

Appendix 4

Complaints and Commendations

Quarter 4

Year ended 31st March 2007

Main areas of complaint and commendation in quarter 4

Complaints

Service Grouping/ Division	Q4 total	Main area(s)	Number
CESC	54		
Education & Culture	17	community education libraries & information services	8 4
Children & Adults' Social Care	37	children & young people's services service development team	18 9
DNS	71		
Performance & Business Services	1	grave maintenance	1
Community Protection	20	noise/ anti-social behaviour street cleansing/ refuse/ recycling	7 12
Direct Services	26	highways street lighting	4 3
Technical Services	6	service received	4
Housing	12	planning application	3
Planning	4	Hardwick regeneration	1
Regeneration	1	service received	1
Property	1		
Law & Democracy	0		0
Policy, Perf. & Comms.	0		0
Resources	6	Taxation - procedural problems	4
Tees Active	19	step class aquafit class ice rink swimming	2 3 2 5
Tristar	76	repairs admin condition of estate admin & repairs procedures staff attitude communication modernisation	7 7 22 6 6 4
Total	226		

Commendations

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

Stockton Borough Council

2006/07 Complaints & Commendations Summary

Appendix - Quarter 4 covering the 12 months ended 31 March 2007

<i>Complaints Received</i>	Number received						Number received (in % terms)					
	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%
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						
CEC - Culture & Education	20	18	15	17	70	103	10.5%	8.9%	7.3%	7.5%	8.5%	11.2%
CEC - Health & Social Care	30	35	38	37	140	162	15.7%	17.2%	18.5%	16.4%	17.0%	17.6%

<i>Stage 1/2 Complaints Response Times</i>	Number responded to within timescales						% responded to within timescales					
	Q1	Q2	Q3	Q4	This Year's Total	Last Year's Total	Q1	Q2	Q3	Q4	This Year	Last Year
	Children, Education & Social Care	32	38	45	40	155	173	68.8%	74.5%	89.5%	74.8%	77.0%
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						
CEC - Culture & Education	15	15	15	13	58	93	78.9%	83.3%	100.0%	76.5%	84.1%	95.9%
CEC - 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.

<i>Commendations</i>	Number received						Number received (in % terms)					
	Q1	Q2	Q3	Q4	This Year's Total	Last Year's Total	Q1	Q2	Q3	Q4	This Year	Last Year
	Children, Education & Social Care	60	103	69	85	317	299	11.9%	24.6%	15.3%	22.8%	18.1%
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						
CEC - Culture & Education	36	36	11	37	120	111	7.1%	8.6%	2.4%	9.9%	6.9%	7.1%
CEC - Health & Social Care	31	72	63	48	214	188	6.1%	17.2%	13.9%	12.9%	12.2%	11.9%