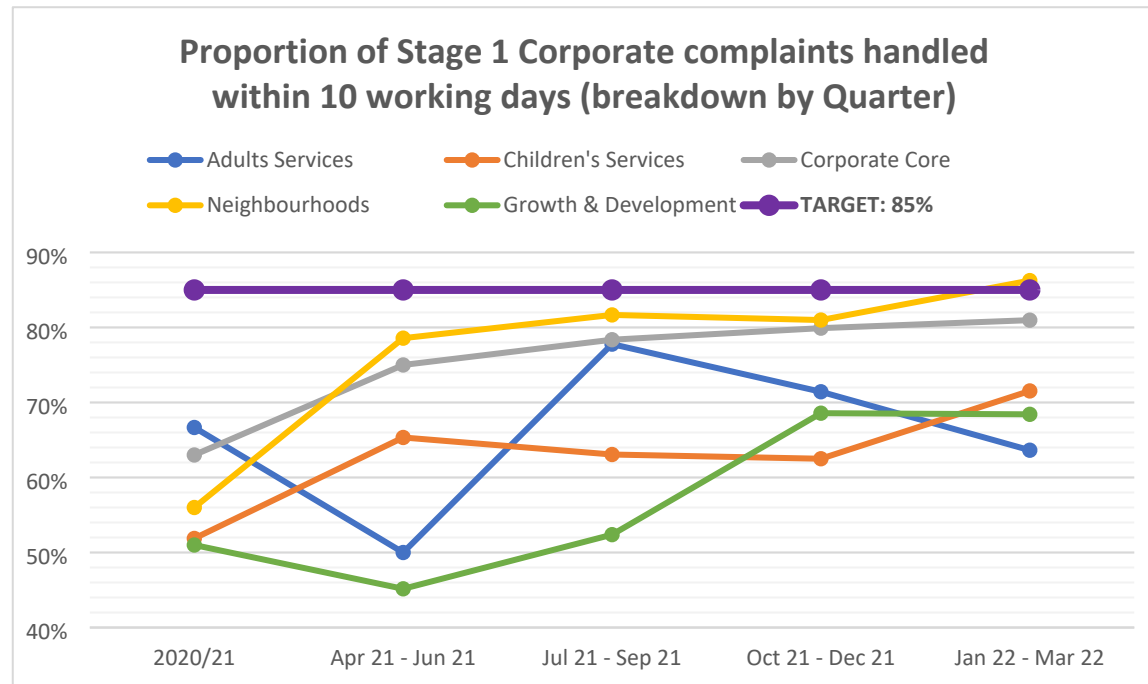
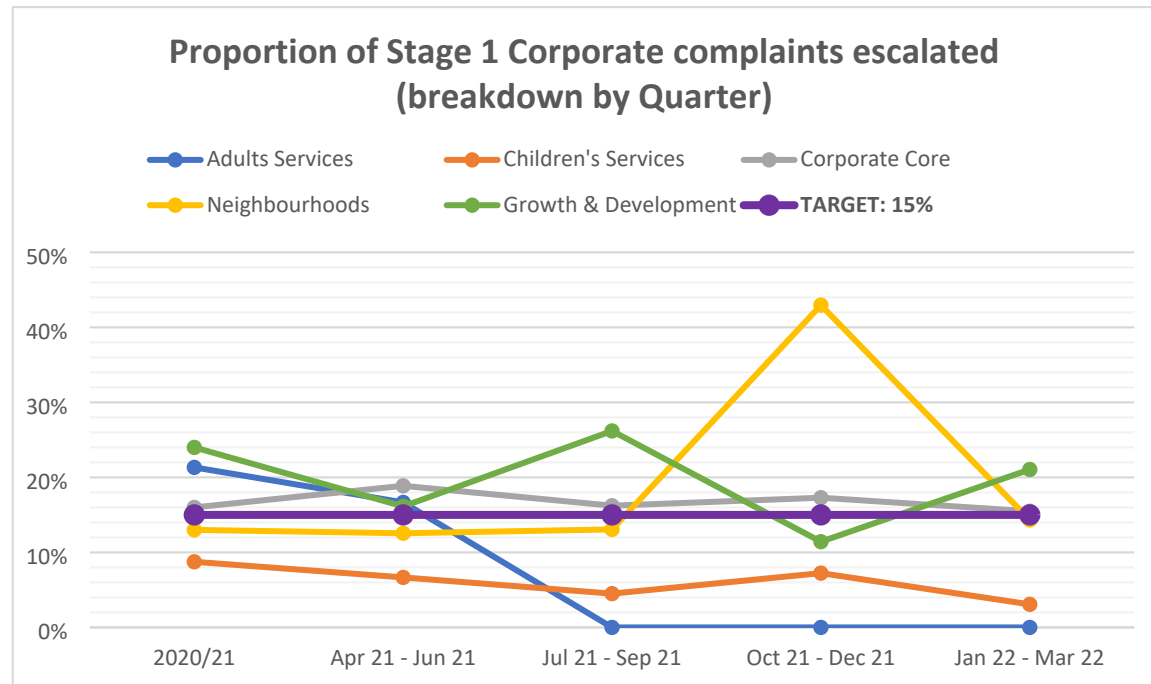


Appendix 1 - Complaints and Information Request Dashboard 2021-22

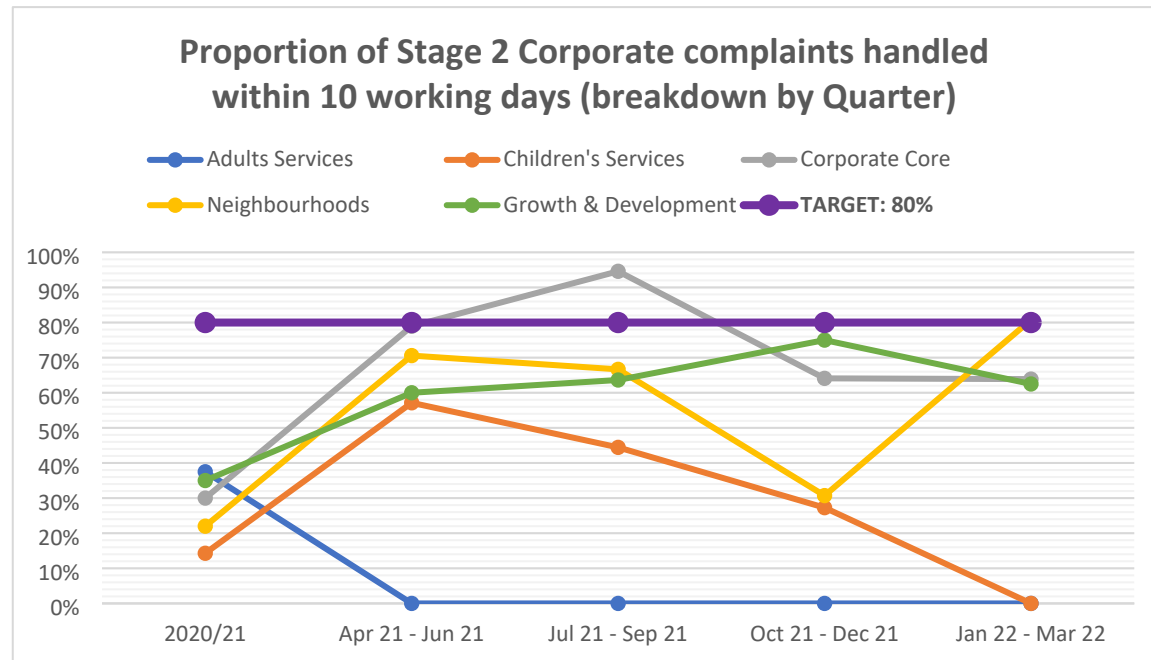
Number of Stage 1 corporate complaints and % handled within 10 working days											Year To Date:		
Directorates	1 Apr 20 - 31 Mar 21		Target 21/22	1 Apr 21 - 30 Jun 21		1 Jul 21 - 30 Sep 21		1 Oct 21 - 31 Dec 21		1 Jan 22 - 31 Mar 22		1 Apr 21 - 31 Mar 22	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	75	67%	85%	6	50%	9	78%	7	71%	11	64%	33	67%
Children's Services	160	52%		75	65%	111	63%	152	63%	130	72%	468	66%
Corporate Core	524	63%		196	75%	228	78%	214	80%	226	81%	864	77%
Neighbourhoods	1,249	56%		462	79%	551	82%	284	81%	349	86%	1,646	82%
Growth & Development	95	51%		31	45%	42	52%	35	69%	38	68%	146	59%
All Directorates	2,103	58%		770	75%	941	76%	692	76%	754	81%	3,157	77%



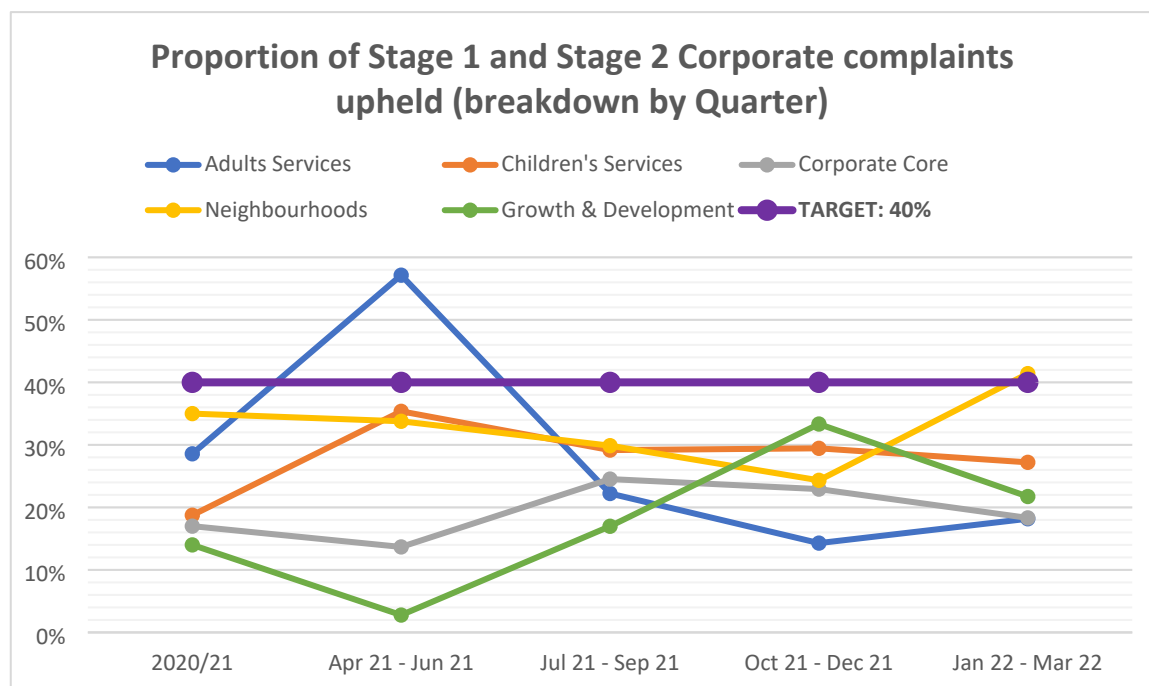
Number of Corporate Stage 1 complaints % escalated											Year To Date:		
Directorates	1 Apr 20 - 31 Mar 21		Target 21/22	1 Apr 21 - 30 Jun 21		1 Jul 21 - 30 Sep 21		1 Oct 21 - 31 Dec 21		1 Jan 22 - 31 Mar 22		1 Apr 21 - 31 Mar 22	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	75	21%	15%	6	17%	9	0%	7	0%	11	0%	33	3%
Children's Services	160	9%		75	7%	111	5%	152	7%	130	3%	468	5%
Corporate Core	524	16%		196	19%	228	16%	214	17%	226	15%	864	17%
Neighbourhoods	1249	13%		462	13%	551	13%	284	43%	349	14%	1,646	18%
Growth & Development	95	24%		31	16%	42	26%	35	11%	38	21%	146	19%
All Directorates	2103	14%		770	14%	941	13%	692	25%	754	13%	3,157	16%



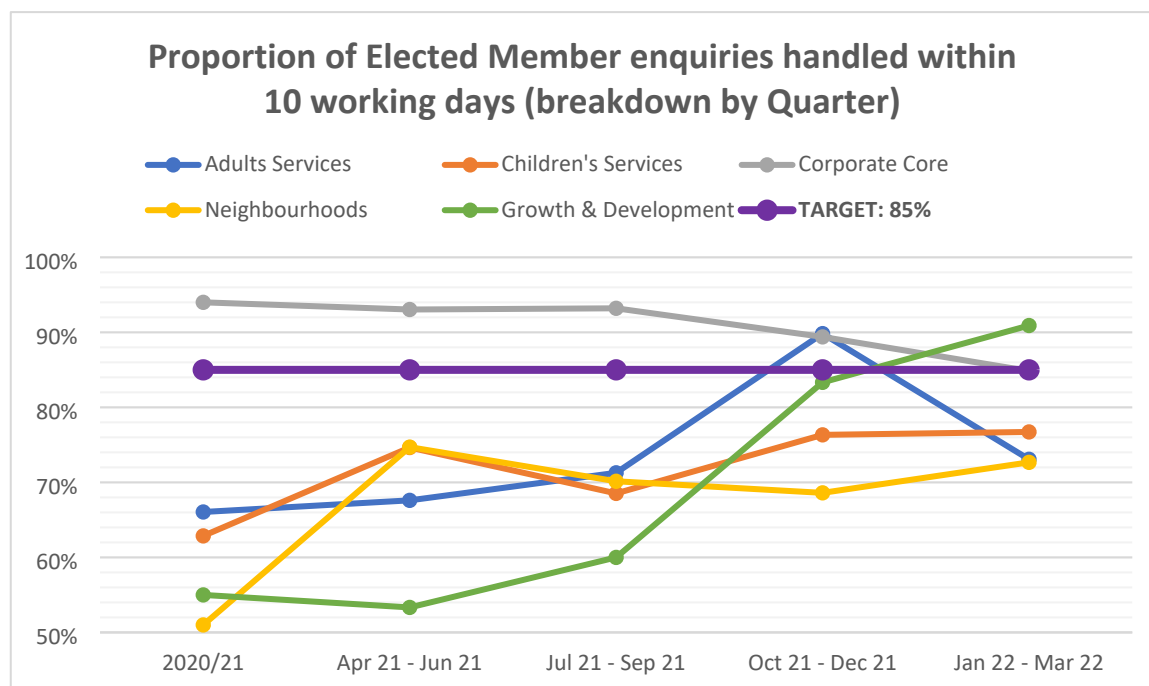
Number of stage 2 corporate complaint responses and % handled within 10 working days											Year To Date:		
Directorates	1 Apr 20 - 31 Mar 21		Target 21/22	1 Apr 21 - 30 Jun 21		1 Jul 21 - 30 Sep 21		1 Oct 21 - 31 Dec 21		1 Jan 22 - 31 Mar 22		1 Apr 21 - 31 Mar 22	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	16	38%	80%	1	0%	0	N/A	0	N/A	0	N/A	1	0%
Children's Services	14	14%		7	57%	9	44%	11	27%	6	0%	33	33%
Corporate Core	82	30%		38	79%	37	95%	39	64%	36	64%	150	88%
Neighbourhoods	157	22%		68	71%	75	67%	127	31%	52	81%	322	56%
Growth & Development	23	35%		5	60%	11	64%	4	75%	8	63%	28	64%
All Directorates	292	26%		119	71%	132	73%	181	39%	102	69%	534	60%



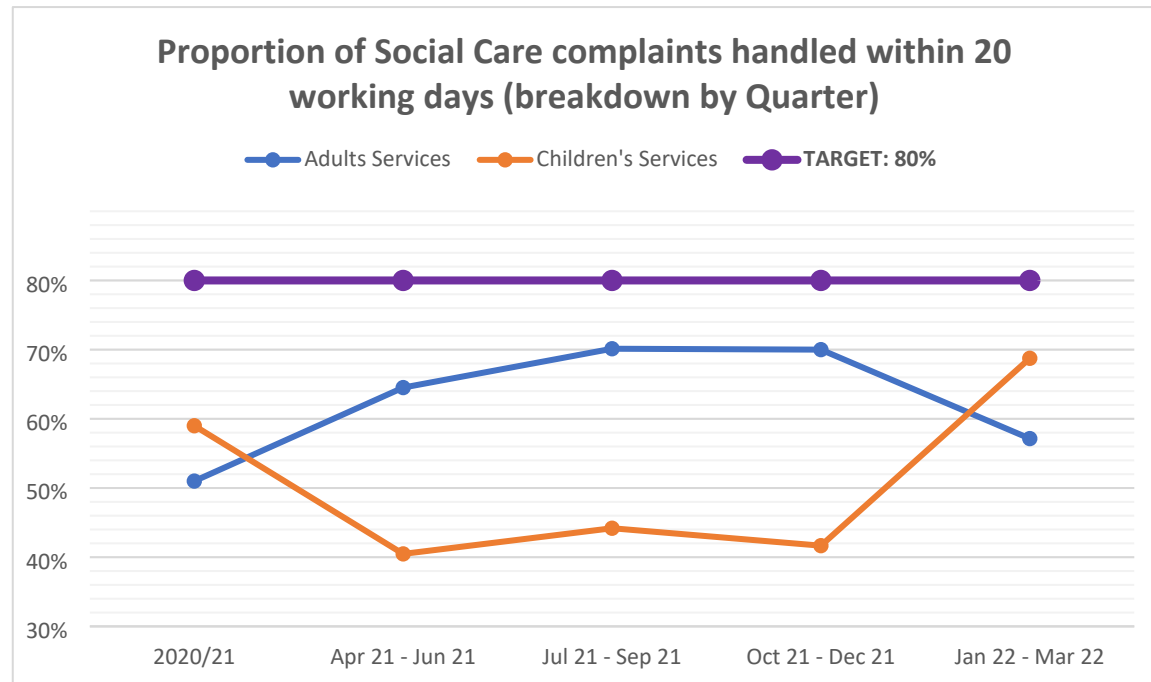
Number of Corporate Stage 1 and 2 decisions and % upheld											Year To Date:		
Directorates	1 Apr 20 - 31 Mar 21		Target 21/22	1 Apr 21 - 30 Jun 21		1 Jul 21 - 30 Sep 21		1 Oct 21 - 31 Dec 21		1 Jan 22 - 31 Mar 22		1 Apr 21 - 31 Mar 22	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	91	29%	40%	7	57%	9	22%	7	14%	11	18%	34	26%
Children's Services	176	19%		82	35%	120	29%	163	29%	136	27%	501	30%
Corporate Core	608	17%		234	14%	265	25%	253	23%	262	18%	1014	20%
Neighbourhoods	1411	35%		530	34%	626	30%	411	24%	401	41%	1968	32%
Growth & Development	118	14%		36	3%	53	17%	39	33%	46	22%	174	19%
All Directorates	2404	28%		889	28%	1073	28%	873	25%	856	31%	3691	28%



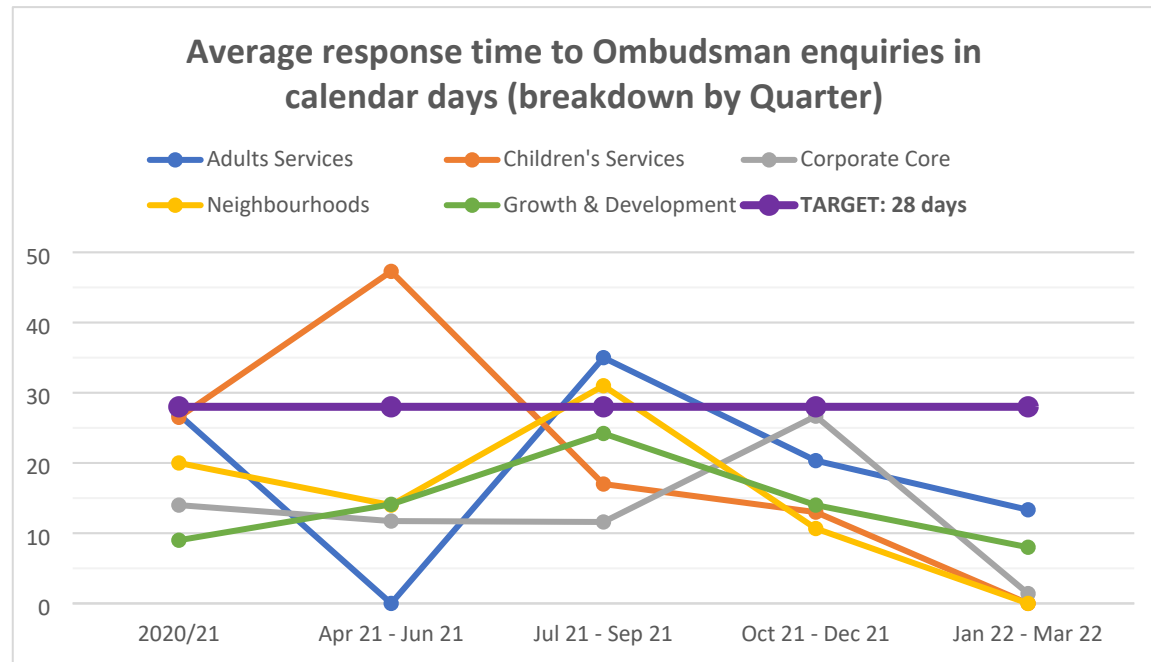
Number of Councillor, Mayoral and MP enquiries and % handled within 10 working days											Year To Date:		
Directorates	1 Apr 20 - 31 Mar 21		Target 21/22	1 Apr 21 - 30 Jun 21		1 Jul 21 - 30 Sep 21		1 Oct 21 - 31 Dec 21		1 Jan 22 - 31 Mar 22		1 Apr 21 - 31 Mar 22	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	436	66%	85%	71	68%	94	71%	59	90%	52	73%	276	75%
Children's Services	272	63%		71	75%	143	69%	131	76%	116	77%	461	74%
Corporate Core	680	94%		115	93%	103	93%	66	89%	66	85%	350	91%
Neighbourhoods	422	51%		166	75%	201	70%	172	69%	161	73%	700	71%
Growth & Development	20	55%		15	53%	10	60%	12	83%	11	91%	48	71%
All Directorates	1,830	73%		438	78%	551	74%	440	77%	406	76%	1835	76%



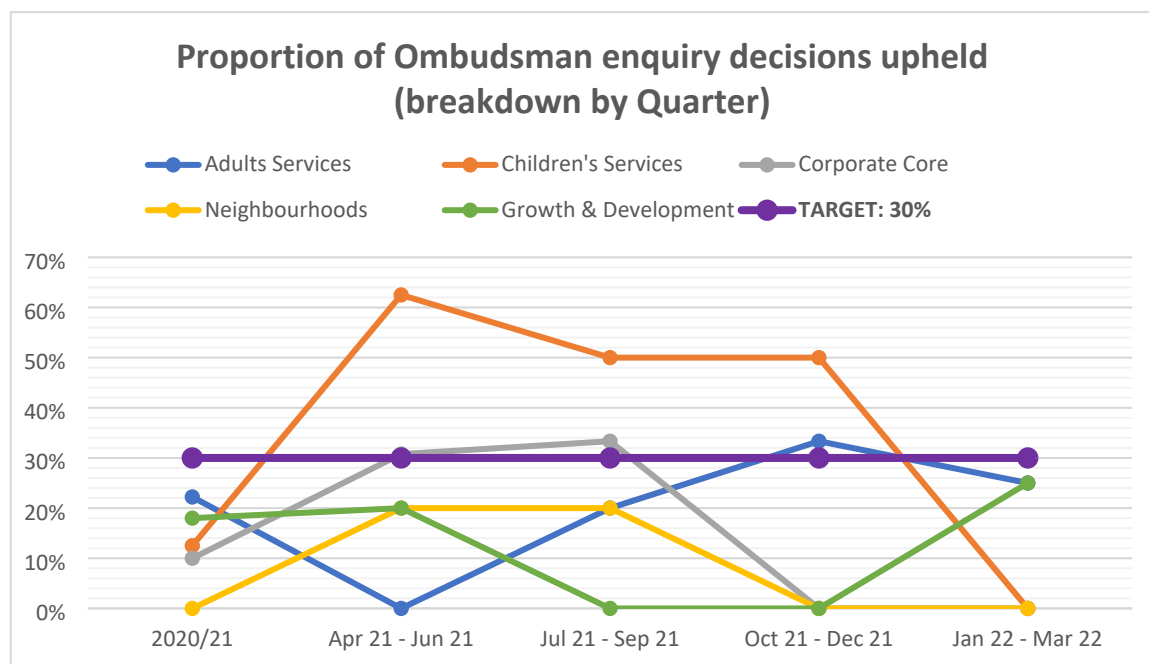
Number of Social Care Complaints and % handled within target											Year To Date:		
Directorates	1 Apr 20 - 31 Mar 21		Target 21/22	1 Apr 21 - 30 Jun 21		1 Jul 21 - 30 Sep 21		1 Oct 21 - 31 Dec 21		1 Jan 22 - 31 Mar 22		1 Apr 21 - 31 Mar 22	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	256	51%	80%	62	65%	77	70%	50	70%	63	57%	252	65%
Children's Services	155	59%		42	40%	43	44%	24	42%	16	69%	125	46%
Total Social Care	411	54%		104	55%	120	61%	74	61%	79	59%	377	59%



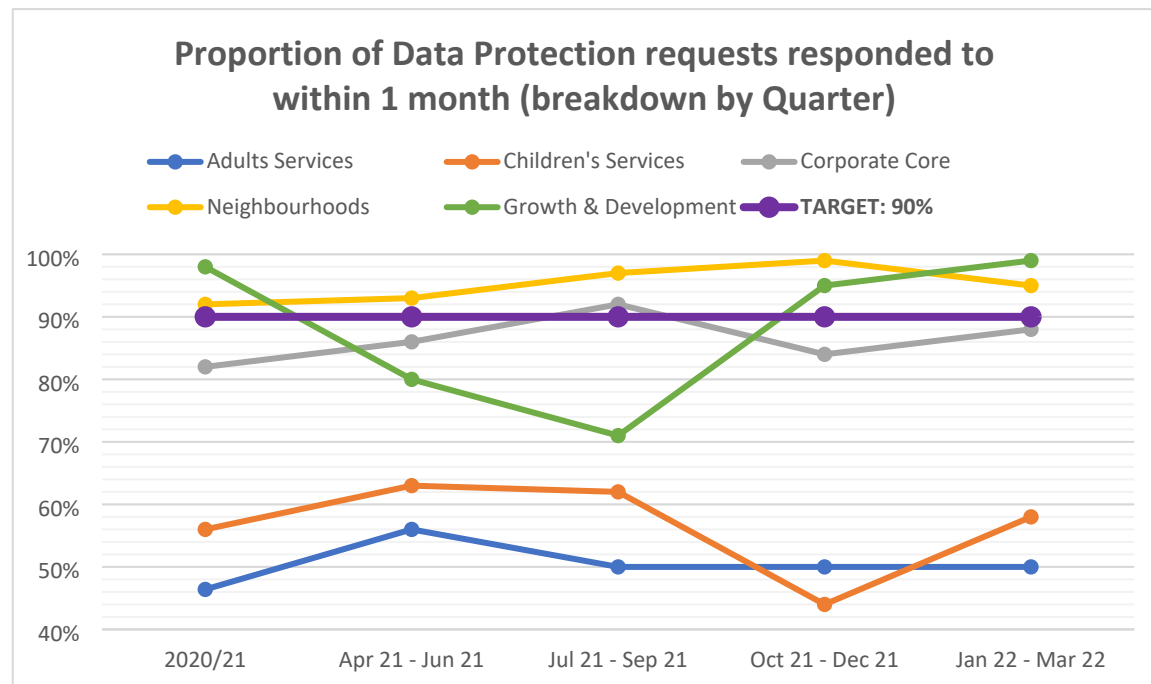
Number and average response times of Ombudsman enquiries (in calendar days)											Year To Date:		
Directorates	1 Apr 20 - 31 Mar 21		Target 21/22	1 Apr 21 - 30 Jun 21		1 Jul 21 - 30 Sep 21		1 Oct 21 - 31 Dec 21		1 Jan 22 - 31 Mar 22		1 Apr 21 - 31 Mar 22	
	No.	Avg days		No.	Avg days	No.	Avg days	No.	Avg days	No.	Avg days	No.	Avg days
Adults Services	10	27	28	0	N/A	2	35	3	20	3	13	8	21
Children's Services	10	27		7	47	3	17	3	13	1	0	13	32
Corporate Core	10	14		11	12	10	12	3	27	5	1	30	11
Neighbourhoods	3	20		9	14	2	31	6	11	3	0	23	14
Growth & Development	4	9		4	14	5	24	1	14	2	8	7	12
All Directorates	37	21		31	21	20	18	16	16	14	5	81	16



Number of Ombudsman enquiry decisions and % upheld											Year To Date:		
Directorates	1 Apr 20 - 31 Mar 21		Target 21/22	1 Apr 21 - 30 Jun 21		1 Jul 21 - 30 Sep 21		1 Oct 21 - 31 Dec 21		1 Jan 22 - 31 Mar 22		1 Apr 21 - 31 Mar 22	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	18	22%	30%	2	0%	5	20%	5	33%	4	25%	16	25%
Children's Services	16	13%		8	63%	4	50%	4	50%	0	N/A	16	56%
Corporate Core	21	10%		13	31%	12	33%	5	0%	7	0%	37	22%
Neighbourhoods	7	0%		10	20%	5	20%	9	0%	6	0%	30	13%
Growth & Development	11	18%		5	20%	0	0%	1	0%	3	25%	9	11%
All Directorates	73	14%		38	34%	26	31%	24	17%	20	5%	108	24%



Data Protection Request (DPA/GDPR/Disclosure) Number % responded to by SLA (one month)											Year To Date:		
Directorates	1 Apr 20 - 31 Mar 21		Target 21/22	1 Apr 21 - 30 Jun 21		1 Jul 21 - 30 Sep 21		1 Oct 21 - 31 Dec 21		1 Jan 22 - 31 Mar 22		1 Apr 21 - 31 Mar 22	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	69	46%	90%	47	56%	42	50%	12	50%	18	50%	119	54%
Children's Services	255	56%		92	63%	77	62%	64	44%	95	58%	328	59%
Corporate Core	228	82%		86	86%	72	92%	69	84%	78	88%	305	87%
Neighbourhoods	360	92%		183	93%	191	97%	171	99%	203	95%	748	96%
Growth & Development	93	98%		10	80%	21	71%	43	95%	100	99%	174	95%
All Directorates	1005	78%		418	83%	292	82%	359	86%	494	85%	1674	84%



Number FOI requests and % within deadline (20 working days)											Year To Date:		
Directorates	1 Apr 20 - 31 Mar 21		Target 21/22	1 Apr 21 - 30 Jun 21		1 Jul 21 - 30 Sep 21		1 Oct 21 - 31 Dec 21		1 Jan 22 - 31 Mar 22		1 Apr 21 - 31 Mar 22	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	219	82%	90%	61	90%	59	88%	71	75%	57	75%	248	82%
Children's Services	209	70%		62	74%	60	77%	63	70%	55	61%	240	73%
Corporate Core	638	77%		142	81%	157	83%	134	85%	199	76%	632	81%
Neighbourhoods	457	86%		146	85%	135	79%	159	89%	147	77%	587	71%
Growth & Development	257	55%		63	77%	61	73%	67	58%	94	75%	285	71%
All Directorates	1780	76%		474	82%	472	81%	494	79%	552	76%	1992	79%

