



Annual Report for the financial year 2006/07

**ANNUAL REPORT 2006/07**  
Corporate Complaint Analysis

Period: 01-Apr-2006 to 31-Mar-2007

Annual Comments, Compliments and Complaints Analysis for the Adult Social Care Directorate

**ANNUAL SUMMARY**  
Adult Social Care

*Overall Summary for the Adult Social Care Directorate*

		% of Total	Justified	Partly Justified	Unjustified
Compliments:	50	47.2	-	-	-
Comments:	3	2.8	-	-	-
Complaints:	48	45.3	38 (79.2%)	1 (2.1%)	4 (8.3%)
Miscellaneous:	5	4.7	-	-	-
<b>Total No of Records:</b>	<b>106</b>	-	-	-	-

*Current Complaint Summary for Adult Social Care*

		Complete Procedures		Incomplete Procedures	
		Timescale Met	Not Met	Deadline Pending	Currently Overdue
Stage 1 Complaints:	48 / 48	38 (79.2%)	7 (14.6%)	3 (6.3%)	2 / 3 (66.7%)
Stage 2 Complaints:	0 / 48	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 / 0 (0.0%)
Stage 3 Complaints:	0 / 48	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 / 0 (0.0%)
<b>Total:</b>		0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)
No Reply Required:	7	-	-	-	-
Received Through Councillor:	0	-	-	-	-

(50)

Period: 01-Apr-2006 to 31-Mar-2007

Annual Comments, Compliments and Complaints Analysis for the Chief Executive Directorate

**ANNUAL SUMMARY****Chief Executive***Overall Summary for the Chief Executive Directorate*

		% of Total	Justified	Partly Justified	Unjustified
Compliments:	4	50.0	-	-	-
Comments:	0	0.0	-	-	-
Complaints:	4	50.0	0 (0.0%)	0 (0.0%)	1 (25.0%)
Miscellaneous:	0	0.0	-	-	-
<b>Total No of Records:</b>	<b>8</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

*Current Complaint Summary for Chief Executive*

		Complete Procedures		Incomplete Procedures	
		Timescale Met	Not Met	Deadline Pending	Currently Overdue
Stage 1 Complaints:	4 / 4	1 (25.0%)	0 (0.0%)	3 (75.0%)	2 / 3 (66.7%)
Stage 2 Complaints:	0 / 4	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 / 0 (0.0%)
Stage 3 Complaints:	0 / 4	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 / 0 (0.0%)
<b>Total:</b>		0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)
No Reply Required:	0	-	-	-	-
Received Through Councillor:	0	-	-	-	-

(51)

Period: 01-Apr-2006 to 31-Mar-2007

Annual Comments, Compliments and Complaints Analysis for the Children's Services Directorate

### ANNUAL SUMMARY Children's Services

#### Overall Summary for the Children's Services Directorate

		% of Total	Justified	Partly Justified	Unjustified
Compliments:	6	11.5	-	-	-
Comments:	3	5.8	-	-	-
Complaints:	42	80.8	24 (57.1%)	3 (7.1%)	6 (14.3%)
Miscellaneous:	1	1.9	-	-	-
<b>Total No of Records:</b>	<b>52</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

#### Current Complaint Summary for Children's Services

		Complete Procedures		Incomplete Procedures	
		Timescale Met	Not Met	Deadline Pending	Currently Overdue
Stage 1 Complaints:	42 / 42	8 (19.0%)	25 (59.5%)	9 (21.4%)	7 / 9 (77.8%)
Stage 2 Complaints:	0 / 42	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 / 0 (0.0%)
Stage 3 Complaints:	0 / 42	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 / 0 (0.0%)
<b>Total:</b>		0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (77.8%)
No Reply Required:	2	-	-	-	-
Received Through Councillor:	2	-	-	-	-

(52)

Period: 01-Apr-2006 to 31-Mar-2007  
 Annual Comments, Compliments and Complaints Analysis for the Environment Directorate

### ANNUAL SUMMARY Environment

#### Overall Summary for the Environment Directorate

		% of Total	Justified	Partly Justified	Unjustified
Compliments:	100	31.4	-	-	-
Comments:	48	15.1	-	-	-
Complaints:	170	53.5	6 (3.5%)	1 (0.6%)	2 (1.2%)
Miscellaneous:	0	0.0	-	-	-
<b>Total No of Records:</b>	<b>318</b>	-	-	-	-

#### Current Complaint Summary for Environment

		Complete Procedures		Incomplete Procedures	
		Timescale Met	Not Met	Deadline Pending	Currently Overdue
Stage 1 Complaints:	163 / 170	107 (65.6%)	23 (14.1%)	33 (20.2%)	22 / 33 (66.7%)
Stage 2 Complaints:	2 / 170	1 (50.0%)	0 (0.0%)	1 (50.0%)	1 / 1 (100.0%)
Stage 3 Complaints:	1 / 170	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 / 0 (0.0%)
<b>Total:</b>		<b>108 (10,800.0%)</b>	<b>23 (2,300.0%)</b>	<b>34 (3,400.0%)</b>	<b>23 (67.6%)</b>
No Reply Required:	2	-	-	-	-
Received Through Councillor:	1	-	-	-	-

(53)

Period: 01-Apr-2006 to 31-Mar-2007

Annual Comments, Compliments and Complaints Analysis for the Learning and Development Directorate

### ANNUAL SUMMARY Learning and Development

#### Overall Summary for the Learning and Development Directorate

		% of Total	Justified	Partly Justified	Unjustified
Compliments:	28	30.8	-	-	-
Comments:	8	8.8	-	-	-
Complaints:	55	60.4	3 (5.5%)	5 (9.1%)	1 (1.8%)
Miscellaneous:	0	0.0	-	-	-
<b>Total No of Records:</b>	<b>91</b>	-	-	-	-

#### Current Complaint Summary for Learning and Development

		Complete Procedures		Incomplete Procedures	
		Timescale Met	Not Met	Deadline Pending	Currently Overdue
Stage 1 Complaints:	53 / 55	45 (84.9%)	2 (3.8%)	6 (11.3%)	4 / 6 (66.7%)
Stage 2 Complaints:	1 / 55	0 (0.0%)	1 (100.0%)	0 (0.0%)	0 / 0 (0.0%)
Stage 3 Complaints:	0 / 55	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 / 0 (0.0%)
<b>Total:</b>		0 (0.0%)	0 (0.0%)	0 (0.0%)	<b>4 (66.7%)</b>
No Reply Required:	0	-	-	-	-
Received Through Councillor:	1	-	-	-	-

(54)

Period: 01-Apr-2006 to 31-Mar-2007  
 Annual Comments, Compliments and Complaints Analysis for the Neighbourhood Services Directorate

### ANNUAL SUMMARY Neighbourhood Services

#### Overall Summary for the Neighbourhood Services Directorate

		% of Total	Justified	Partly Justified	Unjustified
Compliments:	37	11.3	-	-	-
Comments:	8	2.4	-	-	-
Complaints:	201	61.3	33 (16.4%)	32 (15.9%)	12 (6.0%)
Miscellaneous:	82	25.0	-	-	-
<b>Total No of Records:</b>	<b>328</b>	-	-	-	-

#### Current Complaint Summary for Neighbourhood Services

		Complete Procedures		Incomplete Procedures	
		Timescale Met	Not Met	Deadline Pending	Currently Overdue
Stage 1 Complaints:	192 / 201	142 (74.0%)	28 (14.6%)	22 (11.5%)	9 / 22 (40.9%)
Stage 2 Complaints:	6 / 201	3 (50.0%)	1 (16.7%)	2 (33.3%)	0 / 2 (0.0%)
Stage 3 Complaints:	2 / 201	0 (0.0%)	0 (0.0%)	1 (50.0%)	0 / 1 (0.0%)
<b>Total:</b>		<b>145 (7,250.0%)</b>	<b>29 (1,450.0%)</b>	<b>25 (1,250.0%)</b>	<b>9 (36.0%)</b>
No Reply Required:	2	-	-	-	-
Received Through Councillor:	10	-	-	-	-

(55)

Period: 01-Apr-2006 to 31-Mar-2007  
 Annual Comments, Compliments and Complaints Analysis for the Resources Directorate

### ANNUAL SUMMARY Resources

#### Overall Summary for the Resources Directorate

		% of Total	Justified	Partly Justified	Unjustified
Compliments:	50	51.0	-	-	-
Comments:	5	5.1	-	-	-
Complaints:	42	42.9	7 (16.7%)	6 (14.3%)	9 (21.4%)
Miscellaneous:	1	1.0	-	-	-
<b>Total No of Records:</b>	<b>98</b>	-	-	-	-

#### Current Complaint Summary for Resources

		Complete Procedures		Incomplete Procedures	
		Timescale Met	Not Met	Deadline Pending	Currently Overdue
Stage 1 Complaints:	40 / 42	30 (75.0%)	0 (0.0%)	10 (25.0%)	7 / 10 (70.0%)
Stage 2 Complaints:	2 / 42	2 (100.0%)	0 (0.0%)	0 (0.0%)	0 / 0 (0.0%)
Stage 3 Complaints:	0 / 42	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 / 0 (0.0%)
<b>Total:</b>		0 (0.0%)	0 (0.0%)	0 (0.0%)	7 (70.0%)
No Reply Required:	0	-	-	-	-
Received Through Councillor:	1	-	-	-	-