

Stockton Borough Council

2009/10 Complaints, Compliments & Commendations and Comments Summary

Appendix - Quarters 1 & 2 covering the 6 months ended 30 September 2009

Complaints Received

	Number received						Number received (in % terms)					
	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total
Children, Education & Social Care	44	51			95	267	23.4%	21.6%	-	-	22.4%	31.3%
Development & Neighbourhood Services	65	87			152	252	34.6%	36.9%	-	-	35.8%	29.6%
Law & Democracy	2	5			7	4	1.1%	2.1%	-	-	1.7%	0.5%
Policy, Performance & Communications	0	0			0	0	0.0%	0.0%	-	-	0.0%	0.0%
Resources	16	9			25	22	8.5%	3.8%	-	-	5.9%	2.6%
Tees Active	25	22			47	100	13.3%	9.3%	-	-	11.1%	11.7%
Tristar (Housing)	36	62			98	207	19.1%	26.3%	-	-	23.1%	24.3%
Total	188	236	0	0	424	852						
CEC - Culture & Education	3	17			20	139	1.6%	7.2%	-	-	4.7%	16.3%
CEC - Health & Social Care	41	34			75	128	21.8%	14.4%	-	-	17.7%	15.0%

Stage 1/2 Complaints Response Times

	Number responded to within timescales						% responded to within timescales					
	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total
Children, Education & Social Care	21	34			55	197	80.0%	76.9%	0.0%	0.0%	75.3%	73.7%
Development & Neighbourhood Services	53	75			128	219	93.0%	93.8%			93.4%	89.7%
Law & Democracy	2	5			7	4	100.0%	100.0%			100.0%	100.0%
Policy, Performance & Communications	n/a	n/a			0	0	n/a	n/a			n/a	n/a
Resources	16	8			24	22	100.0%	100.0%			100.0%	100.0%
Tees Active	25	22			47	100	100.0%	100.0%			100.0%	100.0%
Tristar (Housing)	27	49			76	158	79.4%	81.7%			80.9%	79.0%
Total	144	193	0	0	337	700						
CEC - Culture & Education	3	14			17	133	100.0%	82.4%			85.0%	92.1%
CEC - Health & Social Care	18	20			38	64	60.0%	71.4%			65.5%	47.2%

Compliments and Commendations

	Number received						Number received (in % terms)					
	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total
Children, Education & Social Care	85	101			186	400	21.9%	18.2%	-	-	19.7%	26.2%
Development & Neighbourhood Services	207	295			502	839	53.2%	53.2%	-	-	53.2%	55.0%
Law & Democracy	13	32			45	17	3.3%	5.8%	-	-	4.8%	1.1%
Policy, Performance & Communications	8	1			9	28	2.1%	0.2%	-	-	1.0%	1.8%
Resources	27	41			68	20	6.9%	7.4%	-	-	7.2%	1.3%
Tees Active	19	43			62	70	4.9%	7.8%	-	-	6.6%	4.6%
Tristar (Housing)	30	41			71	152	7.7%	7.4%	-	-	7.5%	10.0%
Total	389	554	0	0	943	1526						
CEC - Culture & Education	35	51			86	173	9.0%	9.2%	-	-	9.1%	11.3%
CEC - Health & Social Care	50	50			100	227	12.9%	9.0%	-	-	10.6%	14.9%

Comments

	Number received					Number received (in % terms)				
	Q1	Q2	Q3	Q4	This Year to Date	Q1	Q2	Q3	Q4	This Year to Date
Children, Education & Social Care	15	58			73	3.9%	10.5%	-	-	7.7%
Development & Neighbourhood Services	55	22			77	14.1%	4.0%	-	-	8.2%
Law & Democracy	1	2			3	0.3%	0.4%	-	-	0.3%
Policy, Performance & Communications	0	0			0	0.0%	0.0%	-	-	0.0%
Resources	3	2			5	0.8%	0.4%	-	-	0.5%
Tees Active	13	2			15	3.3%	0.4%	-	-	1.6%
Tristar (Housing)	10	9			19	2.6%	1.6%	-	-	2.0%
Total	97	95	0	0	192					
CEC - Culture & Education	15	51			66	3.9%	9.2%	-	-	7.0%
CEC - Health & Social Care	0	7			7	0.0%	1.3%	-	-	0.7%