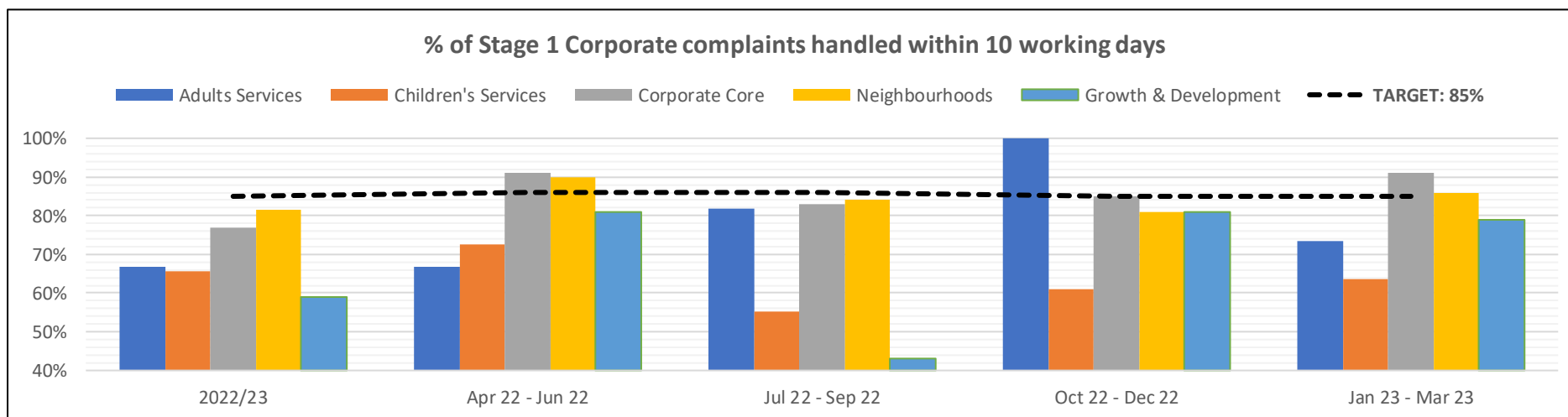
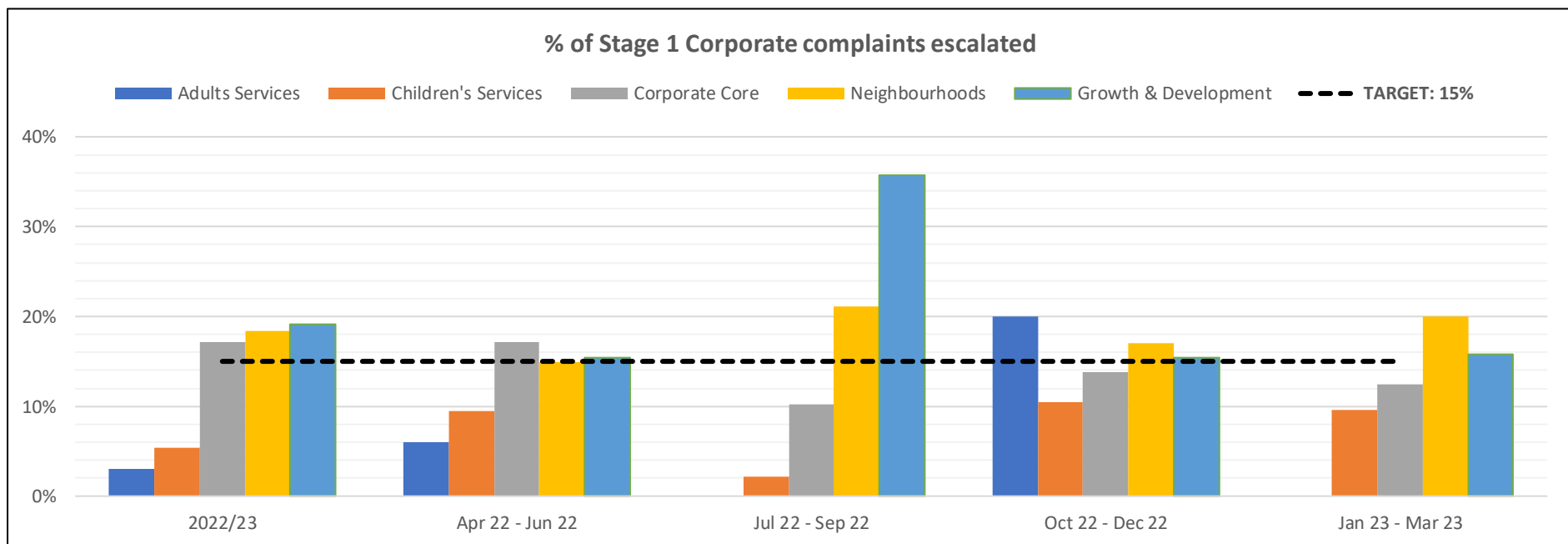


Appendix 1 - Complaints and Information Request Dashboard 2022-23

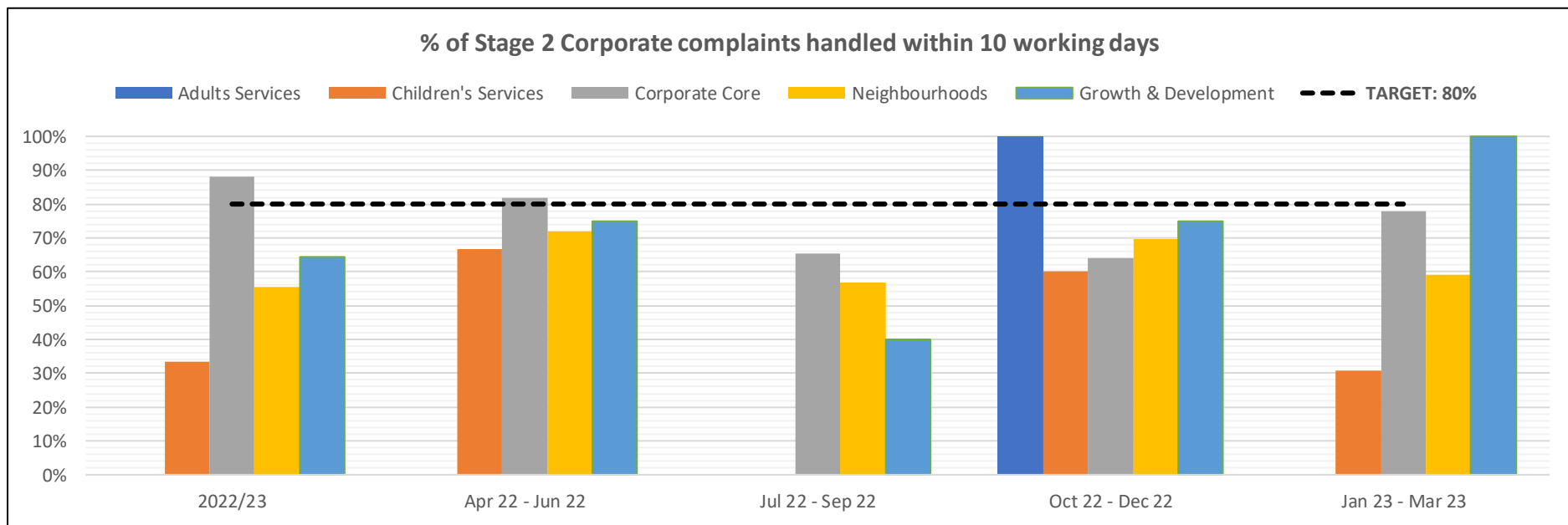
Number of Stage 1 corporate complaints and % handled within 10 working days											Year To Date:		
Directorates	1 Apr 21 - 31 Mar 22		Target	1 Apr 22 - 30 Jun 22		1 Jul 22 - 30 Sep 22		1 Oct 22 - 31 Dec 22		1 Jan 23 - 31 Mar 23		1 Apr 22 - 31 Mar 23	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	33	67%	85%	18	67%	11	82%	10	100%	15	73%	54	78%
Children's Services	468	66%		127	72%	136	55%	144	61%	135	64%	542	63%
Corporate Core	864	77%		193	91%	225	83%	239	85%	272	91%	929	87%
Neighbourhoods	1,646	82%		388	90%	525	84%	481	81%	549	89%	1,905	81%
Growth & Development	146	59%		26	81%	14	43%	26	81%	19	79%	85	73%
All Directorates	3,157	77%		754	86%	909	78%	873	76%	980	81%	3,515	81%



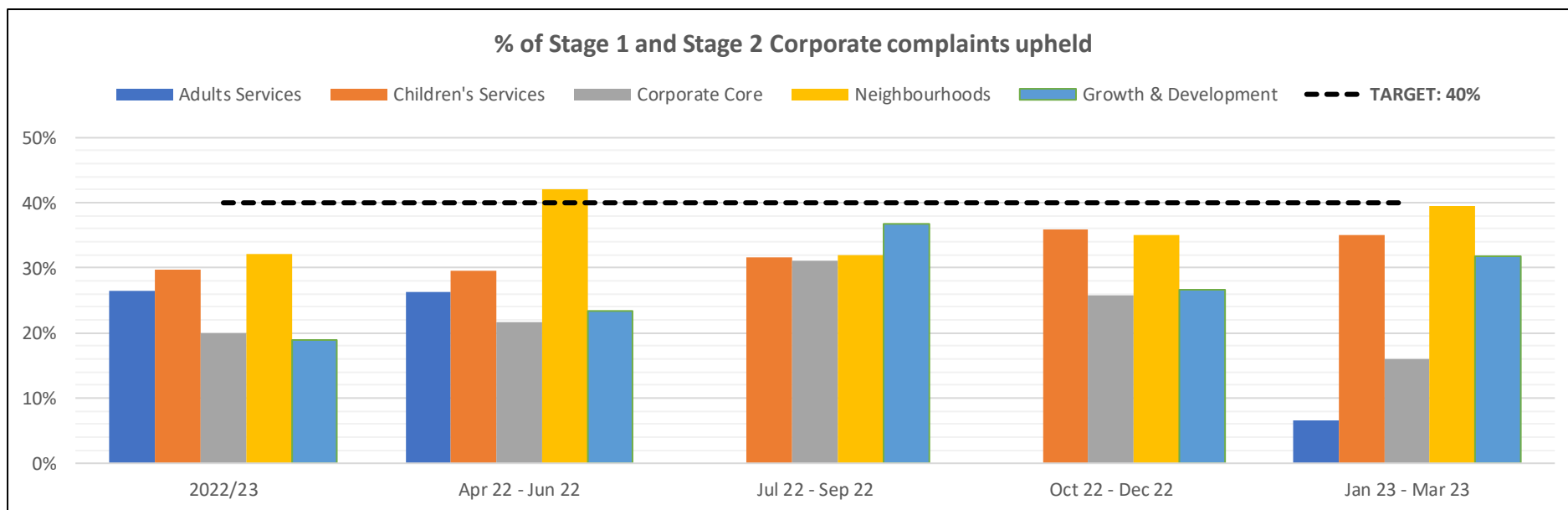
Number of Corporate Stage 1 complaints % escalated											Year To Date:		
Directorates	1 Apr 21 - 31 Mar 22		Target	1 Apr 22 - 30 Jun 22		1 Jul 22 - 30 Sep 22		1 Oct 22 - 31 Dec 22		1 Jan 23 - 31 Mar 23		1 Apr 22 - 31 Mar 23	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	33	3%	15%	1	6%	0	0%	2	20%	0	0%	54	6%
Children's Services	468	5%		12	9%	3	2%	15	10%	13	10%	542	8%
Corporate Core	864	17%		33	17%	23	10%	33	14%	34	13%	929	13%
Neighbourhoods	1,646	18%		60	15%	111	21%	79	17%	106	20%	1,905	18%
Growth & Development	146	19%		4	15%	5	36%	4	15%	3	16%	85	19%
All Directorates	3,157	16%		110	15%	142	16%	133	15%	156	16%	3,515	15%



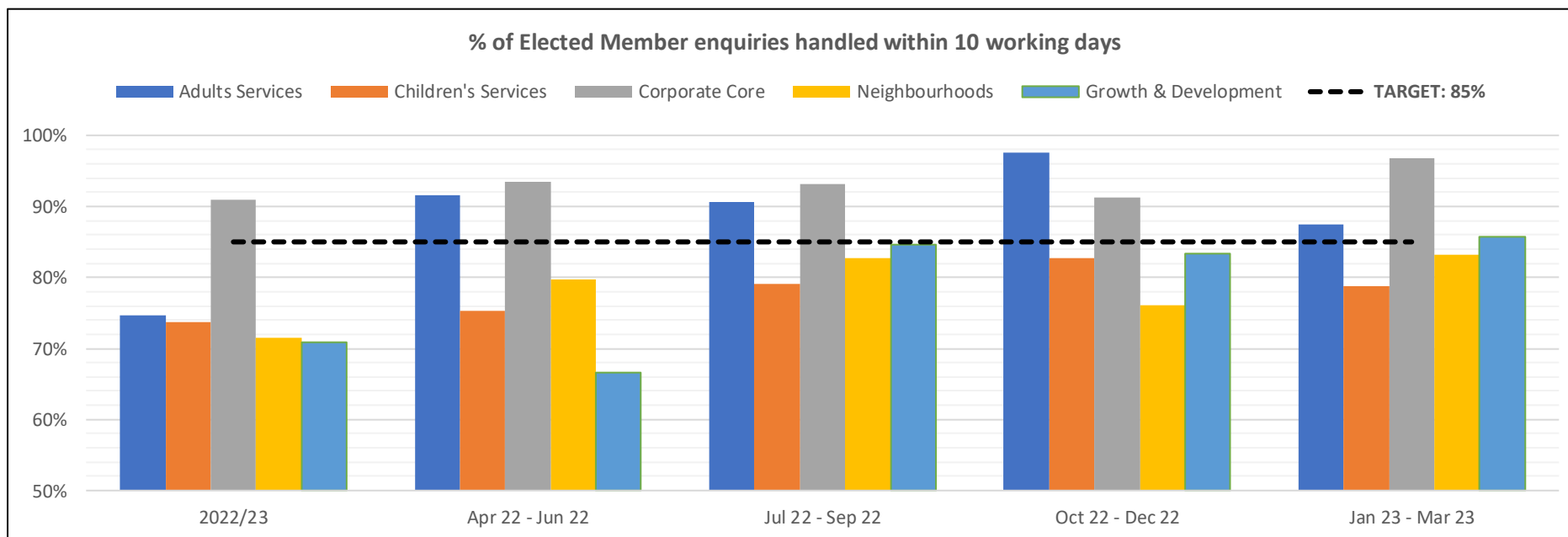
Number of stage 2 corporate complaint responses and % handled within 10 working days											Year To Date:		
Directorates	1 Apr 21 - 31 Mar 22		Target	1 Apr 22 - 30 Jun 22		1 Jul 22 - 30 Sep 22		1 Oct 22 - 31 Dec 22		1 Jan 23 - 31 Mar 23		1 Apr 22 - 31 Mar 23	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	1	0%	80%	1	0%	0	NA	2	100%	0	NA	3	67%
Children's Services	33	33%		12	67%	3	0%	15	60%	13	31%	43	49%
Corporate Core	150	88%		33	82%	23	65%	33	64%	34	78%	123	77%
Neighbourhoods	322	56%		60	72%	111	57%	79	70%	106	59%	356	63%
Growth & Development	28	64%		4	75%	5	40%	4	75%	3	100%	16	69%
All Directorates	534	60%		110	75%	142	56%	133	71%	156	64%	541	65%



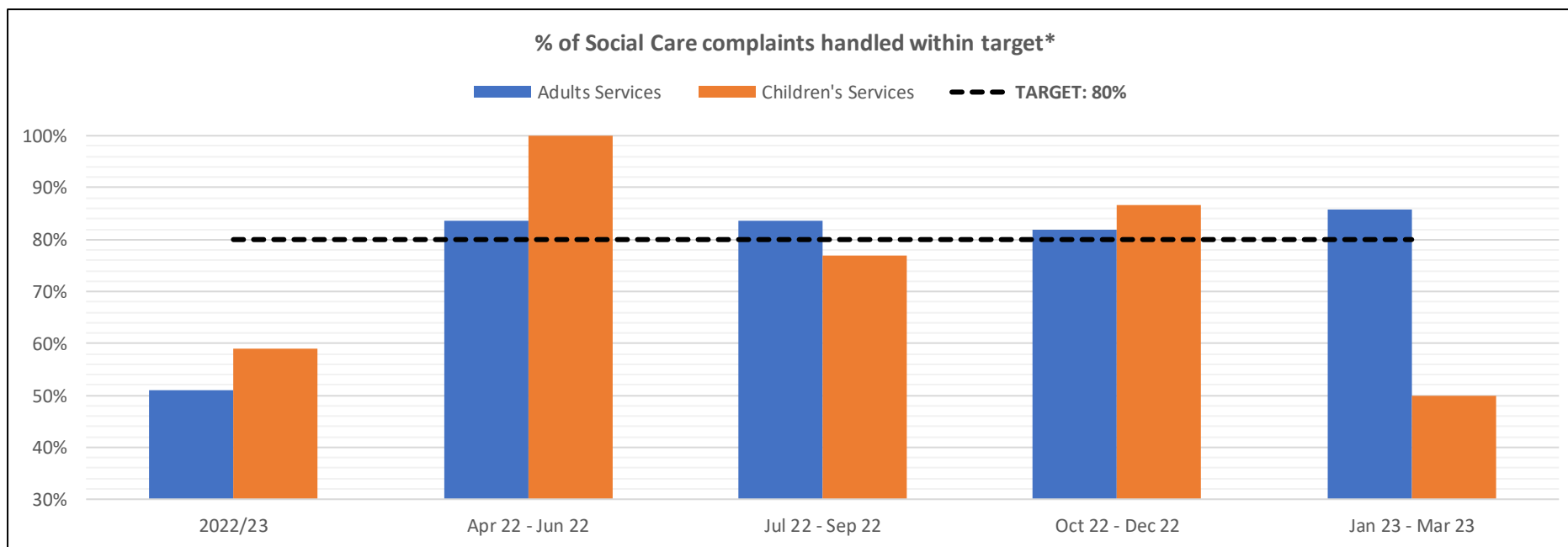
Number of Corporate Stage 1 and 2 complaints and % upheld											Year To Date:		
Directorates	1 Apr 21 - 31 Mar 22		Target	1 Apr 22 - 30 Jun 22		1 Jul 22 - 30 Sep 22		1 Oct 22 - 31 Dec 22		1 Jan 23 - 31 Mar 23		1 Apr 22 - 31 Mar 23	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	34	26%	40%	19	26%	11	0%	12	0%	15	7%	57	11%
Children's Services	501	30%		139	29%	139	32%	159	36%	148	35%	585	33%
Corporate Core	1014	20%		226	22%	248	31%	272	26%	306	16%	1052	23%
Neighbourhoods	1968	32%		450	42%	633	32%	533	35%	645	40%	2261	37%
Growth & Development	174	19%		30	23%	19	37%	30	27%	22	32%	101	29%
All Directorates	3691	28%		864	28%	1050	28%	1006	25%	1136	31%	4056	32%



Number of Councillor, Mayoral and MP enquiries and % handled within 10 working days											Year To Date:		
Directorates	1 Apr 21 - 31 Mar 22		Target	1 Apr 22 - 30 Jun 22		1 Jul 22 - 30 Sep 22		1 Oct 22 - 31 Dec 22		1 Jan 23 - 31 Mar 23		1 Apr 22 - 31 Mar 23	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	276	75%	85%	59	92%	74	91%	81	98%	64	88%	278	92%
Children's Services	461	74%		109	75%	139	79%	121	83%	108	79%	477	79%
Corporate Core	350	91%		76	93%	73	93%	57	91%	61	97%	267	94%
Neighbourhoods	700	71%		227	80%	260	83%	213	76%	256	83%	956	81%
Growth & Development	48	71%		3	67%	13	85%	6	83%	7	86%	29	83%
All Directorates	1,835	76%		438	78%	551	74%	440	77%	406	76%	2007	84%

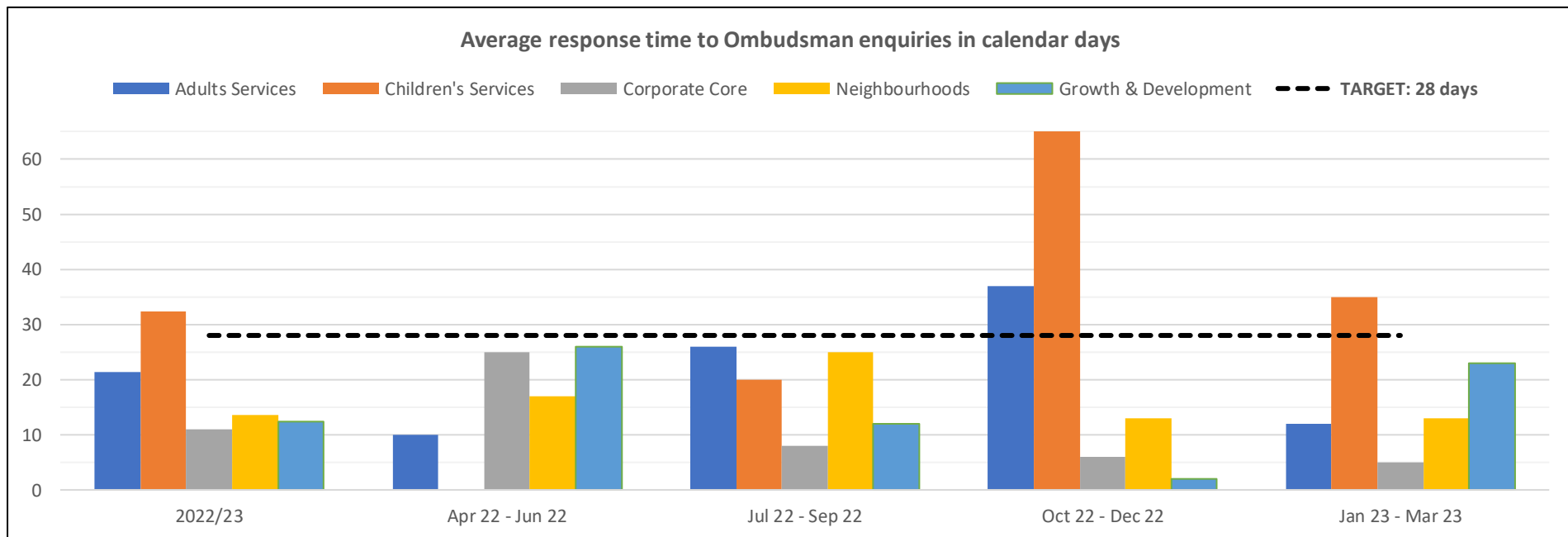


Number of Social Care Complaints and % handled within target											Year To Date:		
Directorates	1 Apr 21 - 31 Mar 22		Target	1 Apr 22 - 30 Jun 22		1 Jul 22 - 30 Sep 22		1 Oct 22 - 31 Dec 22		1 Jan 23 - 31 Mar 23		1 Apr 22 - 31 Mar 23	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	256	51%	80%	61	84%	55	84%	55	82%	49	86%	220	84%
Children's Services	155	59%		8	100%	13	77%	15	87%	6	50%	42	86%
Total Social Care	411	54%		104	55%	120	61%	74	61%	79	59%	262	84%

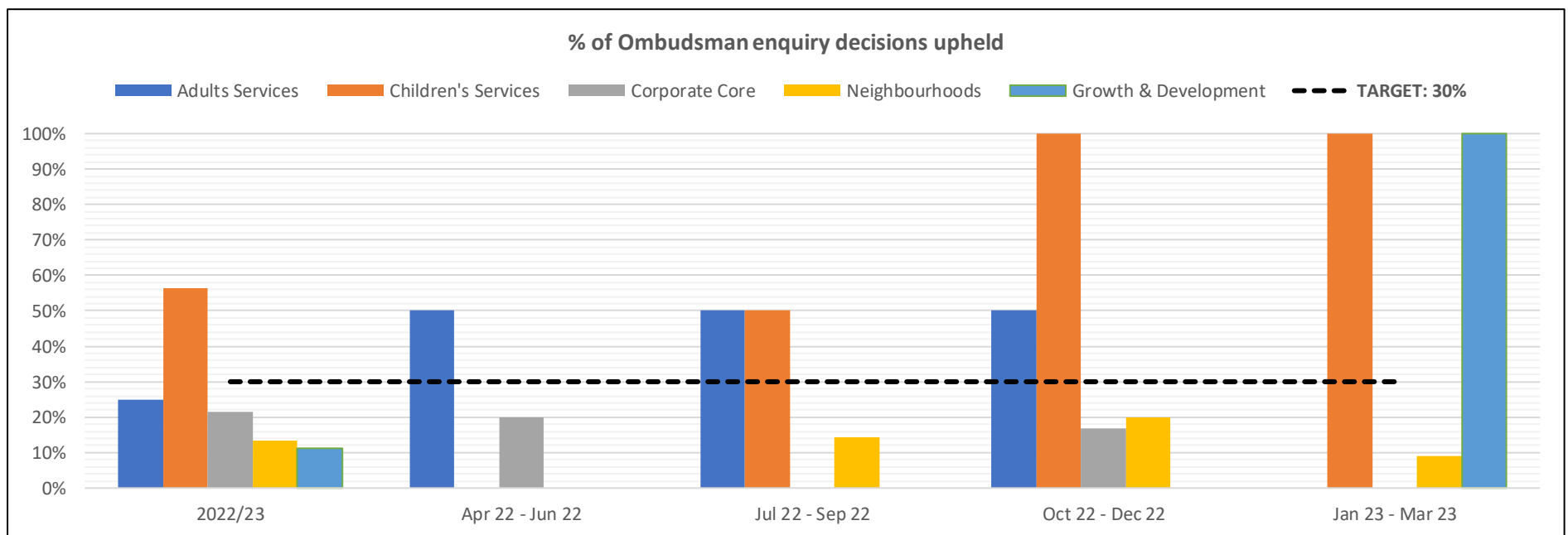


*20 working days for Adults Services and Children's Services Stage 1, 65 working days for Children's Services Stage 2, 30 working days for Children's Services Stage 3

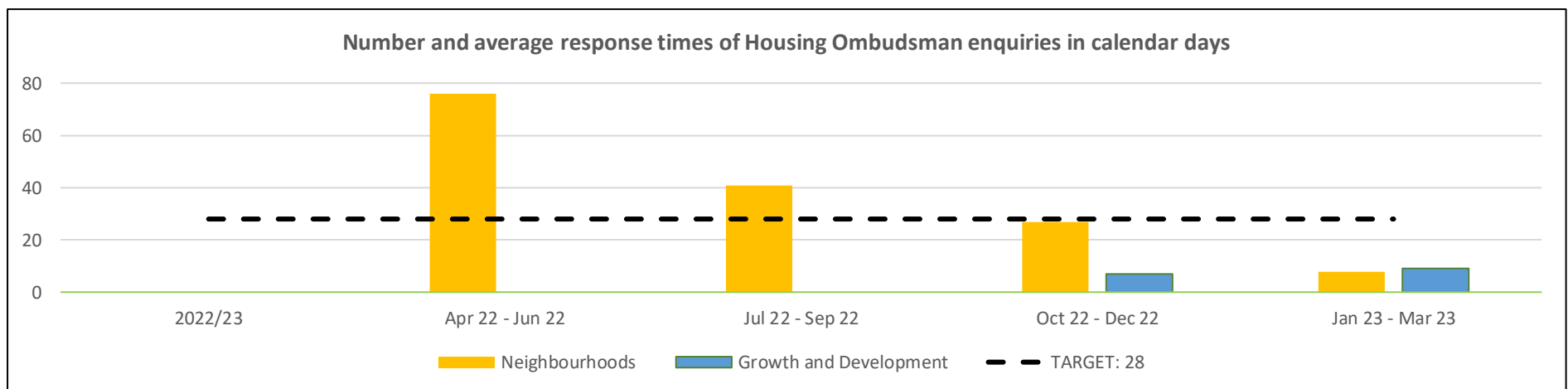
Number and average response times of Ombudsman enquiries (in calendar days)											Year To Date:		
Directorates	1 Apr 21 - 31 Mar 22		Target	1 Apr 22 - 30 Jun 22		1 Jul 22 - 30 Sep 22		1 Oct 22 - 31 Dec 22		1 Jan 23 - 31 Mar 23		1 Apr 22 - 31 Mar 23	
	No.	Avg Days		No	Avg Days	No	Avg Days	No	Avg Days	No	Avg Days	No	Avg Days
Adults Services	8	21	28	3	10	5	26	1	37	1	12	10	23
Children's Services	13	32		0	NA	7	20	3	65	4	35	14	40
Corporate Core	30	11		5	25	10	8	4	6	5	5	24	12
Neighbourhoods	23	14		3	17	7	25	9	13	11	13	30	16
Growth & Development	7	12		3	26	1	12	2	2	1	23	7	17
All Directorates	81	16		14	21	30	19	19	18	22	16	85	18



Number of Ombudsman enquiry decisions and % upheld												Year To Date:	
Directorates	1 Apr 21 - 31 Mar 22		Target	1 Apr 22 - 30 Jun 22		1 Jul 22 - 30 Sep 22		1 Oct 22 - 31 Dec 22		1 Jan 23 - 31 Mar 23		1 Apr 22 - 31 Mar 23	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	16	25%	30%	2	50%	6	50%	2	50%	2	0%	12	42%
Children's Services	16	56%		0	NA	6	50%	1	100%	4	100%	11	73%
Corporate Core	37	22%		5	20%	10	0%	6	17%	5	0%	26	8%
Neighbourhoods	30	13%		3	0%	7	14%	10	20%	11	9%	31	13%
Growth & Development	9	11%		3	0%	1	0%	2	0%	1	100%	7	14%
All Directorates	108	24%		13	34%	30	31%	21	17%	23	5%	87	23%

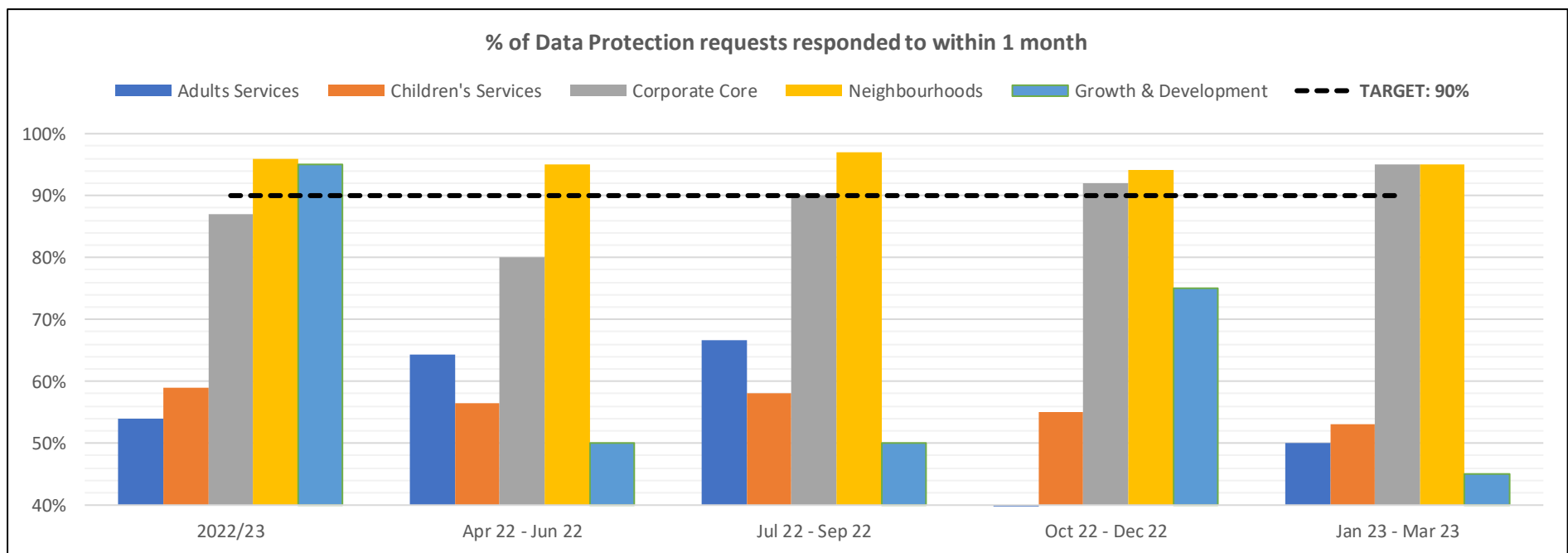


Number and average response times of Housing Ombudsman enquiries (in calendar days)											Year To Date:		
Directorates	1 Apr 21 - 31 Mar 22		Target	1 Apr 22 - 30 Jun 22		1 Jul 22 - 30 Sep 22		1 Oct 22 - 31 Dec 22		1 Jan 23 - 31 Mar 23		1 Apr 22 - 31 Mar 23	
	No.	Avg Days		No.	Avg Days	No.	Avg Days	No.	Avg Days	No.	Avg Days	No.	Avg Days
Neighbourhoods	NA	NA	28	7	76	2	41	13	27	2	8	24	41
Growth & Development	NA	NA		0	NA	0	NA	3	7	6	9	9	10
All Directorates	NA	NA		7	76	2	41	16	24	8	9	33	33



Number of Housing Ombudsman enquiry decisions and % upheld											Year To Date:		
Directorates	1 Apr 21 - 31 Mar 22		Target	1 Apr 22 - 30 Jun 22		1 Jul 22 - 30 Sep 22		1 Oct 22 - 31 Dec 22		1 Jan 23 - 31 Mar 23		1 Apr 22 - 31 Mar 23	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Neighbourhoods	NA	NA	30%	1	100%	0	0%	2	100%	3	33%	6	67%
Growth & Development	NA	NA		0	0%	0	0%	0	0%	0	0%	0	10%
All Directorates	NA	NA		1	100%	0	0%	2	100%	3	33%	6	67%

Data Protection request (DPA/GDPR/Disclosure) number and % within deadline (one month)											Year To Date:		
Directorates	1 Apr 21 - 31 Mar 22		Target	1 Apr 22 - 30 Jun 22		1 Jul 22 - 30 Sep 22		1 Oct 22 - 31 Dec 22		1 Jan 23 - 31 Mar 23		1 Apr 22 - 31 Mar 23	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	119	54%	90%	16	64%	9	67%	8	38%	16	50%	49	51%
Children's Services	328	59%		92	57%	74	58%	80	55%	120	53%	366	55%
Corporate Core	305	87%		84	80%	109	90%	86	92%	116	95%	395	91%
Neighbourhoods	748	96%		149	95%	199	97%	205	94%	230	95%	783	95%
Growth & Development	174	95%		8	50%	4	50%	4	75%	11	45%	27	95%
All Directorates	1674	84%		347	81%	395	87%	383	84%	493	82%	1628	83%



Freedom of Information request (FOI) number and % within deadline (20 working days)											Year To Date:		
Directorates	1 Apr 21 - 31 Mar 22		Target	1 Apr 22 - 30 Jun 22		1 Jul 22 - 30 Sep 22		1 Oct 22 - 31 Dec 22		1 Jan 23 - 31 Mar 23		1 Apr 22 - 31 Mar 23	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Adults Services	248	82%	90%	59	90%	40	75%	37	78%	45	82%	181	82%
Children's Services	240	73%		62	61%	59	71%	68	65%	55	67%	244	66%
Corporate Core	632	81%		218	86%	140	87%	146	87%	222	88%	726	87%
Neighbourhoods	587	71%		138	83%	122	82%	137	85%	152	90%	549	85%
Growth & Development	285	71%		63	78%	64	72%	52	65%	56	76%	235	73%
All Directorates	1992	79%		540	82%	425	80%	440	80%	552	76%	1935	82%

