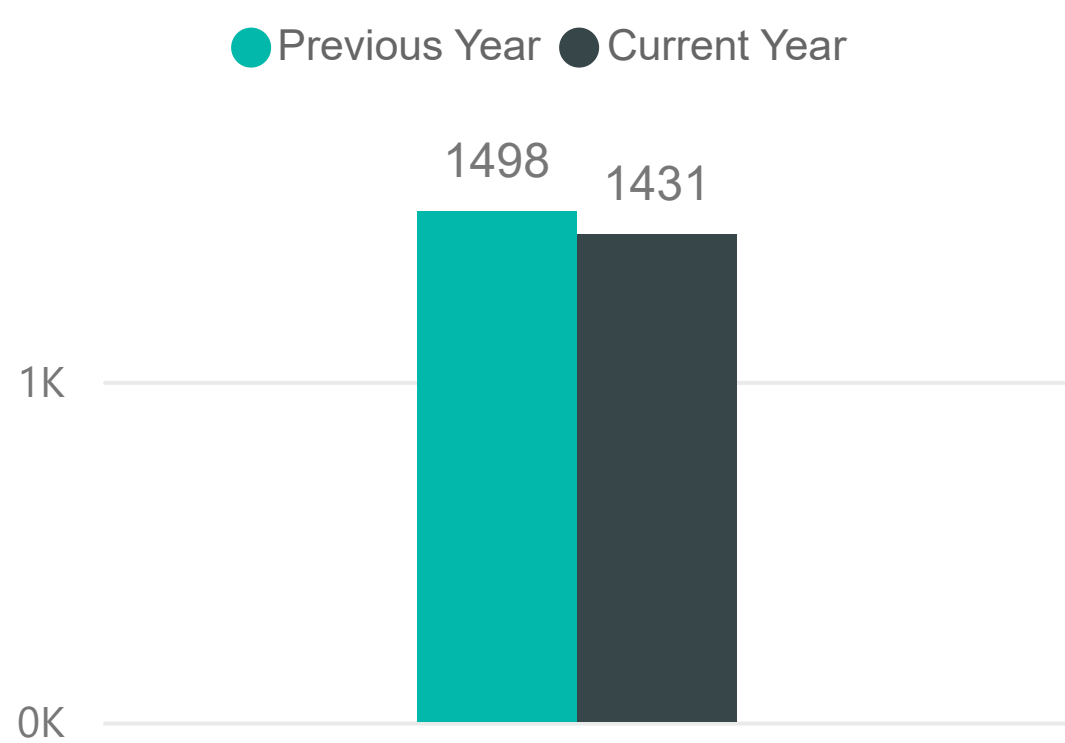
1. Organisational Summary - Corporate Stage 1

Corporate Stage 1 Volume

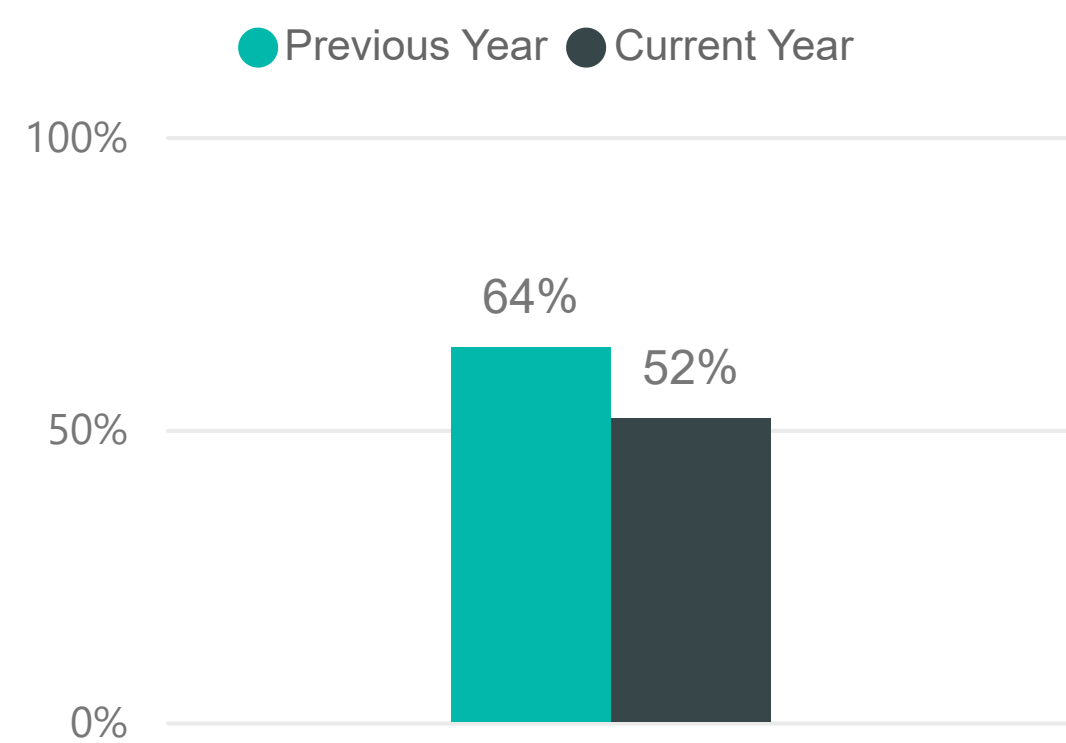


1.7 The volume of stage one has increased by 420 complaints compared to the same period last year

Corporate Stage 1 SLA Volume



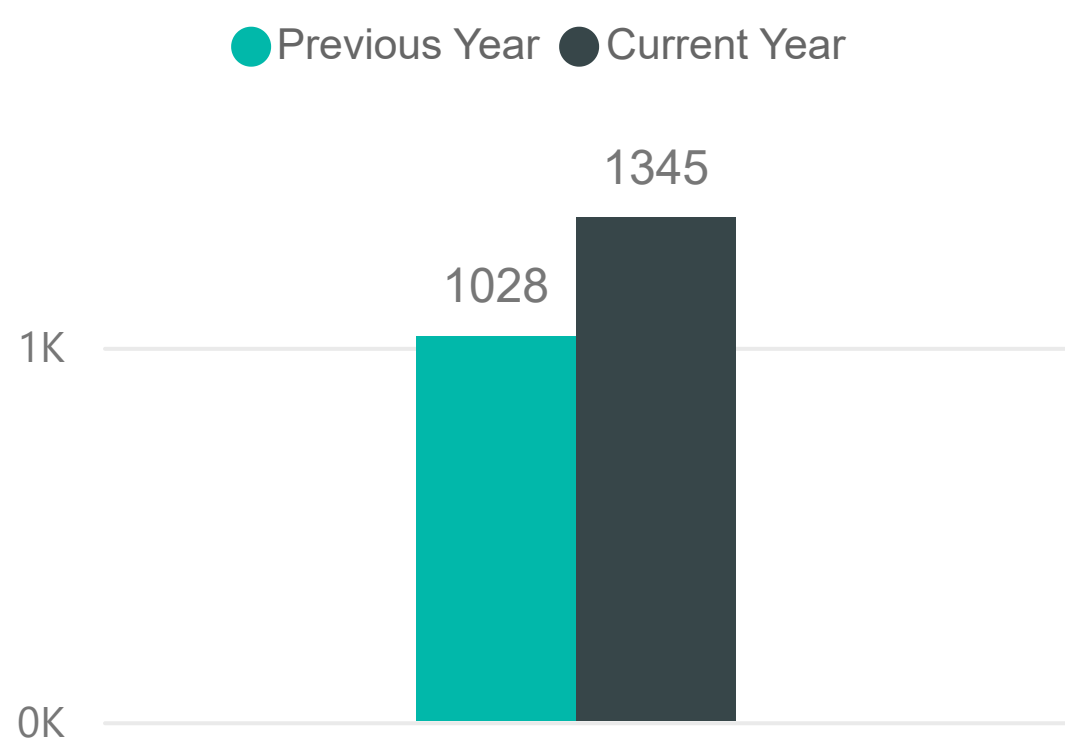
Corporate Stage 1 SLA %



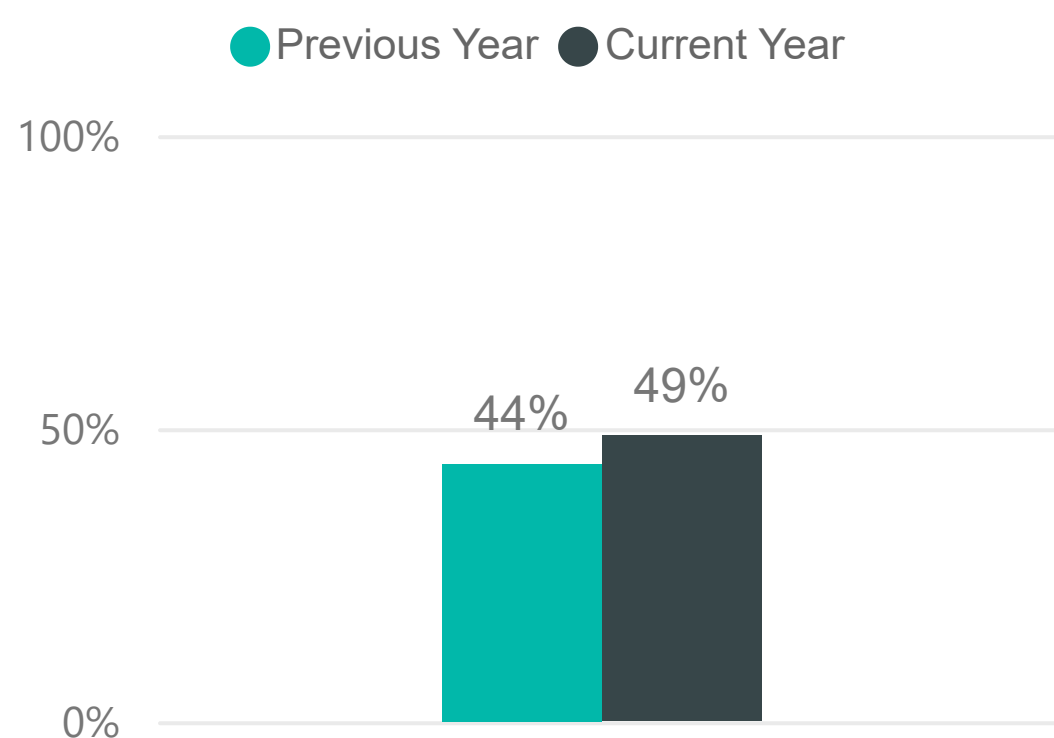
1.8 52% or 1431 stage one complaints were answered within our target of 20 working days

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



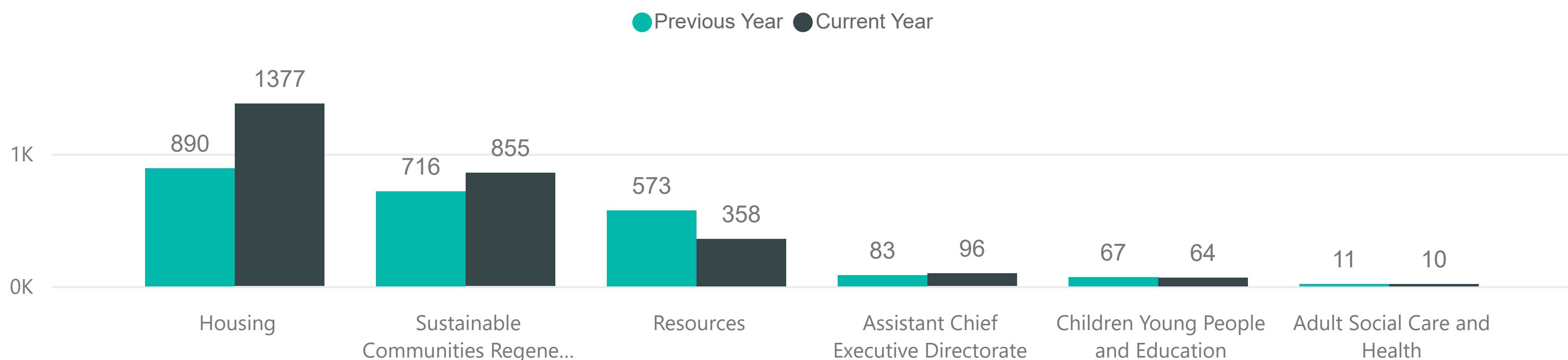
Corporate Stage 1 Upheld %



1.9 49%, or 1345 complaints, at stage one were upheld for 2023, an increase of 317 complaints from last year

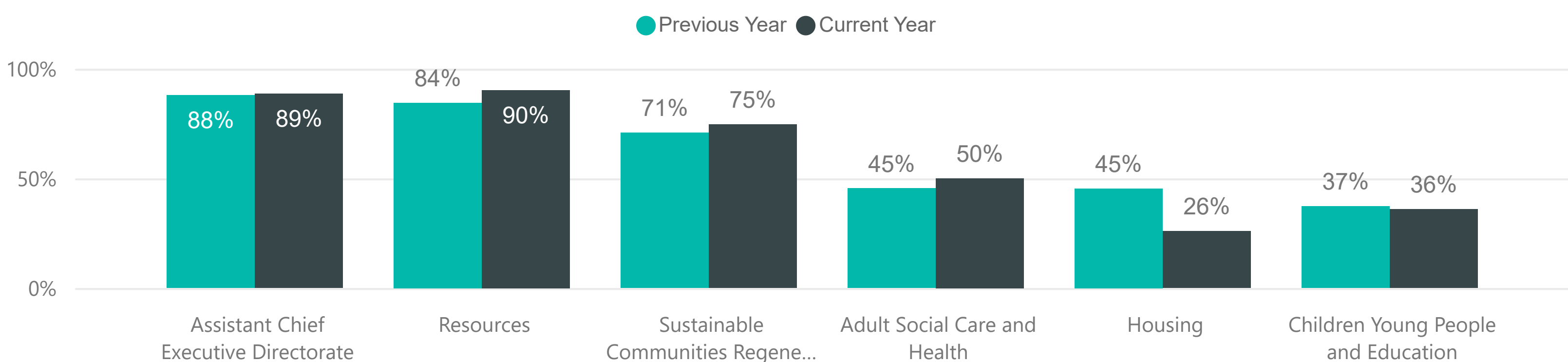
1. Summary by Department - Corporate Stage 1 Complaints

Corporate Stage 1 Volume by Department



1.10 The volume of stage one complaints by Department for 2023

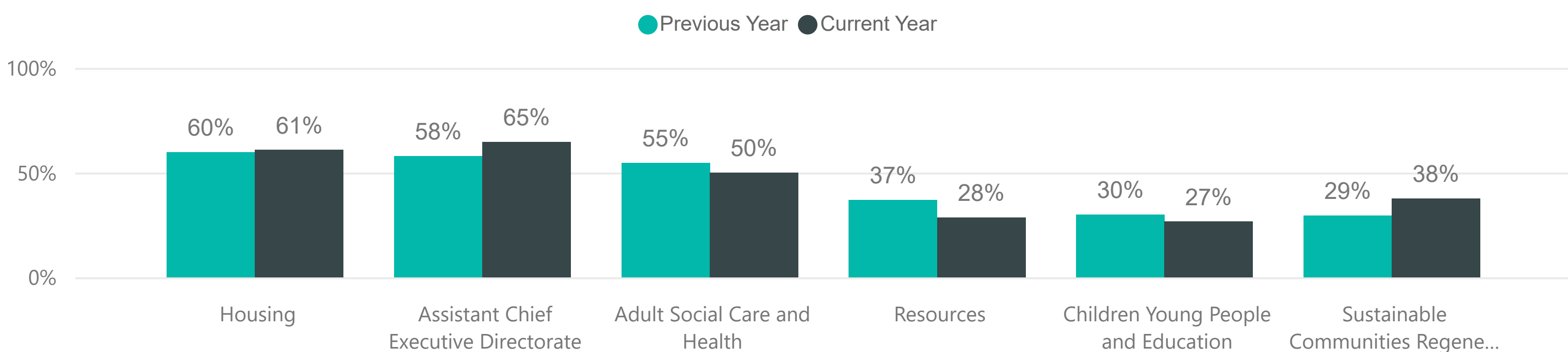
Corporate Stage 1 SLA % by Department



1.11 The SLA % of stage one complaints by Department for 2023

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

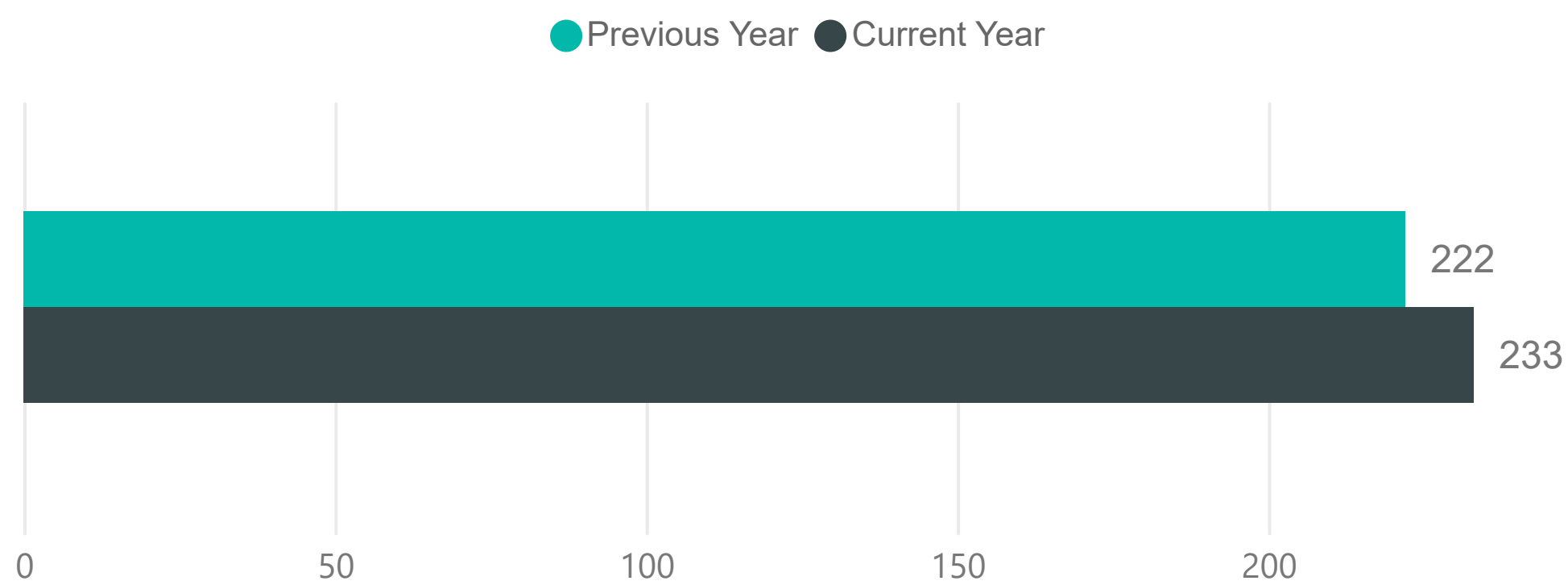
Corporate Stage 1 Upheld % by Department



1.12 The upheld % of stage one complaints by Department for 2023

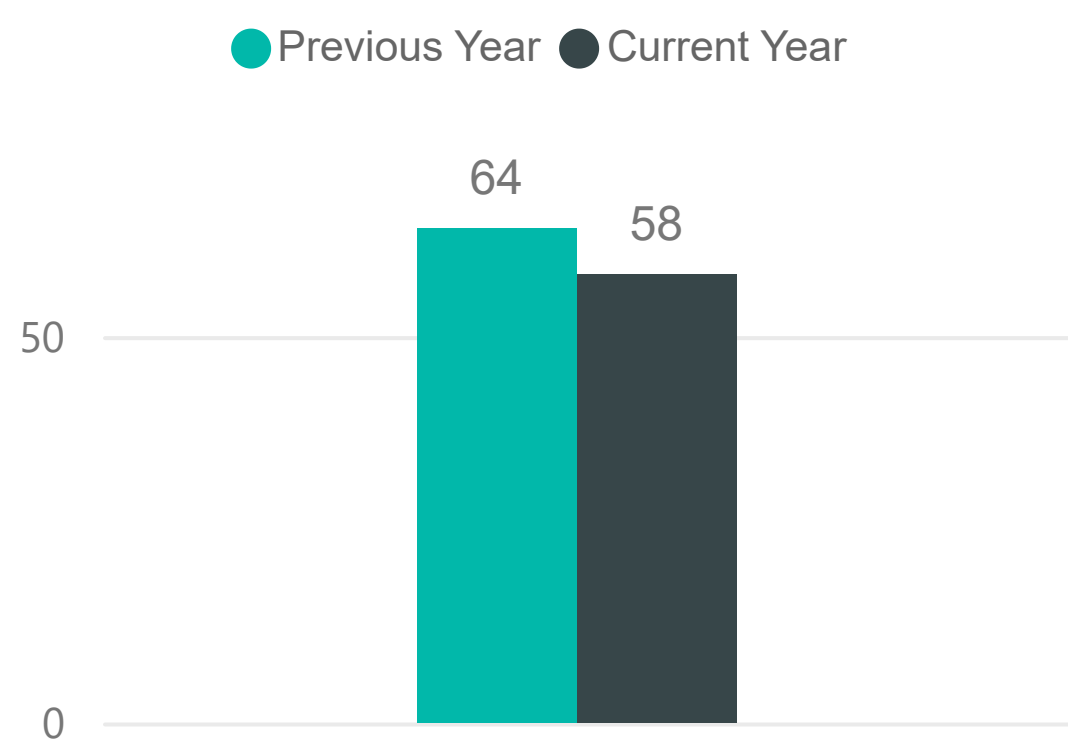
1. Organisational Summary - Corporate Stage 2

Corporate Stage 2 Volume

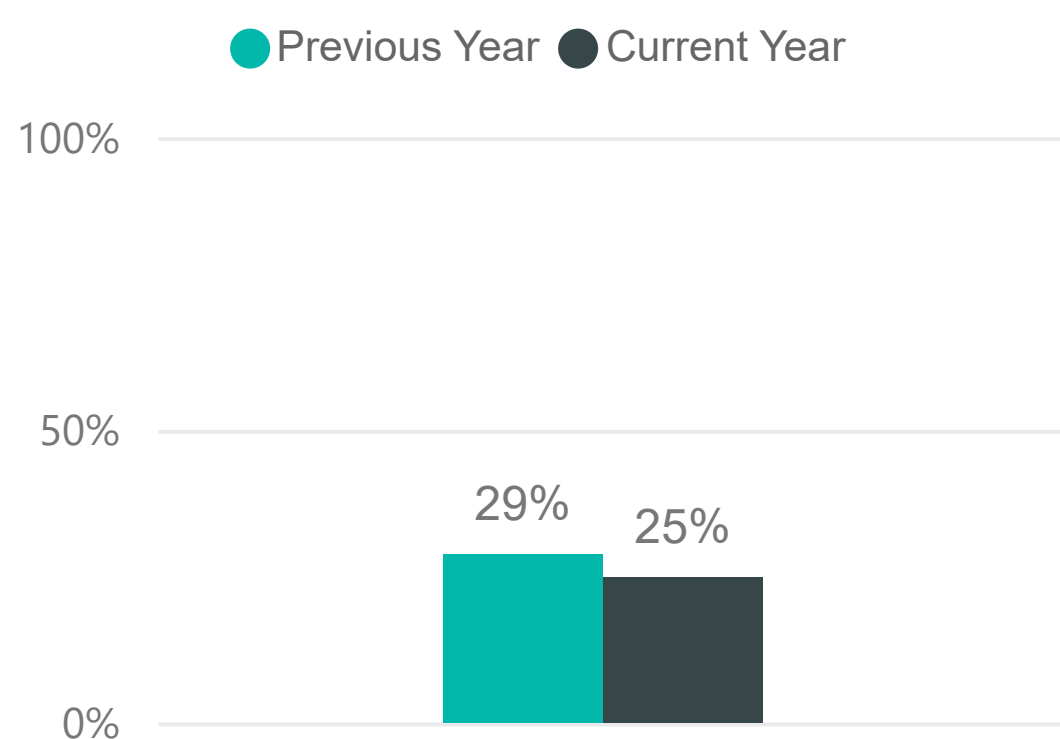


1.13 The volume of stage two has increased by 11 complaints compared to the same period last year

Corporate Stage 2 SLA Volume



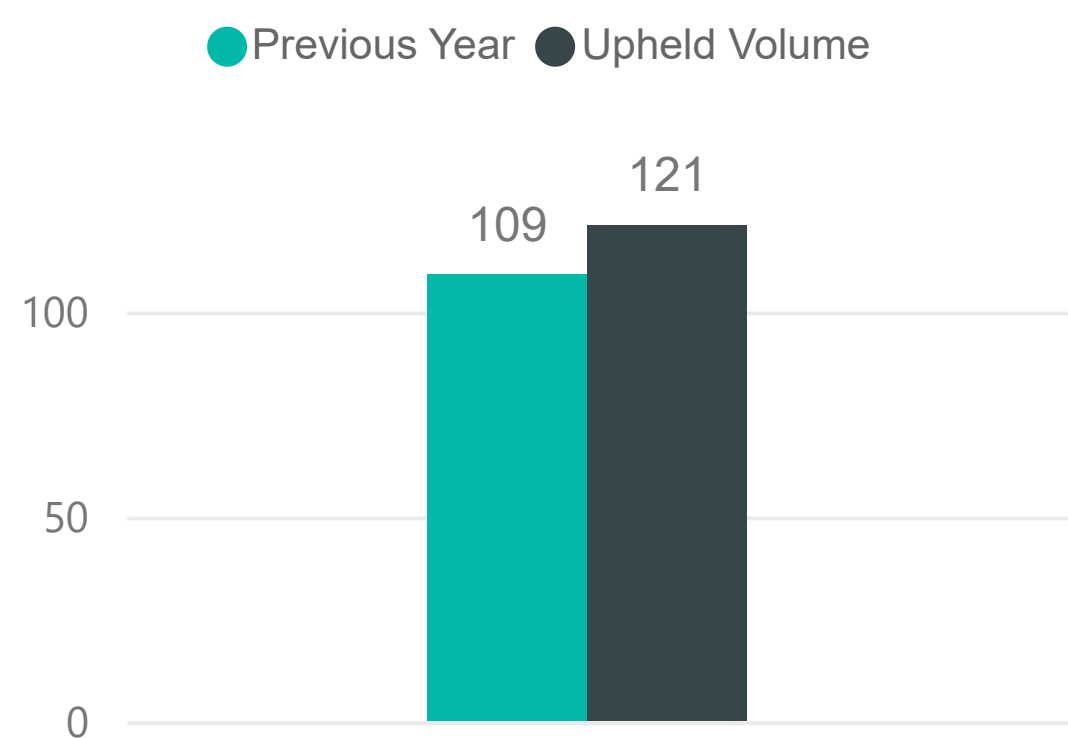
Corporate Stage 2 SLA %



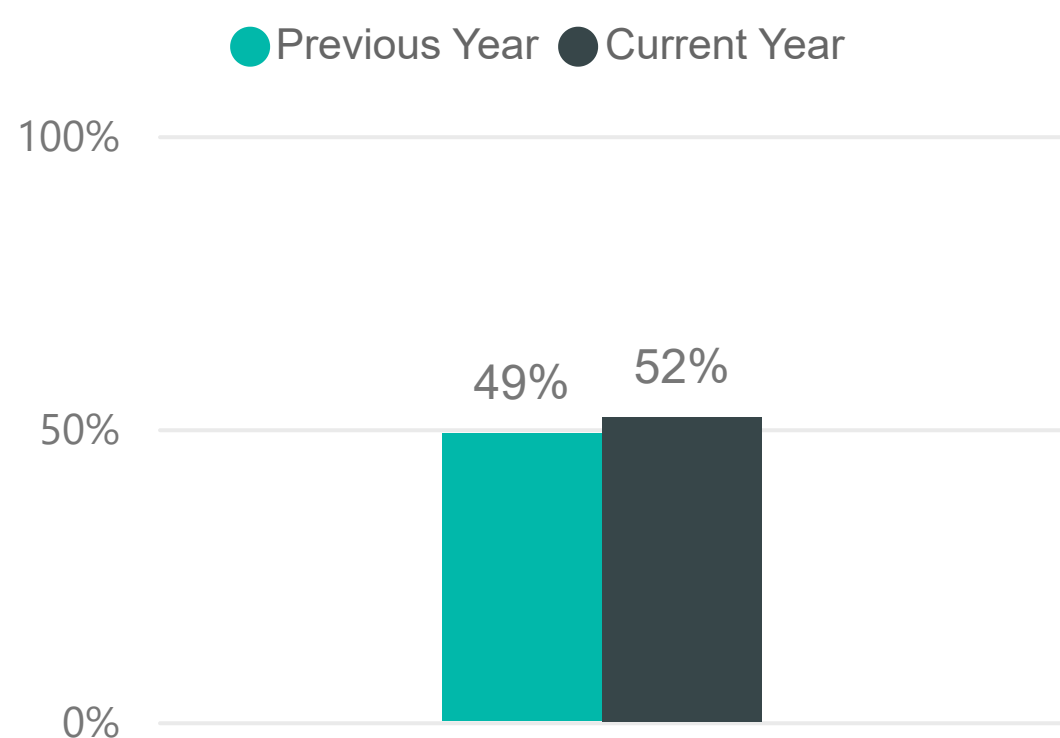
1.14 25% or 58 stage two complaints were answered within our target of 20 working days

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



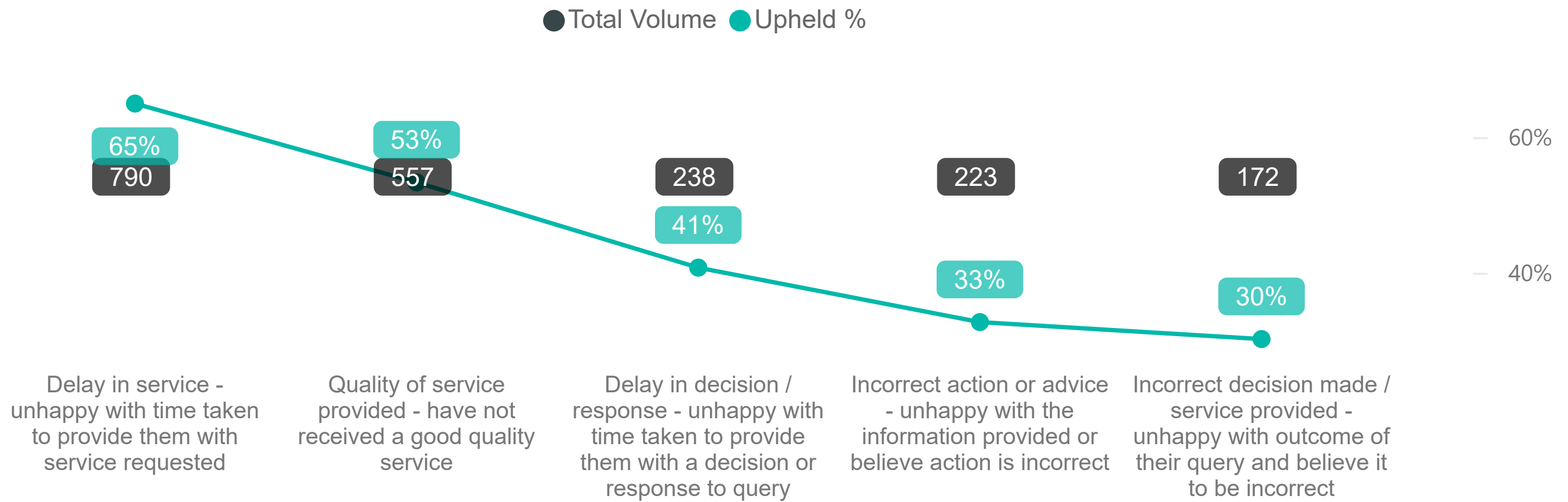
Corporate Stage 2 Upheld %



1.15 52%, or 121 complaints, at stage two were upheld for 2023, an increase of 12 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.

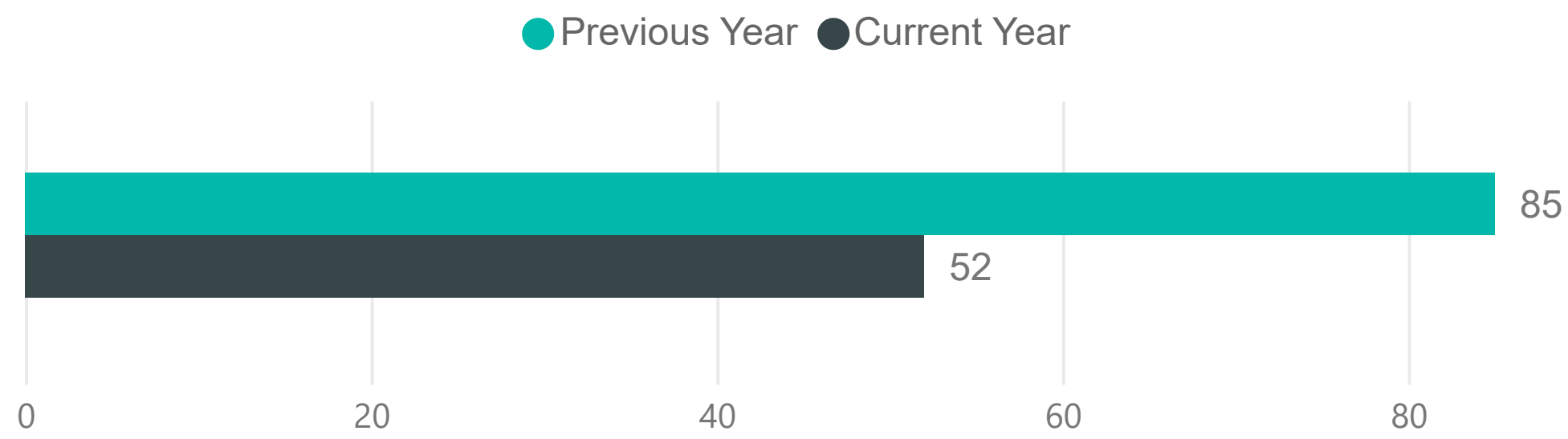
Corporate Stage 2 - Reason for Escalation



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

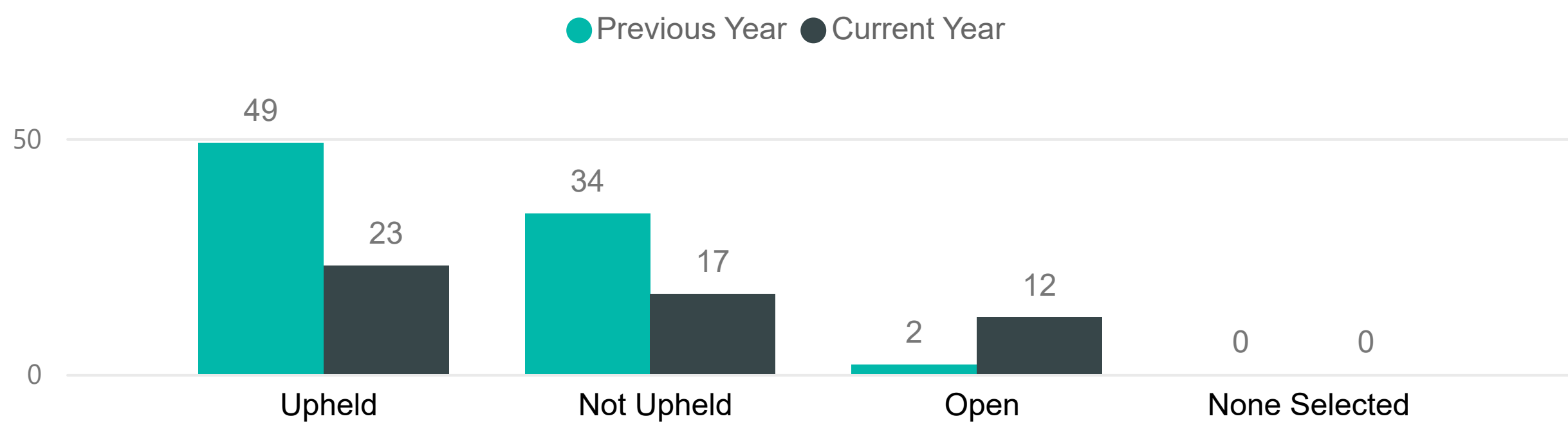
1. Organisational Summary - LGO Investigations

LGO Volume

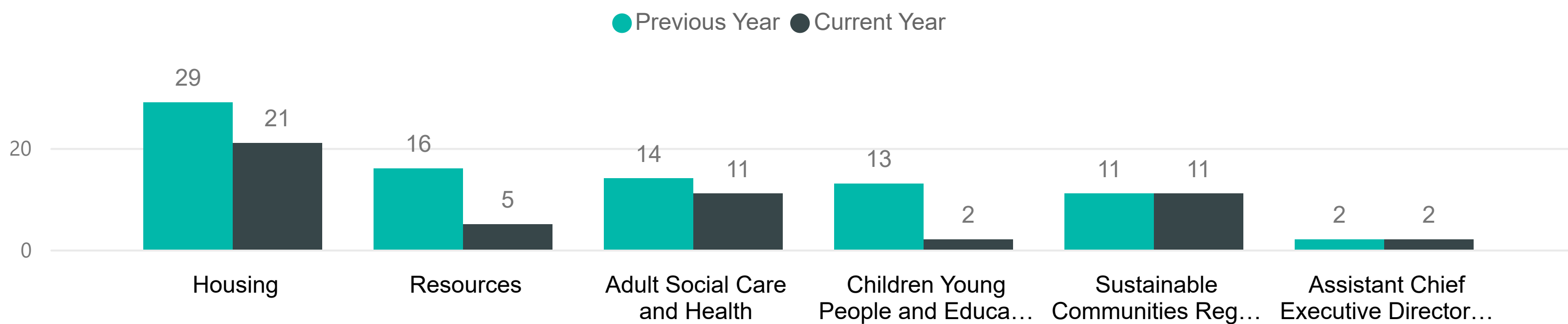


1.18 The volume of LGO has decreased by 33 investigations compared to the same period last year

LGO Upheld by Outcome

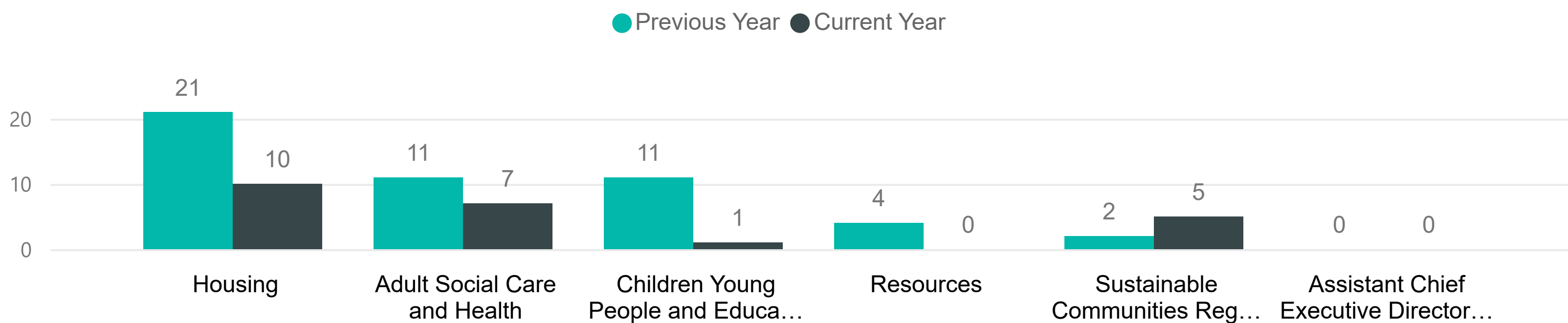


LGO Volume



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

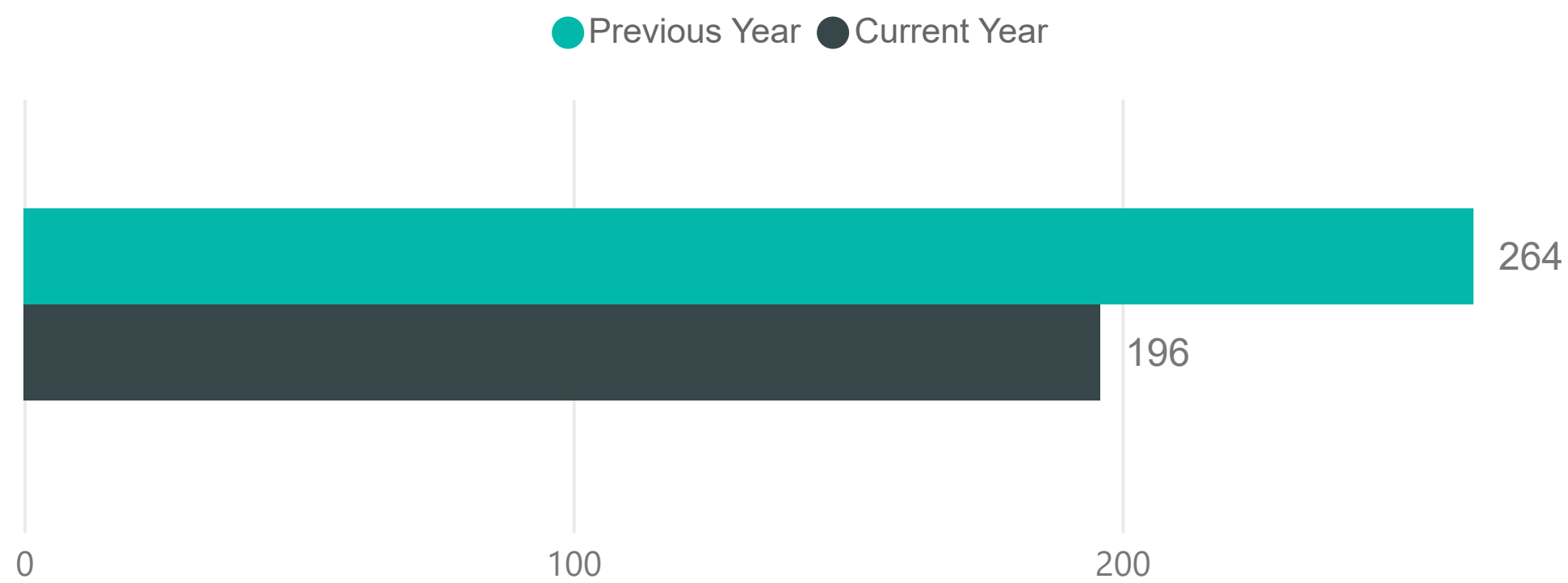
LGO Upheld by Department



1.20 44%, or 23 investigations, at LGO were upheld for 2023, a decrease of 26 investigations from last year

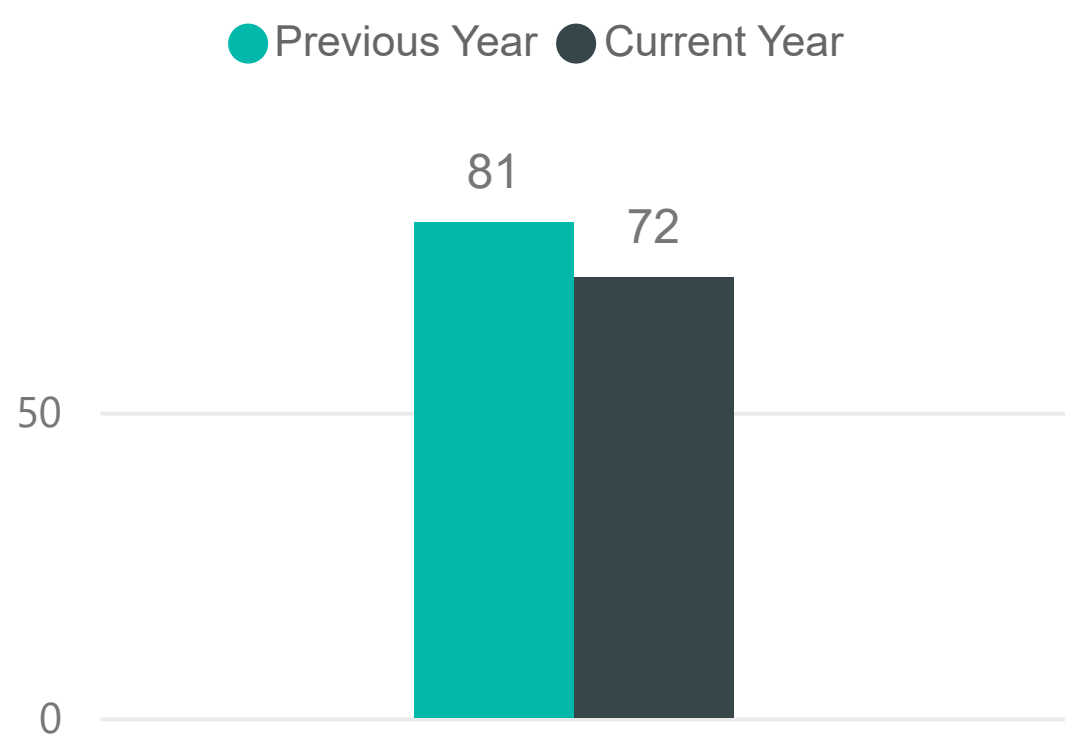
1. Organisational Summary - Adults Stage 1

Adults Stage 1 Volume

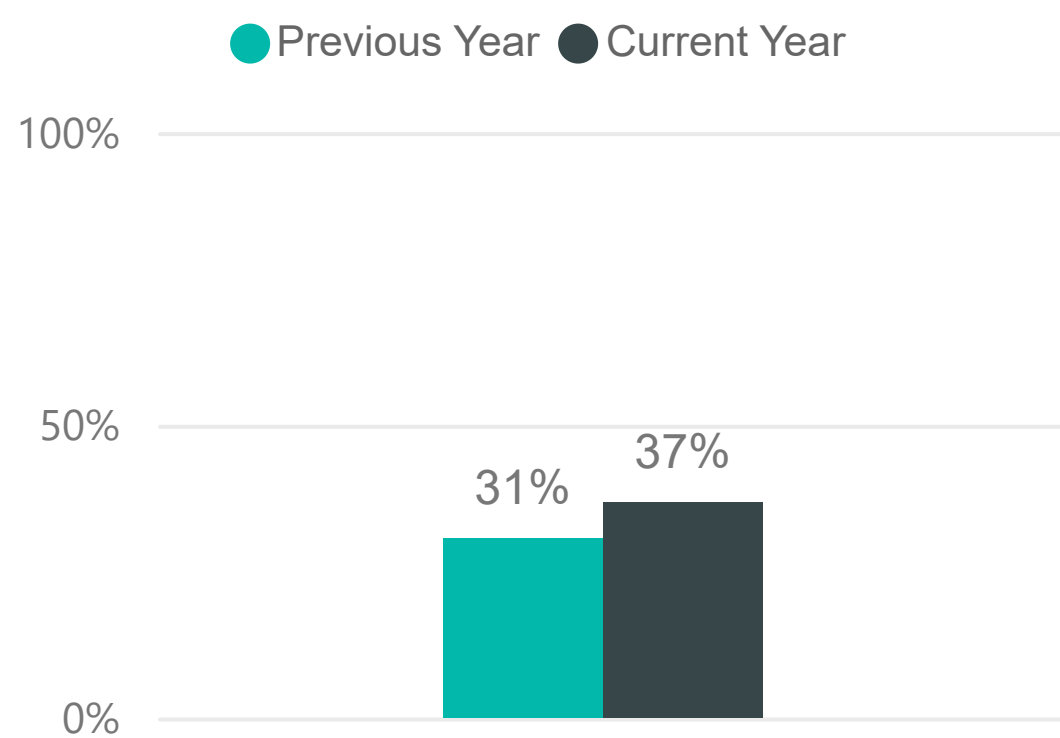


1.21 The volume of stage one has decreased by 68 complaints compared to the same period last year

Adults Stage 1 SLA Volume



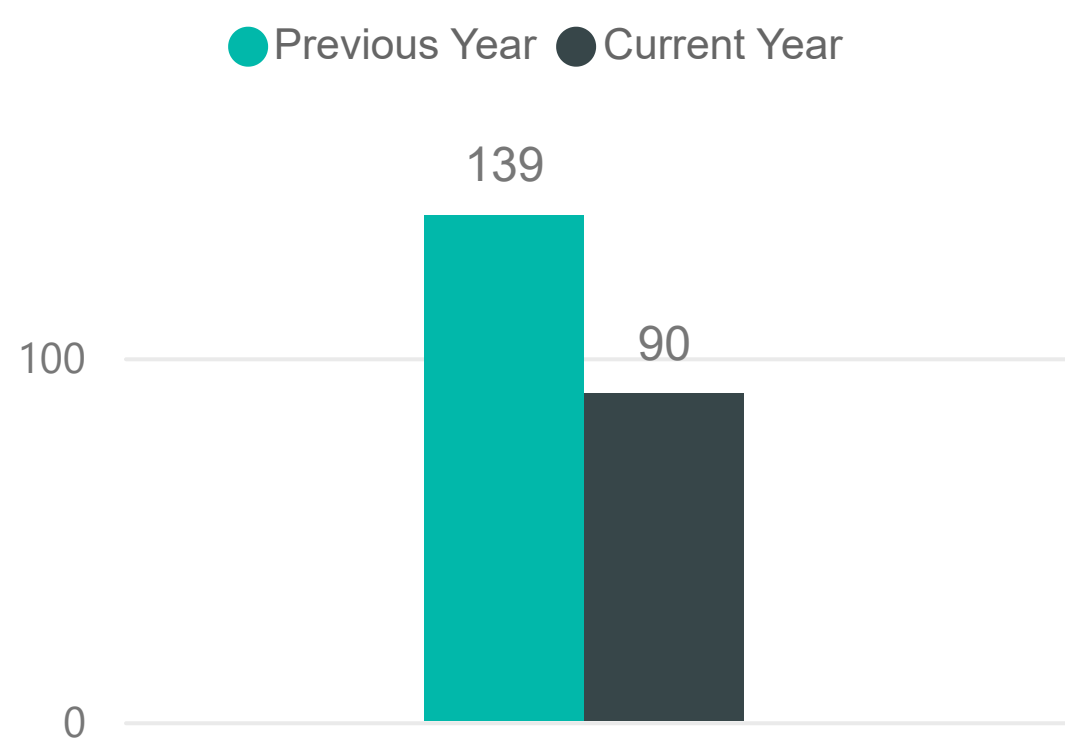
Adults Stage 1 SLA %



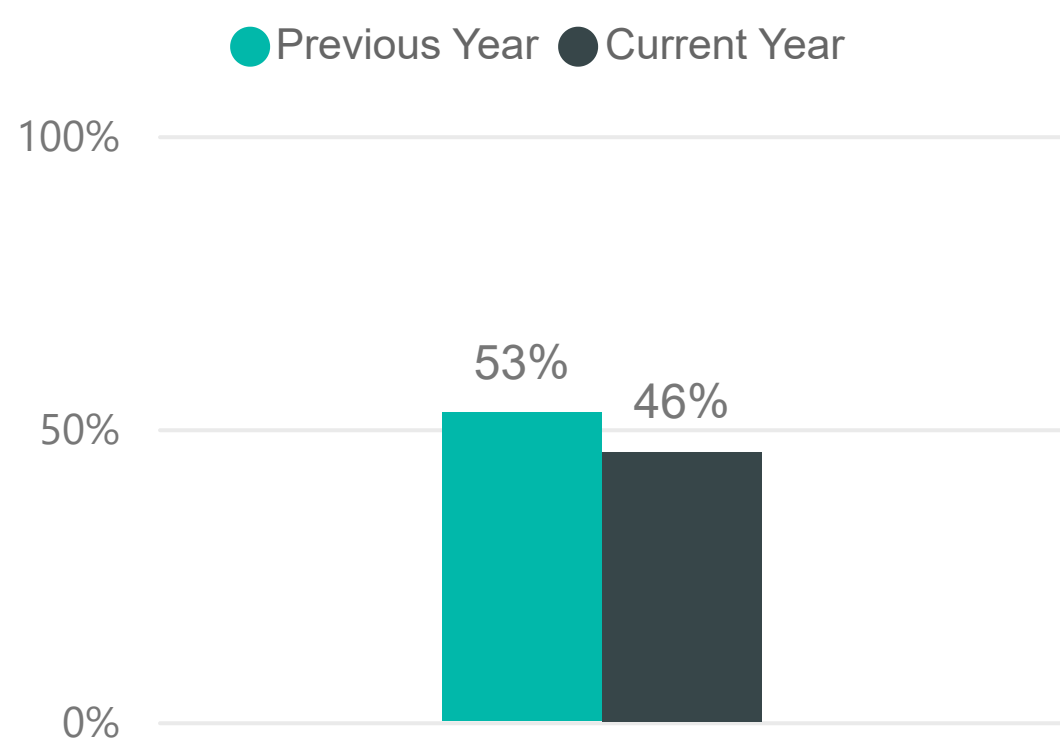
1.22 37% or 72 stage one complaints were answered within our target of 10 working days

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



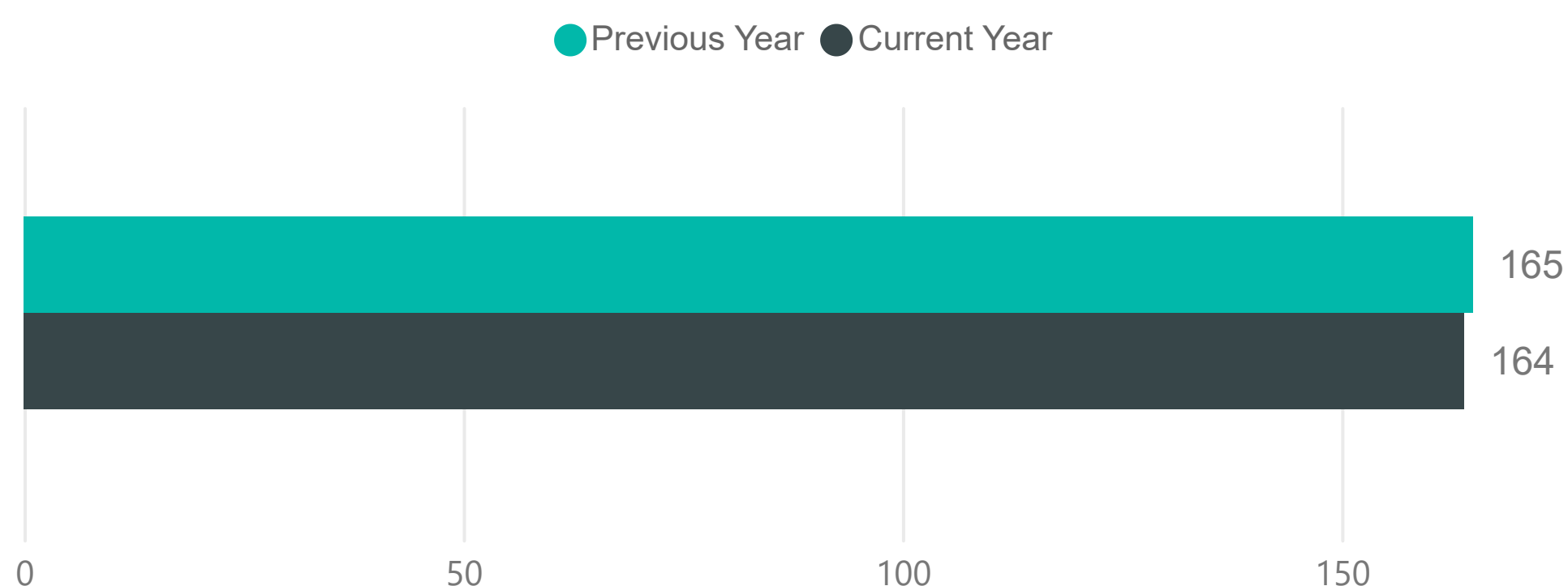
Adults Stage 1 Upheld %



1.23 46%, or 90 complaints, at stage one were upheld for 2023, a decrease of 49 complaints from last year

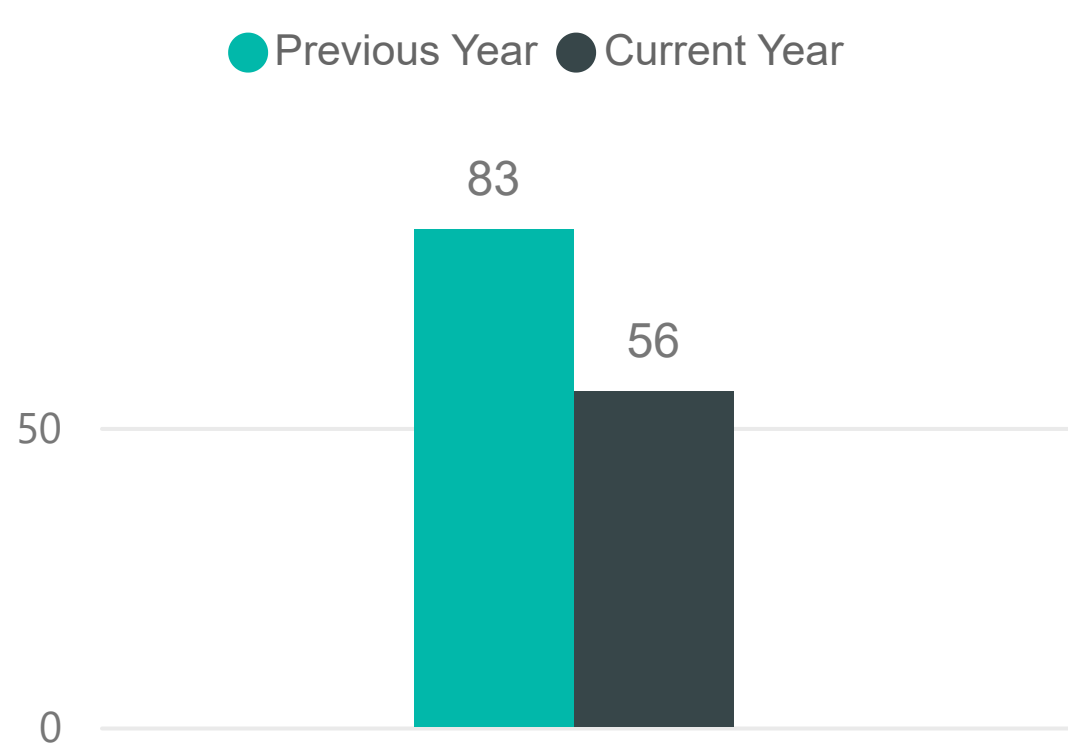
1. Organisational Summary - Childrens Stage 1

Childrens Stage 1 Volume

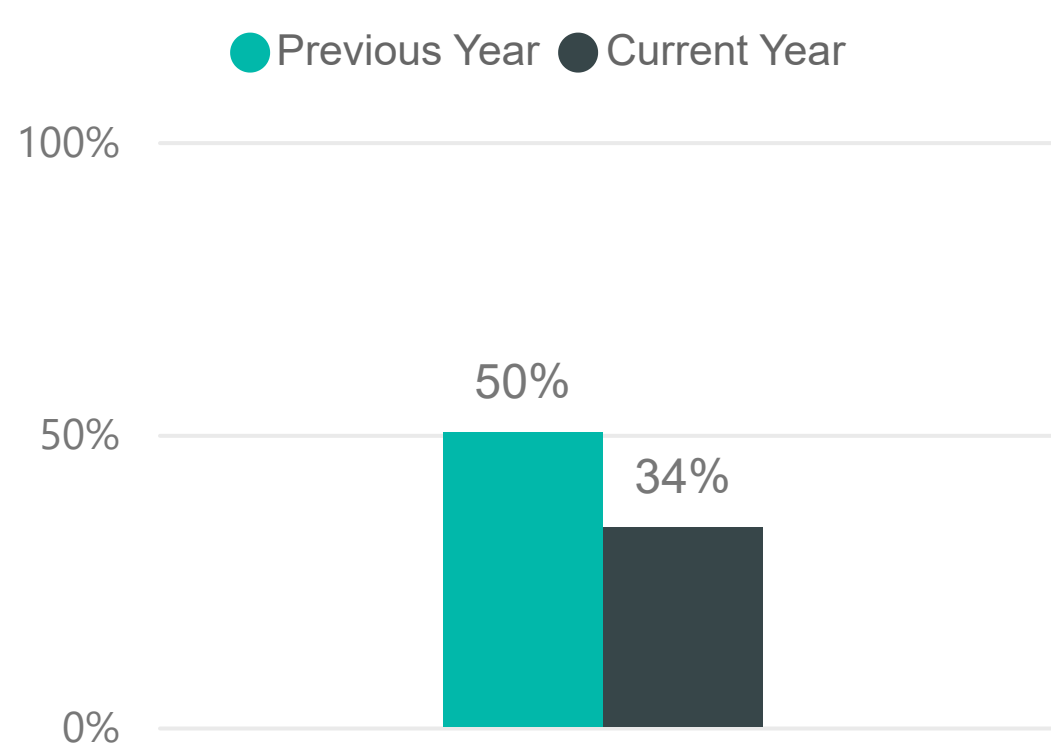


1.24 The volume of stage one has decreased by 1 complaint compared to the same period last year

Childrens Stage 1 SLA Volume



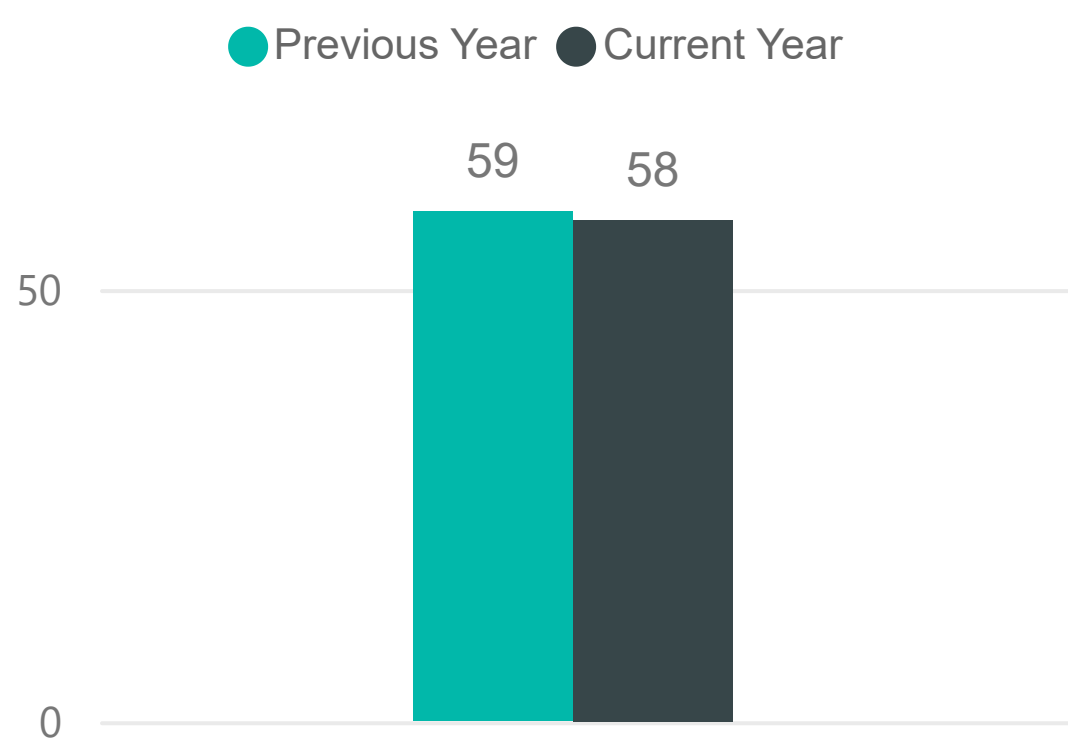
Childrens Stage 1 SLA %



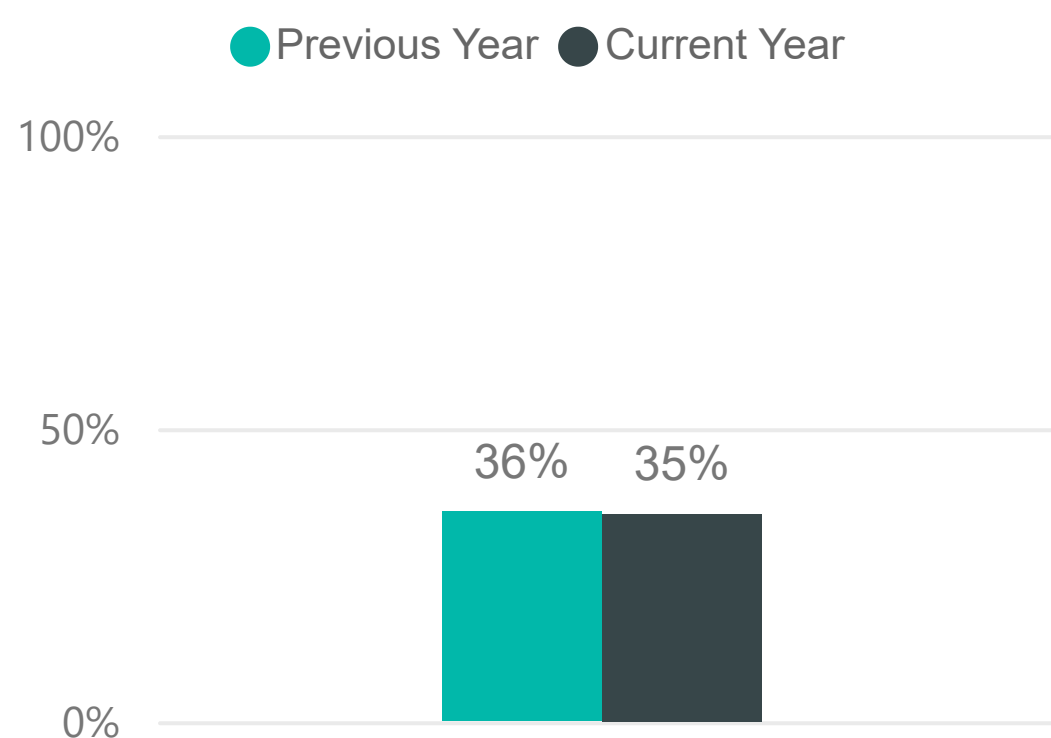
1.25 34% or 56 stage one complaints were answered within our target of 20 working days

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



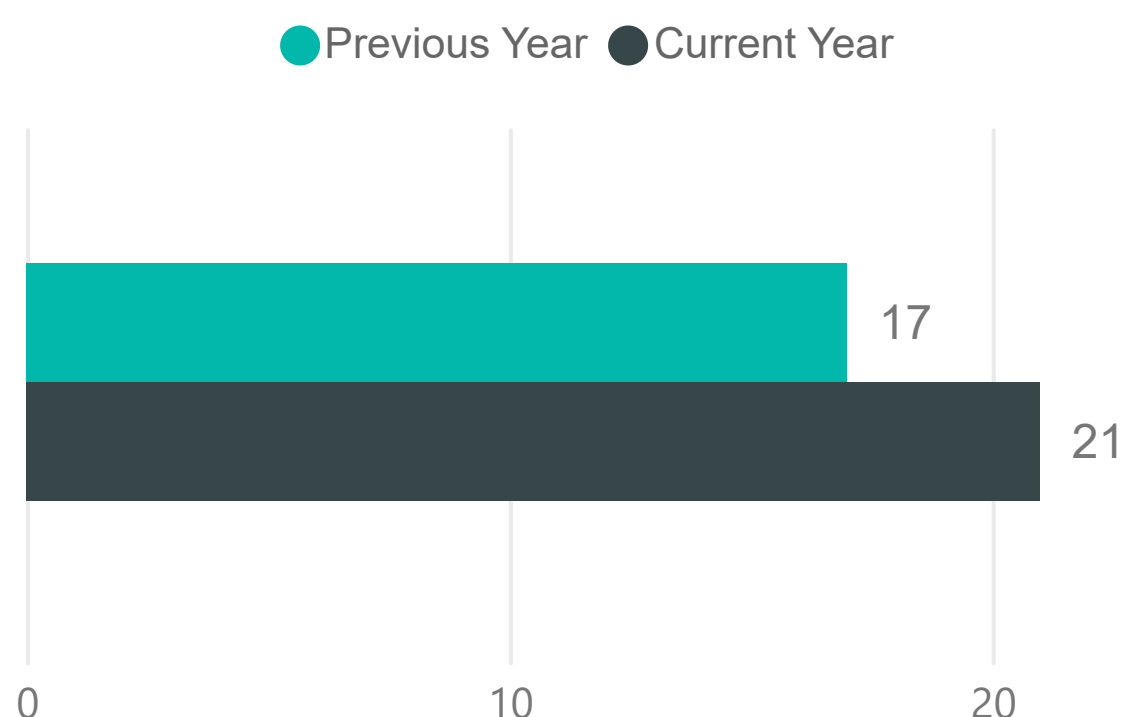
Childrens Stage 1 Upheld %



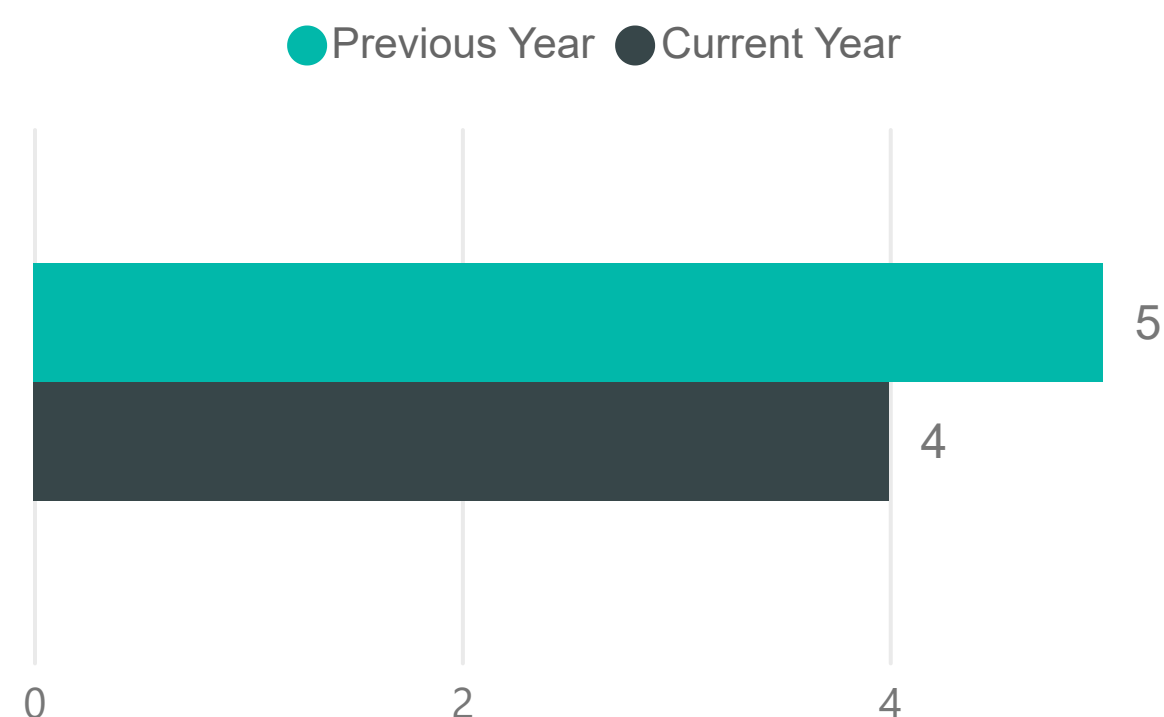
1.26 35%, or 58 complaints, at stage one were upheld for 2023, a decrease of 1 complaint from last year

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

Childrens Stage 2 Volume

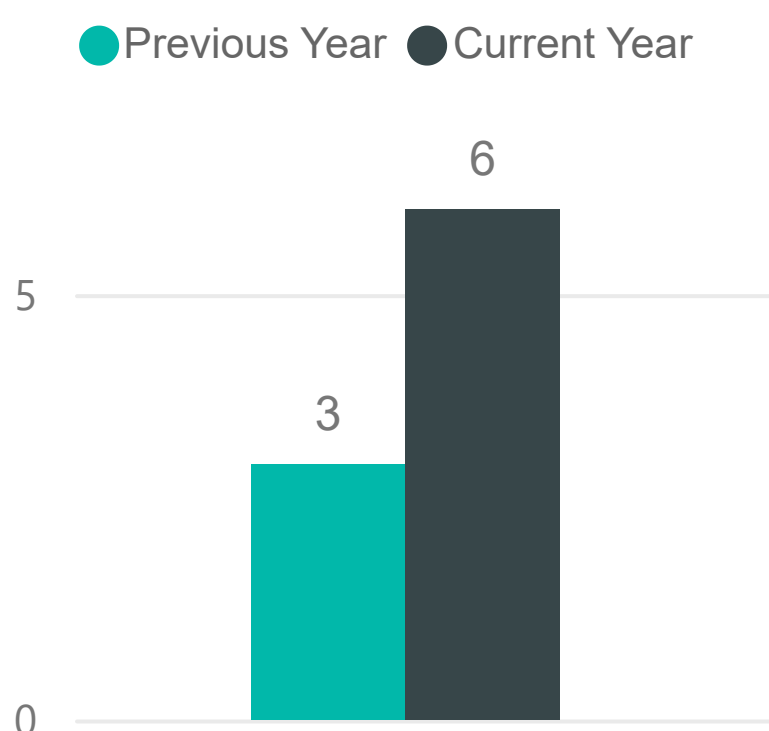


Childrens Stage 3 Volume

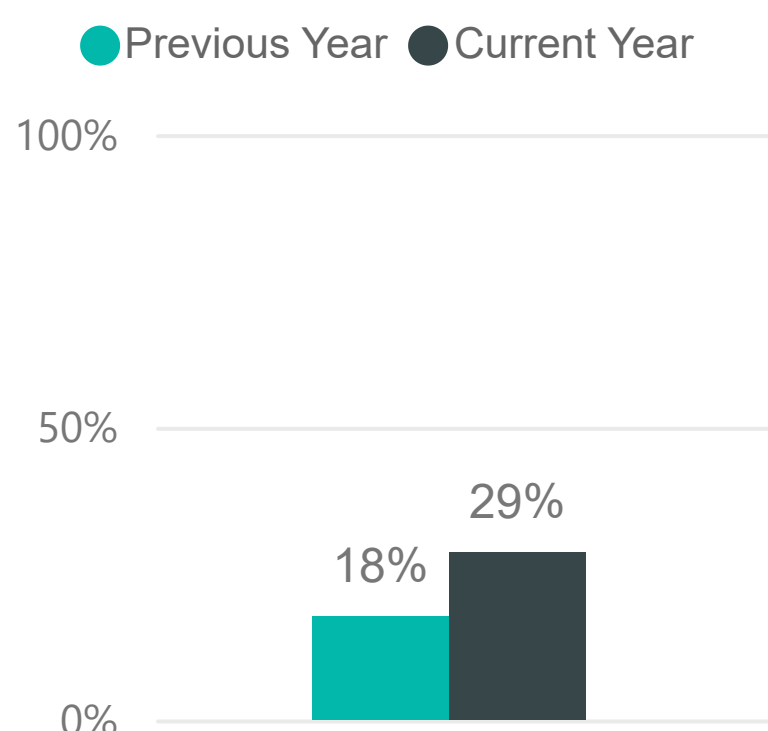


1.27 The volume of stage two has increased by 4 complaints compared to the same period last year

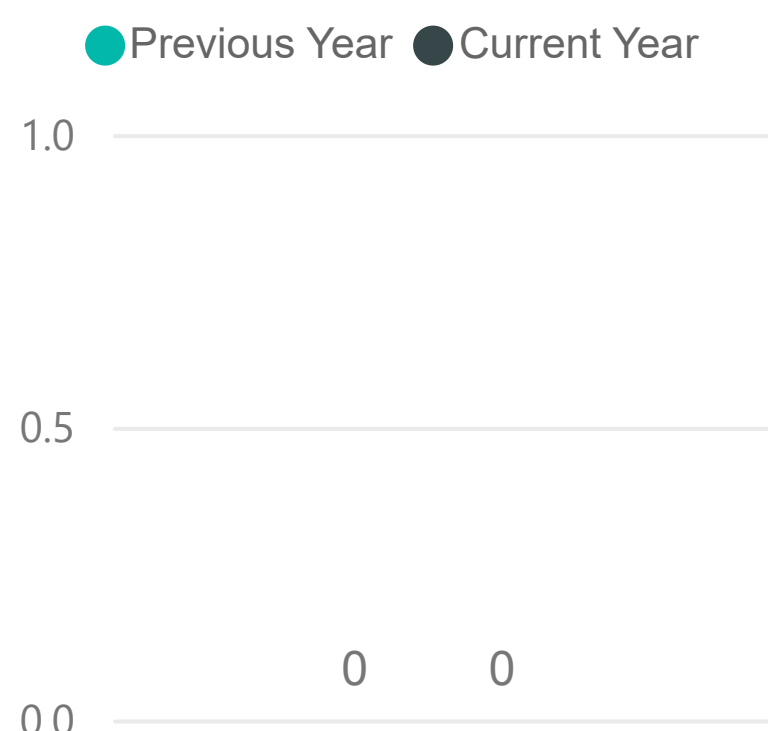
Childrens Stage 2 SLA Volume



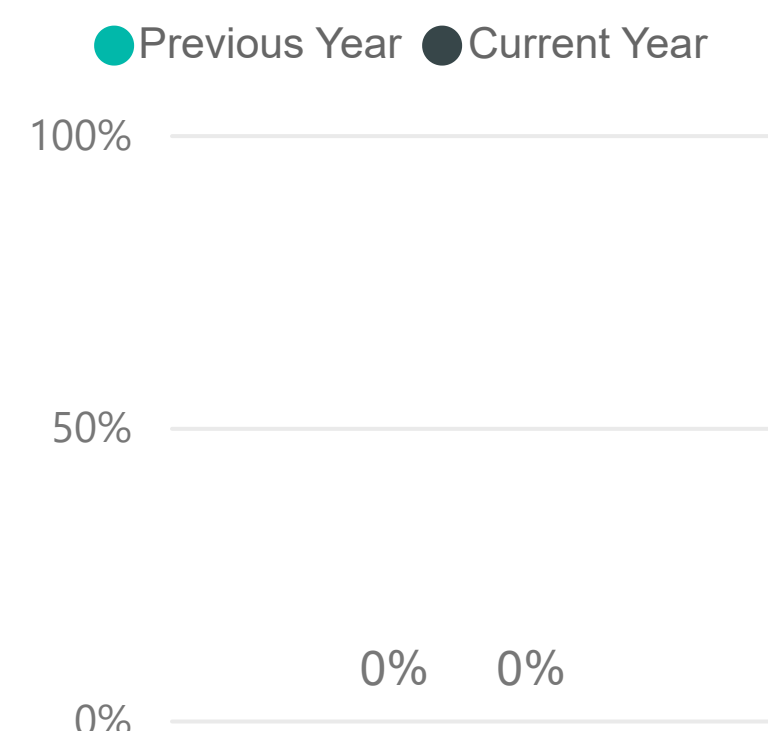
Childrens Stage 2 SLA %



Childrens Stage 3 SLA Volume



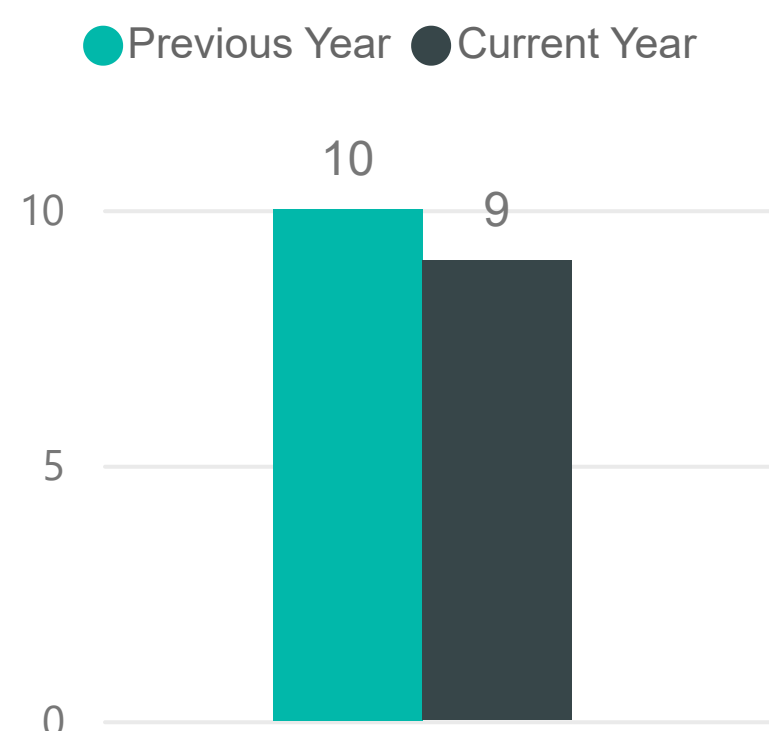
Childrens Stage 3 SLA %



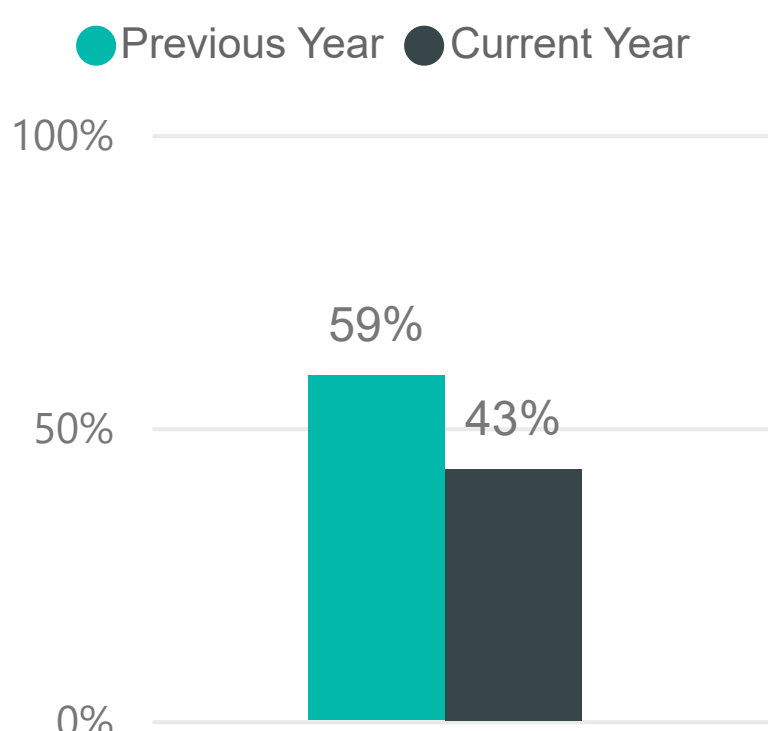
1.28 29% or 6 stage two complaints were answered within the target of 25 working days target

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

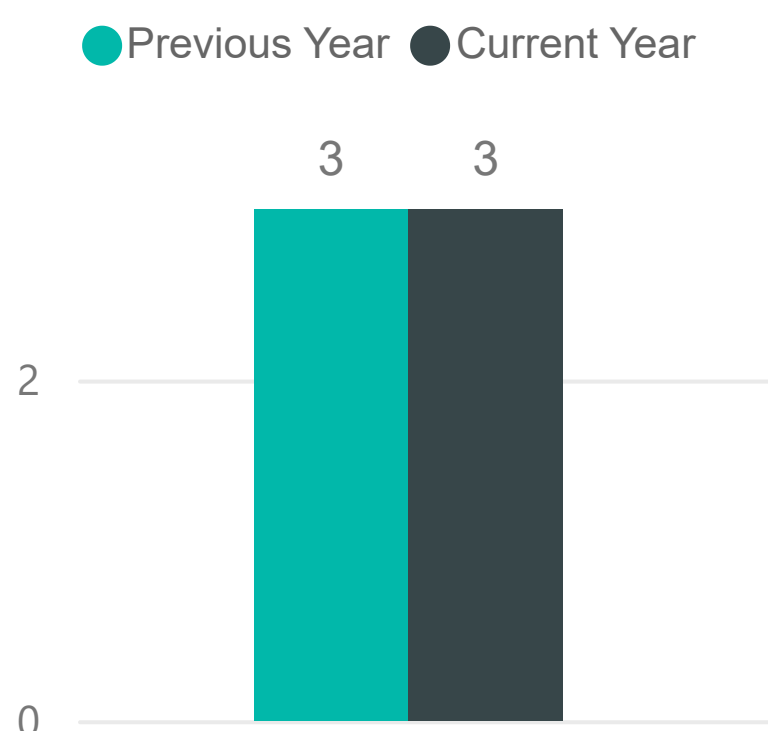
Childrens Stage 2 Upheld Vol.



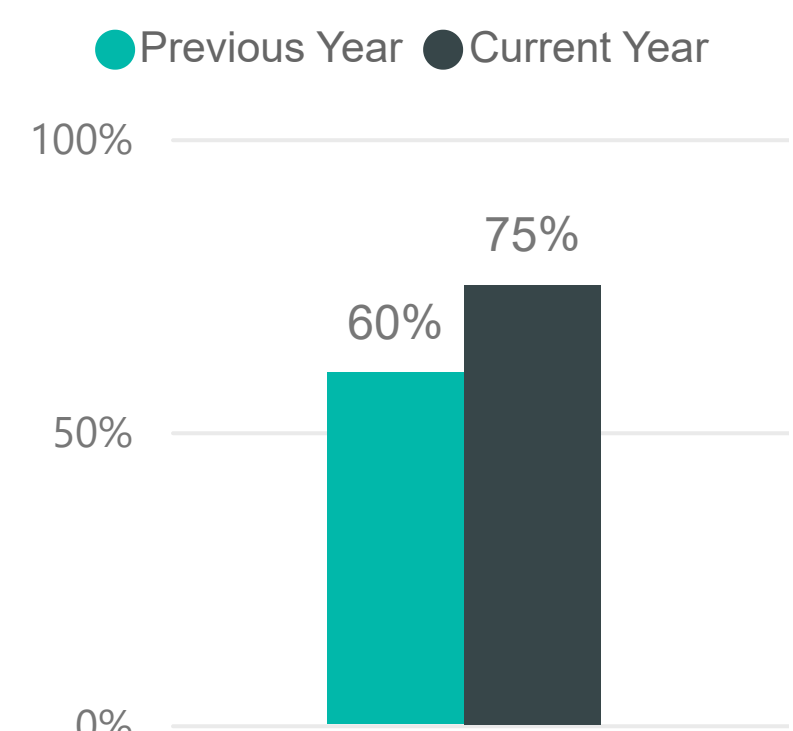
Childrens Stage 2 Upheld %



Childrens Stage 3 Upheld Vol.



Childrens Stage 3 Upheld %

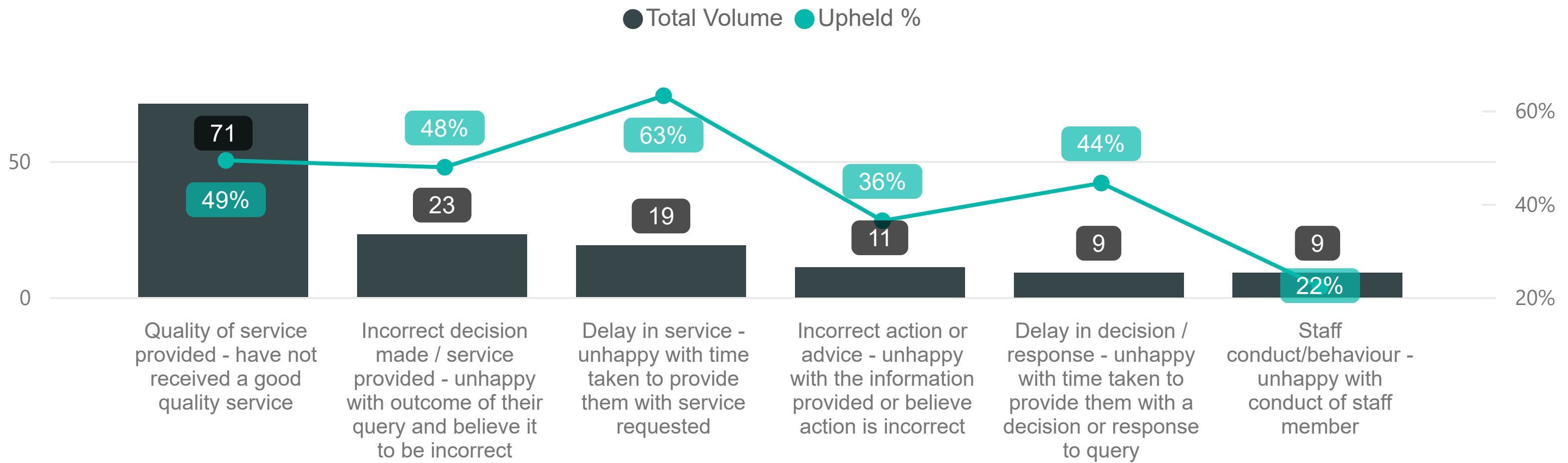


1.29 43%, or 9 complaints, at stage two were upheld for 2023, a decrease of 1 complaint from last year

1.30 75%, or 3 complaints, at stage three were upheld for 2023, the same volume as this period last year

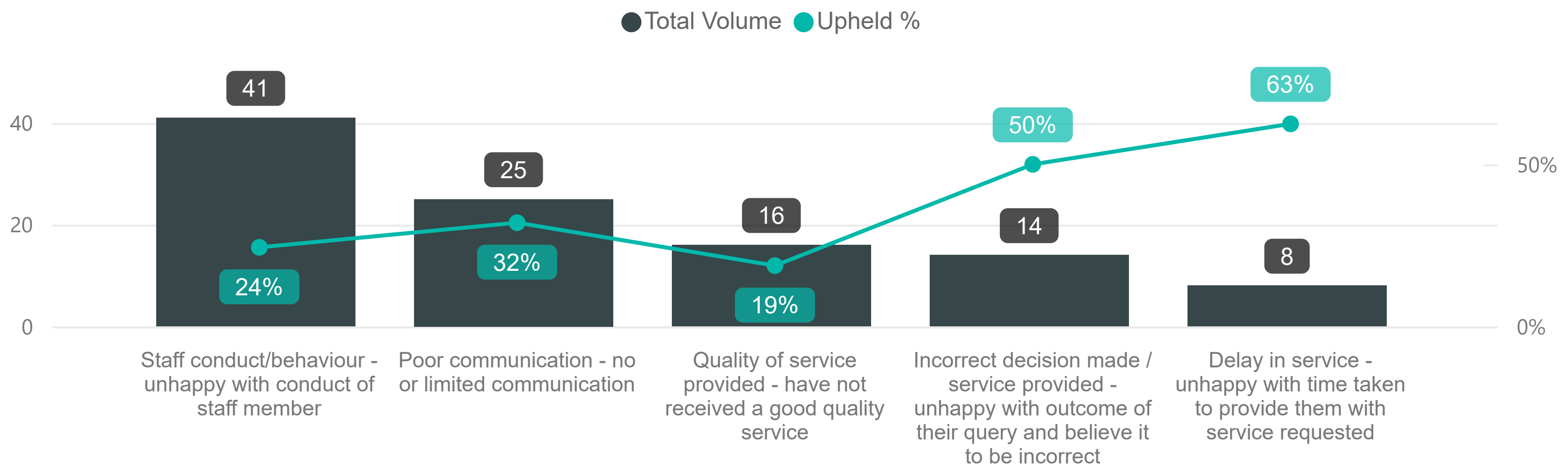
1. Organisational Summary - Adults & Childrens Social Care Themes

Adults Social Care Stage 1 - Reason for Complaint



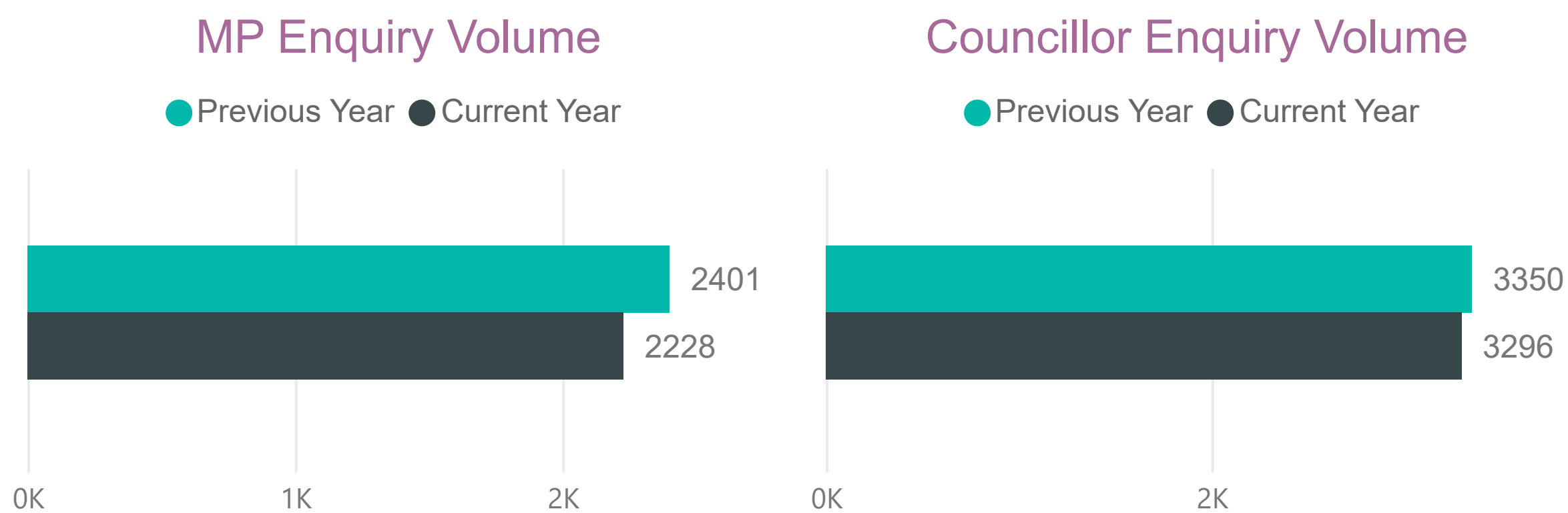
1.31 The chart shows the highest reasons for complaints in the bar and the percentage of those that were upheld in the line.

Childrens Social Care Stage 1 - Reason for Complaint



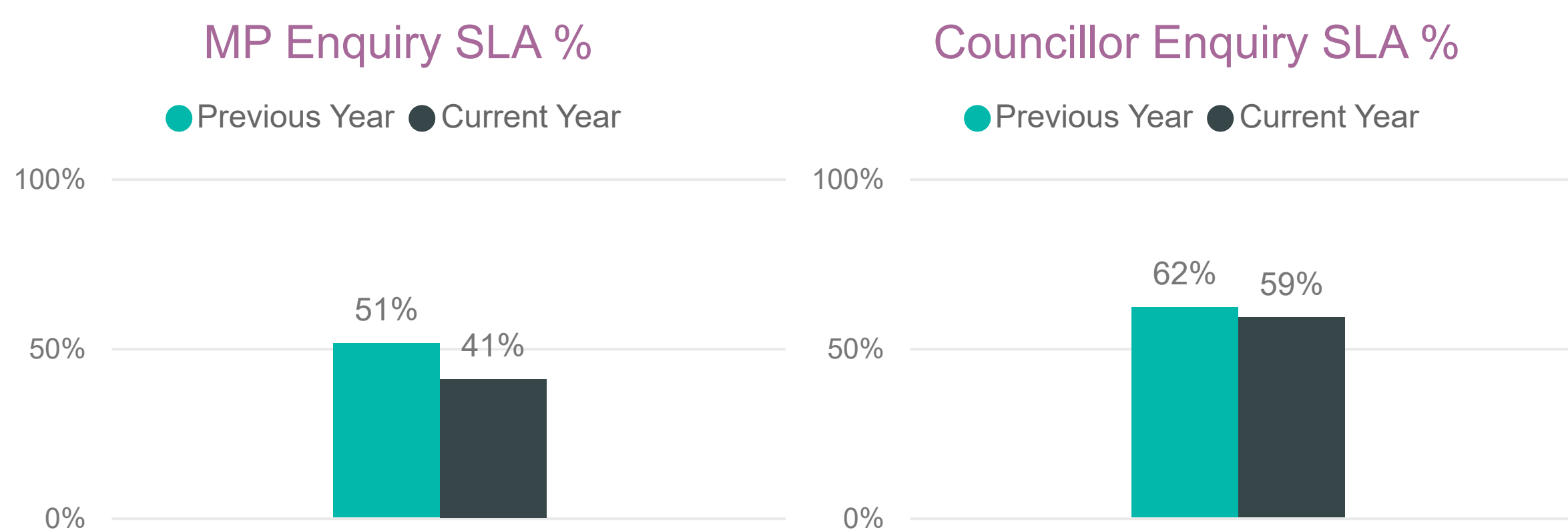
1.32 The chart shows the highest reasons for complaints in the bar and the percentage of those that were upheld in the line.

1. Organisational Summary - MP & Councillor Enquiries



1.33 The volume of MP enquiries has decreased by 173 enquiries compared to the same period last year

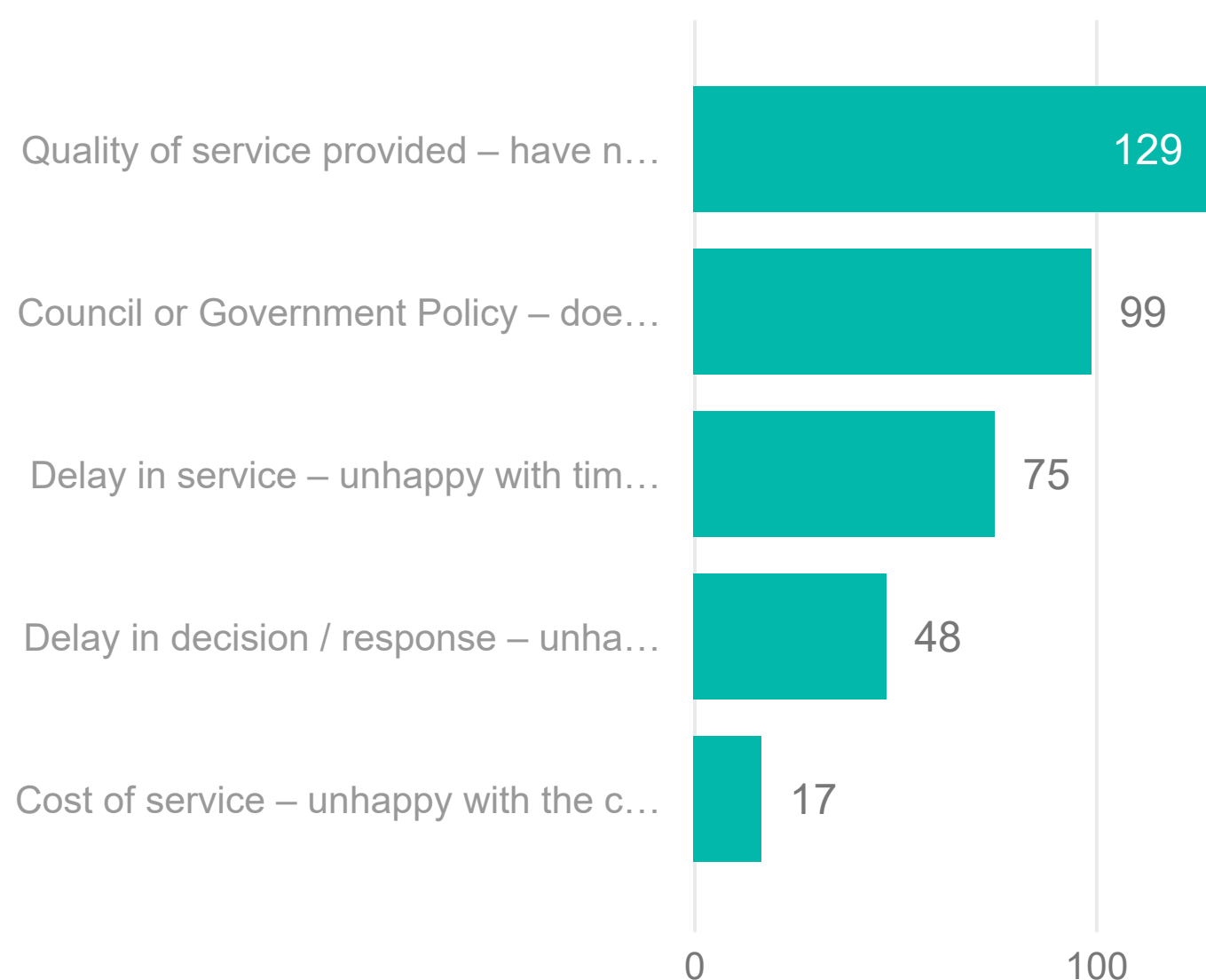
1.34 The volume of Councillor enquiries has decreased by 54 enquiries compared to the same period last year



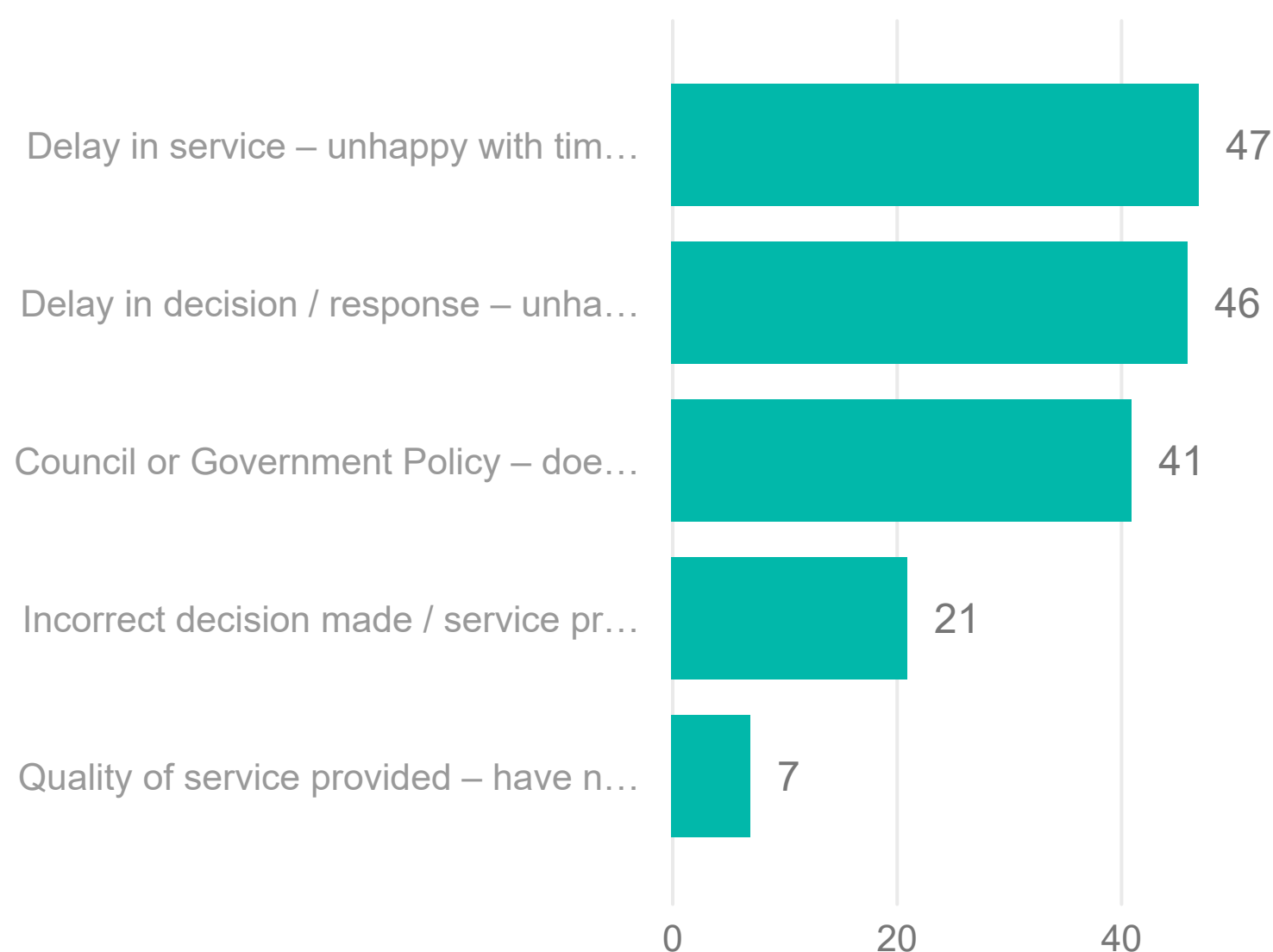
1.35 41% or 908 MP enquiries were answered within our target of 10 working days

1.36 59% or 1942 Councillor enquiries were answered within our target of 10 working days

Highest Reasons for MP Enquiries



Highest Reasons for Councillor Enquiries



1.37 The Highest Reasons for Enquiry for MP & Councillor enquiries

Complaint & Enquiry Report
Resources
Annual 2023/2024

2. Resources - Complaints & LGO Cases

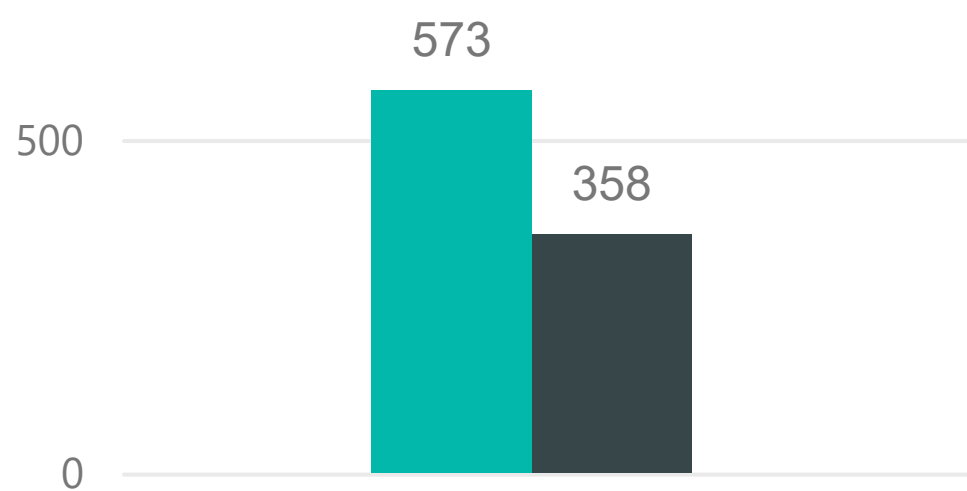
Departmental Complaint Distribution by Complaint Type

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



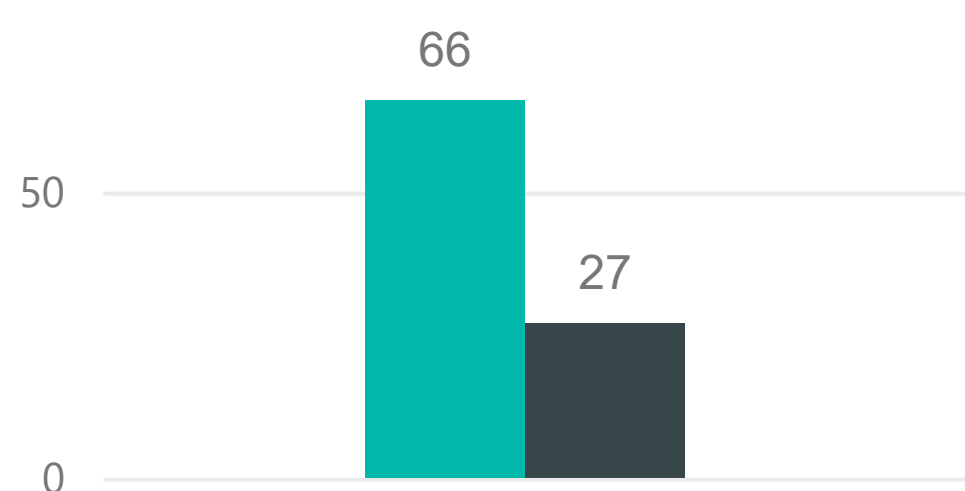
Corporate Stage 1 Volume

● Previous Year ● Current Year



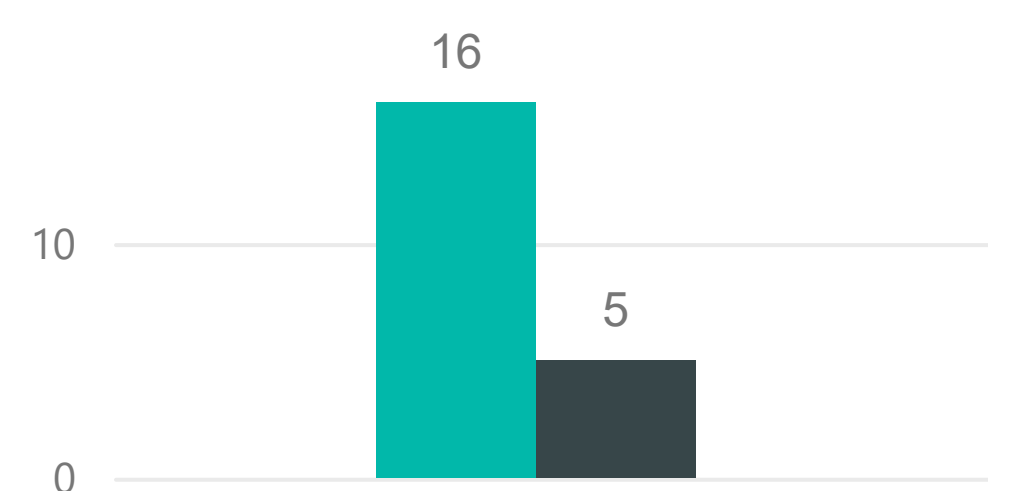
Corporate Stage 2 Volume

● Previous Year ● Current Year



LGO Volume

● Previous Year ● Current Year



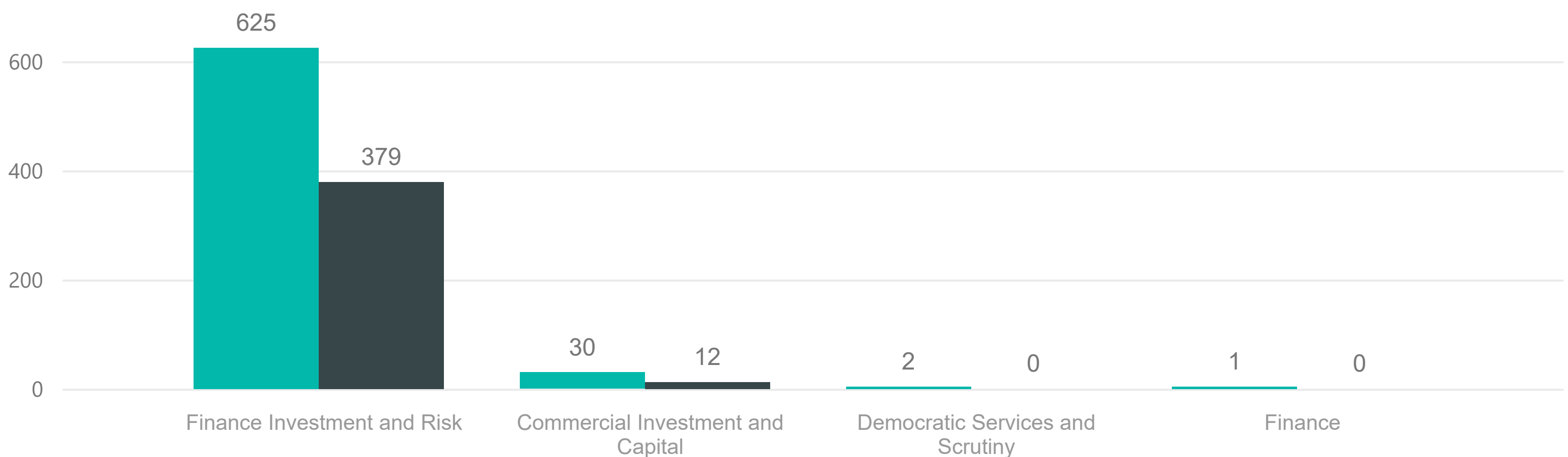
2.1 The volume of stage one has decreased by 215 complaints compared to the same period last year

2.2 The volume of stage two has decreased by 39 complaints compared to the same period last year

2.3 The volume of LGO has decreased by 11 investigations compared to the same period last year

Total Complaints by Division

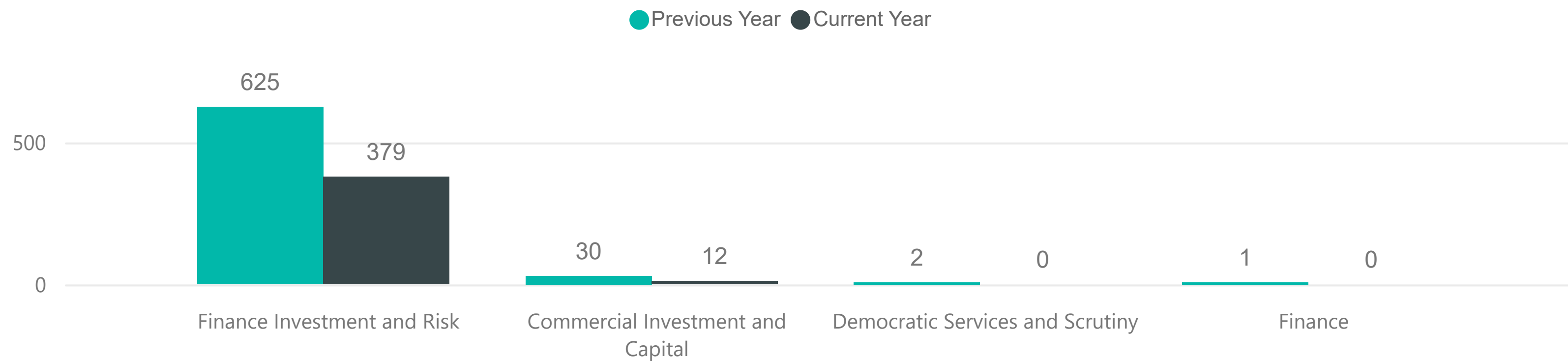
● Previous Year ● Current Year



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

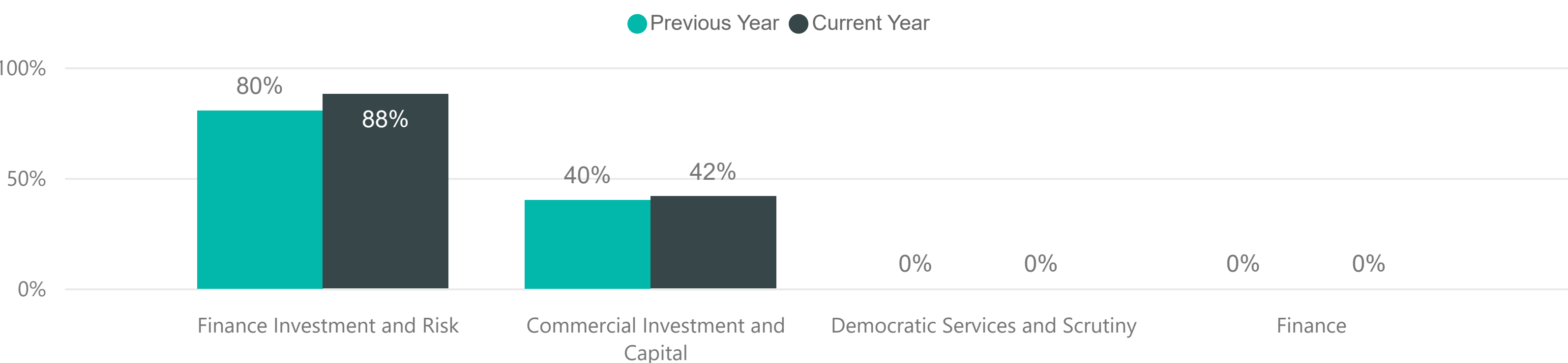
2. Summary by Division - Resources

Complaint Volume by Division



2.5 The volume of complaints by Division for 2023

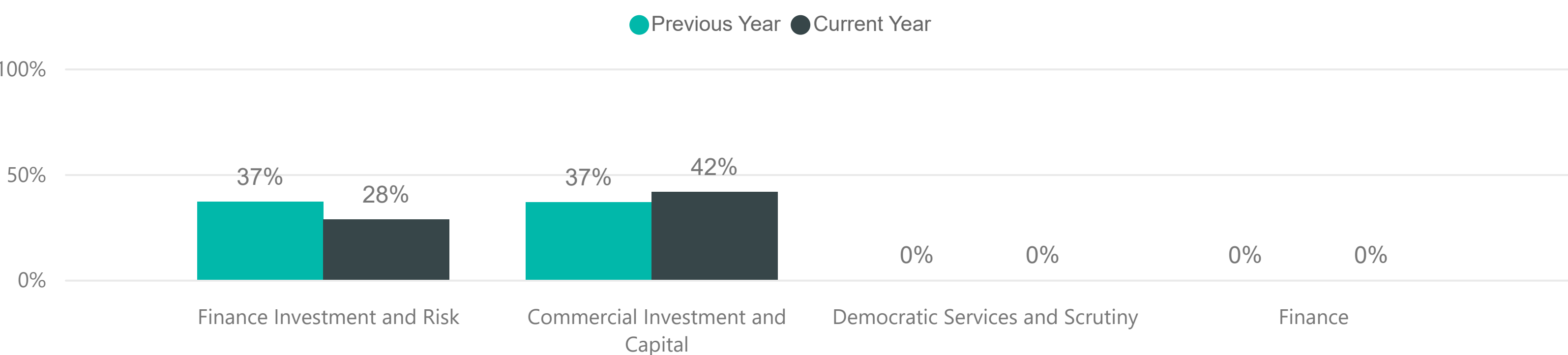
Complaint SLA % by Division



2.6 The SLA % of complaints by Division for 2023

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

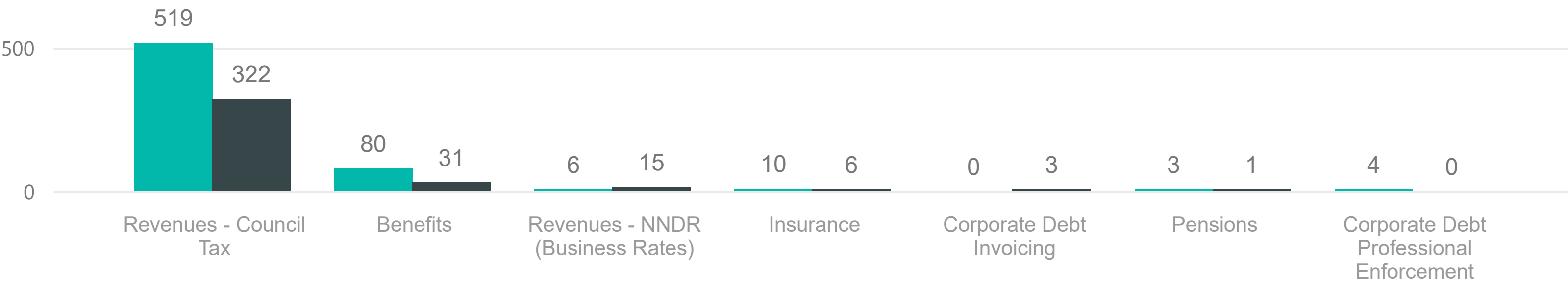


2.7 The upheld % of complaints by Division for 2023

2. Finance Investment and 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 and Risk division

Revenues - Council Tax

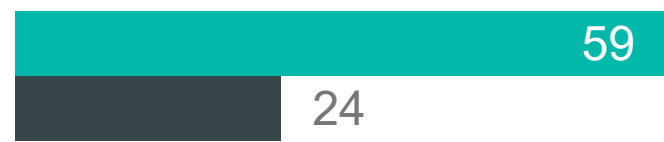
Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



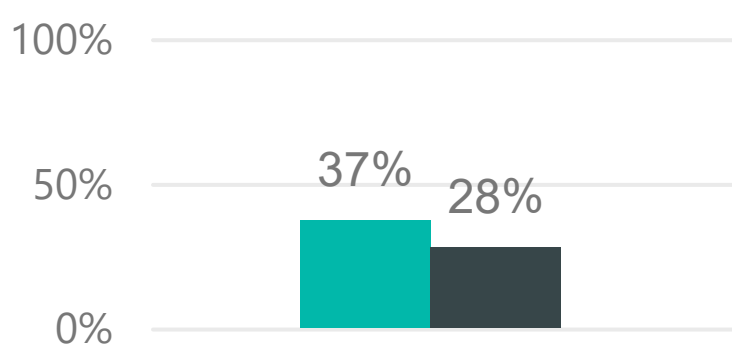
2.9 The volume of stage one has decreased by 151 complaints

2.10 The volume of stage two has decreased by 35 complaints

2.11 The volume of LGO investigations was 3 in 2023

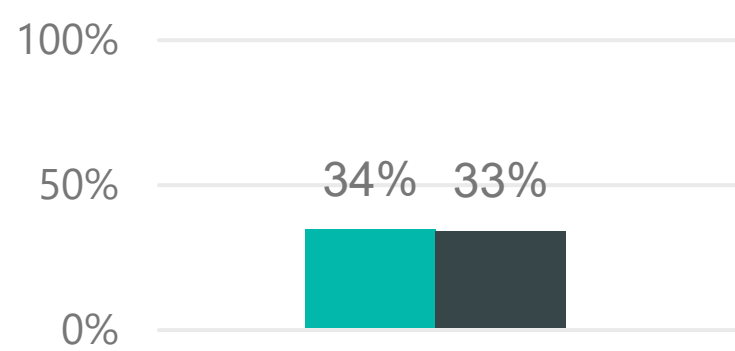
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

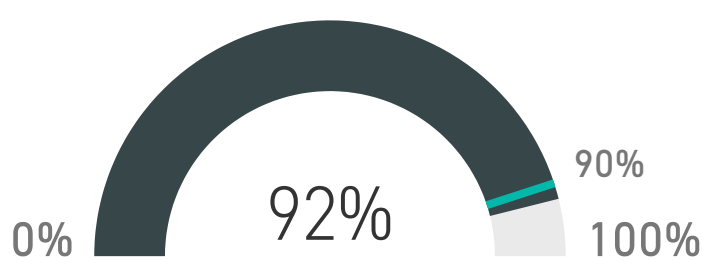
● Previous Year ● Current Year



2.12 28%, or 82 complaints were upheld at stage one.

2.13 33%, or 8 complaints were upheld at stage two.

Corporate Stage 1 SLA



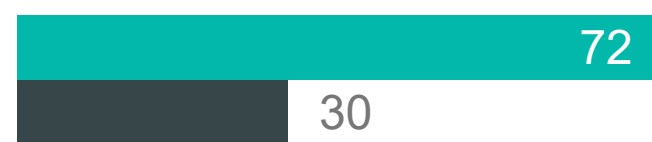
2.14 92% or 271 stage one complaints were answered in SLA

2.15 46% or 11 stage two complaints were answered in SLA

Benefits

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



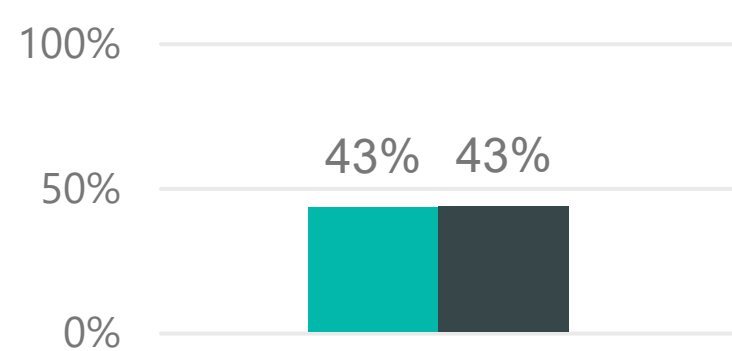
2.16 The volume of stage one has decreased by 42 complaints

2.17 The volume of stage two has decreased by 4 complaints

2.18 The volume of LGO investigations was 0 in 2023

Corporate Stage 1 Upheld %

● Previous Year ● Current Year

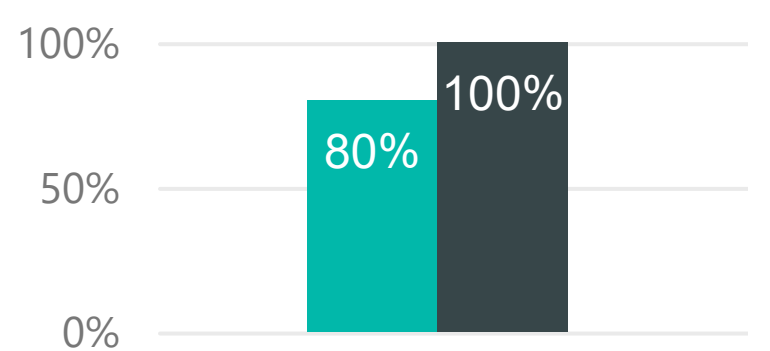


2.19 43%, or 13 complaints were upheld at stage one.

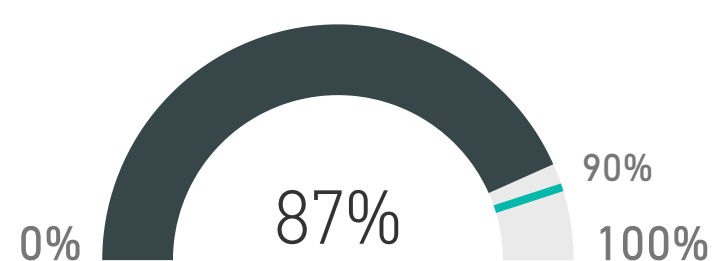
2.20 100%, or 1 complaint was upheld at stage two.

Corporate Stage 2 Upheld %

● Previous Year ● Current Year



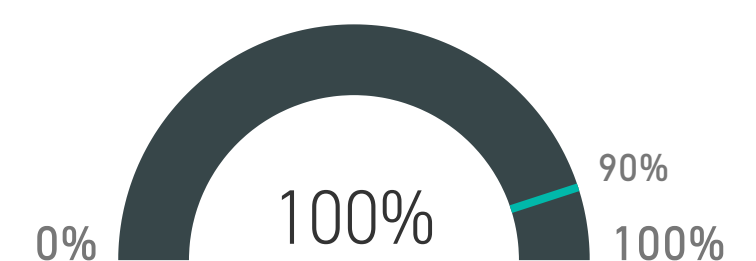
Corporate Stage 1 SLA



2.21 87% or 26 stage one complaints were answered in SLA

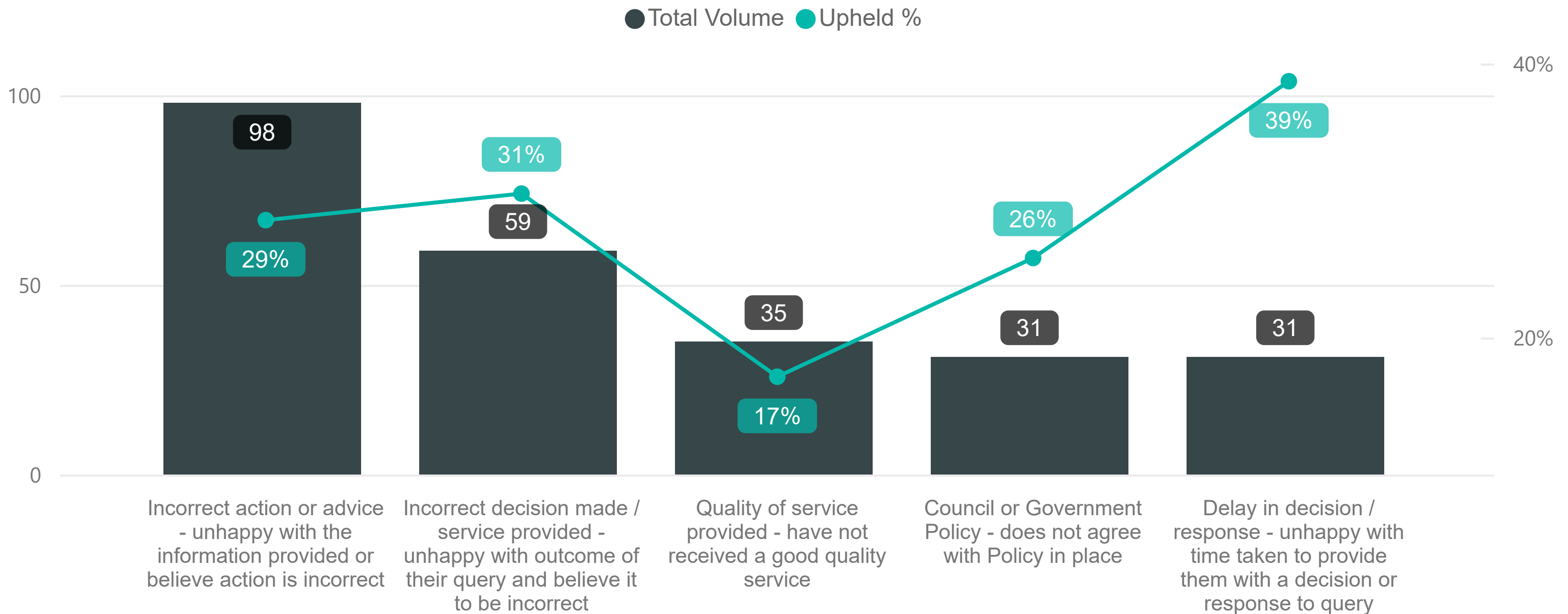
2.22 100% or 1 stage two complaint was answered in SLA

Corporate Stage 2 SLA



2. Finance Investment and Risk - Complaint Themes

Highest Volumes for Corporate Stage 1 - Reason for Complaint

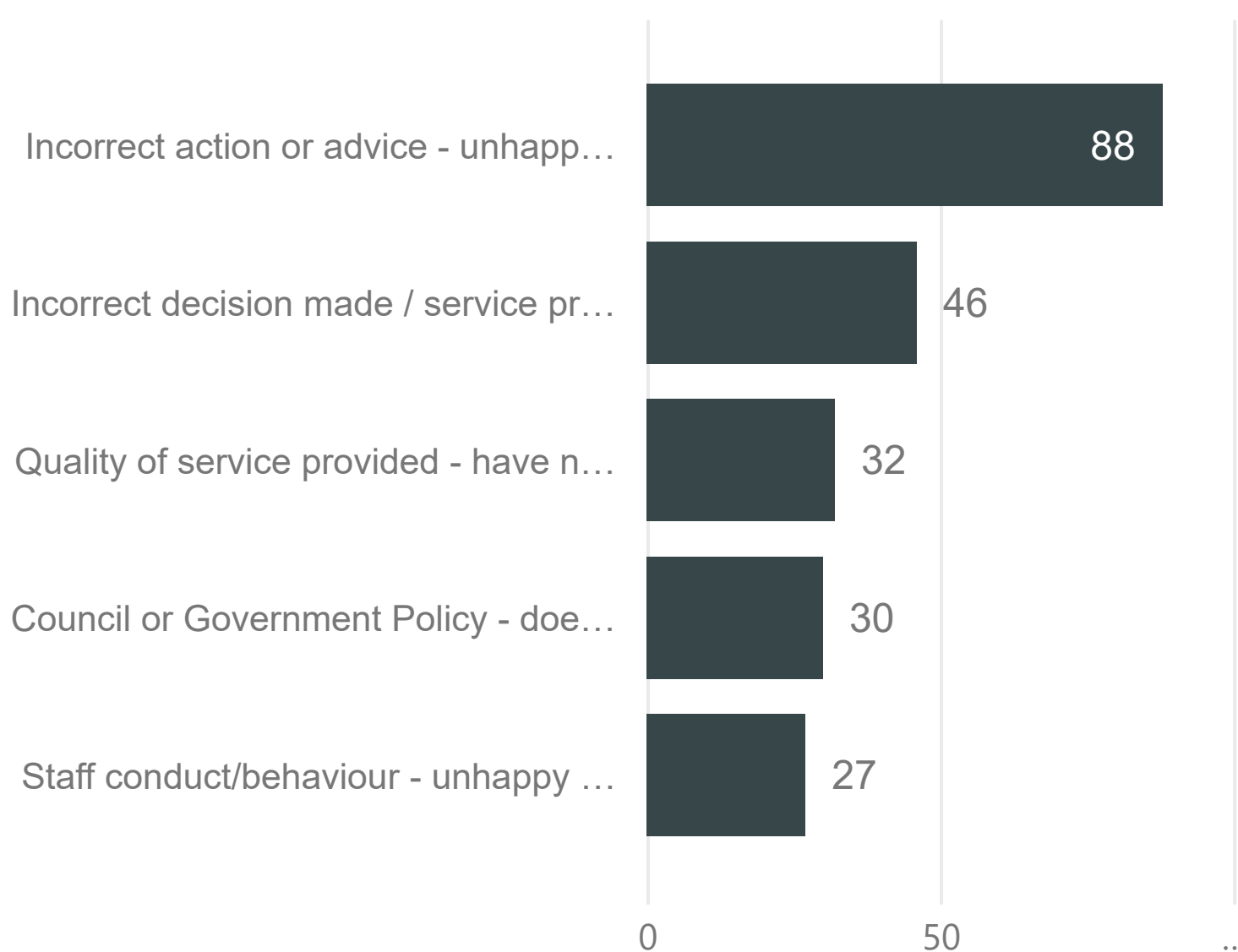


2.23 The graph shows the highest complaint volume by reason for Resources at stage one

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

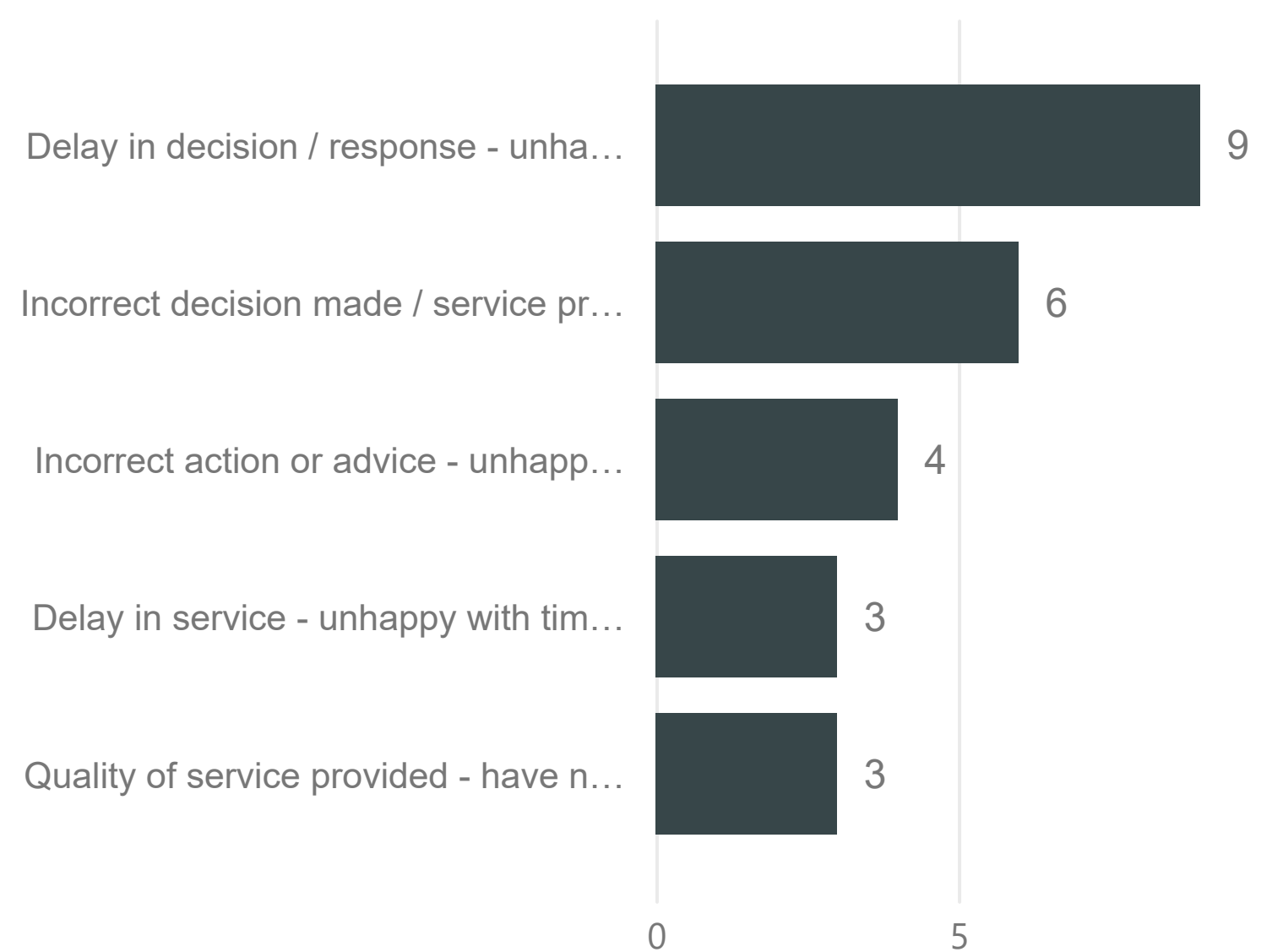
Revenues - Council Tax

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 2023

Complaint & Enquiry Report

Sustainable Communities Regeneration and Economic Recovery Directorate

Annual 2023/2024

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

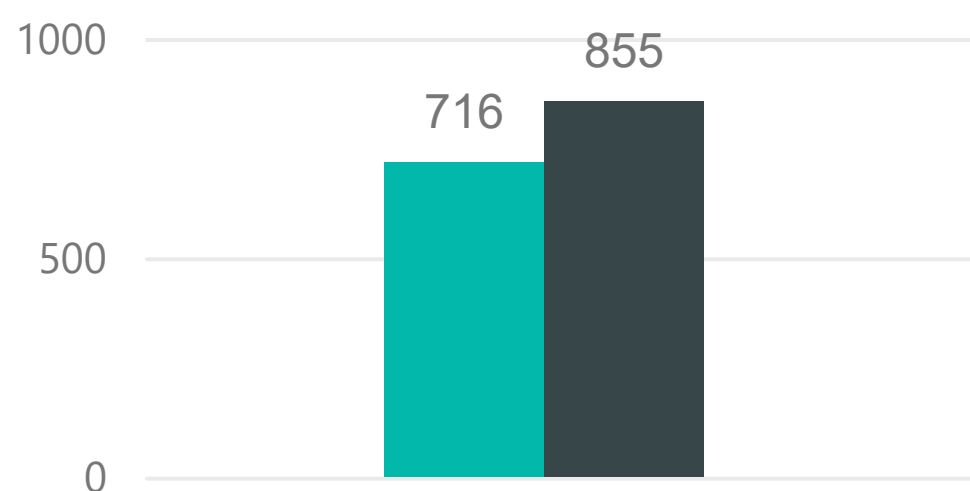
Departmental Complaint Distribution by Complaint Type

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



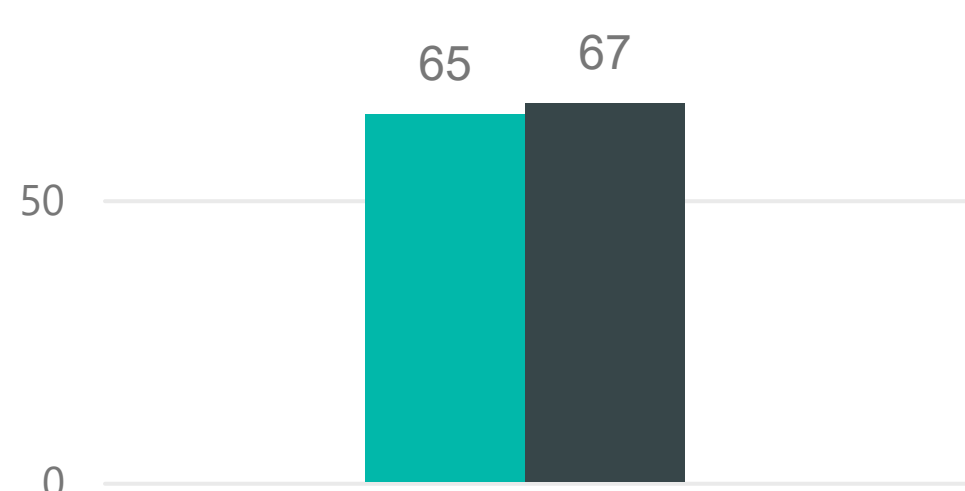
Corporate Stage 1 Volume

● Previous Year ● Current Year



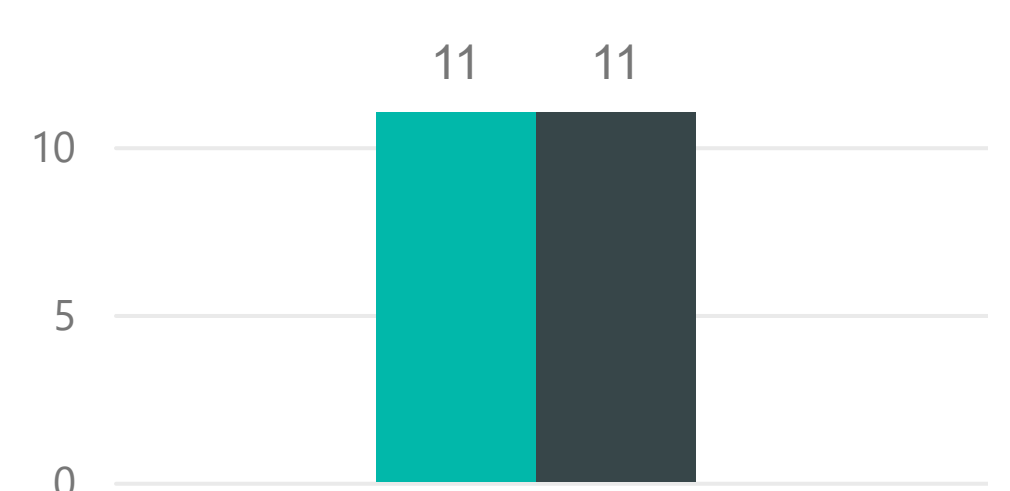
Corporate Stage 2 Volume

● Previous Year ● Current Year



LGO Volume

● Previous Year ● Current Year



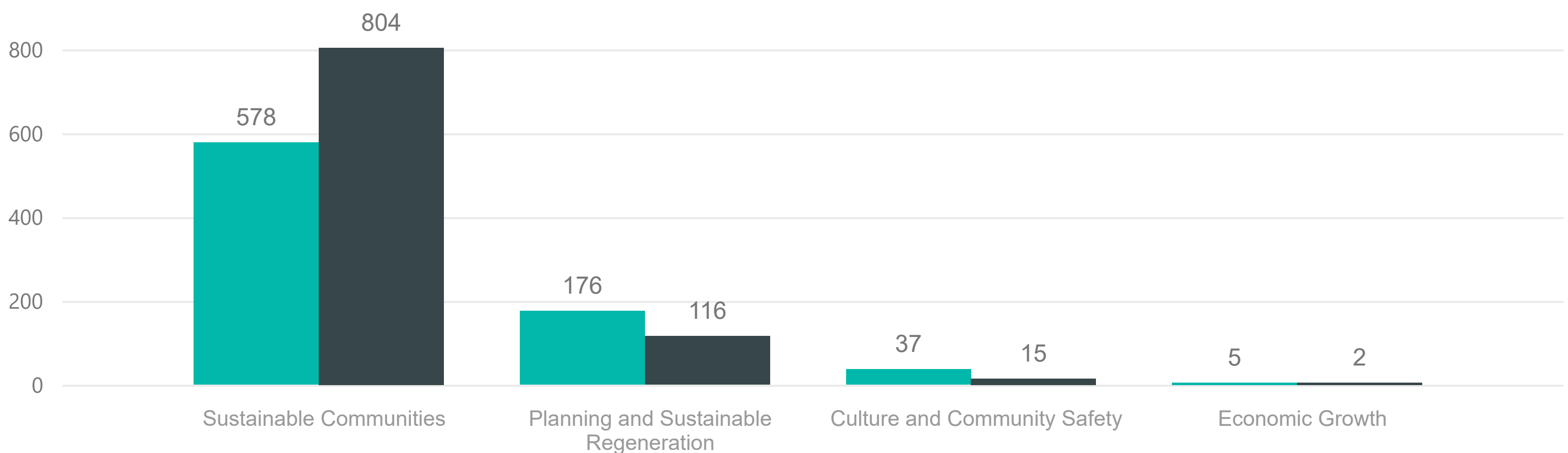
3.1 The volume of stage one has increased by 139 complaints compared to the same period last year

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

3.3 The volume of LGO has remained at 11 investigations, the same volume as this period last year

Total Complaints by Division

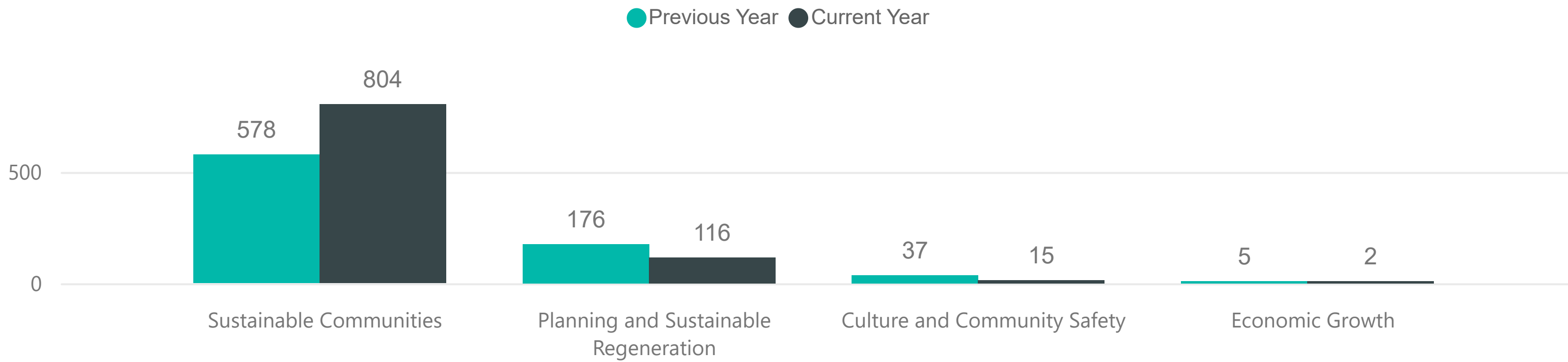
● Previous Year ● Current Year



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

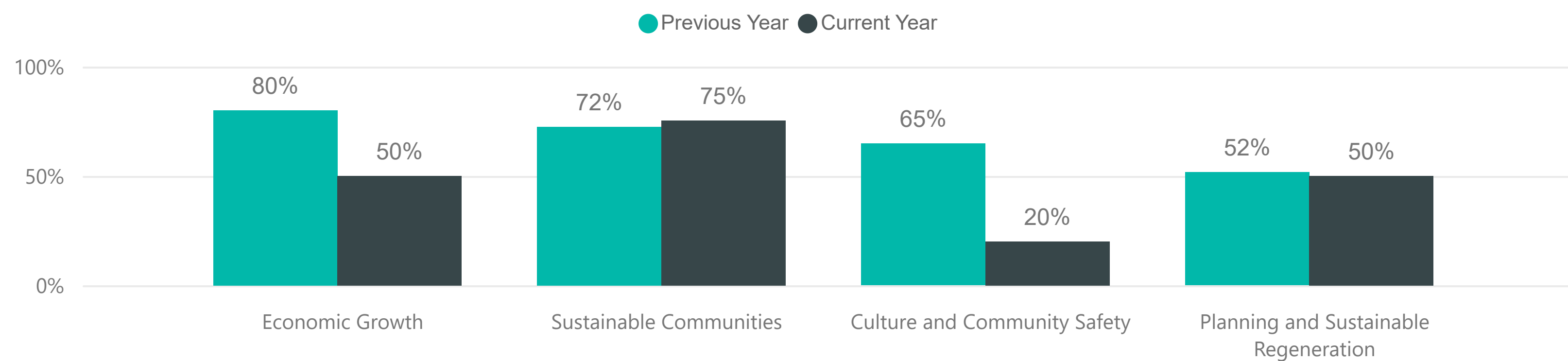
3. Summary by Division - Sustainable Communities, Regeneration & Economic Recovery Directorate

Complaint Volume by Division



3.5 The volume of complaints by Division for 2023

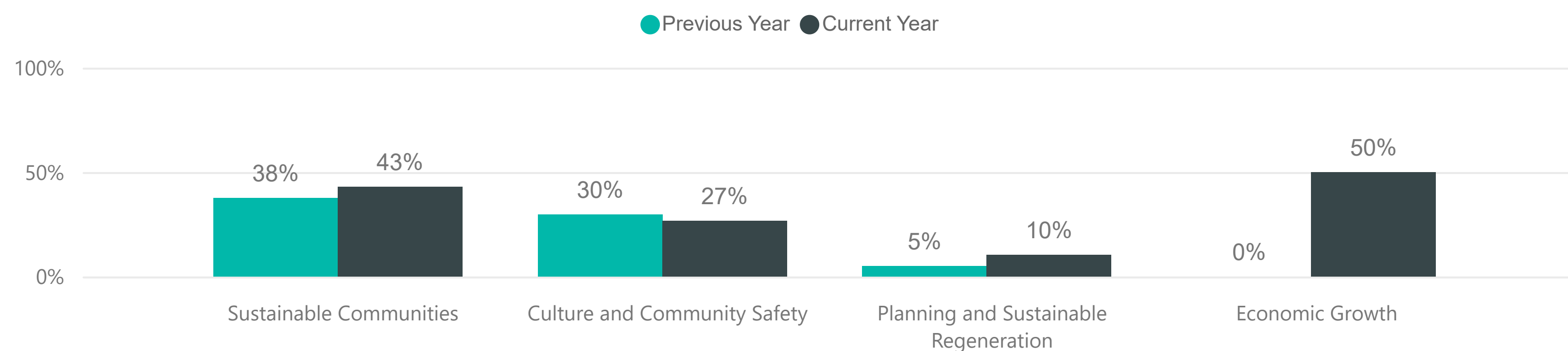
Complaint SLA % by Division



3.6 The SLA % of complaints by Division for 2023

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

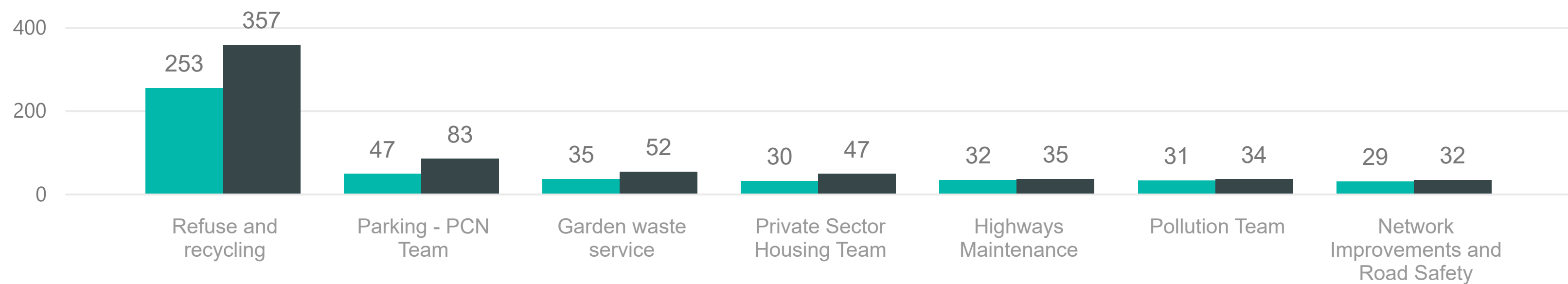


3.7 The upheld % of complaints by Division for 2023

3. Sustainable Communities - Complaints

Highest Complaint Volumes by Service Team

● Previous Year ● Current Year

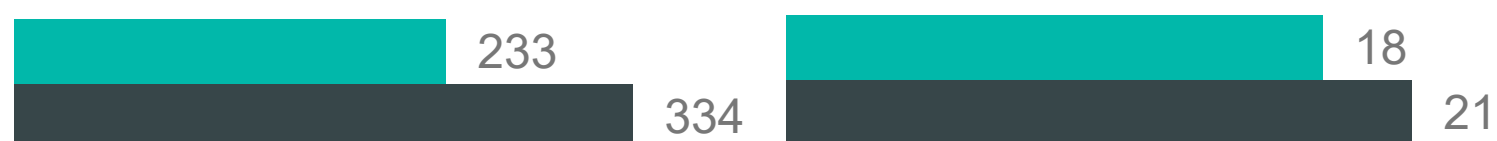


3.8 Total volumes of complaints at stage one, stage two & LGO in the Sustainable Communities division

Refuse and recycling

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



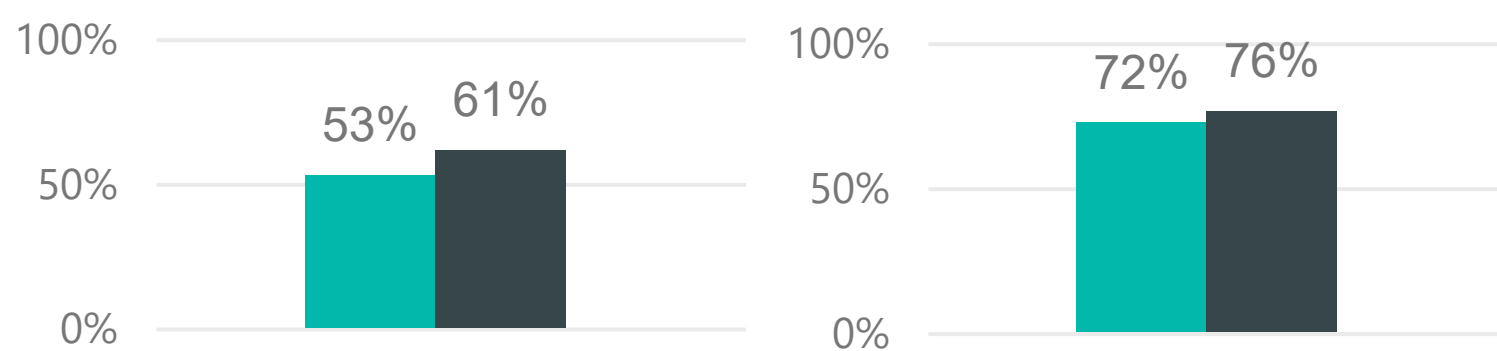
3.9 The volume of stage one has increased by 101 complaints

3.10 The volume of stage two has increased by 3 complaints

3.11 The volume of LGO investigations was 1 in 2023

Corporate Stage 1 Upheld %

● Previous Year ● Current Year

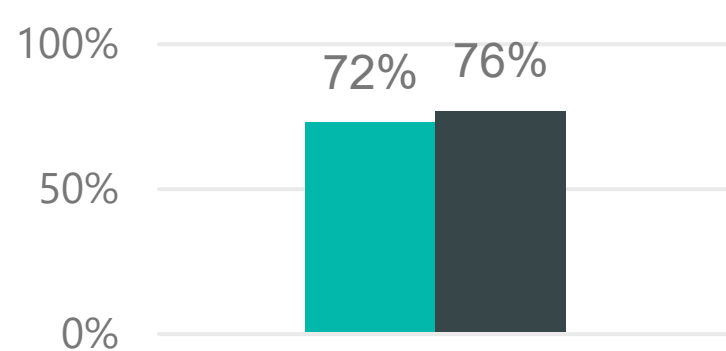


3.12 61%, or 205 complaints were upheld at stage one.

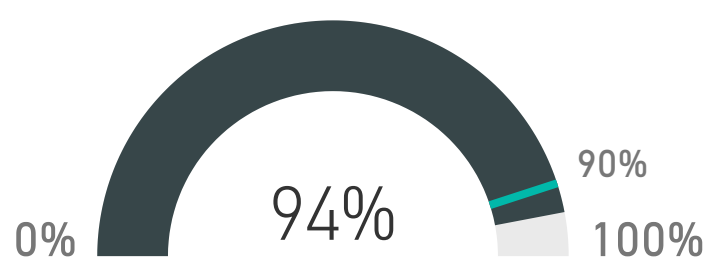
3.13 76%, or 16 complaints were upheld at stage two.

Corporate Stage 2 Upheld %

● Previous Year ● Current Year



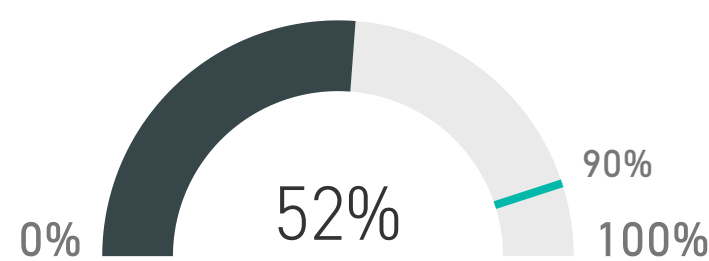
Corporate Stage 1 SLA



3.14 94% or 314 stage one complaints were answered in SLA

3.15 52% or 11 stage two complaints were answered in SLA

Corporate Stage 2 SLA



Parking - PCN Team

Corporate Stage 1 Volume

● Previous Year ● Current Year



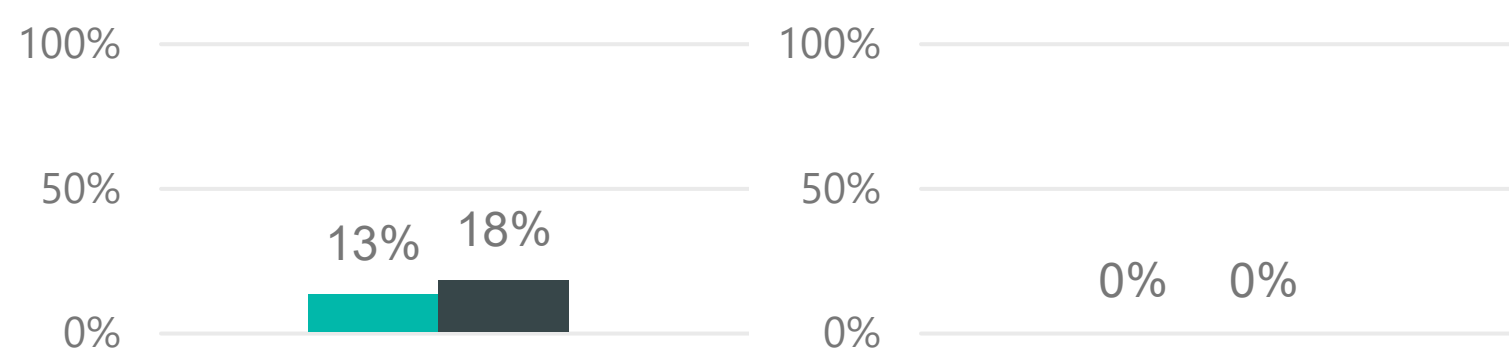
3.16 The volume of stage one has increased by 39 complaints

3.17 The volume of stage two has decreased by 3 complaints

3.18 The volume of LGO investigations was 3 in 2023

Corporate Stage 1 Upheld %

● Previous Year ● Current Year

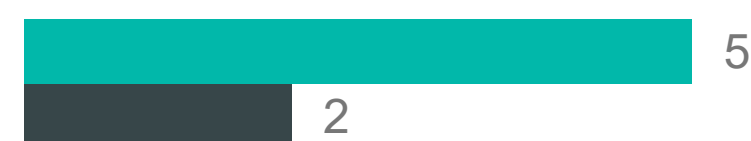


3.19 18%, or 14 complaints were upheld at stage one.

3.20 No complaints were upheld at stage two.

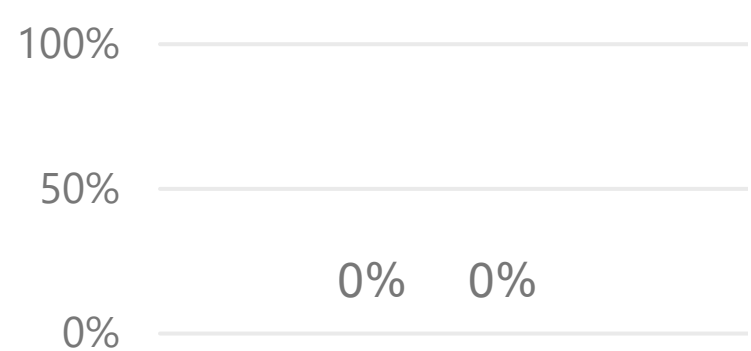
Corporate Stage 2 Volume

● Previous Year ● Current Year

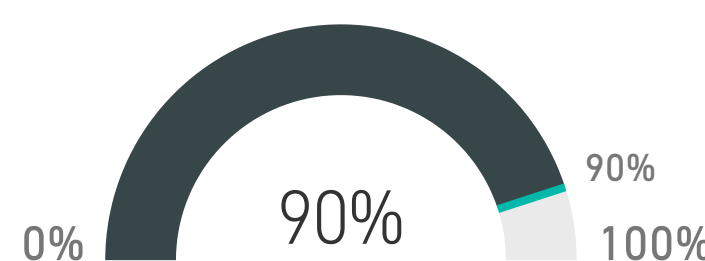


Corporate Stage 2 Upheld %

● Previous Year ● Current Year



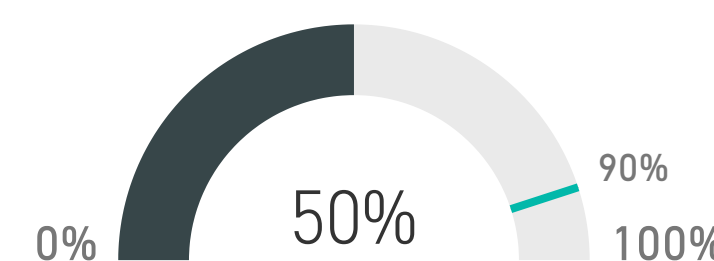
Corporate Stage 1 SLA



3.21 90% or 70 stage one complaints were answered in SLA

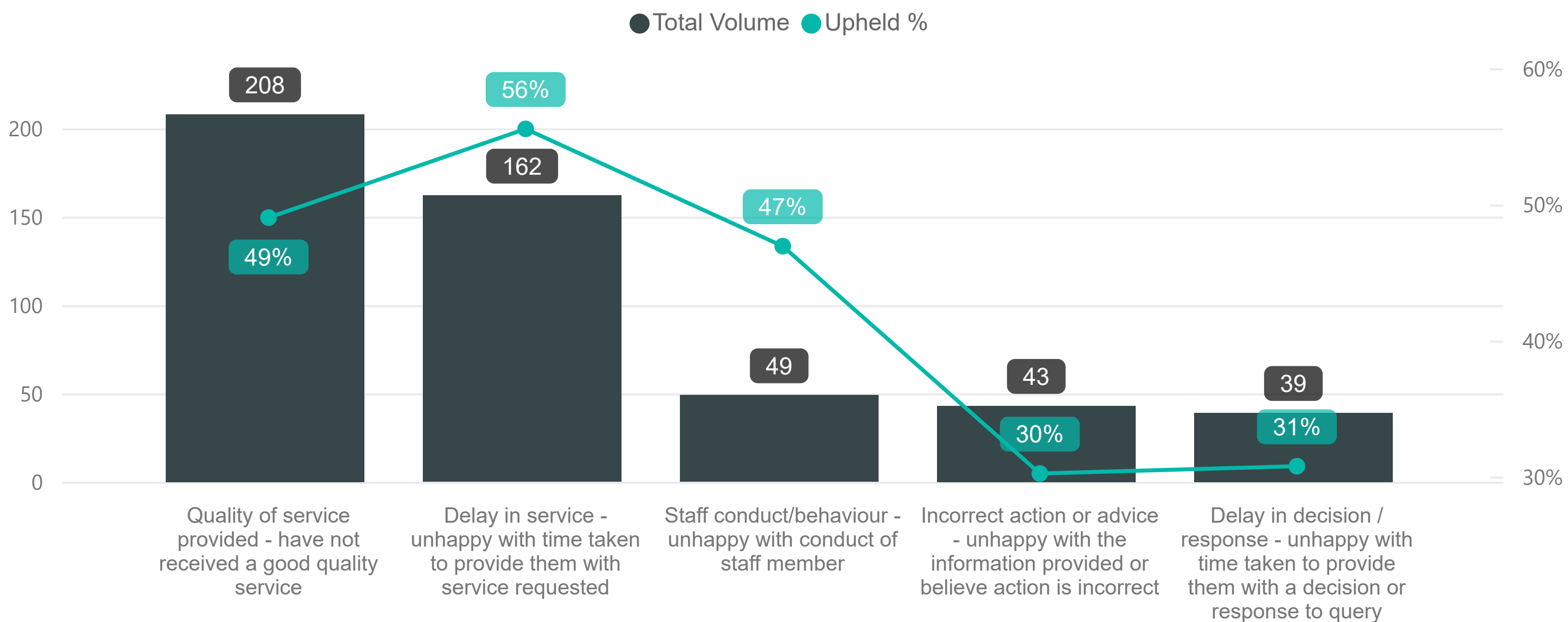
3.22 50% or 1 stage two complaint was answered in SLA

Corporate Stage 2 SLA



3. Sustainable Communities - Complaint Themes

Highest Volumes for Corporate Stage 1 - Reason for Complaint

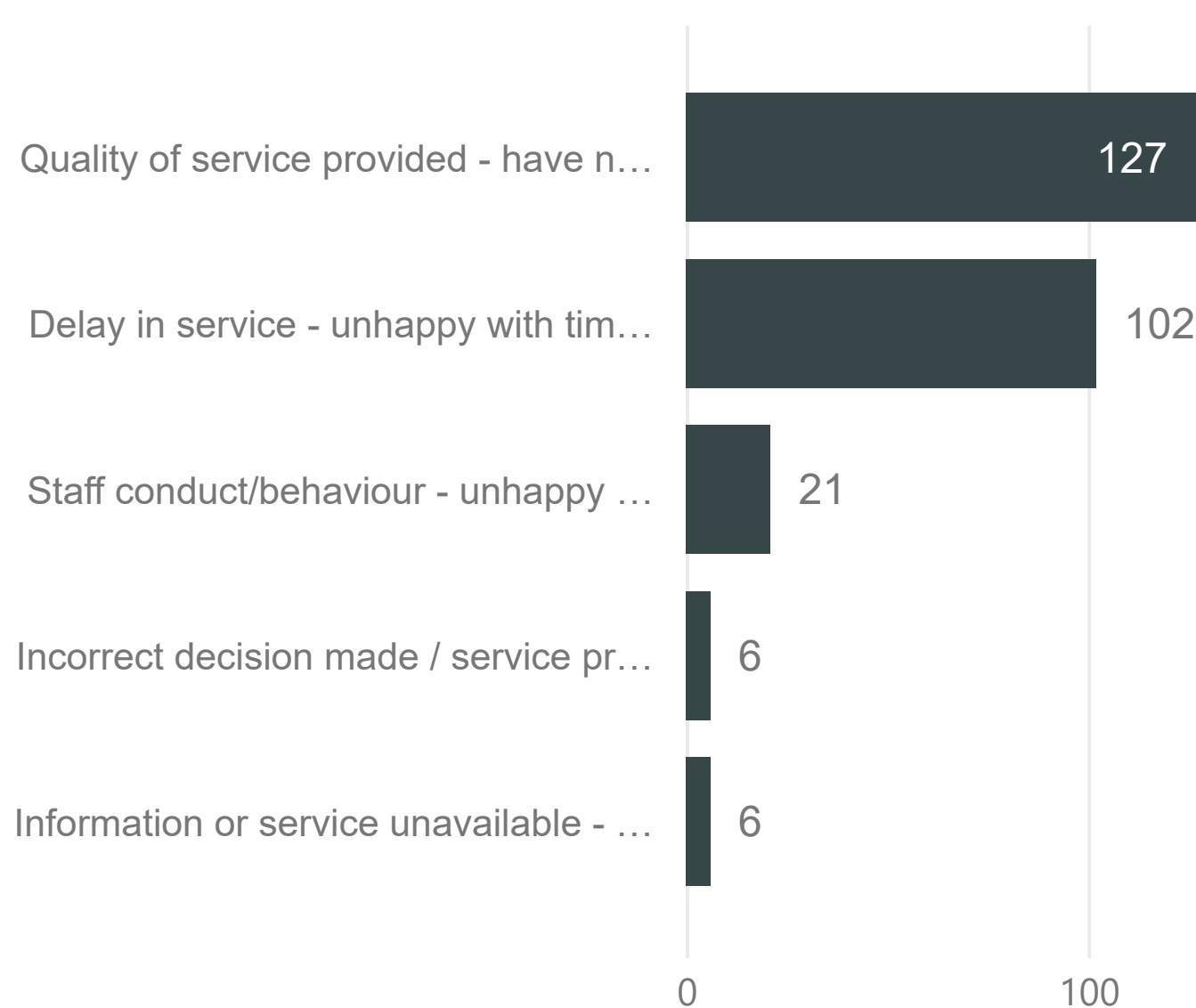


3.23 The graph shows the highest complaint volume by reason for Sustainable Communities Regeneration and Economic Re...

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

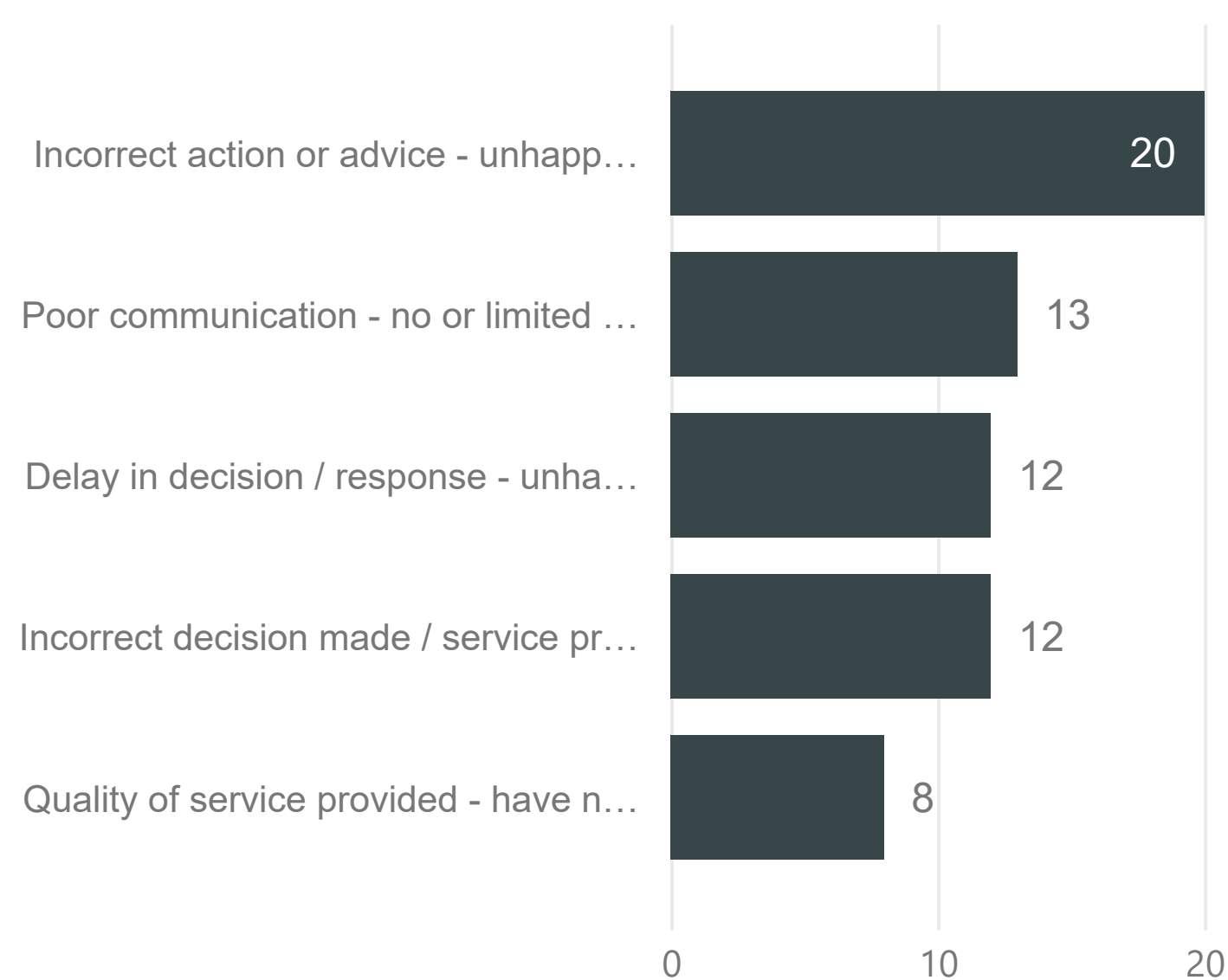
Refuse and recycling

Highest Volumes for Reason for Complaint - Stage 1



Parking - PCN Team

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 2023

Complaint & Enquiry Report
Housing
Annual 2023/2024

4. Housing - Complaints & LGO Cases

Departmental Complaint Distribution by Complaint Type

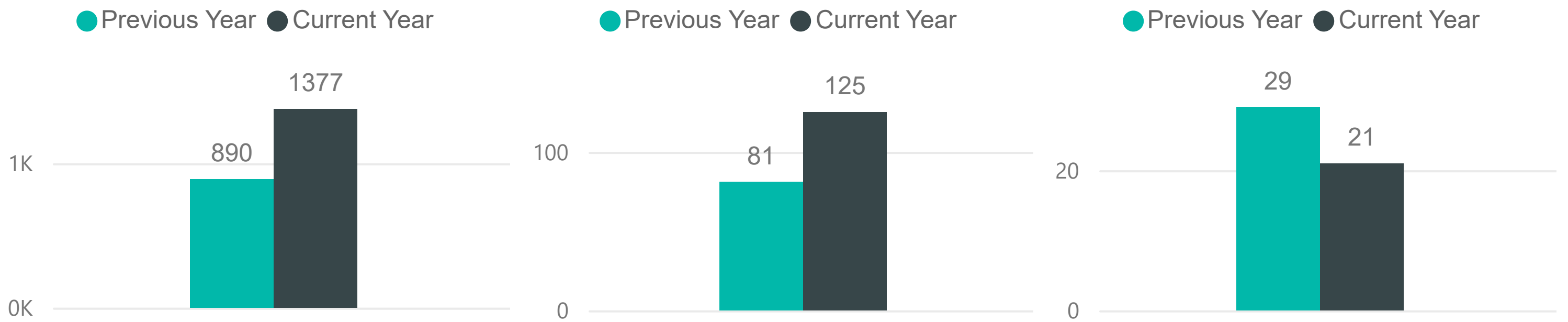
● Corporate Stage 1 ● Praise ● Corporate Stage 2 ● LGO ● Adults Stage 1 ● Childrens Stage 2



Corporate Stage 1 Volume

Corporate Stage 2 Volume

LGO Volume



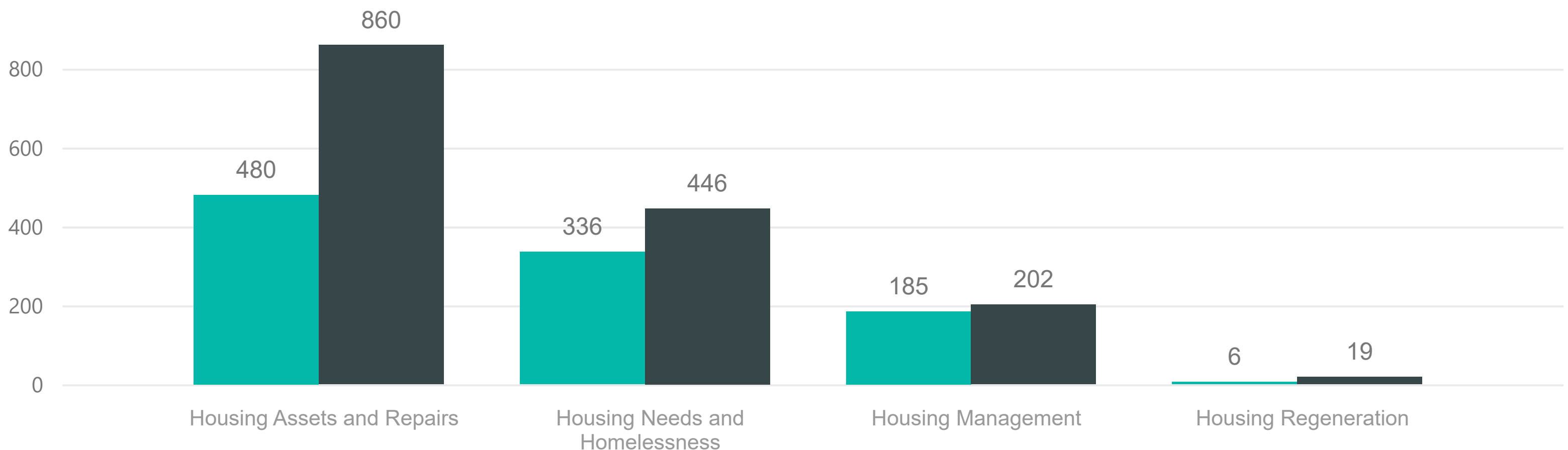
4.1 The volume of stage one has increased by 487 complaints compared to the same period last year

4.2 The volume of stage two has increased by 44 complaints compared to the same period last year

4.3 The volume of LGO has decreased by 8 investigations compared to the same period last year

Total Complaints by Division

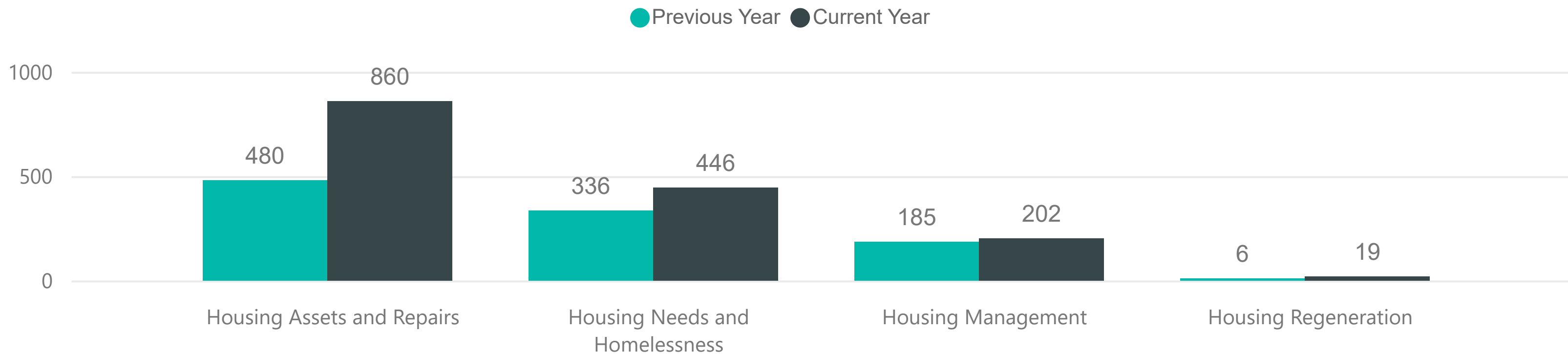
● Previous Year ● Current Year



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

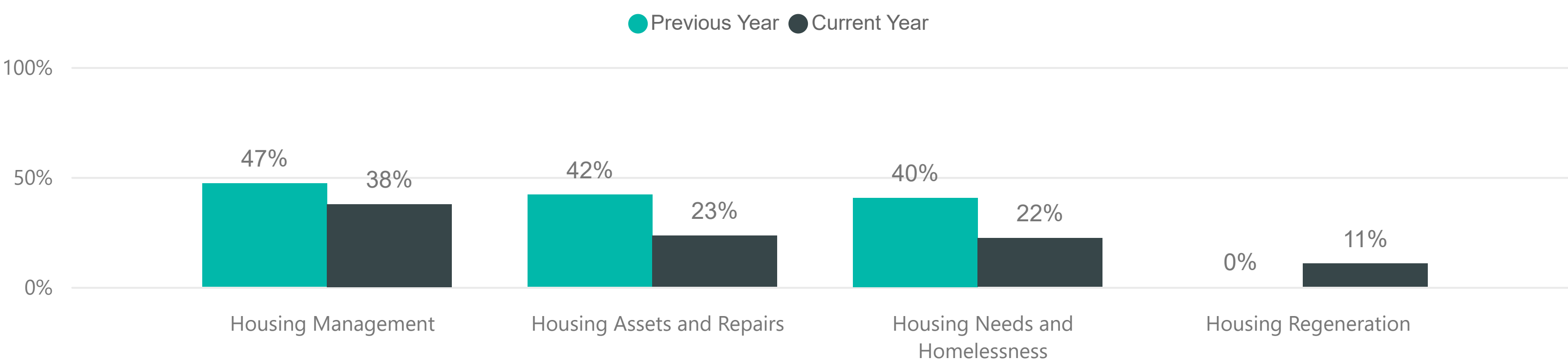
4. Summary by Division - Housing

Complaint Volume by Division



4.5 The volume of complaints by Division for 2023

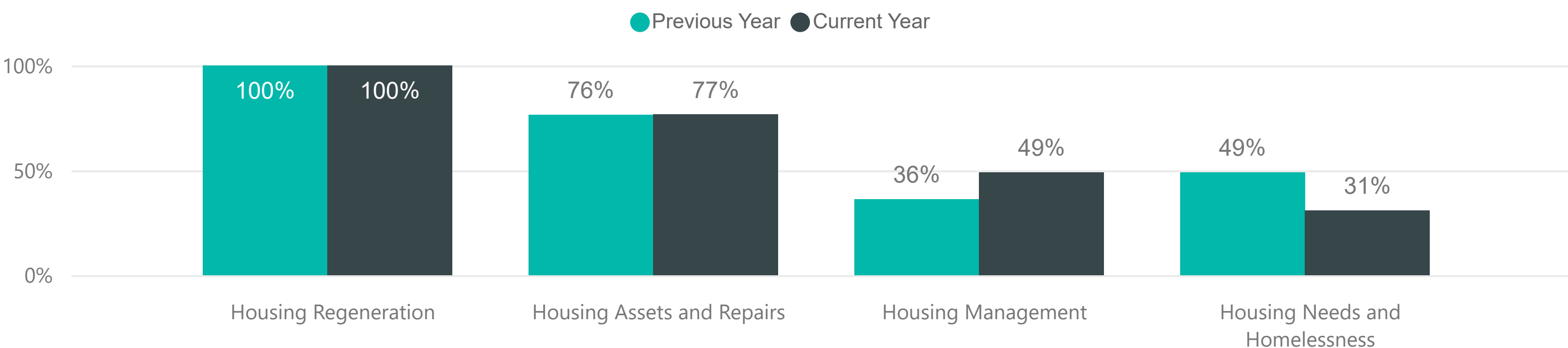
Complaint SLA % by Division



4.6 The SLA % of complaints by Division for 2023

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

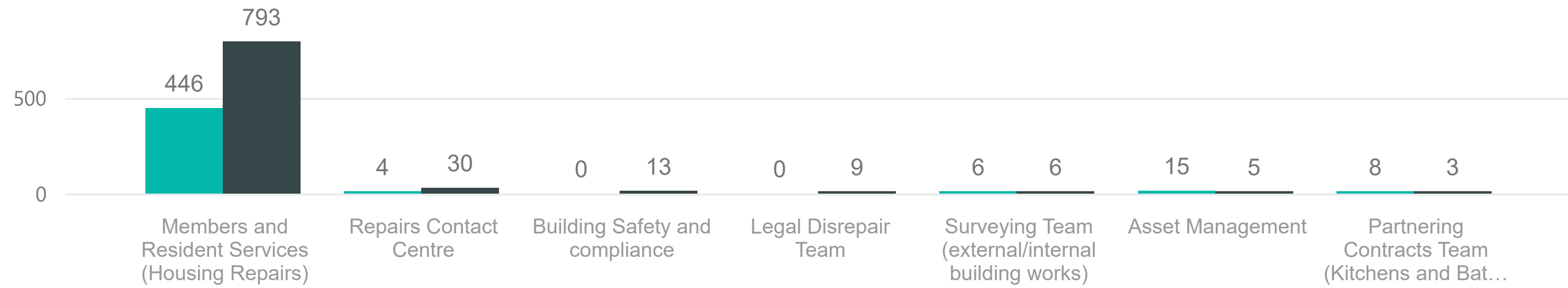


4.7 The upheld % of complaints by Division for 2023

4. Housing Assets and Repairs - 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 Assets and Repairs division

Members and Resident Services (Housing ...

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



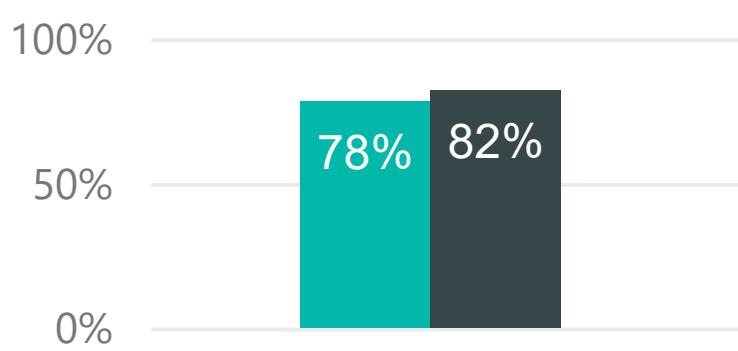
4.9 The volume of stage one has increased by 299 complaints

4.10 The volume of stage two has increased by 49 complaints

4.11 The volume of LGO investigations was 5 in 2023

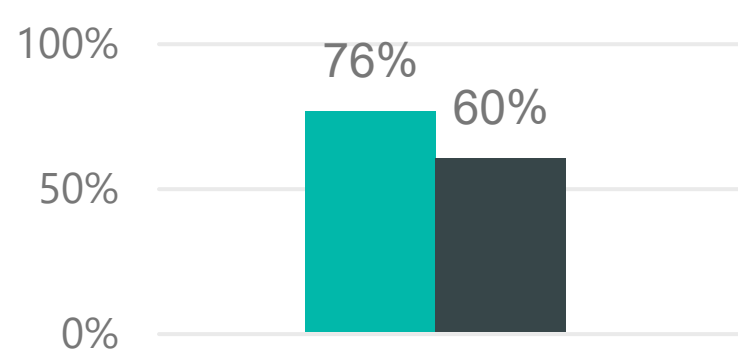
Corporate Stage 1 Upheld %

● Previous Year ● Current Year



Corporate Stage 2 Upheld %

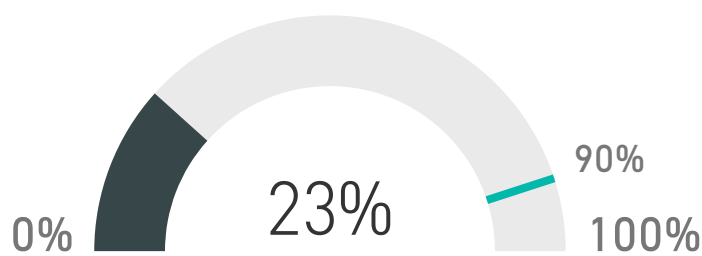
● Previous Year ● Current Year



4.12 82%, or 587 complaints were upheld at stage one.

4.13 60%, or 42 complaints were upheld at stage two.

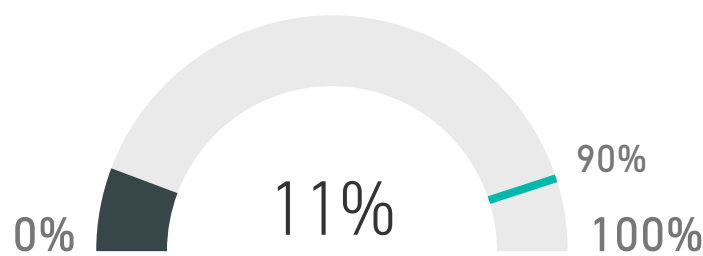
Corporate Stage 1 SLA



4.14 23% or 167 stage one complaints were answered in SLA

4.15 11% or 8 stage two complaints were answered in SLA

Corporate Stage 2 SLA



Repairs Contact Centre

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



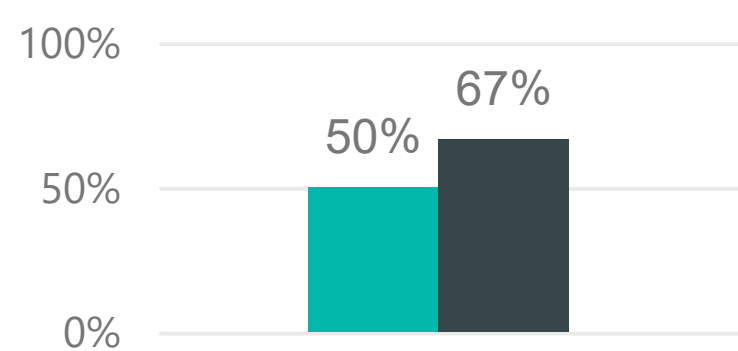
4.16 The volume of stage one has increased by 26 complaints

4.17 The volume of stage two has remained at 0 complaints

4.18 The volume of LGO investigations was 0 in 2023

Corporate Stage 1 Upheld %

● Previous Year ● Current Year

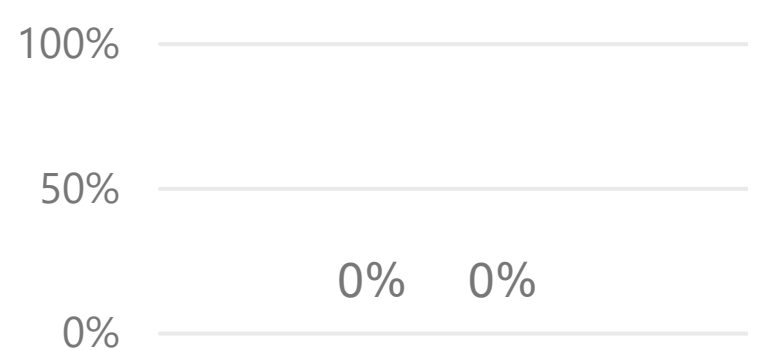


4.19 67%, or 20 complaints were upheld at stage one.

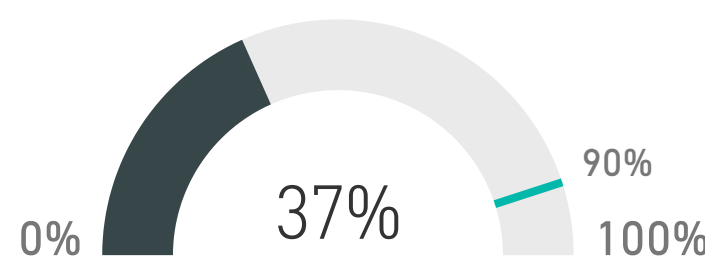
4.20 There were no complaints at stage two

Corporate Stage 2 Upheld %

● Previous Year ● Current Year



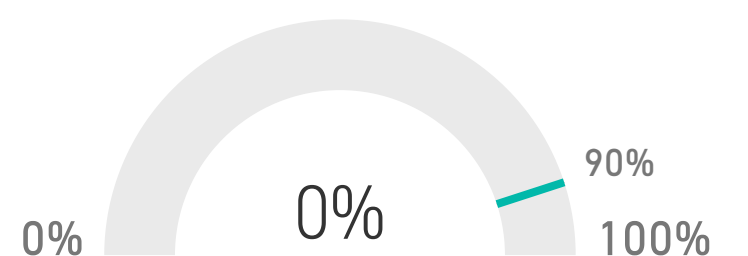
Corporate Stage 1 SLA



4.21 37% or 11 stage one complaints were answered in SLA

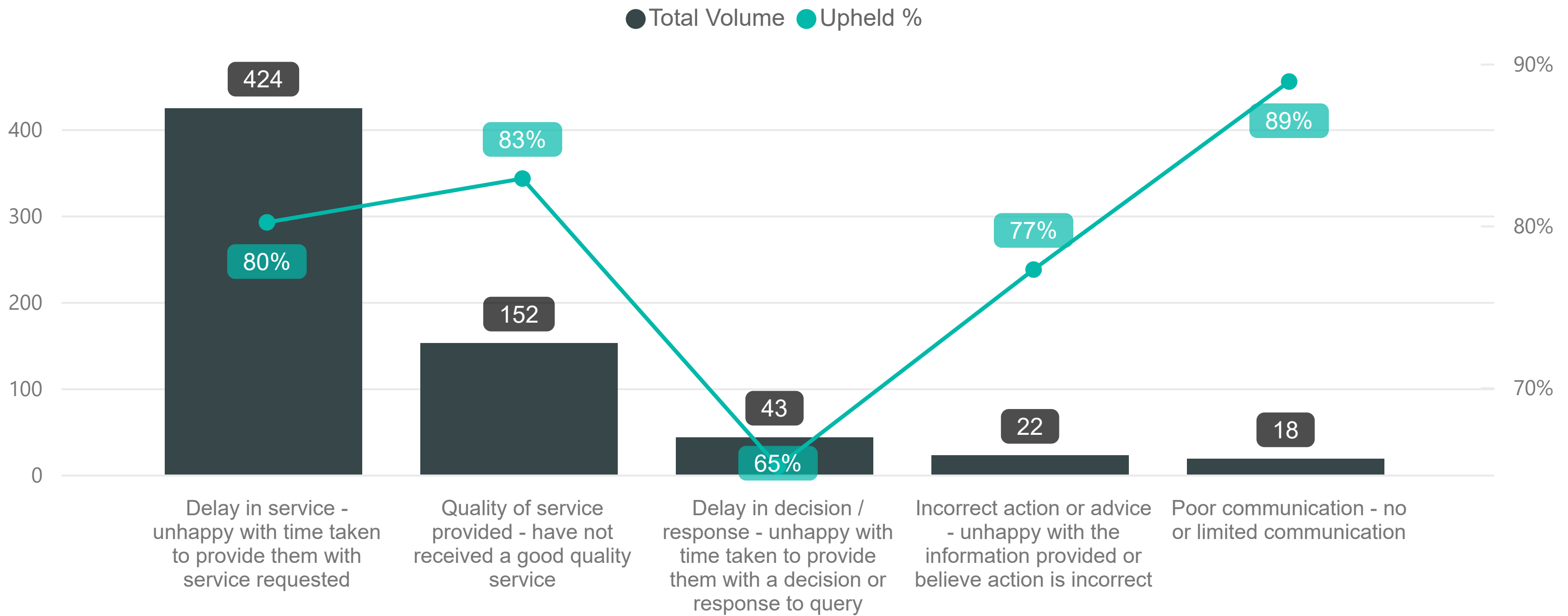
4.22 There were no complaints at stage two

Corporate Stage 2 SLA



4. Housing Assets and Repairs - Complaint Themes

Highest Volumes for Corporate Stage 1 - Reason for Complaint

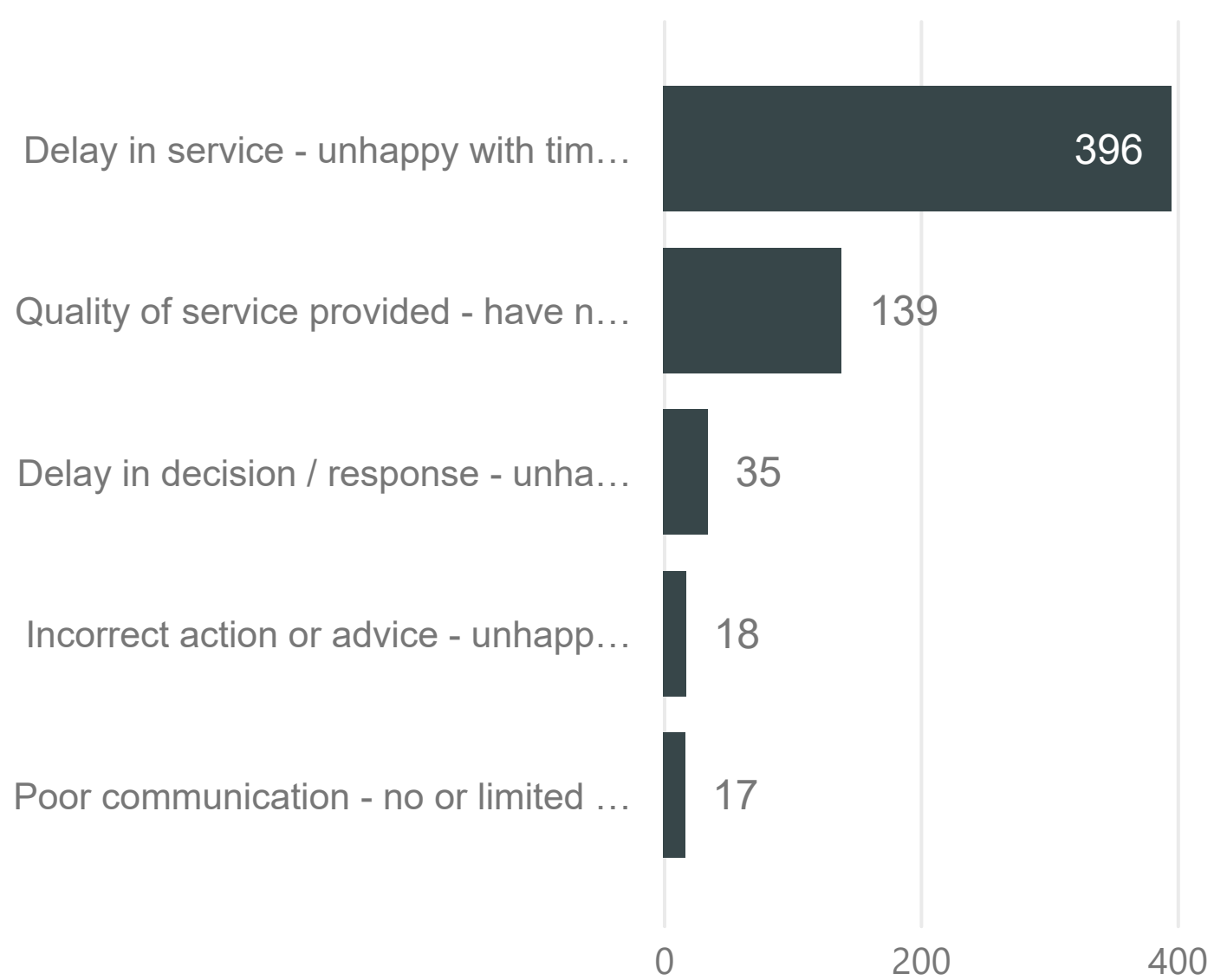


4.23 The graph shows the highest complaint volume by reason for Housing at stage one

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

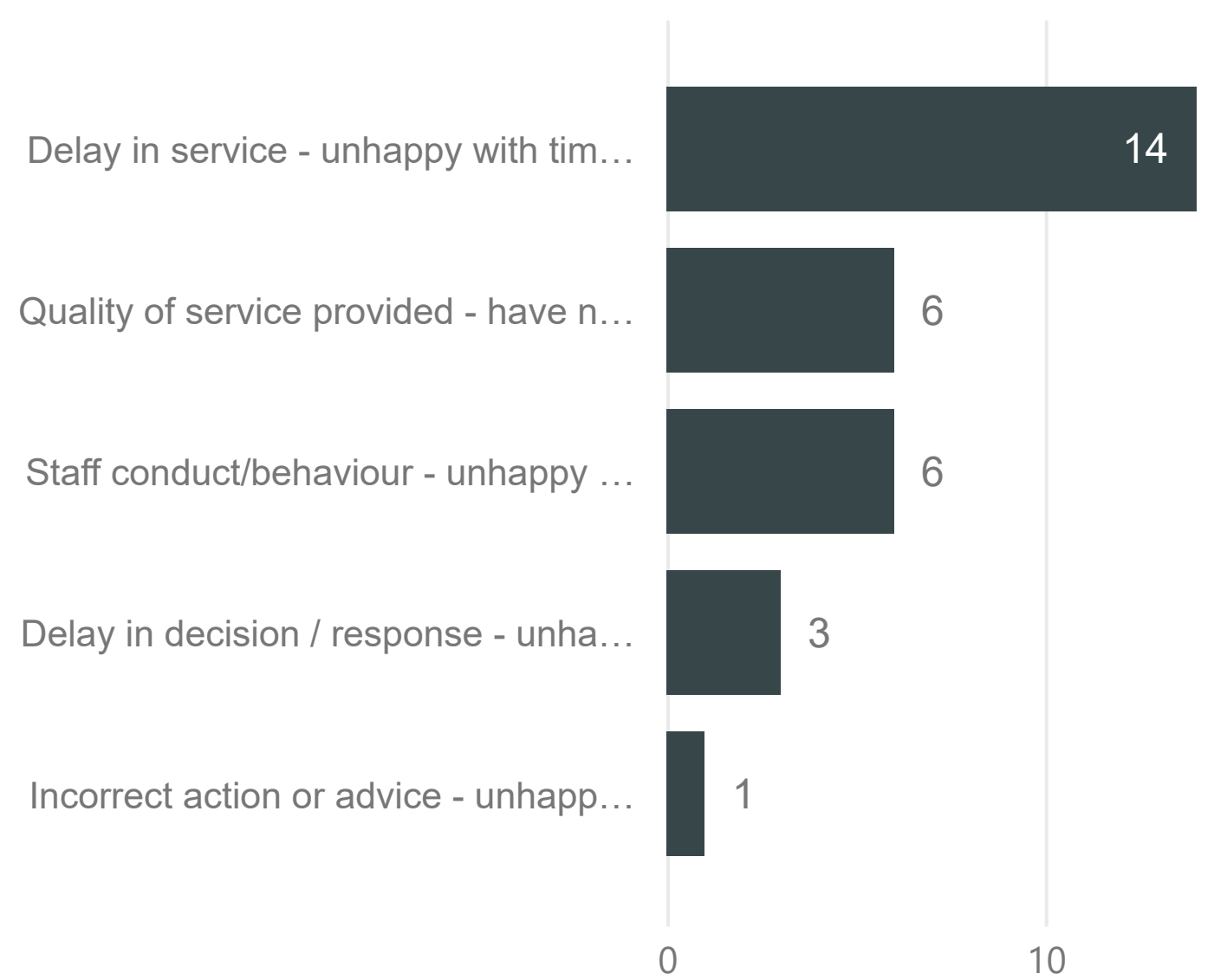
Members and Resident Services (Housing ...

Highest Volumes for Reason for Complaint - Stage 1



Repairs Contact Centre

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 2023

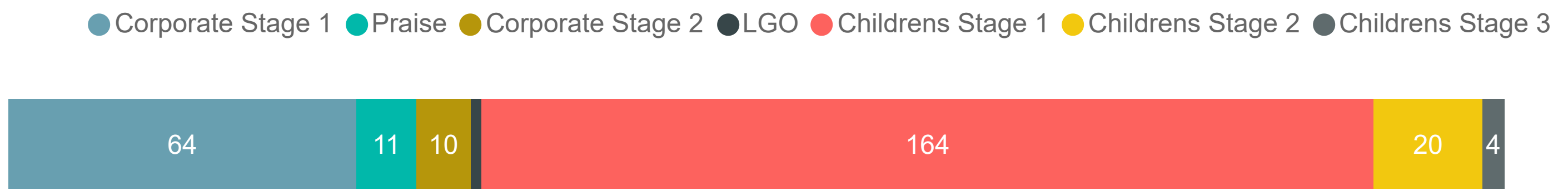
Complaint & Enquiry Report

Children Young People and Education

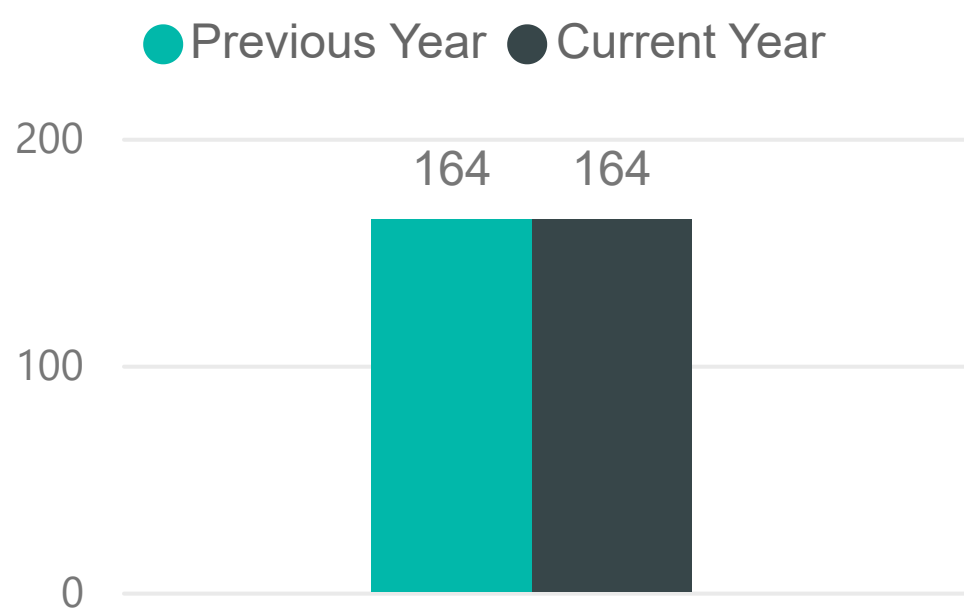
Annual 2023/2024

5. Children Young People and Education - Complaints & LGO Cases

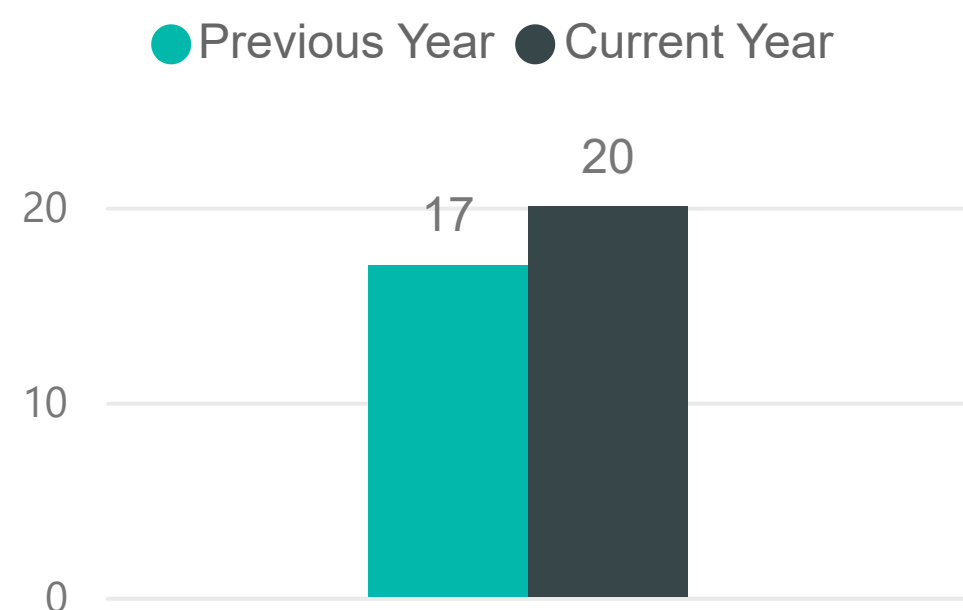
Departmental Complaint Distribution by Complaint Type



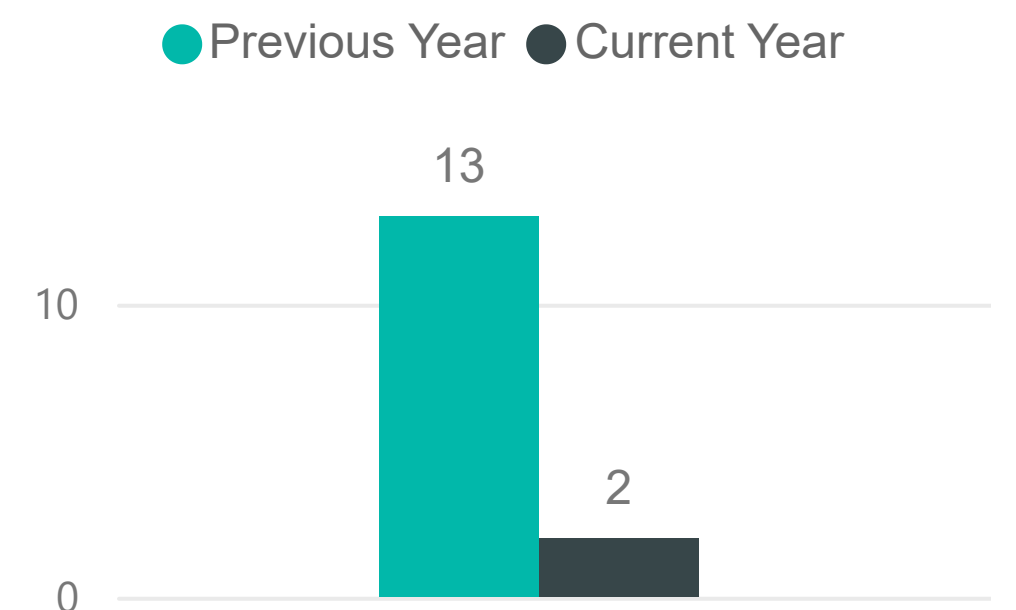
Childrens Stage 1 Volume



Childrens Stage 2 Volume



LGO Volume

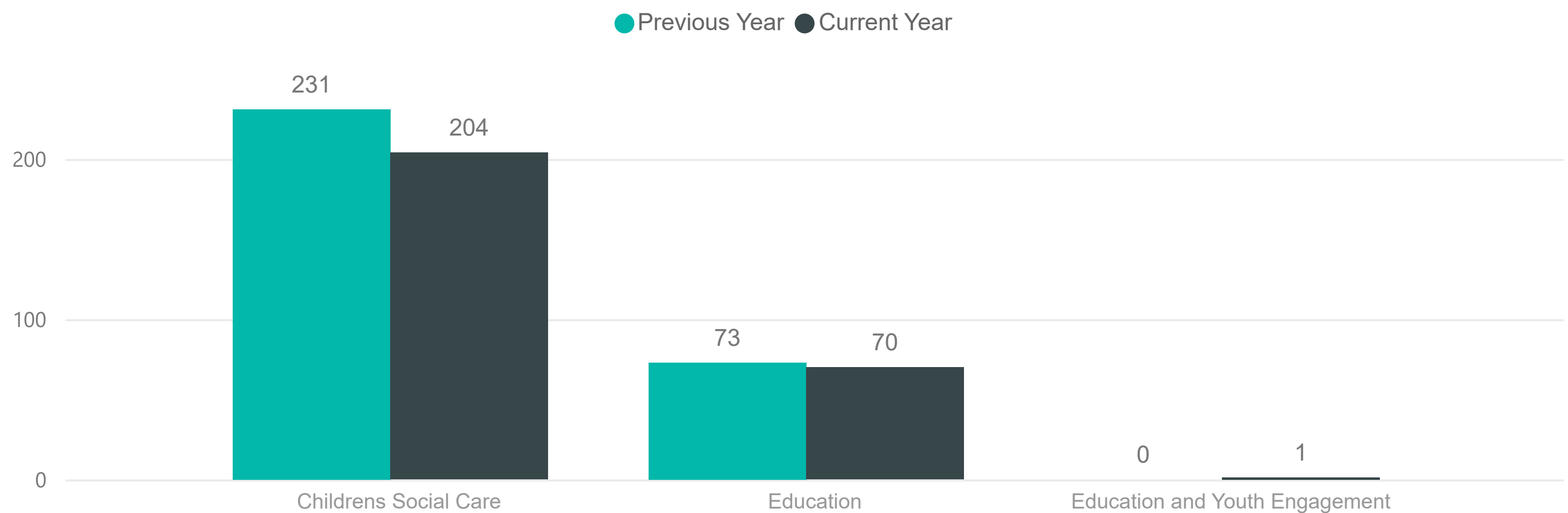


5.1 The volume of stage one has remained at 164 complaints, the same volume as this period last year

5.2 The volume of stage two has increased by 3 complaints compared to the same period last year

5.3 The volume of LGO has decreased by 11 investigations compared to the same period last year

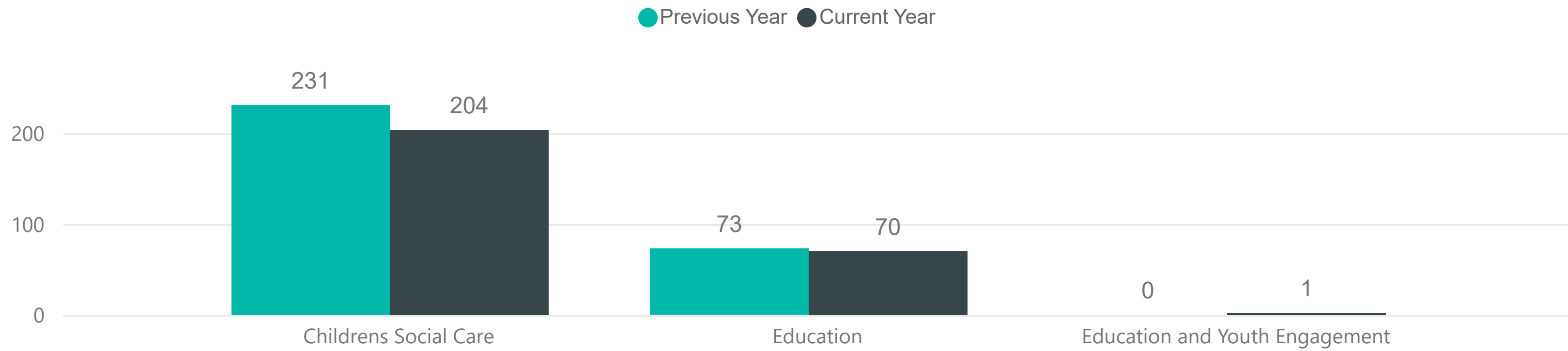
Total Complaints by Division



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

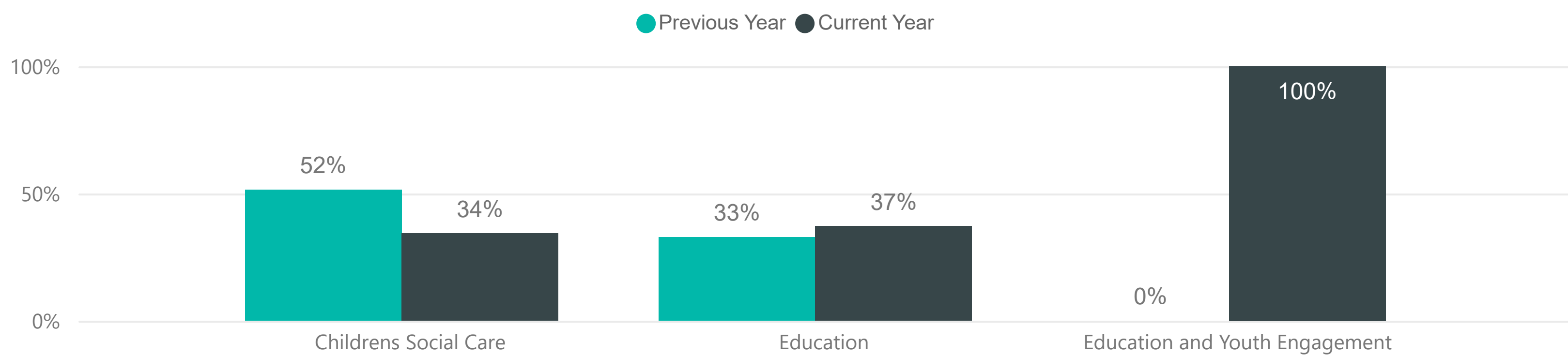
5. Summary by Division - Children Young People and Education

Complaint Volume by Division



5.5 The volume of complaints by Division for 2023

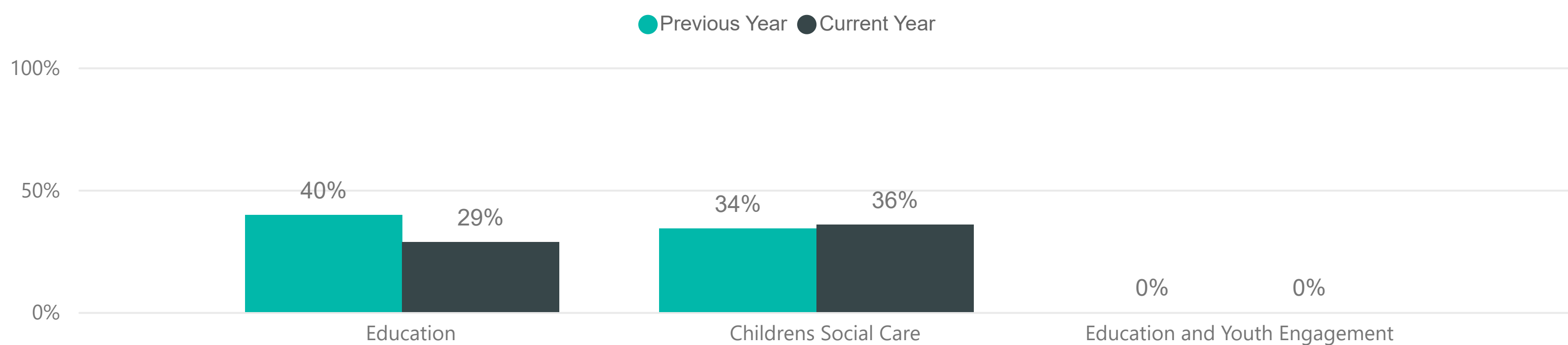
Complaint SLA % by Division



5.6 The SLA % of complaints by Division for 2023

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

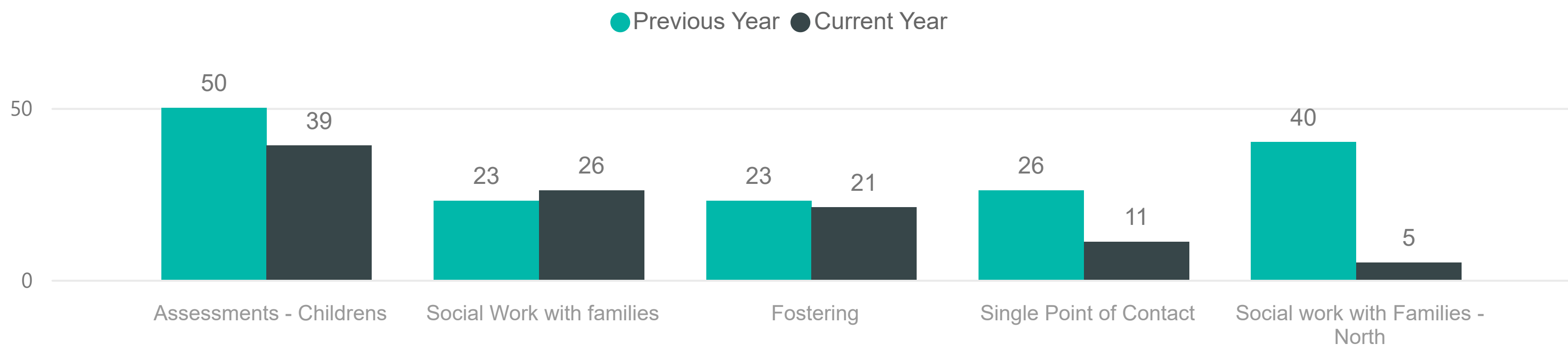
Complaint Upheld % by Division



5.7 The upheld % of complaints by Division for 2023

5. Childrens Social Care - Complaints

Highest Complaint Volumes by Service Team



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

Assessments - Childrens

Childrens Stage 1 Volume

● Previous Year ● Current Year



Childrens Stage 2 Volume

● Previous Year ● Current Year



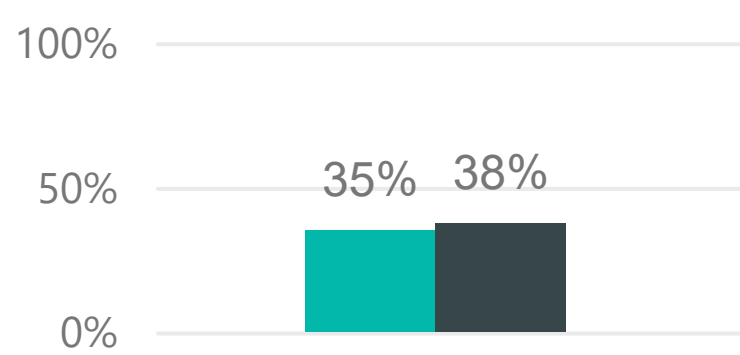
5.9 The volume of stage one has decreased by 5 complaints

5.10 The volume of stage two has increased by 2 complaints

5.11 The volume of LGO investigations was 0 in 2023

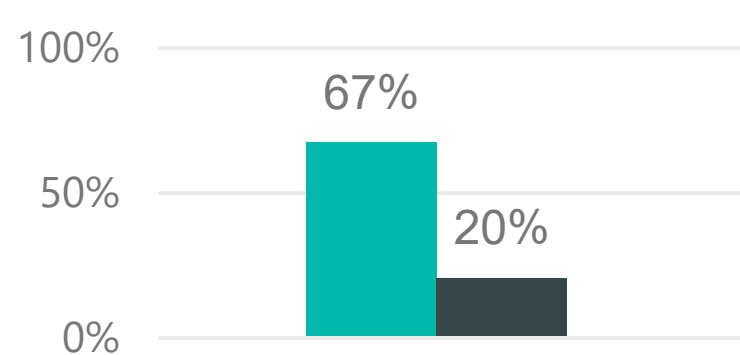
Childrens Stage 1 Upheld %

● Previous Year ● Current Year



Childrens Stage 2 Upheld %

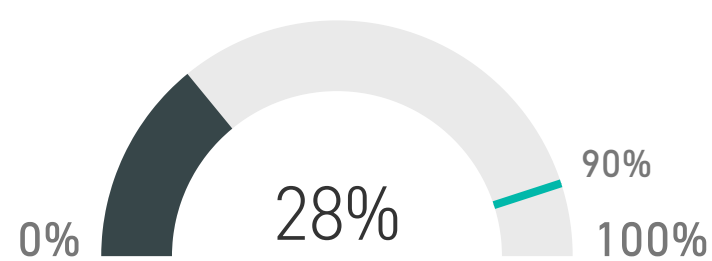
● Previous Year ● Current Year



5.12 38%, or 12 complaints were upheld at stage one.

5.13 20%, or 1 complaint was upheld at stage two.

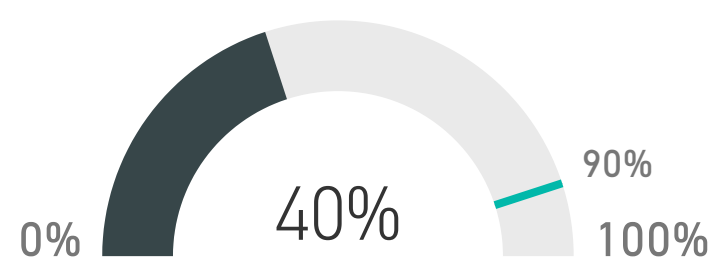
Childrens Stage 1 SLA



5.14 28% or 9 stage one complaints were answered in SLA

5.15 40% or 2 stage two complaints were answered in SLA

Childrens Stage 2 SLA



Social Work with families

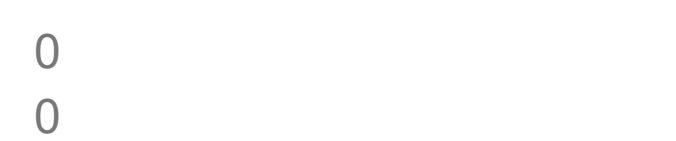
Childrens Stage 1 Volume

● Previous Year ● Current Year



Childrens Stage 2 Volume

● Previous Year ● Current Year



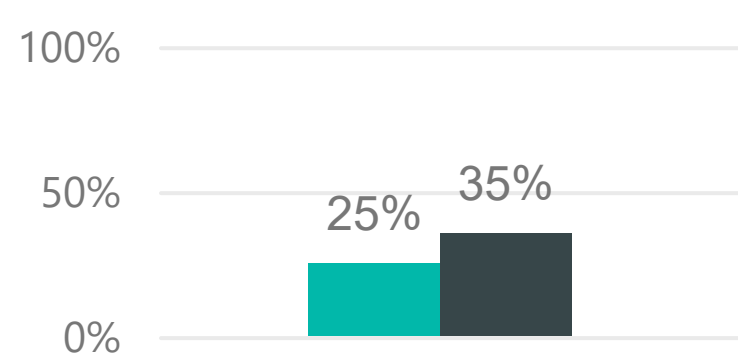
5.16 The volume of stage one has decreased by 3 complaints

5.17 The volume of stage two has remained at 0 complaints

5.18 The volume of LGO investigations was 0 in 2023

Childrens Stage 1 Upheld %

● Previous Year ● Current Year

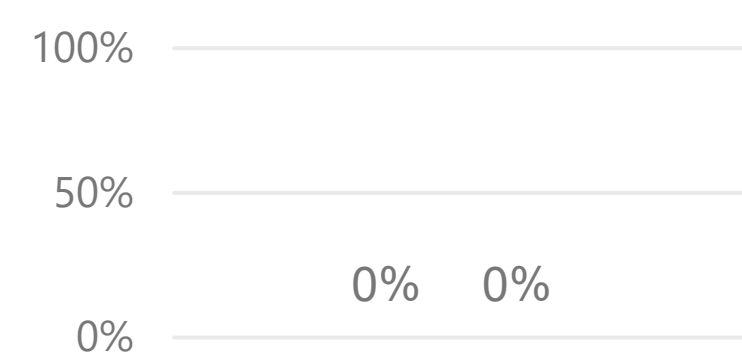


5.19 35%, or 6 complaints were upheld at stage one.

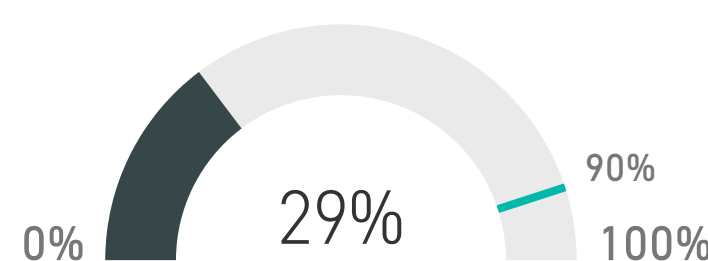
5.20 There were no complaints at stage two

Childrens Stage 2 Upheld %

● Previous Year ● Current Year



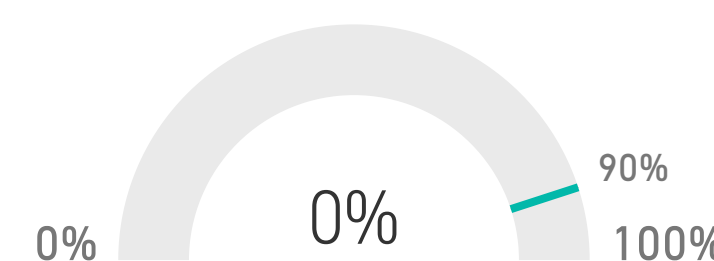
Childrens Stage 1 SLA



5.21 29% or 5 stage one complaints were answered in SLA

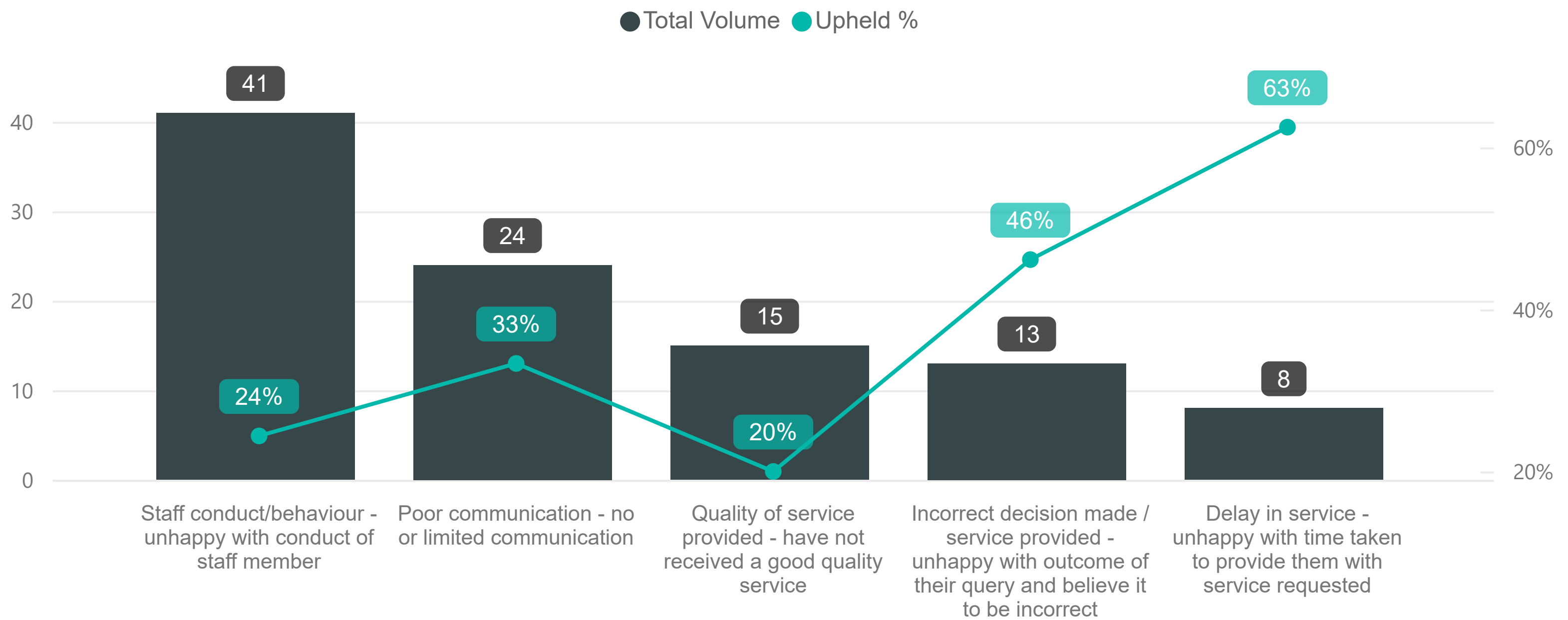
5.22 There were no complaints at stage two

Childrens Stage 2 SLA



5. Childrens Social Care - Complaint Themes

Highest Volumes for Childrens Stage 1 - Reason for Complaint

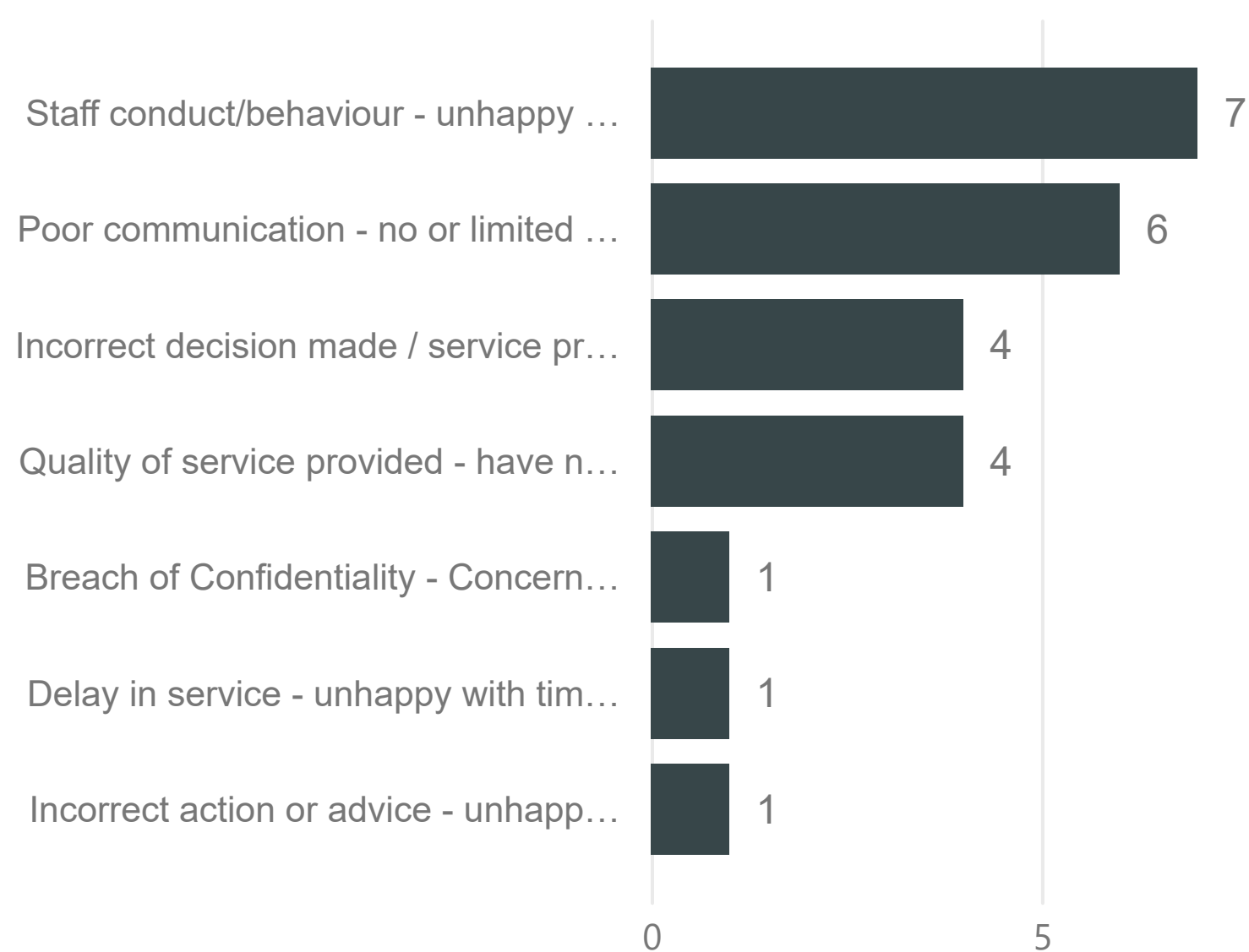


5.23 The graph shows the highest complaint volume by reason for Children Young People and Education at stage one

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

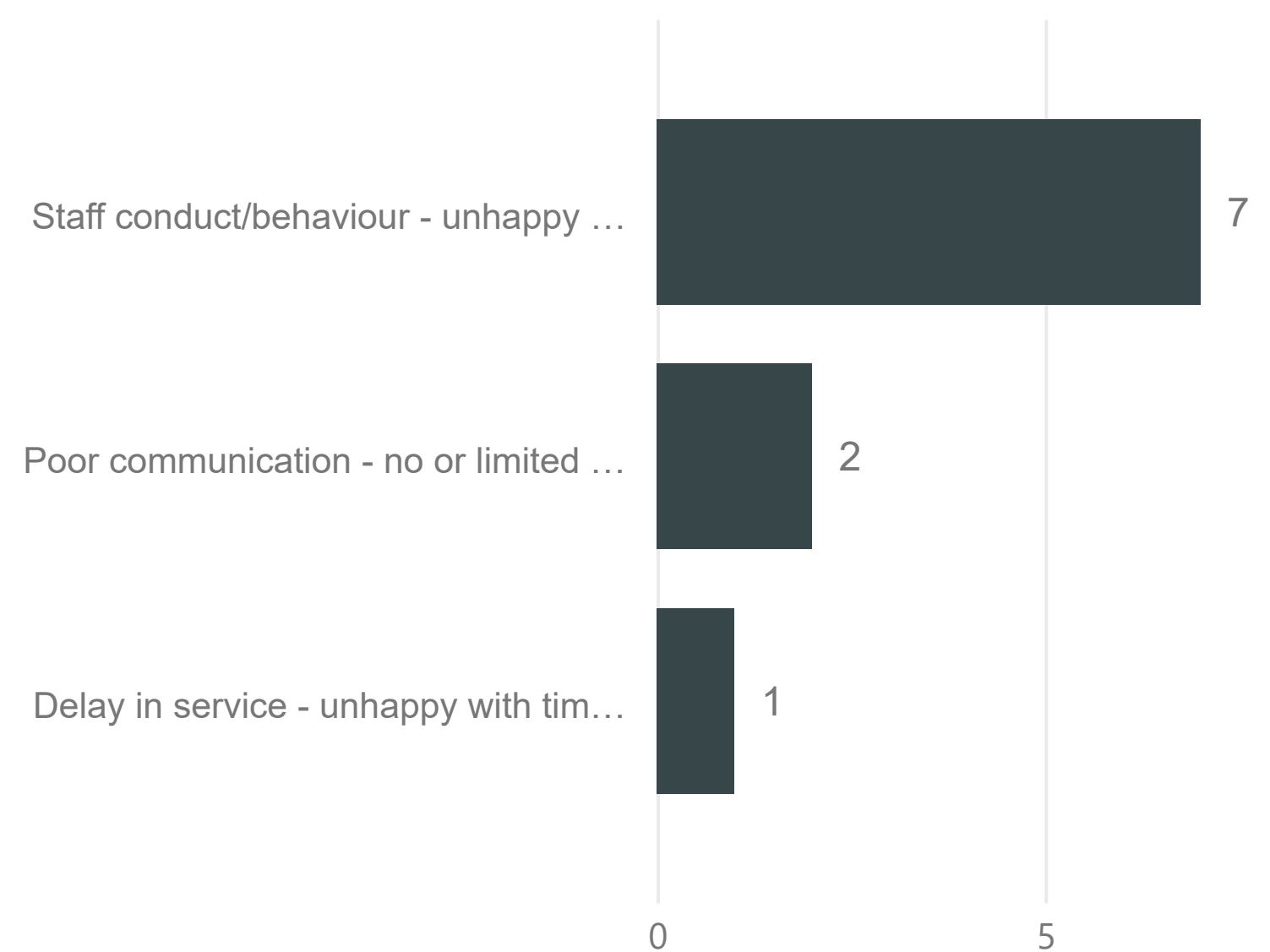
Assessments - Childrens

Highest Volumes for Reason for Complaint - Stage 1



Social Work with families

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 2023

Complaint & Enquiry Report

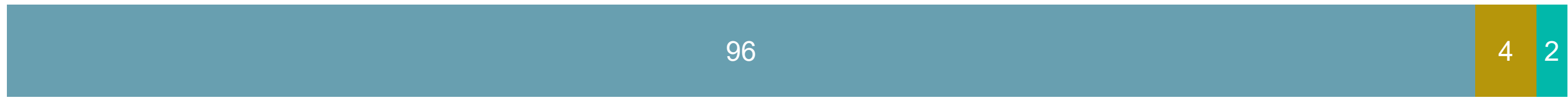
Assistant Chief Executive Directorate

Annual 2023/2024

6. Assistant Chief Executive Directorate - Complaints & LGO Cases

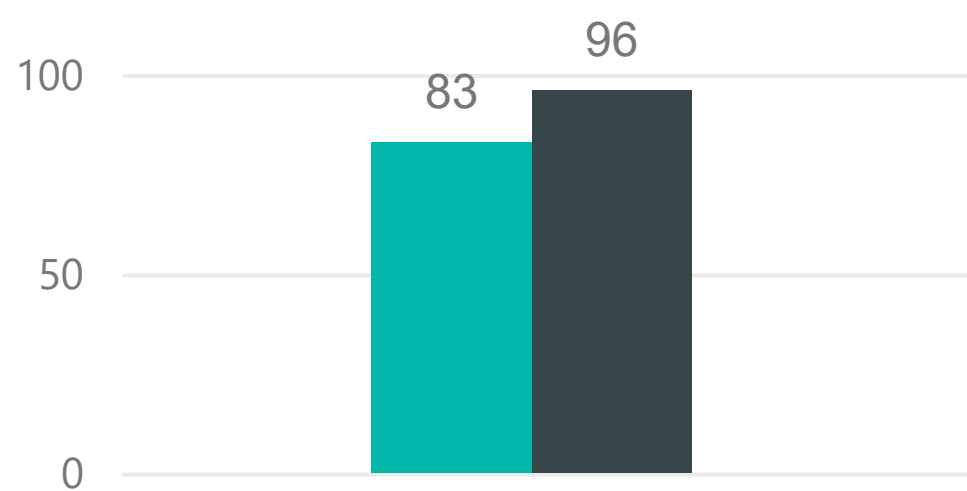
Departmental Complaint Distribution by Complaint Type

● Corporate Stage 1 ● Corporate Stage 2 ● LGO



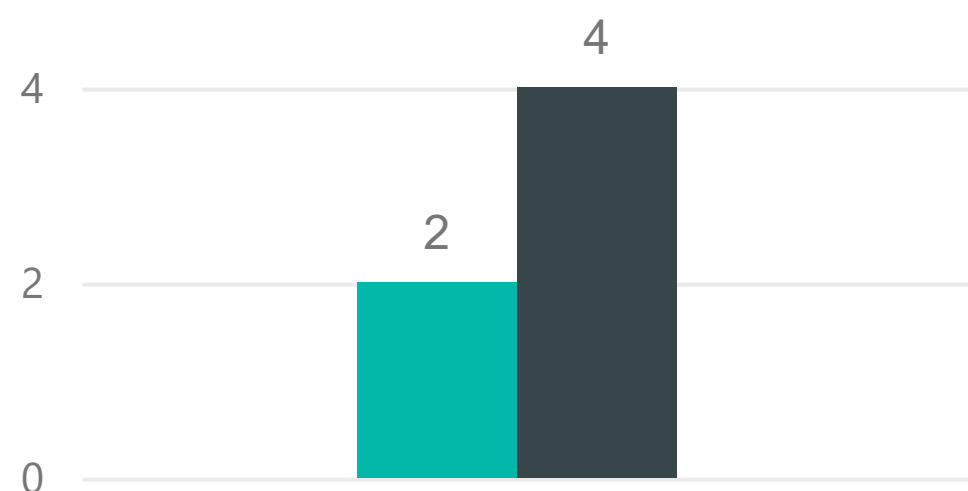
Corporate Stage 1 Volume

● Previous Year ● Current Year



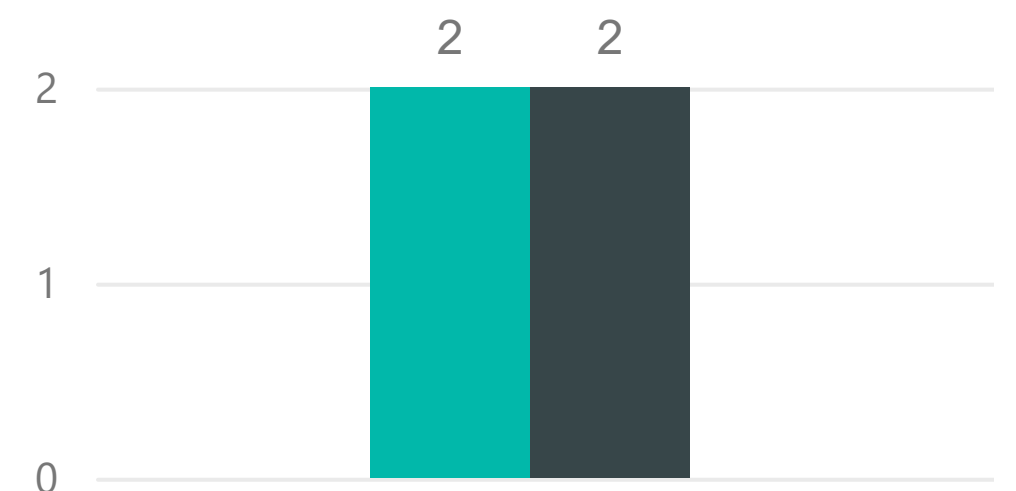
Corporate Stage 2 Volume

● Previous Year ● Current Year



LGO Volume

● Previous Year ● Current Year



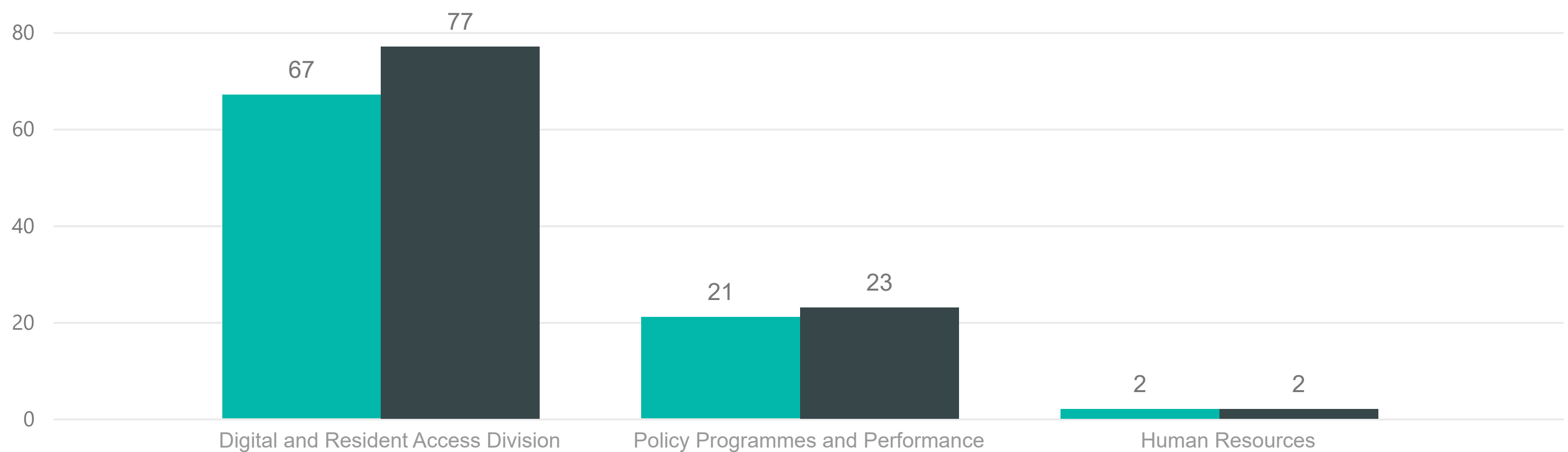
6.1 The volume of stage one has increased by 13 complaints compared to the same period last year

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

6.3 The volume of LGO has remained at 2 investigations, the same volume as this period last year

Total Complaints by Division

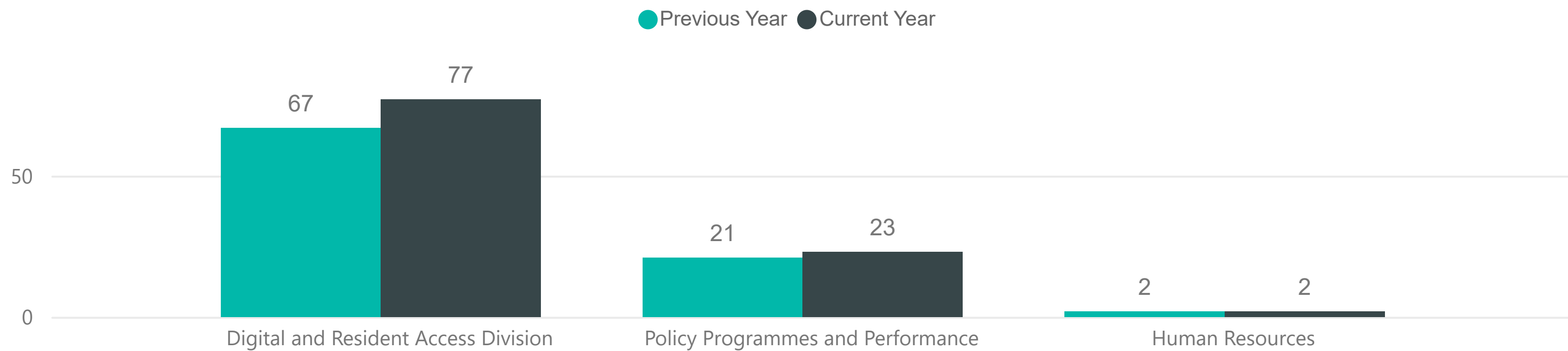
● Previous Year ● Current Year



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

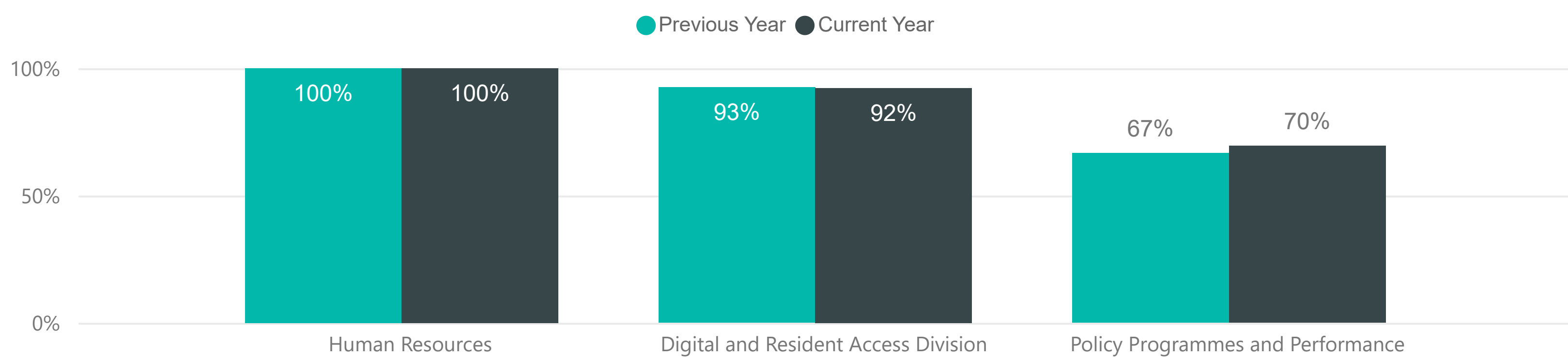
6. Summary by Division - Assistant Chief Executive Directorate

Complaint Volume by Division



6.5 The volume of complaints by Division for 2023

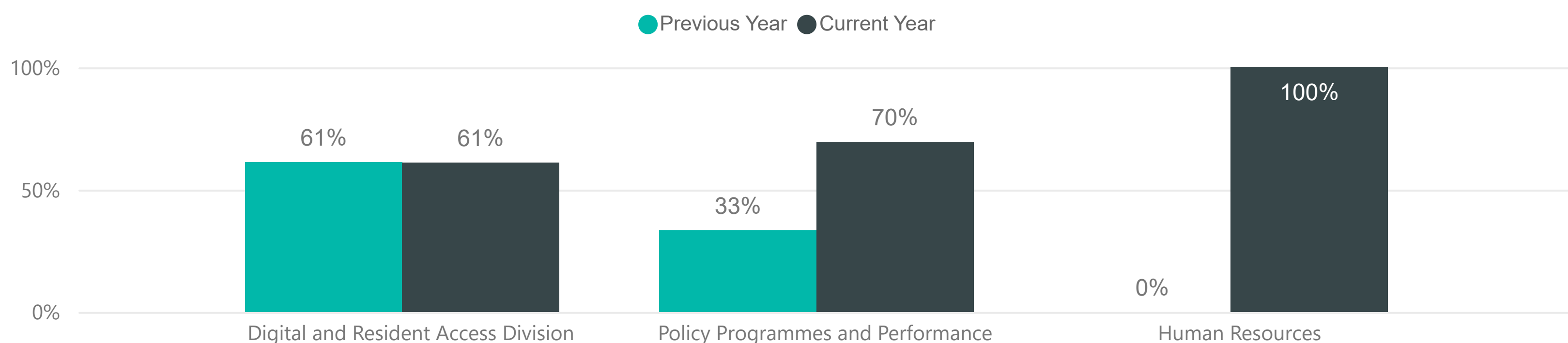
Complaint SLA % by Division



6.6 The SLA % of complaints by Division for 2023

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

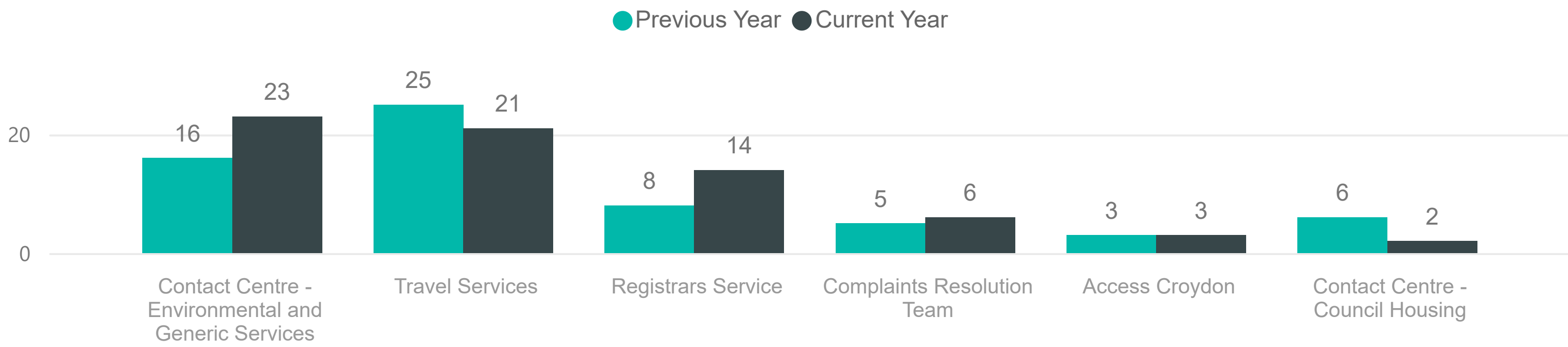
Complaint Upheld % by Division



6.7 The upheld % of complaints by Division for 2023

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

Contact Centre - Environmental and Generi... ▼

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



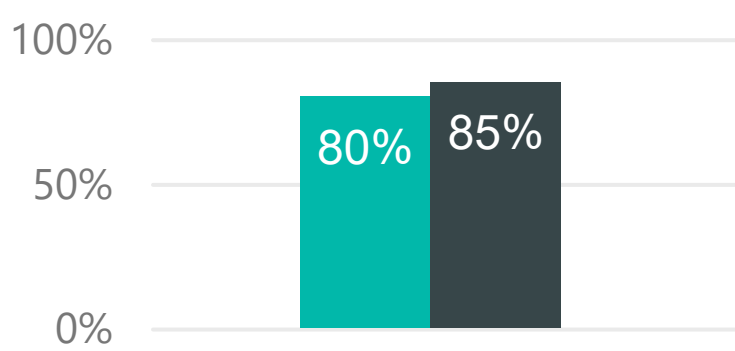
6.9 The volume of stage one has increased by 5 complaints

6.10 The volume of stage two has increased by 3 complaints

6.11 The volume of LGO investigations was 0 in 2023

Corporate Stage 1 Upheld %

● Previous Year ● Current Year

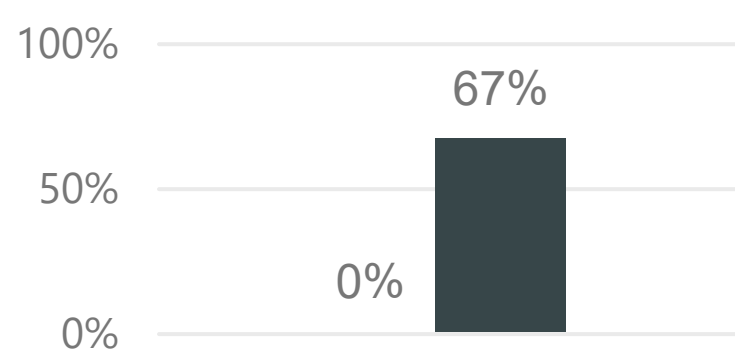


6.12 85%, or 17 complaints were upheld at stage one.

6.13 67%, or 2 complaints were upheld at stage two.

Corporate Stage 2 Upheld %

● Previous Year ● Current Year



Travel Services ▼

Corporate Stage 1 Volume

● Previous Year ● Current Year



Corporate Stage 2 Volume

● Previous Year ● Current Year



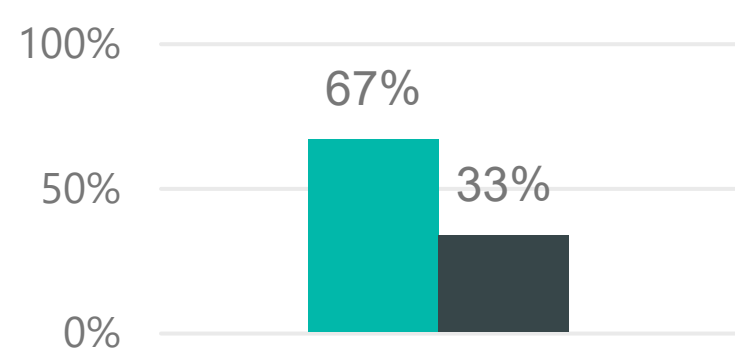
6.16 The volume of stage one has remained at 21 complaints

6.17 The volume of stage two has decreased by 1 complaint

6.18 The volume of LGO investigations was 0 in 2023

Corporate Stage 1 Upheld %

● Previous Year ● Current Year

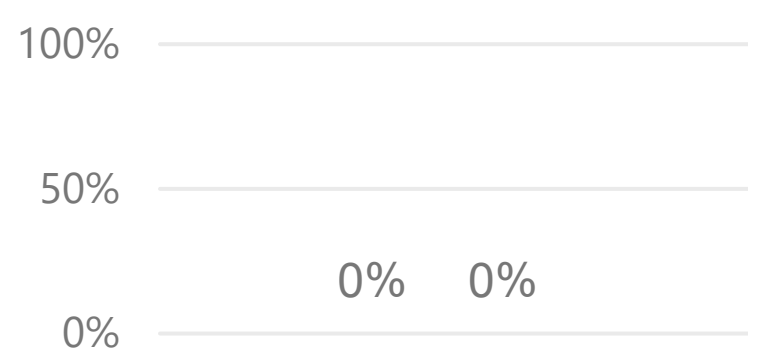


6.19 33%, or 7 complaints were upheld at stage one.

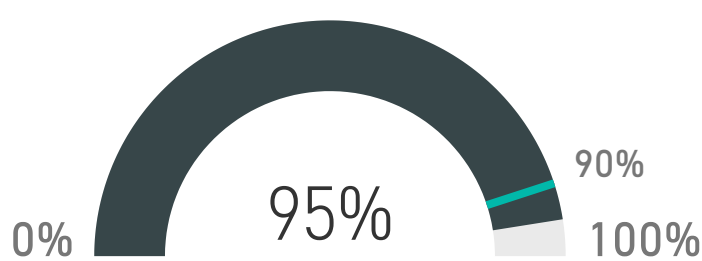
6.20 There were no complaints at stage two

Corporate Stage 2 Upheld %

● Previous Year ● Current Year



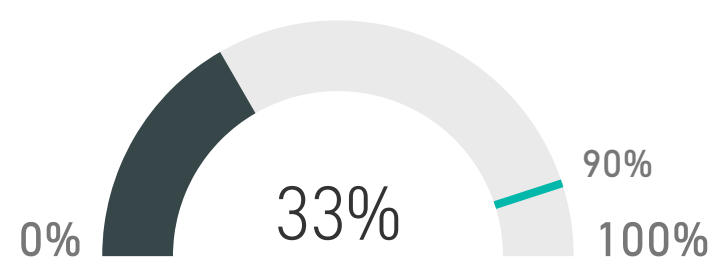
Corporate Stage 1 SLA



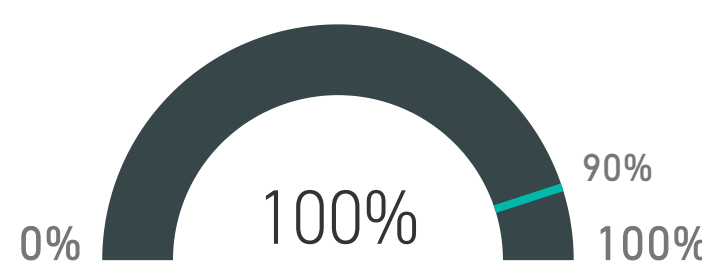
6.14 95% or 19 stage one complaints were answered in SLA

6.15 33% or 1 stage two complaint was answered in SLA

Corporate Stage 2 SLA



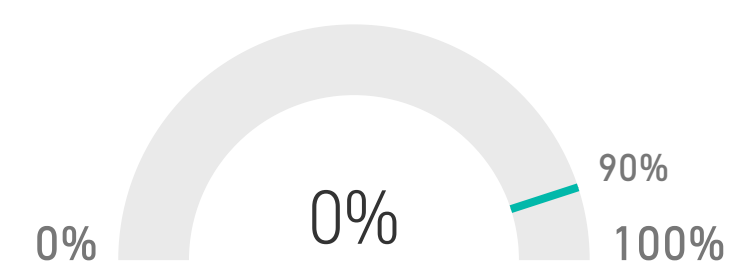
Corporate Stage 1 SLA



6.21 100% or 21 stage one complaints were answered in SLA

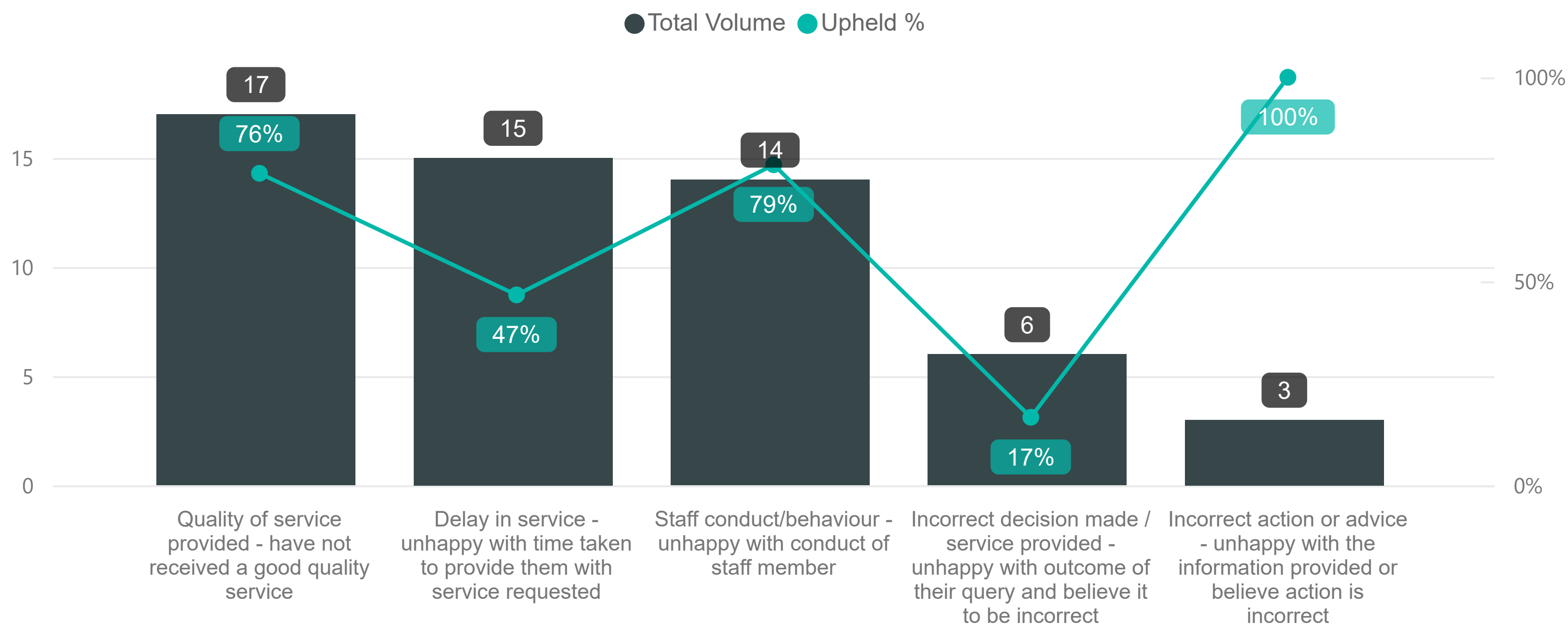
6.22 There were no complaints at stage two

Corporate Stage 2 SLA



6. Digital and Resident Access Division - Complaint Themes

Highest Volumes for Corporate Stage 1 - Reason for Complaint

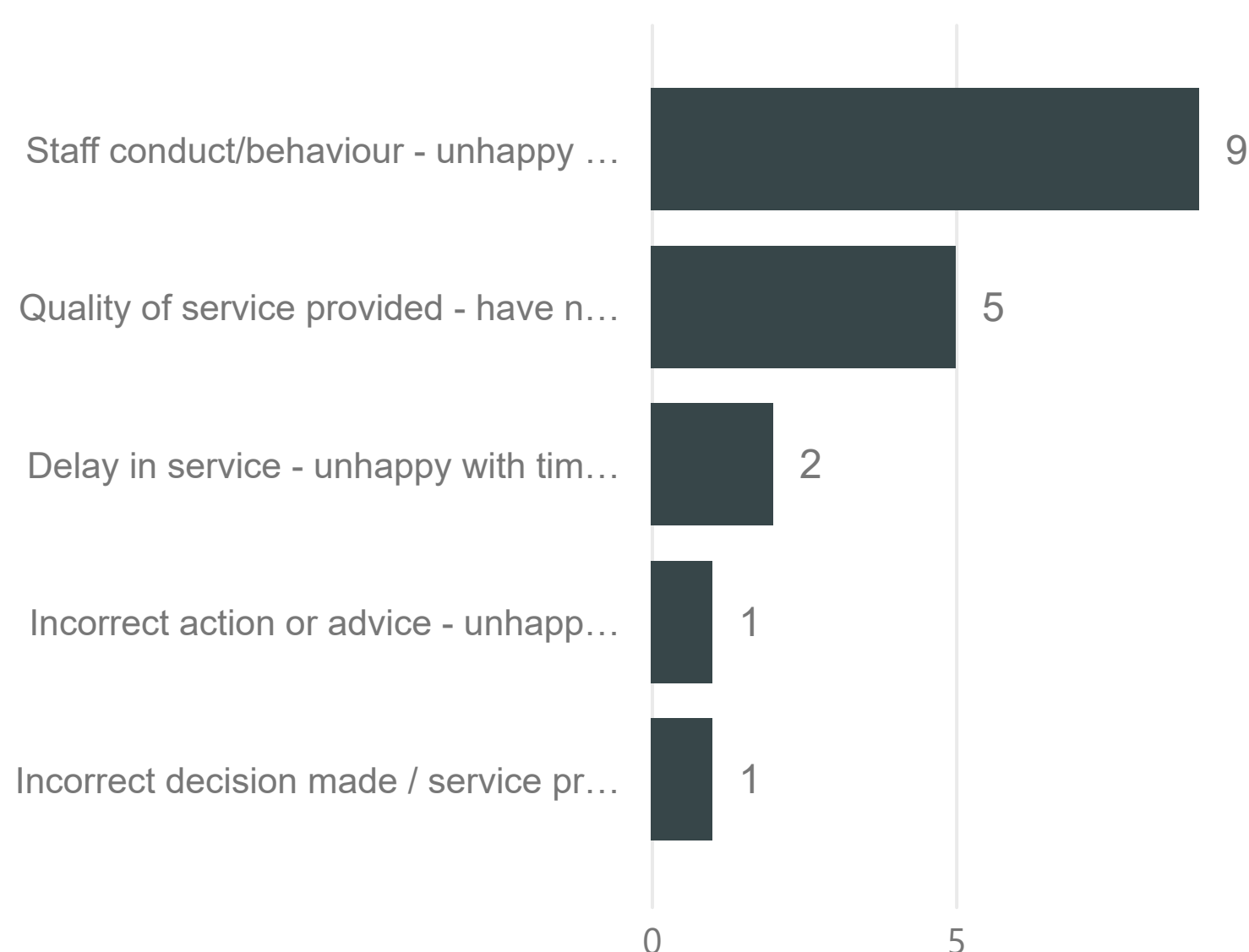


6.23 The graph shows the highest complaint volume by reason for Assistant Chief Executive Directorate at stage one

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

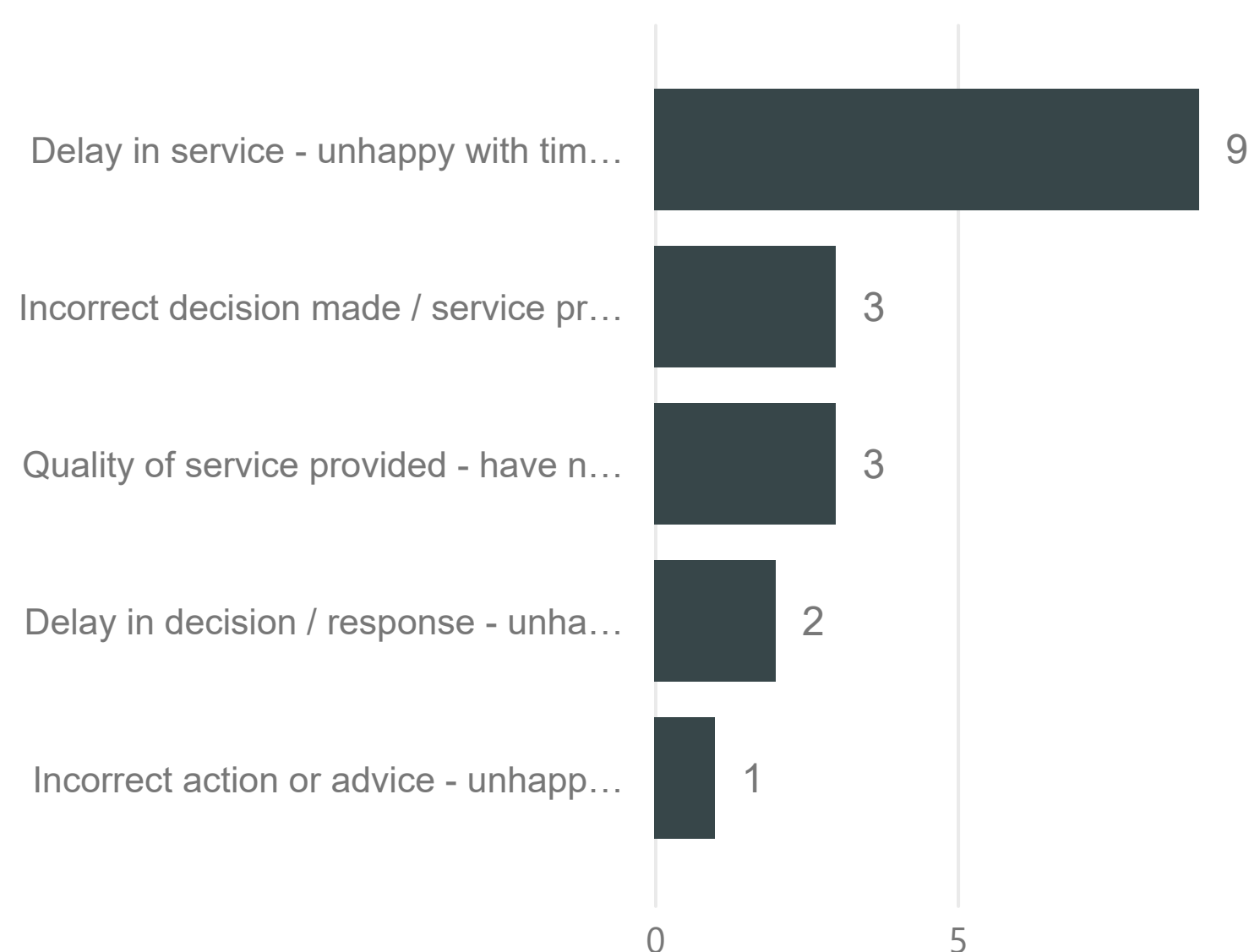
Contact Centre - Environmental and Generi... ▾

Highest Volumes for Reason for Complaint - Stage 1



Travel Services ▾

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 2023

Complaint & Enquiry Report

Adult Social Care and Health

Annual 2023/2024

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

Departmental Complaint Distribution by Complaint Type

● Corporate Stage 1 ● LGO ● Adults Stage 1



Corporate Stage 1 Volume

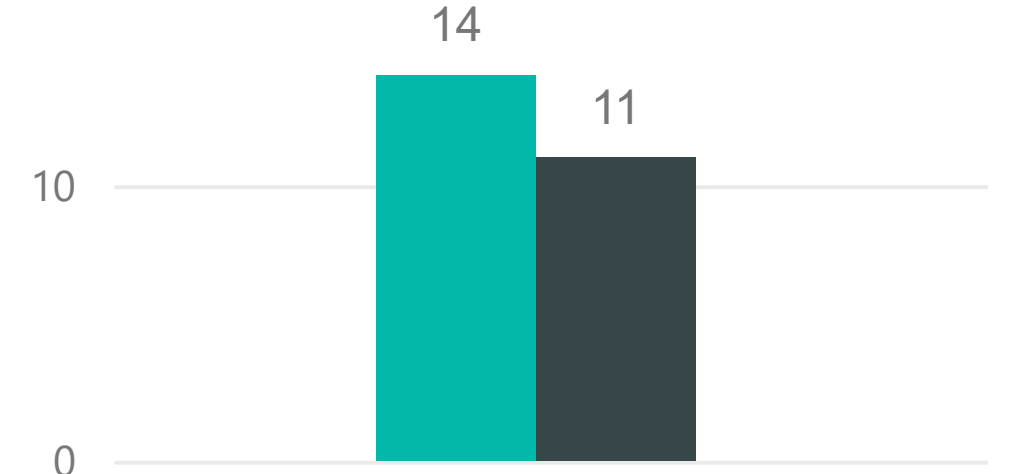
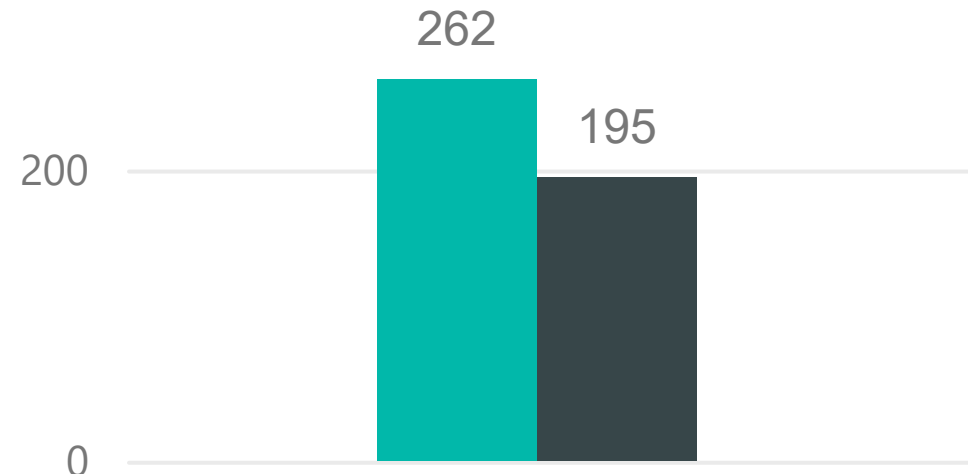
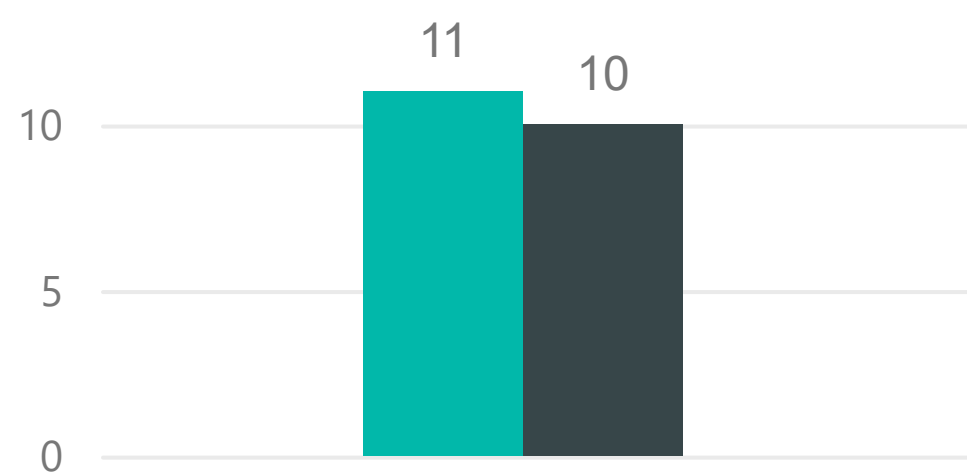
Adults Stage 1 Volume

LGO Volume

● Previous Year ● Current Year

● Previous Year ● Current Year

● Previous Year ● Current Year



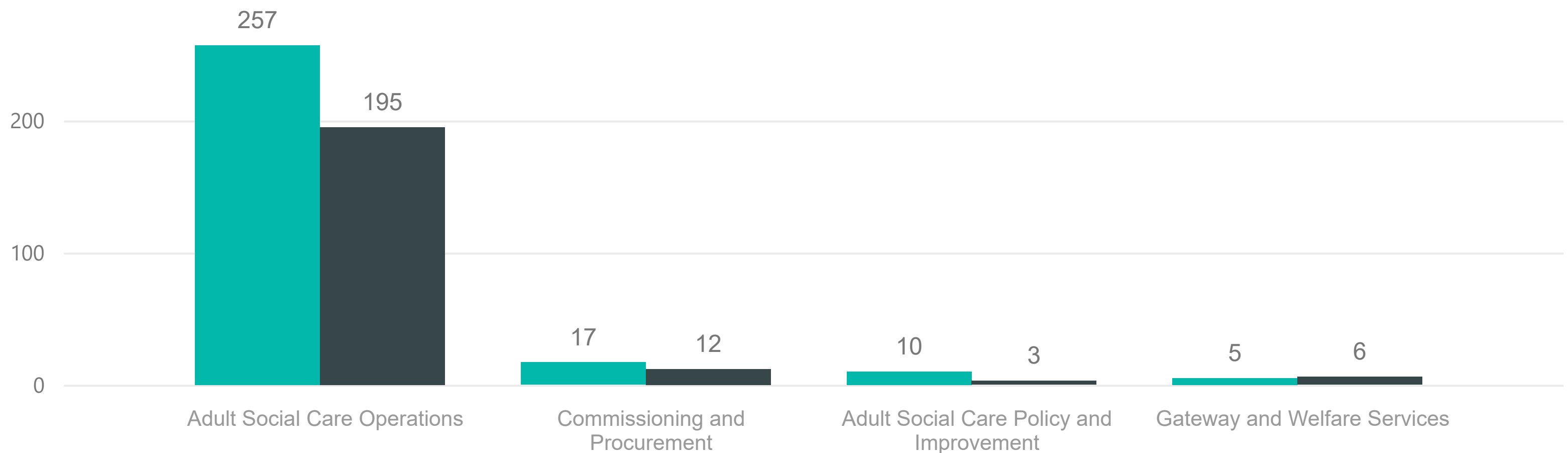
7.1 The volume of stage one has decreased by 1 complaint compared to the same period last year

7.2 The volume of stage two has remained at 0 complaints, the same volume as this period last year

7.3 The volume of LGO has decreased by 3 investigations compared to the same period last year

Total Complaints by Division

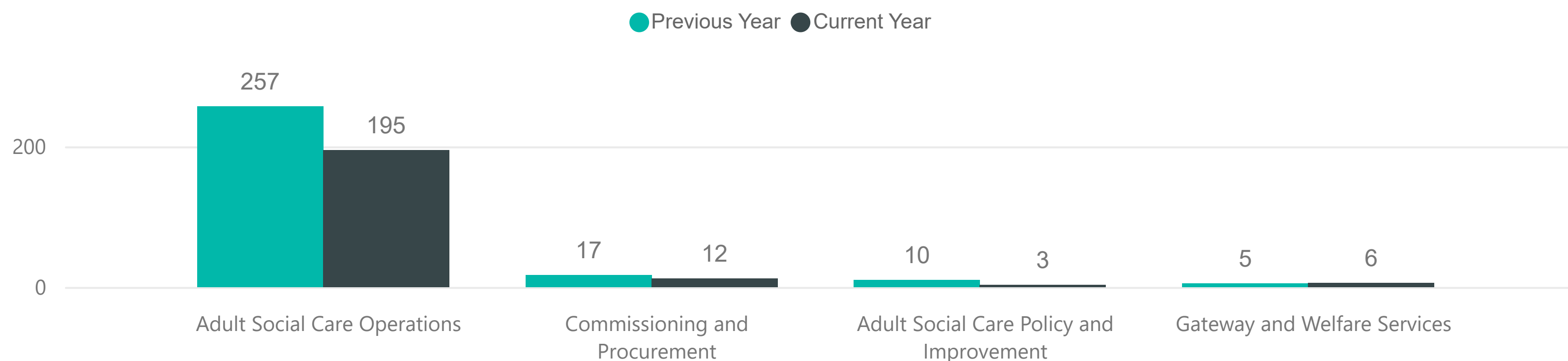
● Previous Year ● Current Year



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

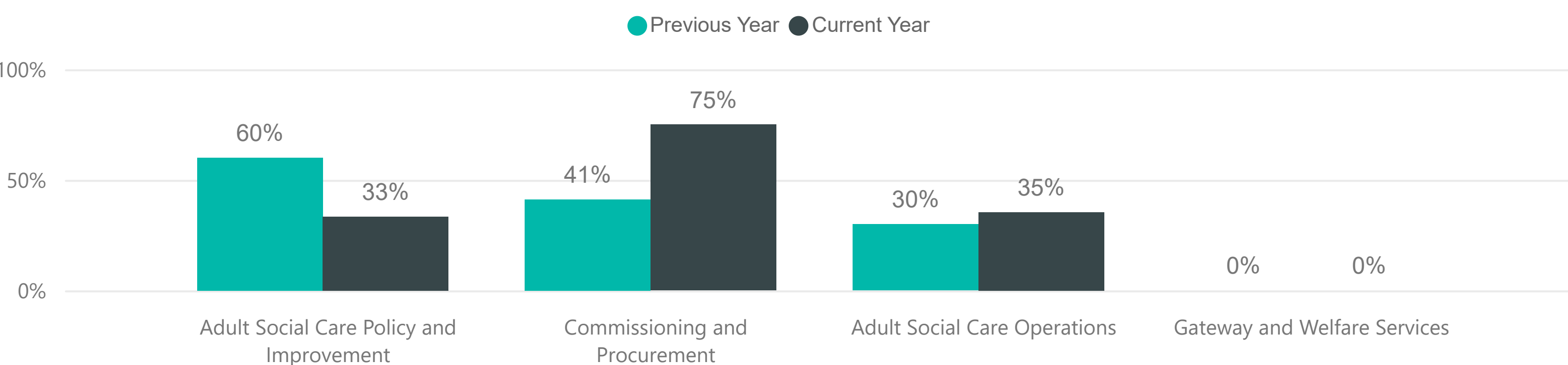
7. Summary by Division - Adult Social Care and Health

Complaint Volume by Division



7.5 The volume of complaints by Division for 2023

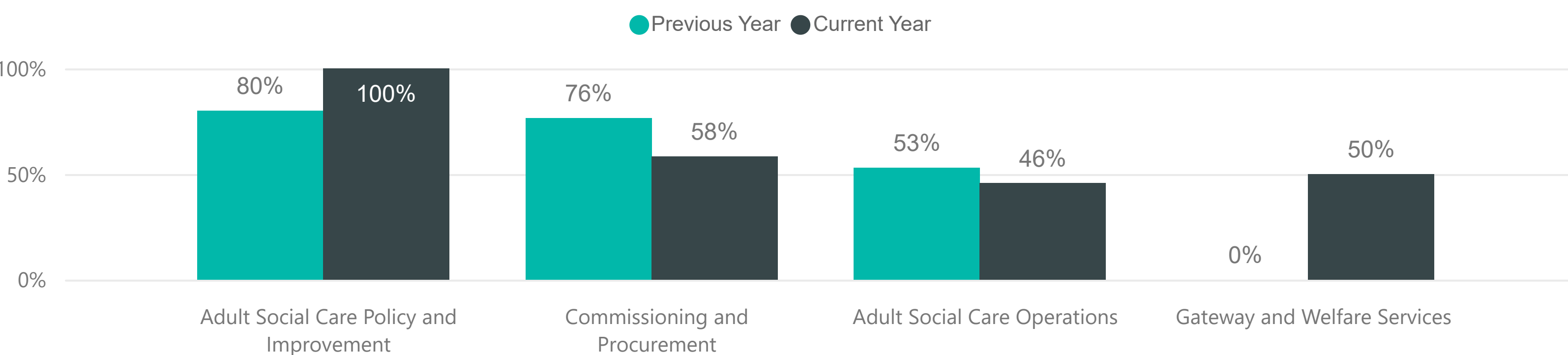
Complaint SLA % by Division



7.6 The SLA % of complaints by Division for 2023

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

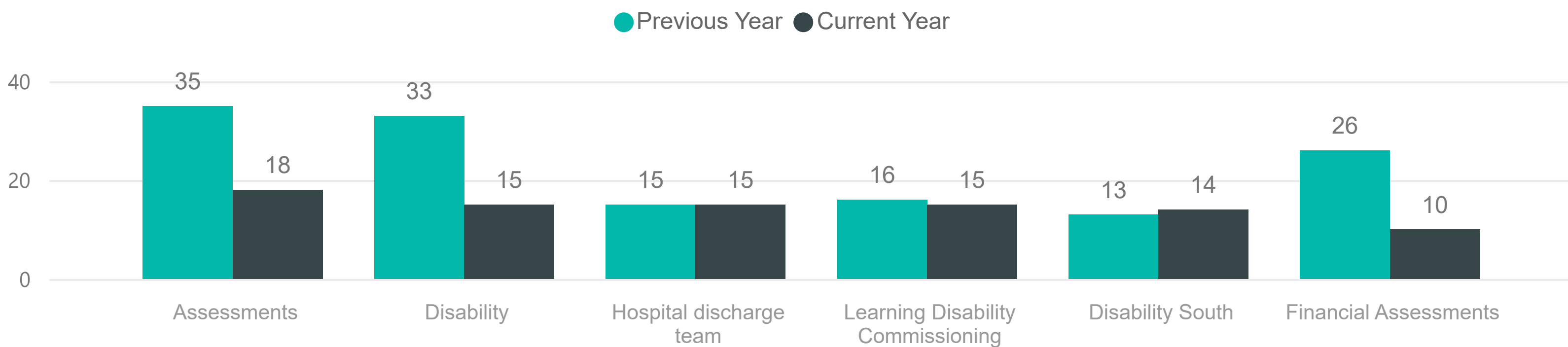
Complaint Upheld % by Division



7.7 The upheld % of complaints by Division for 2023

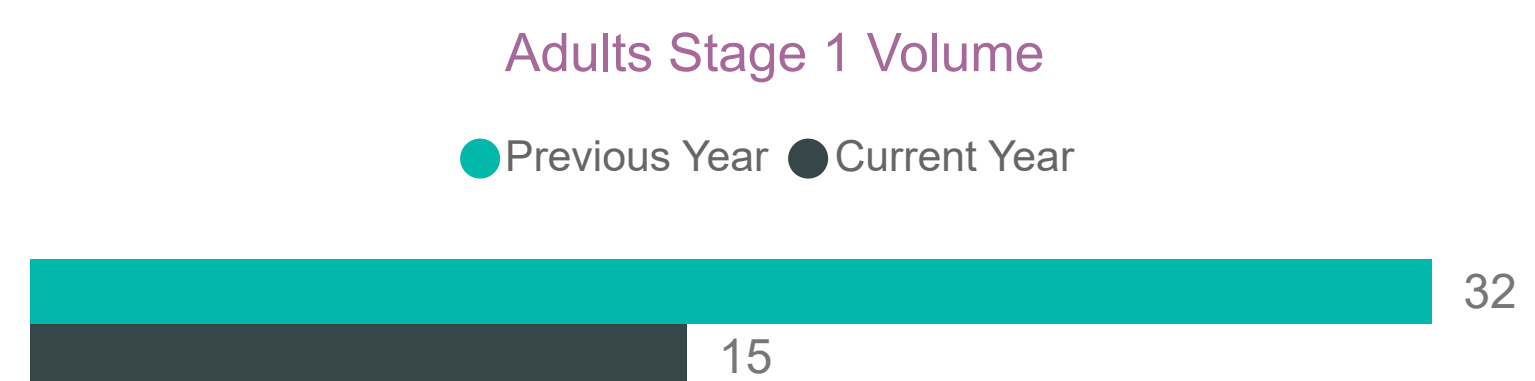
7. Adult Social Care Operations - Complaints

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

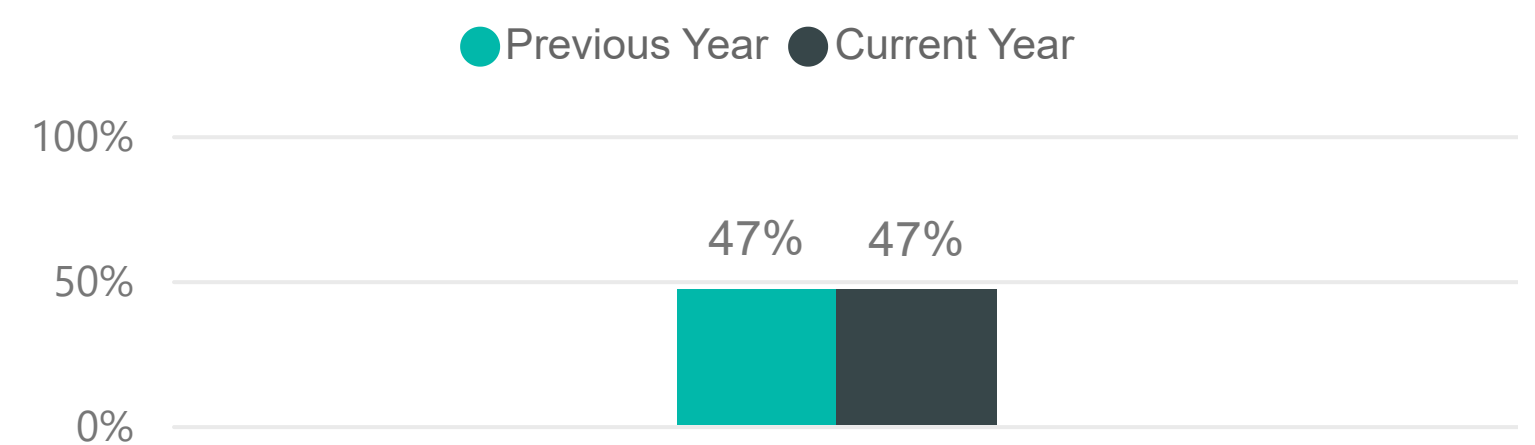
Assessments



7.9 The volume of stage one has decreased by 17 complaints

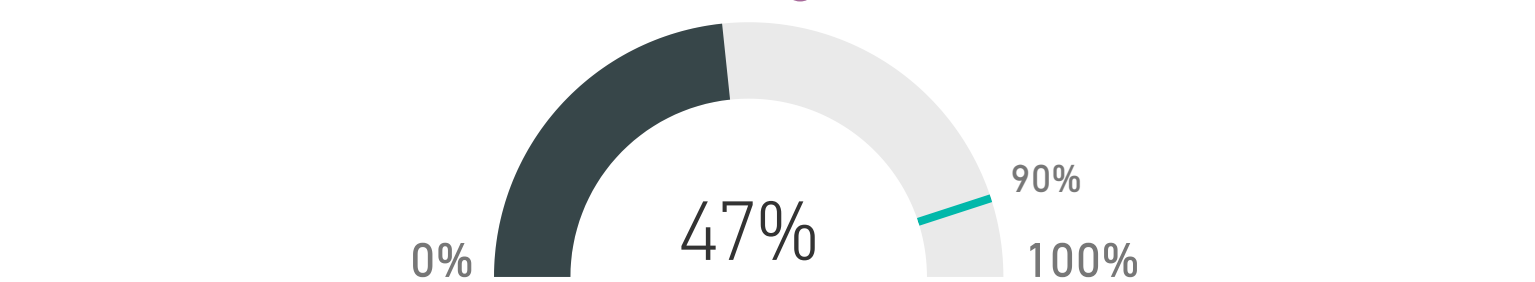
7.10 The volume of LGO investigations was 2 in 2023

Adults Stage 1 Upheld %



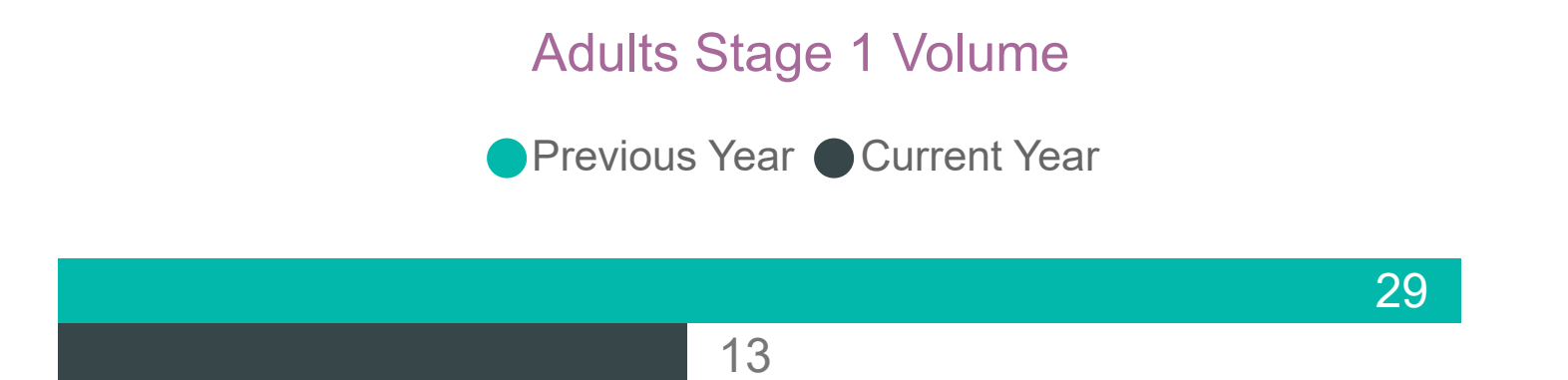
7.11 47%, or 7 complaints were upheld at stage one.

Adults Stage 1 SLA



7.12 47% or 7 stage one complaints were answered in SLA

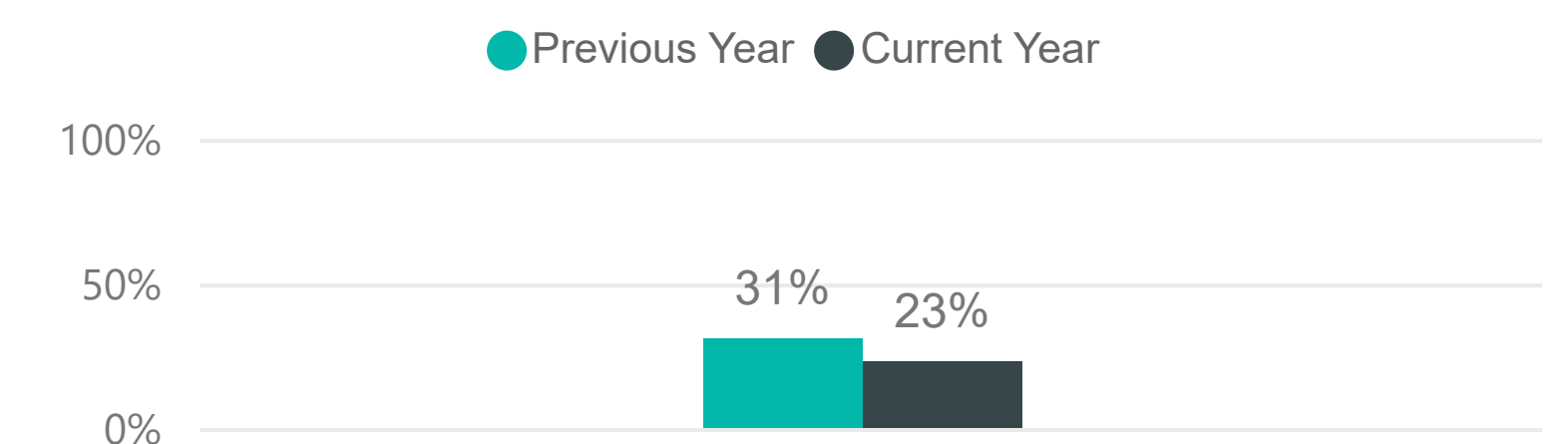
Disability



7.13 The volume of stage one has decreased by 16 complaints

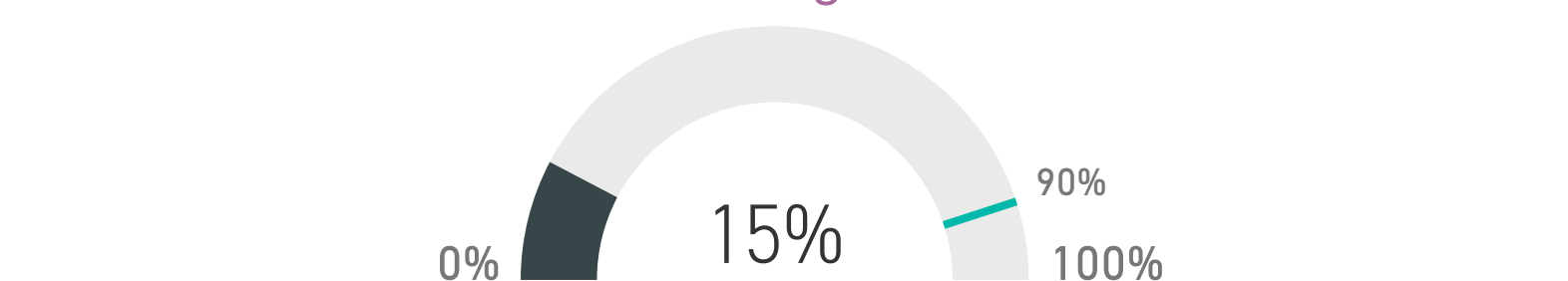
7.14 The volume of LGO investigations was 2 in 2023

Adults Stage 1 Upheld %



7.15 23%, or 3 complaints were upheld at stage one.

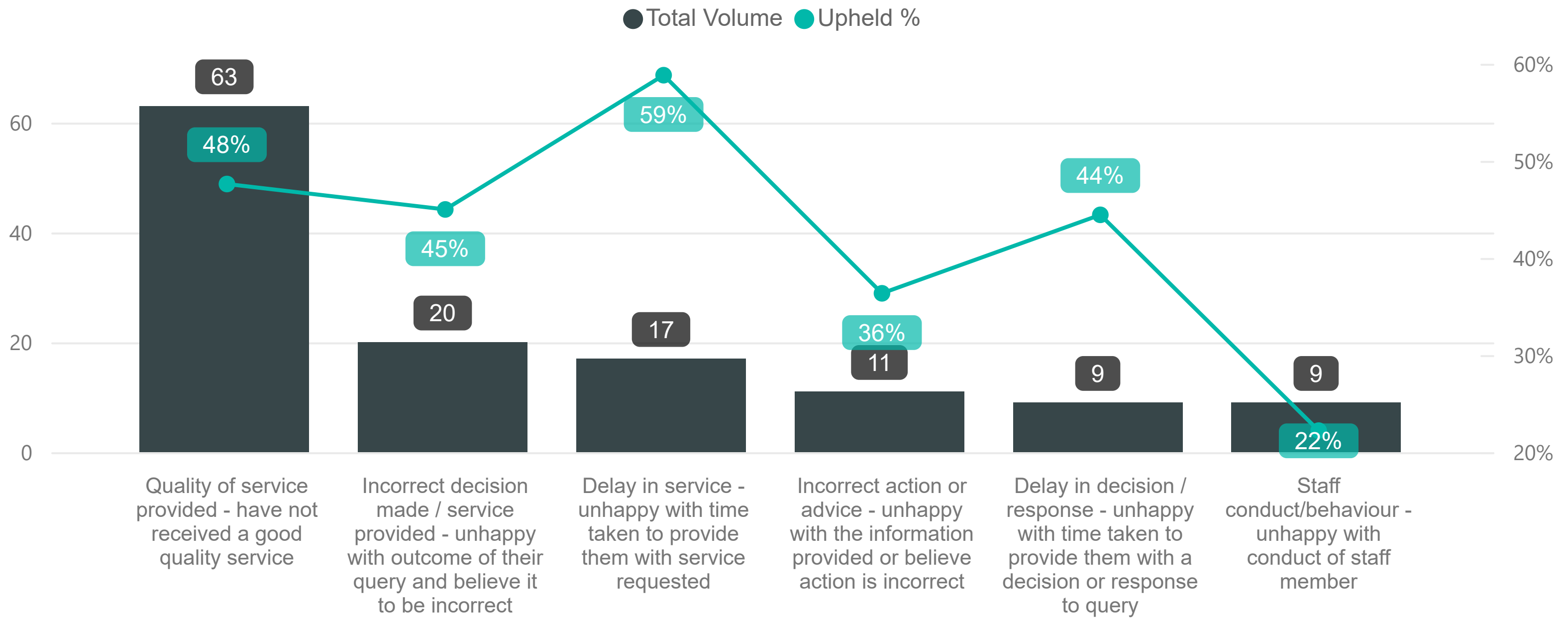
Adults Stage 1 SLA



7.16 15% or 2 stage one complaints were answered in SLA

7. Adult Social Care Operations - Complaint Themes

Highest Volumes for Adults Stage 1 - Reason for Complaint

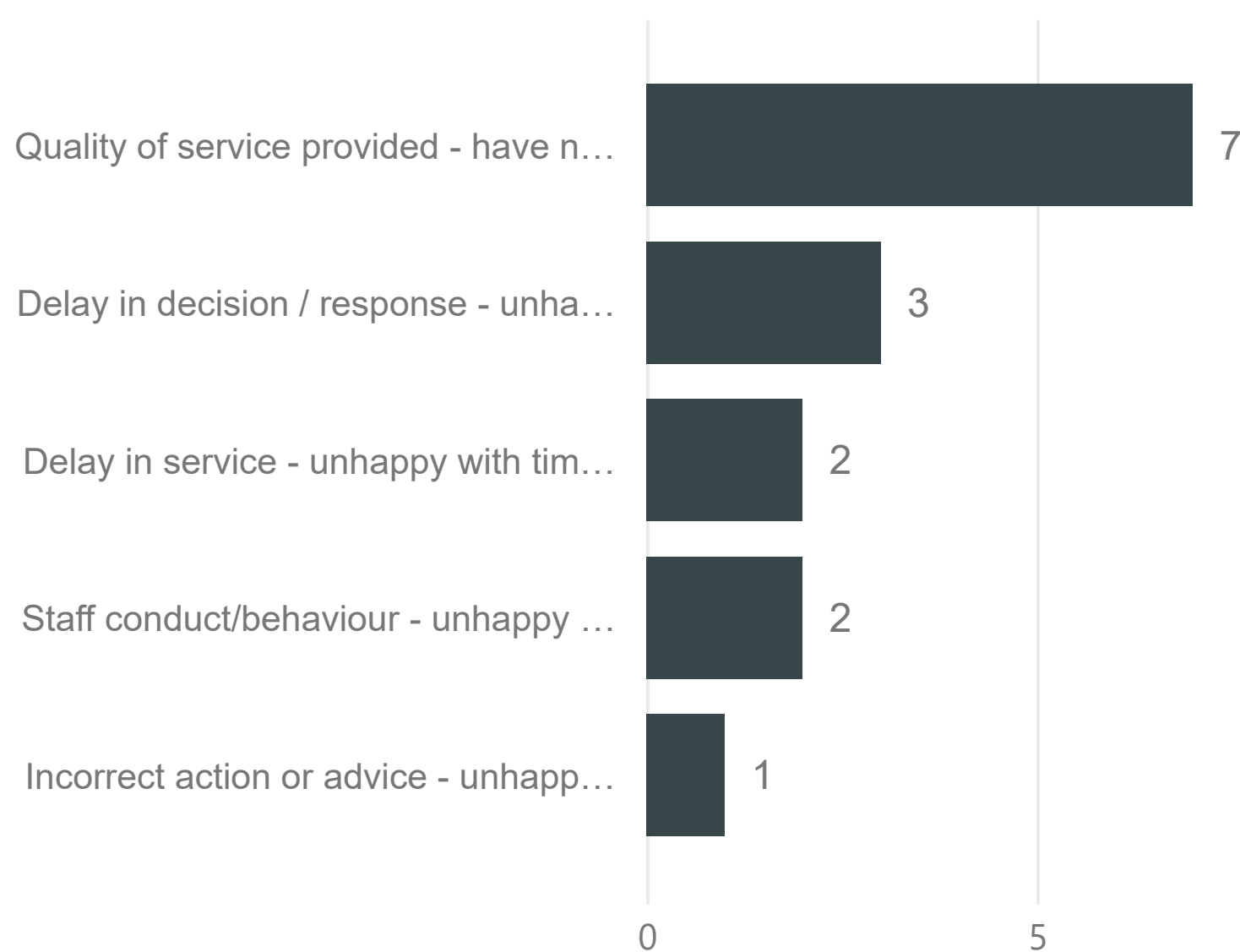


7.17 The graph shows the highest complaint volume by reason for Adult Social Care and Health at stage one

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

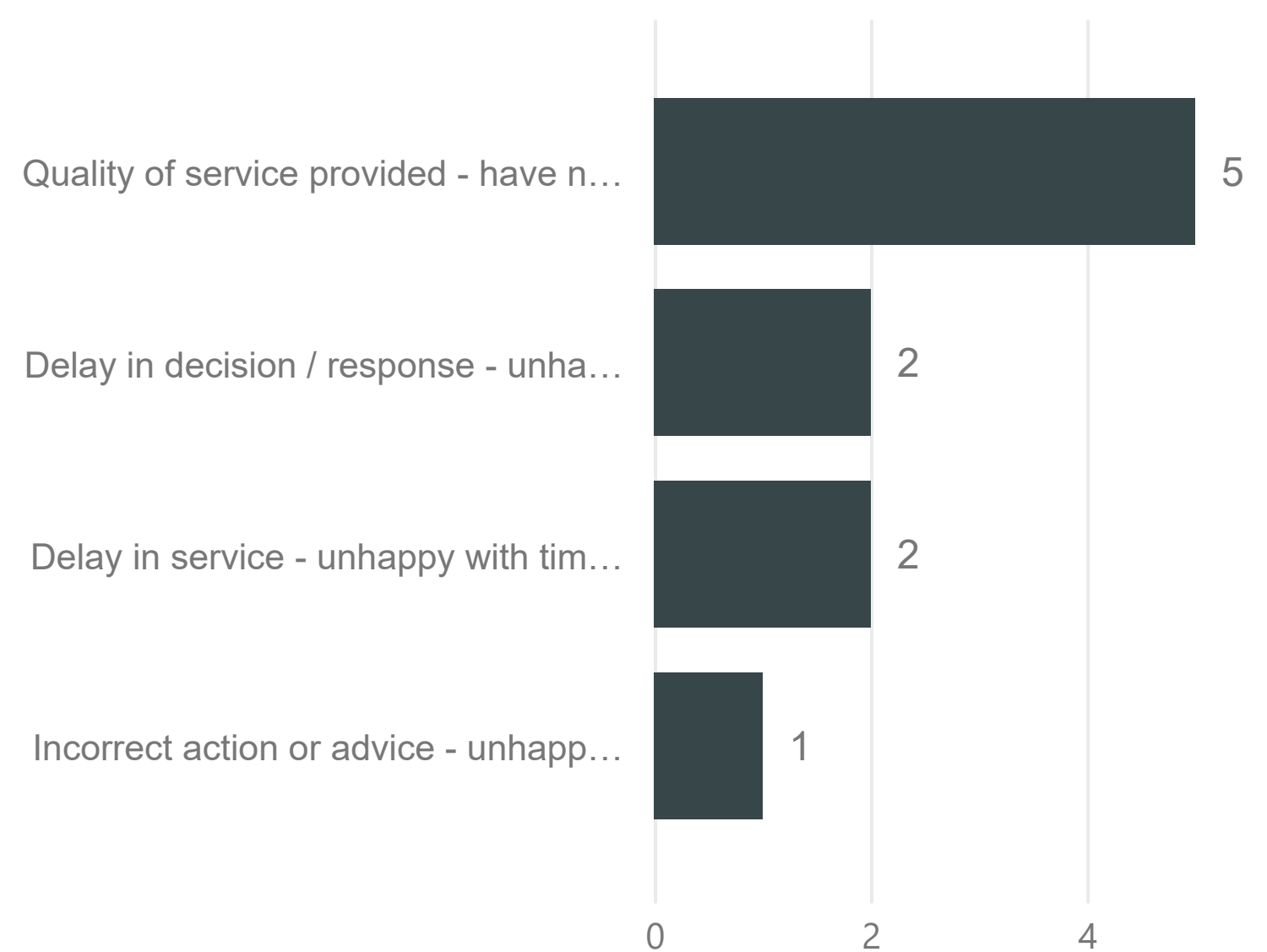
Assessments

Highest Volumes for Reason for Complaint - Stage 1



Disability

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 2023