Appendix 4

Complaints and Commendations

Quarter 4

Year ended 31st March 2007

Main areas of complaint and commendation in guarter 4

Complaints

CESC54Education & Culture17community education libraries & information services8Children & Adults' Social Care37services4Children & Adults' Social Care37services18DNS7171Performance & Business Services1grave maintenance1Community Protection20noise/ anti-social behaviour7Direct Services26recycling12Technical Services6highways4Planning12service received4Planning1service received4Planning1Hardwick regeneration1Property1service received1Law & Democracy000Policy, Perf. & Comms.00Tees Active19step class aquafit class ice rink swimming2 aquafit class ation is procedures problems2 ation is procedures ation is procedures ation is procedures ation is procedures ation is procedures ation is provideres ation is procedures ation is procedures ation is provideres ation is provideres ation is procedures ation is provideres ation is procedures ation is procedures ation is procedures ation is provideres ation is provideres	Service Grouping/ Division	Q4 total	Main area(s)	Number
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admin & repairs procedures22staff attitude6communication6	Tristar	76		
staff attitude 6 communication 6				
communication 6				
Total 226	Total	226		

Commendations

Service Grouping/ Division	Q4 total	Main area(s)	Number
CESC	85		
Education & Culture	37	school & governor support pupil & student support sports development service	10 7 5
Children & Adults' Social Care	48	adults' services support services children & young people's services	28 9 8
DNS	177		
Performance & Business Services Community Protection	6 40	marriage ceremonies consumer advice service received	3 21 9
Direct Services	85	street cleaning customer services horticultural services	19 20 14
Technical Services Housing	7 33	traffic management team workmanship staff helpfulness	4 11 7
Planning & Environment Regeneration	2 4	planning application staff commendation	1 4
Law & Democracy	13	litigation litigation (licensing)	8 3
Policy, Perf. & Comms.	0		0
Resources	5	helpfulness of staff/ teams	2
Tees Active	28	swimming instruction crèche enjoyed visit aquafit class	3 3 3 3
Tristar	64	thanks to individuals thanks to teams	52 12
Total	372		

Stockton Borough Council

2006/07 Complaints & Commendations Summary Appendix - Quarter 4 covering the 12 months ended 31 March 2007

	Number received							Number received (in % terms)					
Complaints Received	Q1	Q2	Q3	Q4	This Year's Total	Last Year's Total	Q1	Q2	Q3	Q4	This Year	Last Year	
Children, Education & Social Care	50	53	53	54	210	265	26.2%	26.1%	25.9%	23.9%	25.5%	28.8%	
Development & Neighbourhood Services	75	63	50	71	259	250	39.3%	31.0%	24.4%	31.4%	31.4%	27.2%	
Law & Democracy	1	2	0	0	3	30	0.5%	1.0%	0.0%	0.0%	0.4%	3.3%	
Policy, Performance & Communications	2	0	0	0	2	2	1.0%	0.0%	0.0%	0.0%	0.2%	0.2%	
Resources	5	6	11	6	28	24	2.6%	3.0%	5.4%	2.7%	3.4%	2.6%	
Tees Active	10	25	16	19	70	145	5.2%	12.3%	7.8%	8.4%	8.5%	15.8%	
Tristar (Housing)	48	54	75	76	253	204	25.1%	26.6%	36.6%	33.6%	30.7%	22.2%	
Total	191	203	205	226	825	920							
CESC - Culture & Education	20	18	15	17	70	103	10.5%	8.9%	7.3%	7.5%	8.5%	11.2%	
CESC - Health & Social Care	30	35	38	37	140	162	15.7%	17.2%	18.5%	16.4%	17.0%	17.6%	

	Nu	Number responded to within timescales						% responded to within timescales						
Stage 1/2 Complaints					This	Last								
Response Times				~ ~	Year's	Year's					This Year	Last		
-	Q1	Q2	Q3	Q4	Total	Total	Q1	Q2	Q3	Q4	rear	Year		
Children, Education & Social Care	32	38	45	40	155	173	68.8%	74.5%	89.5%	74.8%	77.0%	73.6%		
Development & Neighbourhood Services	64	57	44	64	229	224	86.5%	90.5%	88.0%	90.1%	88.4%	89.6%		
Law & Democracy	1	0	0	0	1	27	100.0%	0.0%	0.0%	0.0%	33.3%	90.0%		
Policy, Performance & Communications	2	0	0	0	2	2	100.0%	0.0%	0.0%	0.0%	100.0%	100.0%		
Resources	5	6	11	6	28	24	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
Tees Active	10	25	16	19	70	145	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
Tristar (Housing)	39	49	72	73	233	154	81.3%	90.7%	96.0%	96.1%	92.1%	75.5%		
Total	153	175	188	202	718	749								
CESC - Culture & Education	15	15	15	13	58	93	78.9%	83.3%	100.0%	76.5%	84.1%	95.9%		
CESC - Health & Social Care	17	23	30	27	97	80	58.6%	65.7%	78.9%	73.0%	69.8%	51.3%		

All Stage 1/2 complaints should be responded to within 10 working days.

	Number received							Number received (in % terms)						
Commendations					This	Last								
Commentations					Year's	Year's					This	Last		
	Q1	Q2	Q3	Q4	Total	Total	Q1	Q2	Q3	Q4	Year	Year		
Children, Education & Social Care	60	103	69	85	317	299	11.9%	24.6%	15.3%	22.8%	18.1%	19.0%		
Development & Neighbourhood Services	383	210	187	177	957	899	75.7%	50.1%	41.4%	47.6%	54.7%	57.1%		
Law & Democracy	16	10	11	13	50	53	3.2%	2.4%	2.4%	3.5%	2.9%	3.4%		
Policy, Performance & Communications	1	0	0	0	1	11	0.2%	0.0%	0.0%	0.0%	0.1%	0.7%		
Resources	3	2	4	5	14	199	0.6%	0.5%	0.9%	1.3%	0.8%	12.6%		
Tees Active	10	18	26	28	82	65	2.0%	4.3%	5.8%	7.5%	4.7%	4.1%		
Tristar (Housing)	33	76	155	64	328	48	6.5%	18.1%	34.3%	17.2%	18.8%	3.0%		
Total	506	419	452	372	1749	1574								
CESC - Culture & Education	36	36	11	37	120	111	7.1%	8.6%	2.4%	9.9%	6.9%	7.1%		
				31			7.170	0.0 /0	2.4 /0	9.970	0.9%	7.170		
CESC - Health & Social Care	31	72	63	48	214	188	6.1%	17.2%	13.9%	12.9%	12.2%	11.9%		