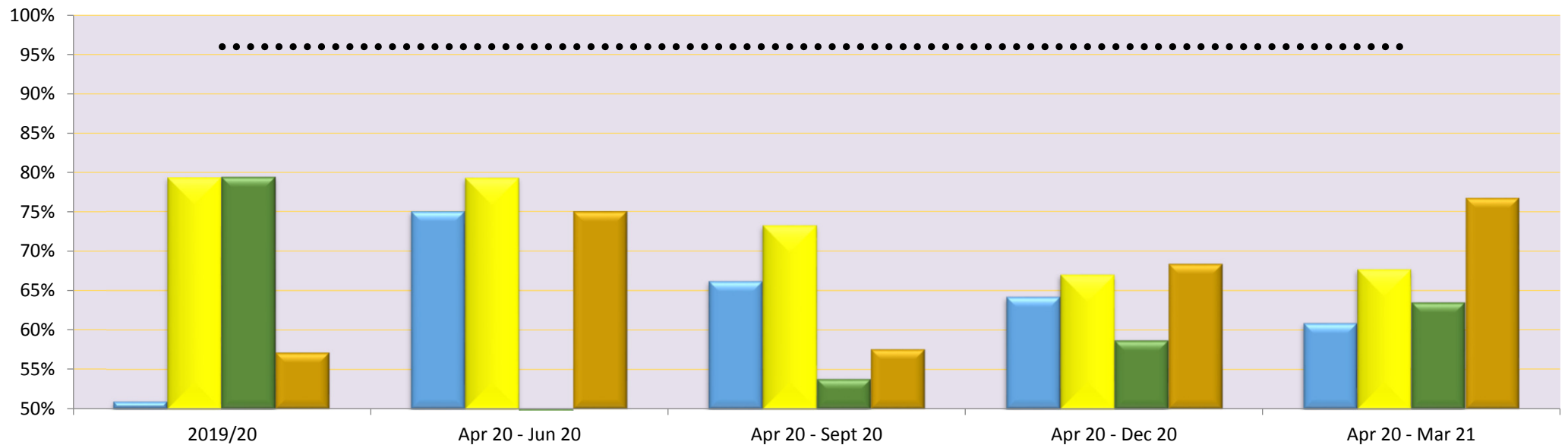


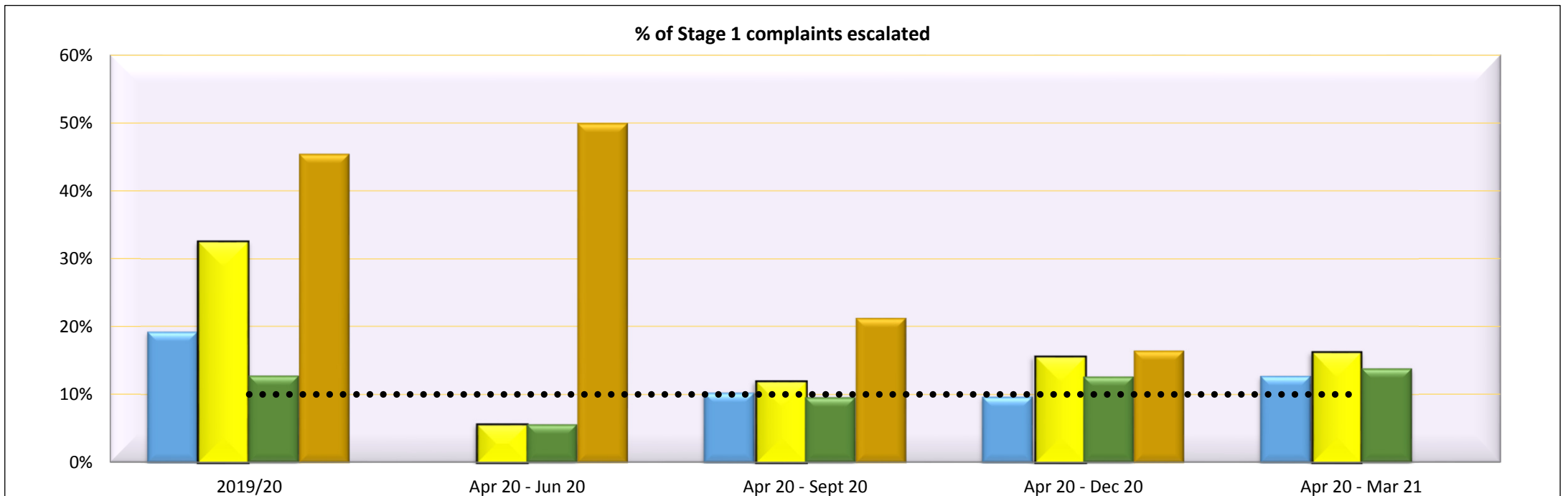
Appendix 1 - Complaints and Information Request Dashboard 2020-21

Number of Stage 1 corporate complaints and % handled within 10 working days											Year To Date:		
Directorates	1 Apr 19 - 31 Mar 20		Target 20/21	1 Apr 20 - 30 Jun 20		1 Jul 20 - 30 Sep 20		1 Oct 20 - 31 Dec 20		1 Jan 21 - 31 Mar 21		1 Apr 20 - 31 Mar 21	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	166	42%	85%	15	53%	21	67%	16	56%	23	83%	75	67%
Childrens Services	203	59%		16	50%	29	66%	64	45%	51	53%	160	52%
Corporate Core	623	79%		70	67%	98	63%	153	52%	203	70%	524	63%
Neighbourhoods	1,092	79%		160	34%	403	48%	297	60%	389	72%	1,249	56%
Growth & Development	56	57%		8	75%	20	30%	25	44%	42	60%	95	51%
All Directorates	2,140	74%		269	46%	571	51%	555	55%	708	69%	2,103	58%

% of Stage 1 and 2 corporate complaints handled within 10 working days (year to date)

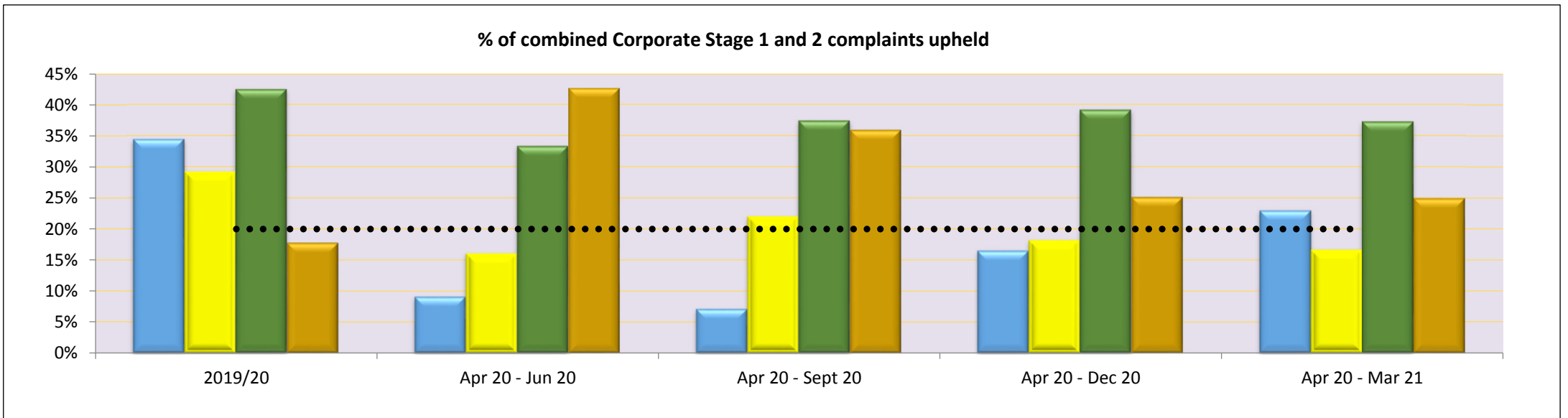


Number of Corporate Stage 1 complaints % escalated											Year To Date:		
Directorates	1 Apr 19 - 31 Mar 20		Target 20/21	1 Apr 20 - 30 Jun 20		1 Jul 20 - 30 Sep 20		1 Oct 20 - 31 Dec 20		1 Jan 21 - 31 Mar 21		1 Apr 20 - 31 Mar 21	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	166	5%	15%	15	13%	21	14%	16	38%	23	21.7%	75	21%
Childrens Services	203	6%		16	6%	29	14%	64	5%	51	11.8%	160	9%
Corporate Core	623	27%		70	9%	98	22%	153	14%	203	16.3%	524	16%
Neighbourhoods	1092	12%		160	9%	403	8%	297	19%	389	13.4%	1,249	13%
Growth & Development	56	25%		8	63%	20	30%	25	20%	42	16.7%	95	24%
All Directorates	2140	16%		269	11%	571	12%	555	16%	708	14.5%	2,103	14%

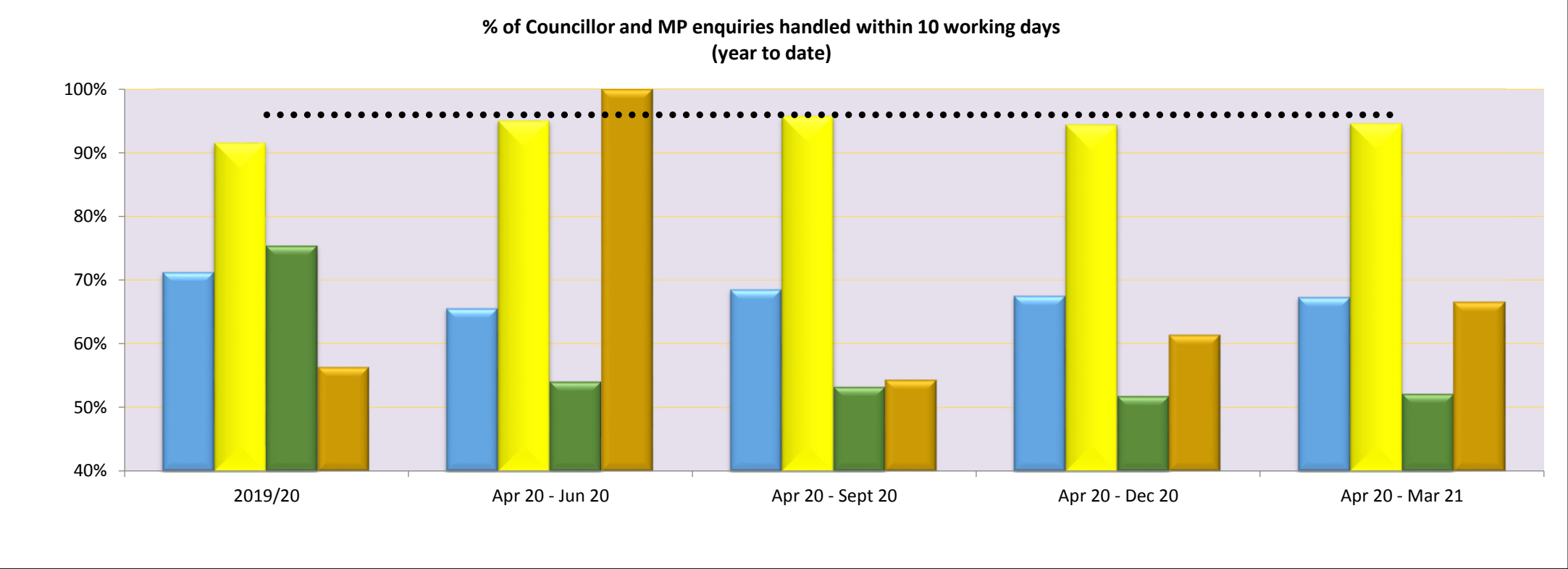


Number of stage 2 corporate complaint responses and % handled within 10 working days											Year To Date:		
Directorates	1 Apr 19 - 31 Mar 20		Target 20/21	1 Apr 20 - 30 Jun 20		1 Jul 20 - 30 Sep 20		1 Oct 20 - 31 Dec 20		1 Jan 21 - 31 Mar 21		1 Apr 20 - 31 Mar 21	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	16	75%	80%	2	0%	3	33%	6	17%	5	80%	16	38%
Childrens Services	13	31%		1	0%	4	25%	3	0%	6	17%	14	14%
Corporate Core	170	69%		6	17%	22	23%	21	24%	33	42%	82	30%
Neighbourhoods	131	73%		15	27%	34	15%	56	23%	52	25%	157	22%
Growth & Development	14	43%		5	20%	6	17%	5	40%	7	57%	23	35%
All Directorates	344	69%		29	21%	69	19%	91	23%	103	35%	292	26%

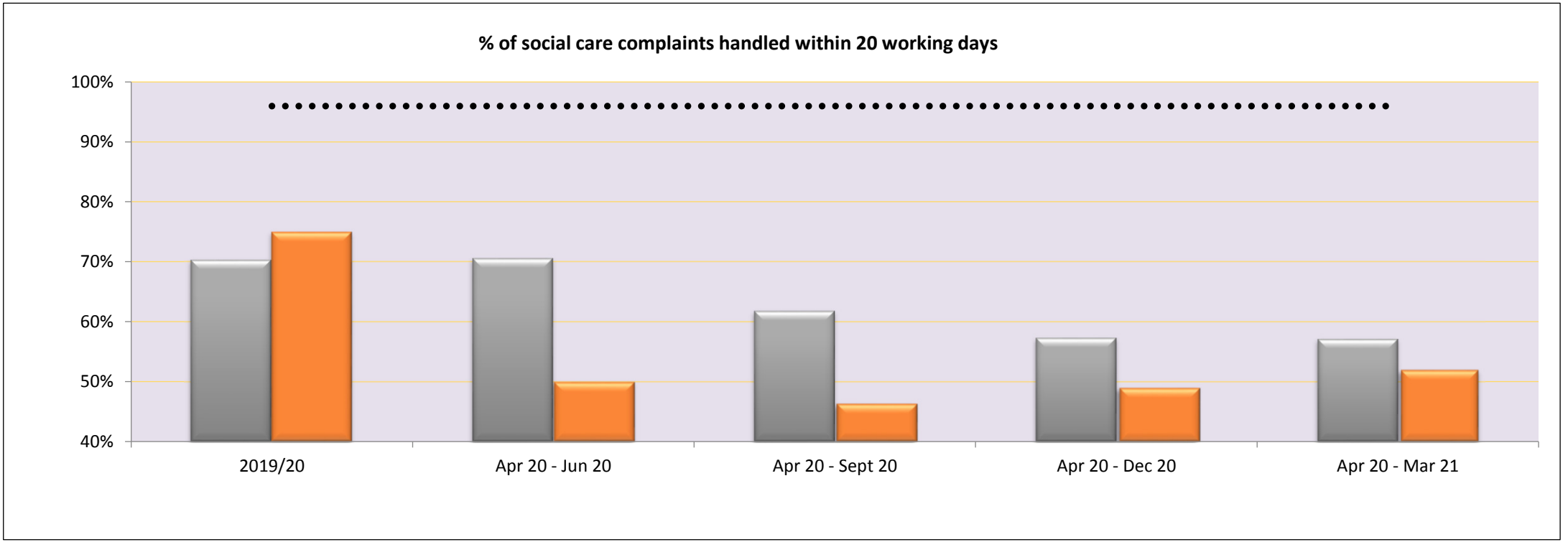
Number of Corporate Stage 1 and 2 decisions and % upheld											Year To Date:		
Directorates	1 Apr 19 - 31 Mar 20		Target 20/21	1 Apr 20 - 30 Jun 20		1 Jul 20 - 30 Sep 20		1 Oct 20 - 31 Dec 20		1 Jan 21 - 31 Mar 21		1 Apr 20 - 31 Mar 21	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	147	41%	40%	17	12%	24	29%	22	50%	28	21%	91	29%
Childrens Services	207	30%		17	18%	34	6%	68	16%	57	30%	176	19%
Corporate Core	623	29%		76	21%	121	20%	175	14%	236	18%	608	17%
Neighbourhoods	1092	42%		175	34%	437	34%	354	36%	445	35%	1411	35%
Growth & Development	56	18%		13	15%	26	12%	30	13%	49	14%	118	14%
All Directorates	2140	37%		298	28%	642	29%	649	27%	815	28%	2404	28%



Number of Councillor and MP enquiries and % handled within 10 working days											Year To Date:		
Directorates	1 Apr 19 - 31 Mar 20		Target 20/21	1 Apr 20 - 30 Jun 20		1 Jul 20 - 30 Sep 20		1 Oct 20 - 31 Dec 20		1 Jan 21 - 31 Mar 21		1 Apr 20 - 31 Mar 21	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	664	75%	85%	67	52%	134	70%	92	64%	143	70%	436	66%
Childrens Services	360	64%		33	52%	96	70%	79	62%	64	59%	272	63%
Corporate Core	391	92%		150	93%	196	93%	129	92%	205	95%	680	94%
Neighbourhoods	285	75%		66	37%	160	55%	91	53%	105	51%	422	51%
Growth & Development	23	57%		5	60%	7	57%	4	50%	4	50%	20	55%
All Directorates	1,723	76%		321	68%	593	74%	395	71%	521	75%	1,830	73%

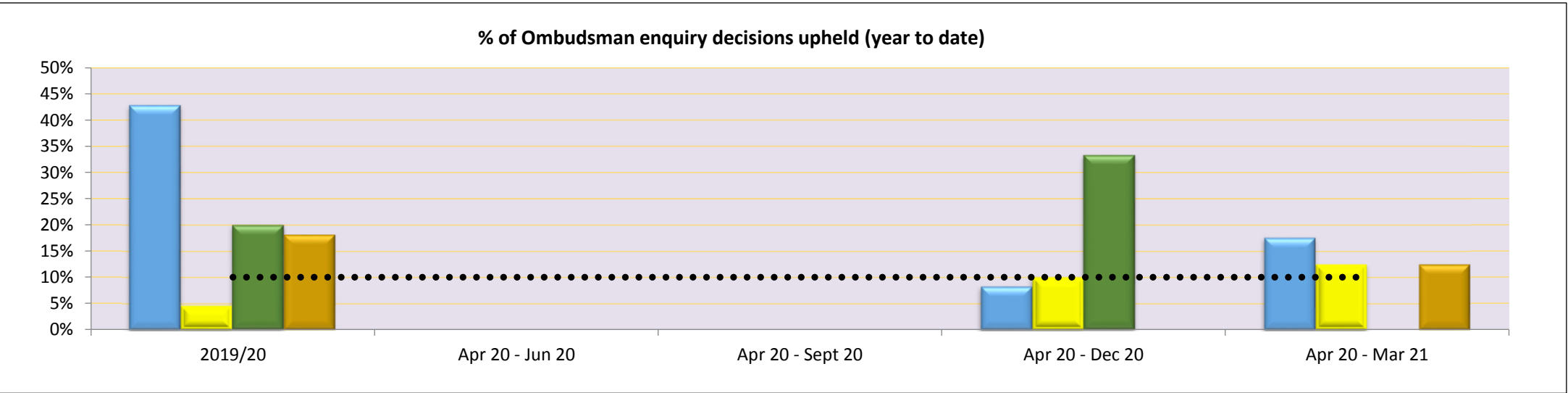


Number of Social Care Complaints and % handled within target											Year To Date:		
Directorates	1 Apr 19 - 31 Mar 20		Target 20/21	1 Apr 20 - 30 Jun 20		1 Jul 20 - 30 Sep 20		1 Oct 20 - 31 Dec 20		1 Jan 21 - 31 Mar 21		1 Apr 20 - 31 Mar 21	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children's Services	118	70%	80%	25	79%	41	51%	32	47%	57	65%	155	59%
Adults Services	44	75%		19	52%	81	46%	58	53%	98	53%	256	51%
Total Social Care	162	72%		44	64%	122	48%	90	51%	155	57%	411	54%

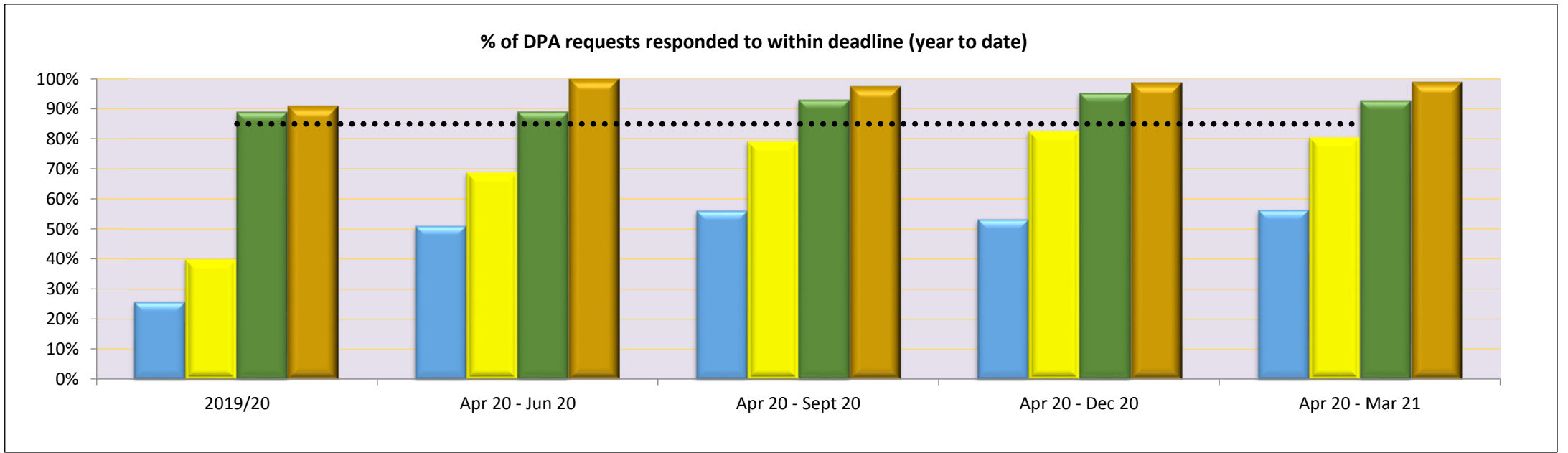


Number and average response times of Ombudsman enquiries (in calendar days)											Year To Date:		
Directorates	1 Apr 19 - 31 Mar 20		Target 20/21	1 Apr 20 - 30 Jun 20		1 Jul 20 - 30 Sep 20		1 Oct 20 - 31 Dec 20		1 Jan 21 - 31 Mar 21		1 Apr 20 - 31 Mar 21	
	No.	Avg Days		No.	Avg Days	No.	Avg Days	No.	Avg Days	No.	Avg Days	No.	Avg Days
Adults Services	6	50	28	0	0	4	20.25	1	8	5	36	10	27
Childrens Services	5	19		4	10	5	31	0	0	1	70	10	27
Corporate Core	5	16		1	0	3	19	2	27	4	7	10	14
Neighbourhoods	0	0		0	0	2	31	0	0	0	0	3	20
Growth & Development	4	12		2	15	2	4	0	0	0	0	4	9
All Directorates	20	26		7	10	16	23	3	20	11	25.3	37	21

Number of Ombudsman enquiry decisions and % upheld											Year To Date:		
Directorates	1 Apr 19 - 31 Mar 20		Target 20/21	1 Apr 20 - 30 Jun 20		1 Jul 20 - 30 Sep 20		1 Oct 20 - 31 Dec 20		1 Jan 21 - 31 Mar 21		1 Apr 20 - 31 Mar 21	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	12	33%	30%	1	0%	7	29%	2	0%	8	25%	18	22%
Childrens Services	9	56%		4	25%	10	10%	0	0%	2	0%	16	13%
Corporate Core	43	5%		2	0%	7	29%	6	0%	6	0%	21	10%
Neighbourhoods	20	20%		1	0	5	0%	1	0%	0	0	7	0%
Growth & Development	11	18%		2	50%	4	0%	1	0%	4	25%	11	18%
All Directorates	95	18%		10	20%	33	15%	10	0%	20	15%	73	14%



Data Protection Request (DPA/GDPR/Disclosure) Number % responded to by SLA (one month)											Year To Date:		
Directorates	1 Apr 19 - 31 Mar 20		Target 20/21	1 Apr 20 - 30 Jun 20		1 Jul 20 - 30 Sep 20		1 Oct 20 - 31 Dec 20		1 Jan 21 - 31 Mar 21		1 Apr 20 - 31 Mar 21	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children and Families	210	26%	90%	53	51%	88	59%	68	47%	97	63%	306	56%
Corporate Core	145	40%		16	69%	60	82%	72	86%	71	76%	219	80%
Growth & N'bourhoods	260	89%		36	89%	117	94%	110	98%	142	88%	405	93%
Strategic Development	88	91%		12	100%	27	96%	34	100%	17	100%	90	99%
All Directorates	703	60%		117	70%	292	81%	284	83%	327	79%	1020	80%



Number FOI requests and % within deadline (20 working days)											Year To Date:		
Directorates	1 Apr 19 - 31 Mar 20		Target 20/21	1 Apr 17 - 30 Jun 17		1 Jul 17 - 30 Sep 17		1 Oct 17 - 31 Dec 17		1 Jan 18 - 31 Mar 18		1 Apr 17 - 31 Mar 18	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children and Families	566	44%	90%	67	84%	117	79%	113	72%	127	73.20%	424	76%
Corporate Core	868	46%		88	72%	139	81%	150	82%	168	80%	545	79%
Growth & N'bourhoods	605	53%		38	87%	109	90%	60	78%	86	81%	293	85%
Strat Dev	311	43%		21	67%	55	65%	29	66%	52	62%	157	64%
All Directorates	2350	47%		214	78%	420	80%	352	77%	433	76%	1419	78%

