



MANCHESTER  
CITY COUNCIL

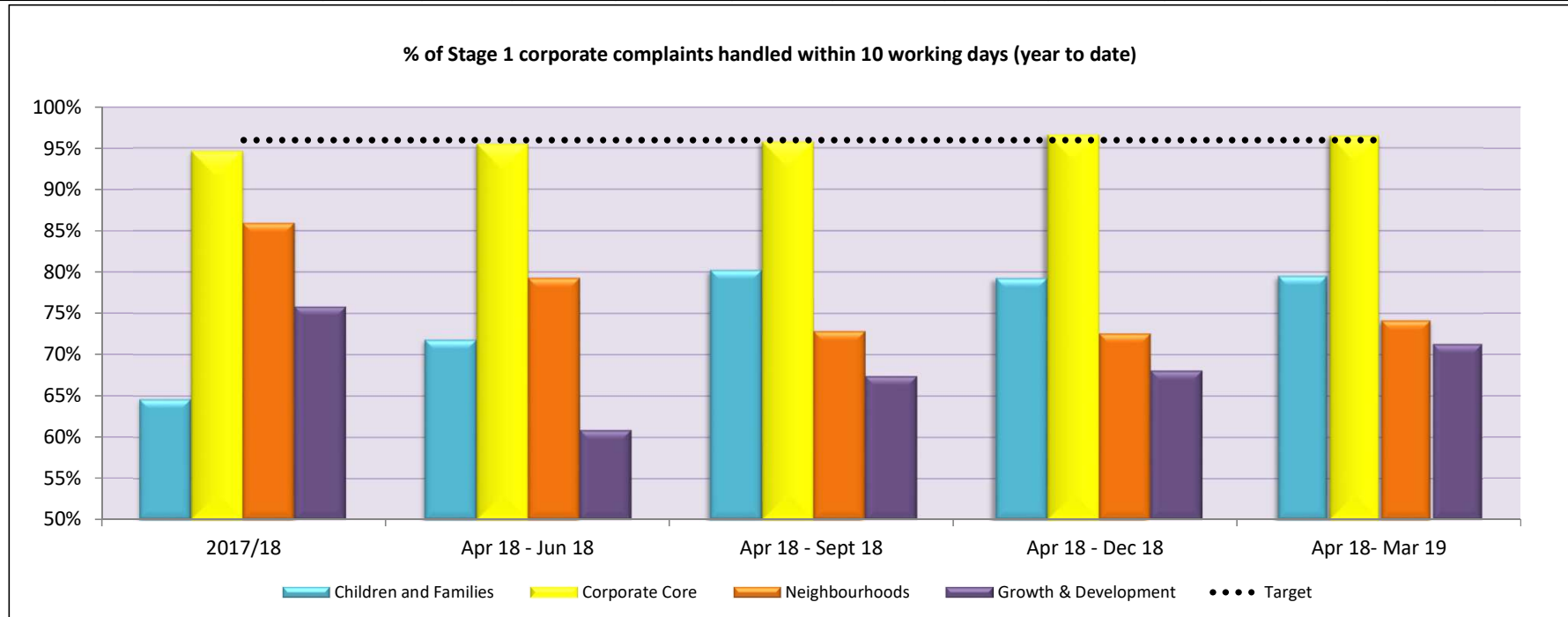
# **Manchester City Council - Audit Committee Complaints and Information Requests Dashboard 2018/19**

**Produced by Corporate Complaints, Performance and Intelligence**

Performance Management Framework

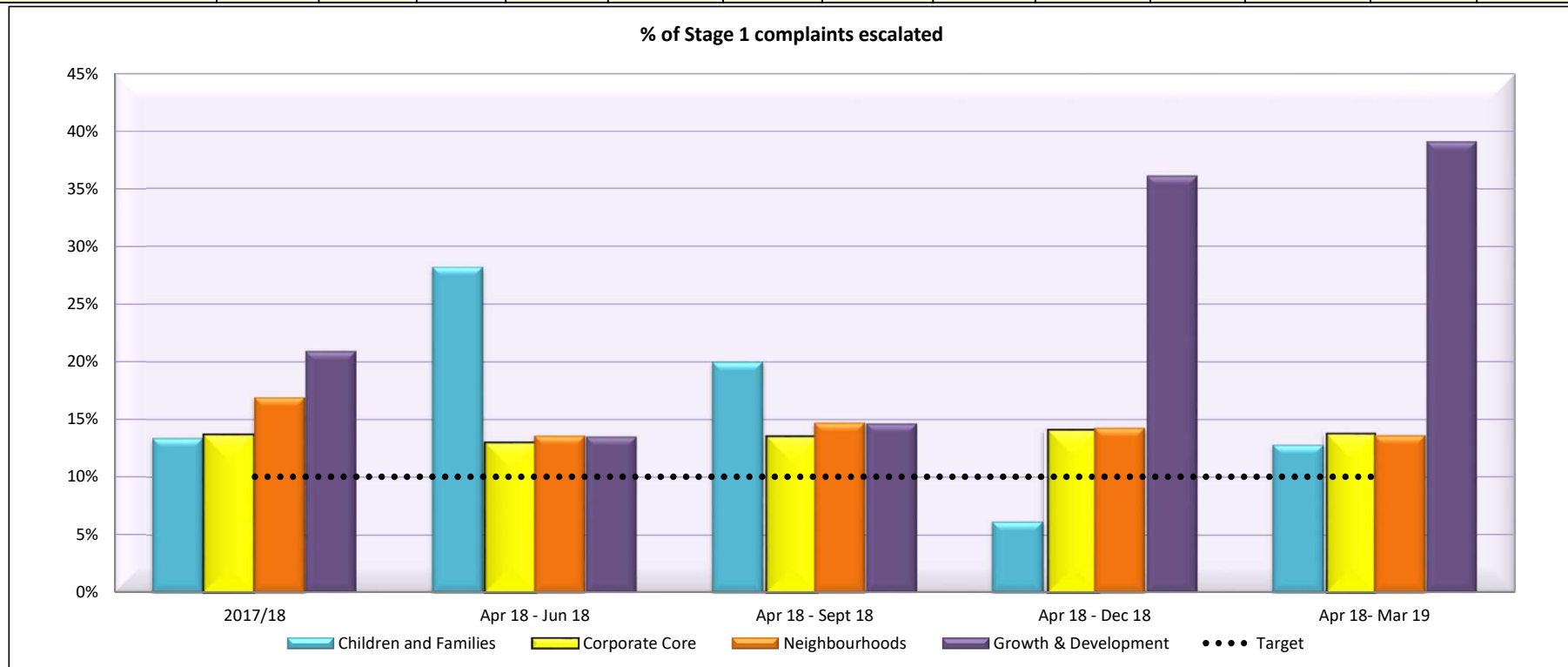
## Complaints and Information Request Dashboard

Number of combined stage 1 corporate complaints and % handled within 10 working days												Year To Date:	
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children and Families	164	65%	96%	39	72%	52	87%	87	78%	56	80%	234	79%
Corporate Core	761	95%		154	95%	127	96%	131	98%	119	95.8%	531	96%
N'bourhoods	964	86%		309	79%	384	68%	379	72%	329	79.3%	1,401	74%
Growth & Development	124	76%		23	61%	23	74%	26	69%	15	86.7%	87	71%
All Directorates	2,013	87%		525	83%	586	76%	623	78%	519	83%	2,253	80%



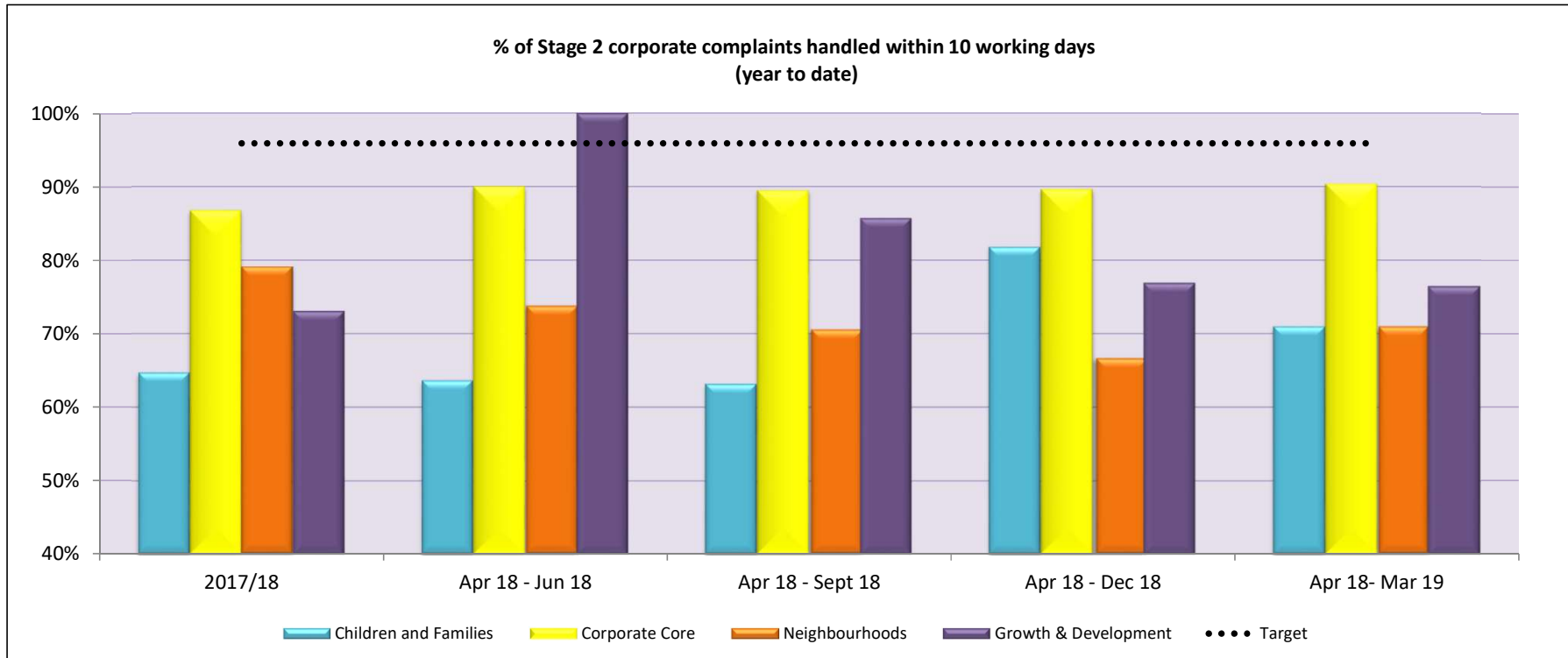
## Complaints and Information Request Dashboard

Number of Corporate Stage 1 complaints % escalated												Year To Date:	
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children and Families	164	⊗ 13%	10%	39	⊗ 28%	52	⊗ 13%	87	✓ 2%	56	⊗ 17.9%	234	⊗ 13%
Corporate Core	761	⊗ 14%		154	⊗ 13%	127	⊗ 14%	131	⊗ 15%	119	⊗ 12.6%	531	⊗ 14%
N'bourhoods	964	⊗ 17%		309	⊗ 14%	384	⊗ 16%	379	⊗ 13%	329	⊗ 11.6%	1,401	⊗ 14%
Growth & Development	124	⊗ 21%		23	⊗ 30%	23	⊗ 30%	26	⊗ 46%	15	⊗ 53.3%	87	⊗ 39%
All Directorates	2,013	⊗ 16%		525	⊗ 15%	586	⊗ 16%	623	⊗ 14%	519	⊗ 13.7%	2,253	⊗ 15%



## Complaints and Information Request Dashboard

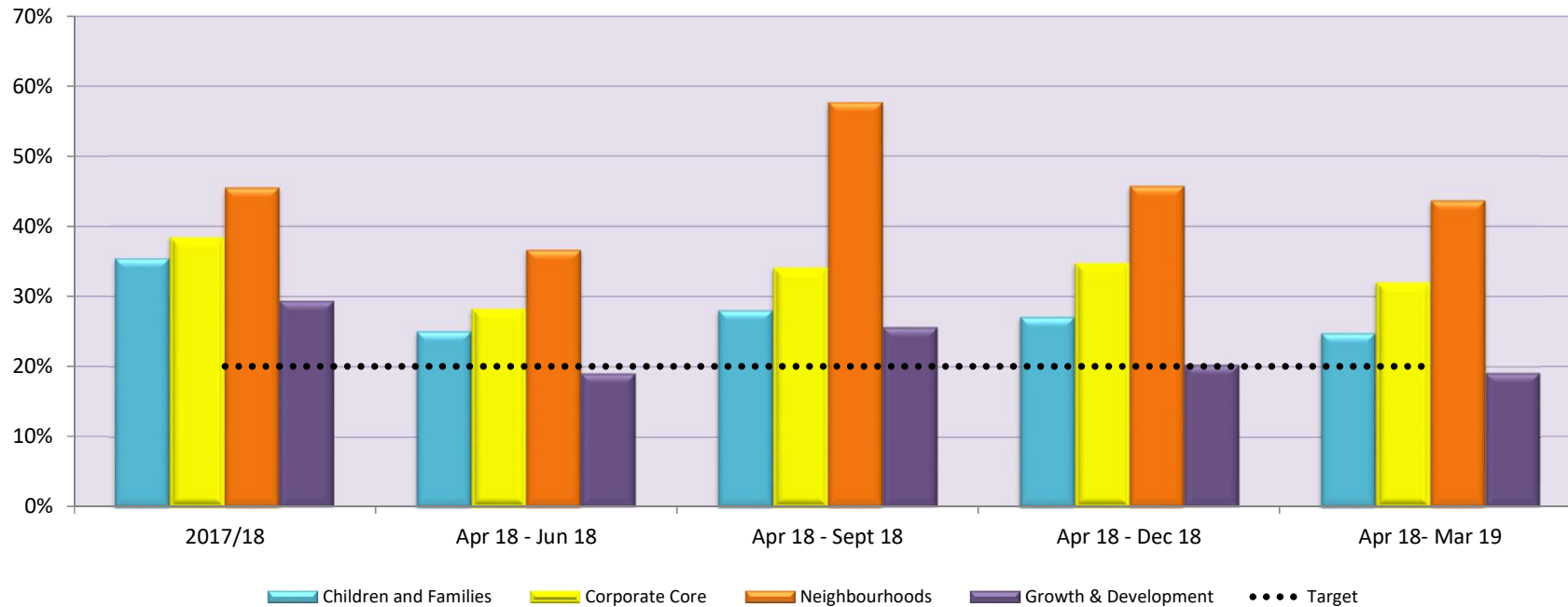
Number of stage 2 corporate complaint responses and % handled within 10 working days												Year To Date:	
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children and Families	34	✗ 65%	96%	11	✗ 64%	8	✗ 63%	2	✓ 100%	10	✗ 80%	31	✗ 71%
Corporate Core	106	⚠ 87%		20	⚠ 90%	18	⚠ 89%	20	⚠ 90%	15	⚠ 93%	73	⚠ 90%
N'bourhoods	163	✗ 79%		42	✗ 74%	60	✗ 68%	51	✗ 59%	40	⚠ 88%	193	✗ 71%
Growth & Development	26	✗ 73%		7	✓ 100%	7	✗ 71%	12	✗ 67%	8	✗ 75%	34	✗ 76%
All Directorates	329	✗ 80%		80	✗ 79%	93	✗ 72%	85	✗ 68%	73	✗ 86%	331	✗ 76%



## Complaints and Information Request Dashboard

Number of Corporate Stage 1 and 2 decisions and % upheld												Year To Date:	
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children and Families	144	❌ 35%	20%	36	❌ 25%	39	❌ 31%	73	❌ 26%	46	✅ 17%	194	❌ 25%
Corporate Core	839	❌ 38%		170	❌ 28%	141	❌ 41%	147	❌ 36%	130	❌ 22%	588	❌ 32%
N'bourhoods	1086	❌ 45%		303	❌ 37%	150	❌ 100%	407	❌ 32%	359	❌ 39%	1219	❌ 44%
Growth & Development	109	❌ 29%		21	✅ 19%	22	❌ 32%	31	✅ 13%	15	✅ 13%	89	✅ 19%
All Directorates	2178	❌ 41%		530	❌ 32%	352	❌ 64%	658	❌ 32%	550	❌ 32%	2090	❌ 38%

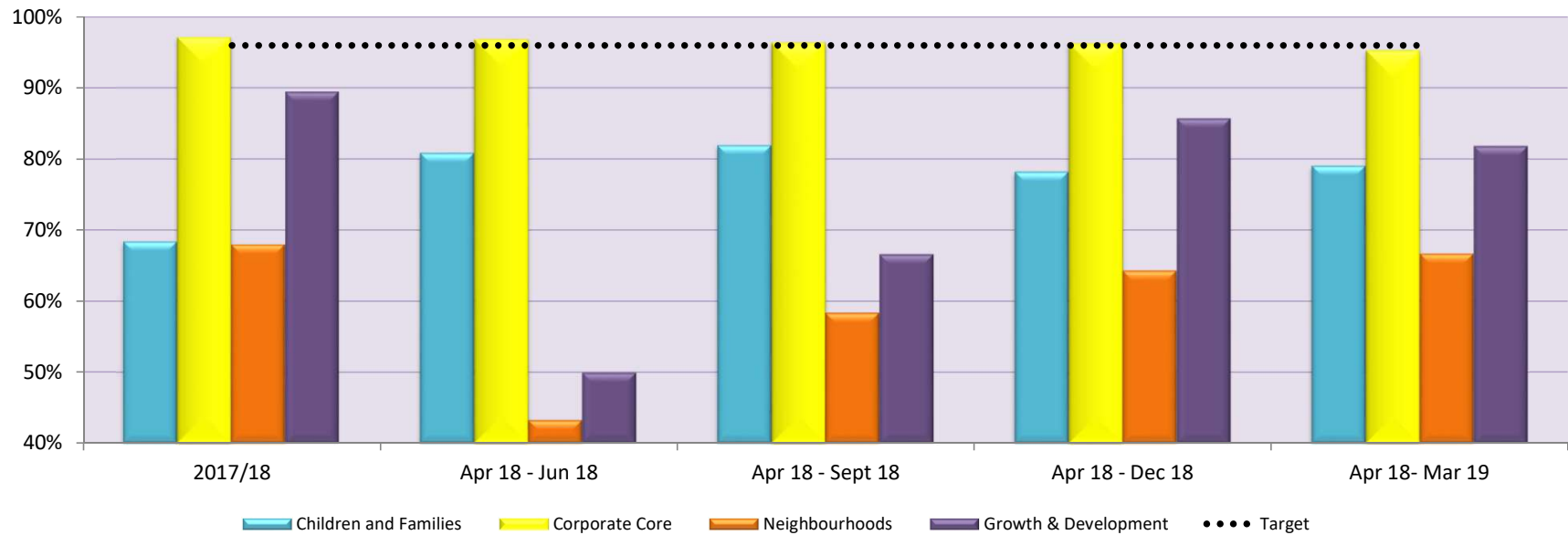
% of combined Corporate Stage 1 and 2 complaints upheld



## Complaints and Information Request Dashboard

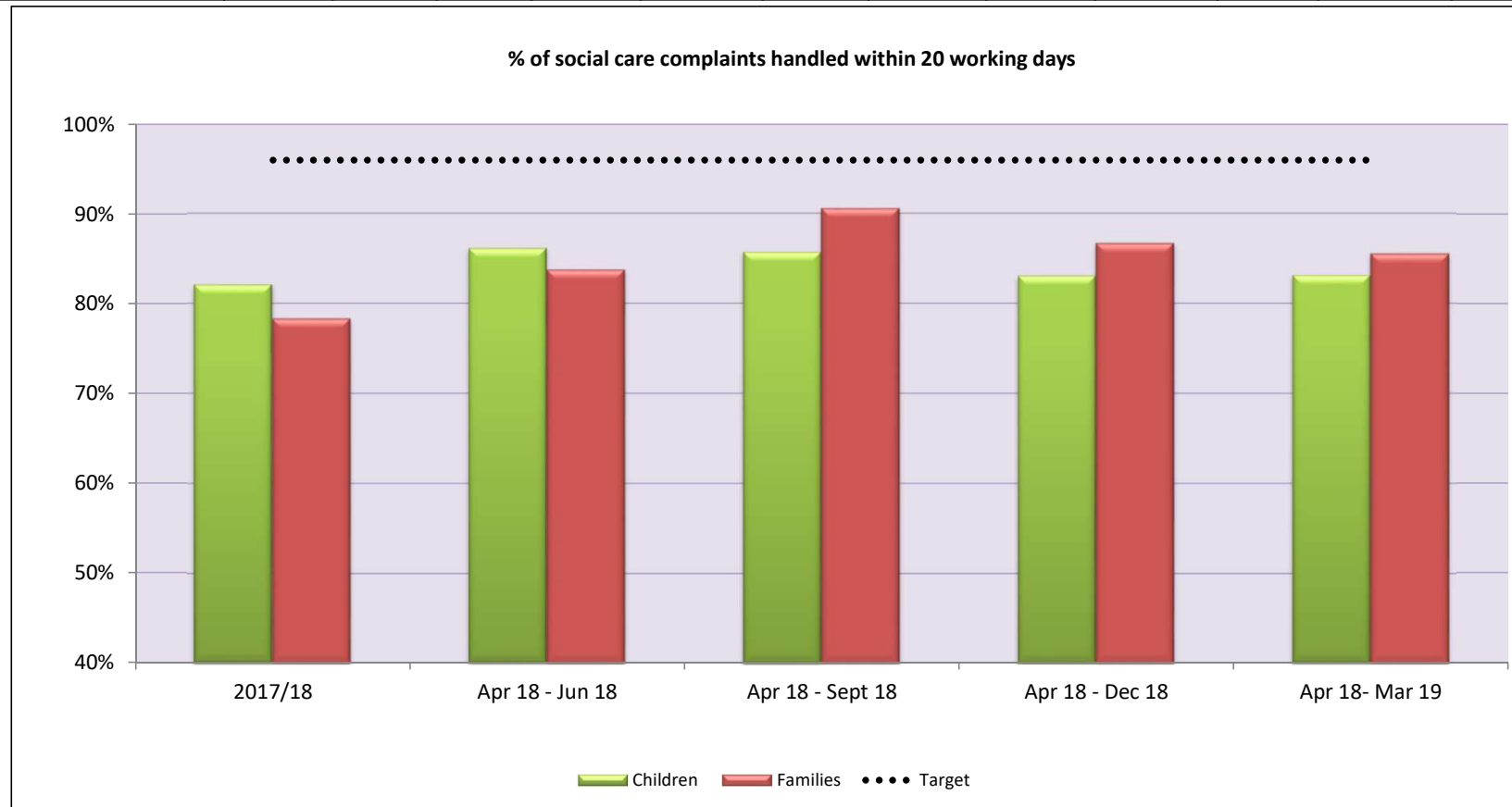
Number of Councillor and MP enquiries and % handled within 10 working days												Year To Date:	
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children and Families	829	🔴 68%	96%	198	🔴 81%	217	🔴 83%	263	🔴 78%	285	🔴 85%	963	🔴 82%
Corporate Core	416	🟢 97%		94	🟢 97%	96	🟡 96%	103	🟢 96%	85	🟡 92%	378	🟡 95%
N'bourhoods	281	🔴 68%		67	🔴 43%	70	🔴 73%	45	🔴 82%	43	🔴 77%	225	🔴 67%
Growth & Development	19	🟡 89%		2	🔴 50%	1	🟢 100%	4	🟢 100%	4	🔴 75%	11	🔴 82%
All Directorates	1,545	🔴 76%		361	🔴 78%	384	🔴 84%	415	🔴 83%	417	🔴 85%	1,577	🔴 83%

% of Councillor and MP enquiries handled within 10 working days  
(year to date)



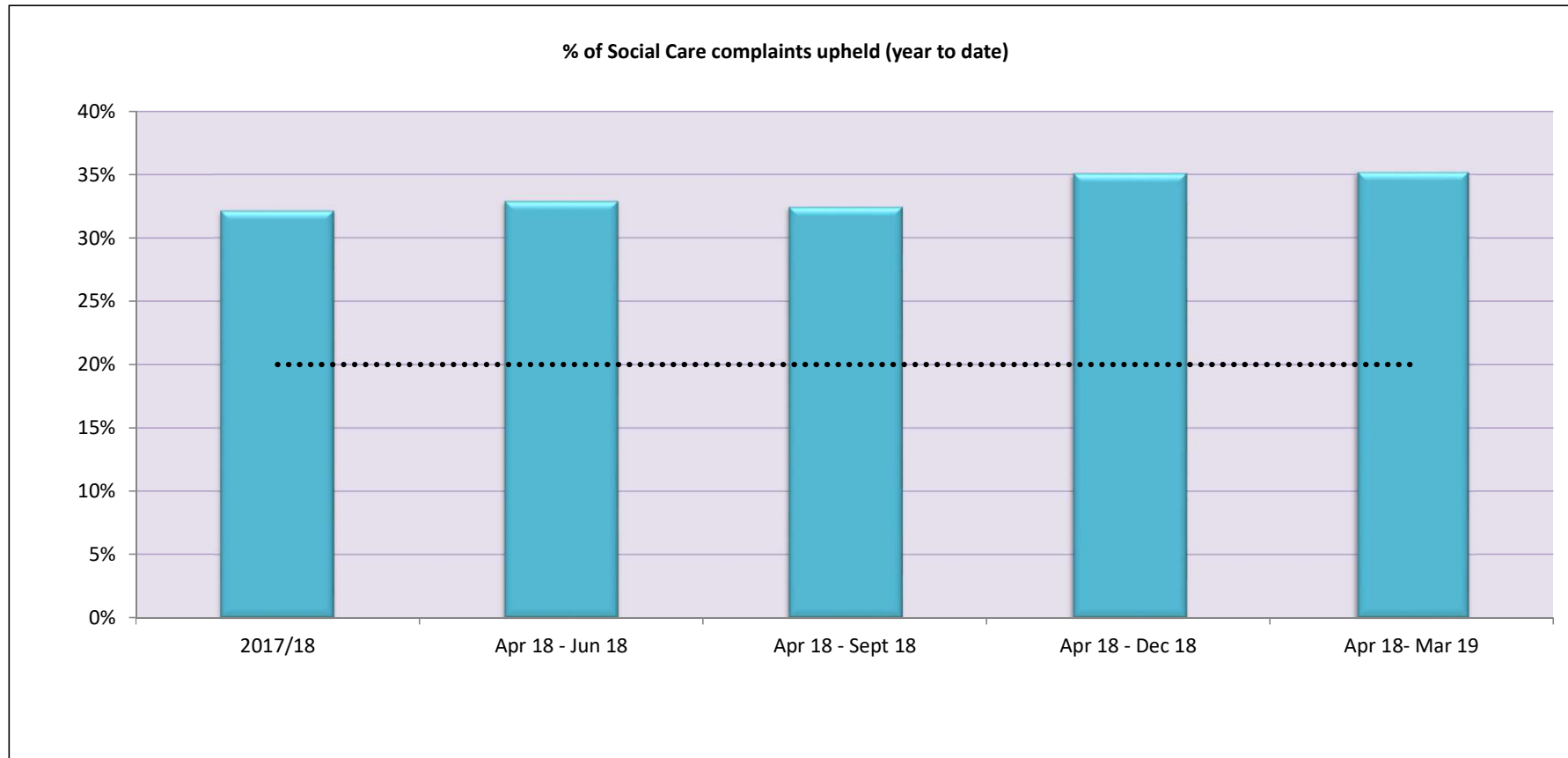
## Complaints and Information Request Dashboard

Number of Social Care Complaints and % handled within target												Year To Date:	
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Childrens	223	✗ 82%	96%	36	✗ 86%	41	✗ 85%	47	✗ 79%	36	✗ 83%	160	✗ 83%
Adults	120	✗ 78%		43	✗ 84%	31	✓ 100%	31	✗ 77%	40	✗ 83%	145	✗ 86%
Total Social Care	343	✗ 81%		79	✗ 85%	72	⚠ 92%	78	✗ 78%	76	✗ 83%	305	✗ 84%



## Complaints and Information Request Dashboard

Number of Social Care decisions and % upheld												Year To Date:	
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Total	342	❌ 32%	20%	79	❌ 33%	72	❌ 32%	77	❌ 40%	76	❌ 36%	304	❌ 35%

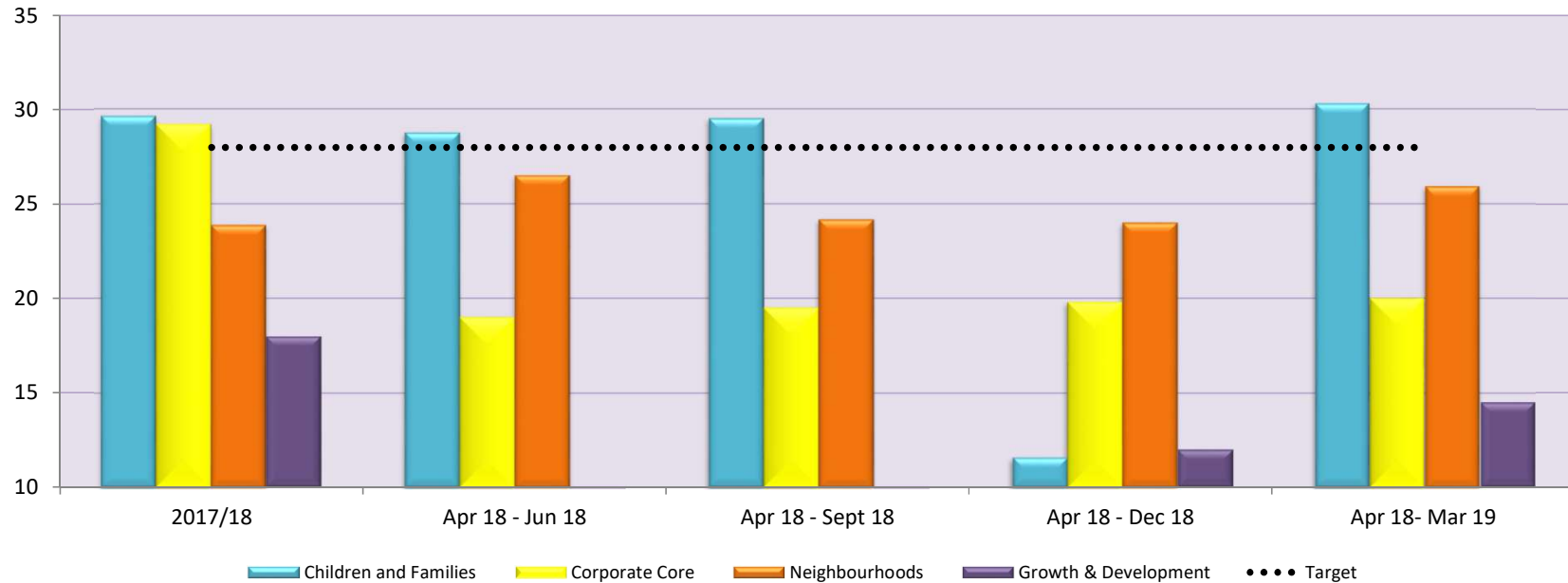




## Complaints and Information Request Dashboard

Number and average response times of Ombudsman enquiries (in calendar days)												Year To Date:	
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	Avg Days		No.	Avg Days	No.	Avg Days	No.	Avg Days	No.	Avg Days	No.	%
Children and Families	8	30	28	4	29	4	30	2	17	5	39.0	15	31
Corporate Core	5	29		3	19	1	21	1	21	1	21.0	6	20
N'bourhoods	8	24		4	27	2	20	5	24	1	47.0	12	26
Growth & Development	1	18		0	-		-	1	12	1	17.0	2	15
All Directorates	22	27		11	25	7	26	9	21	8	35.0	35	26

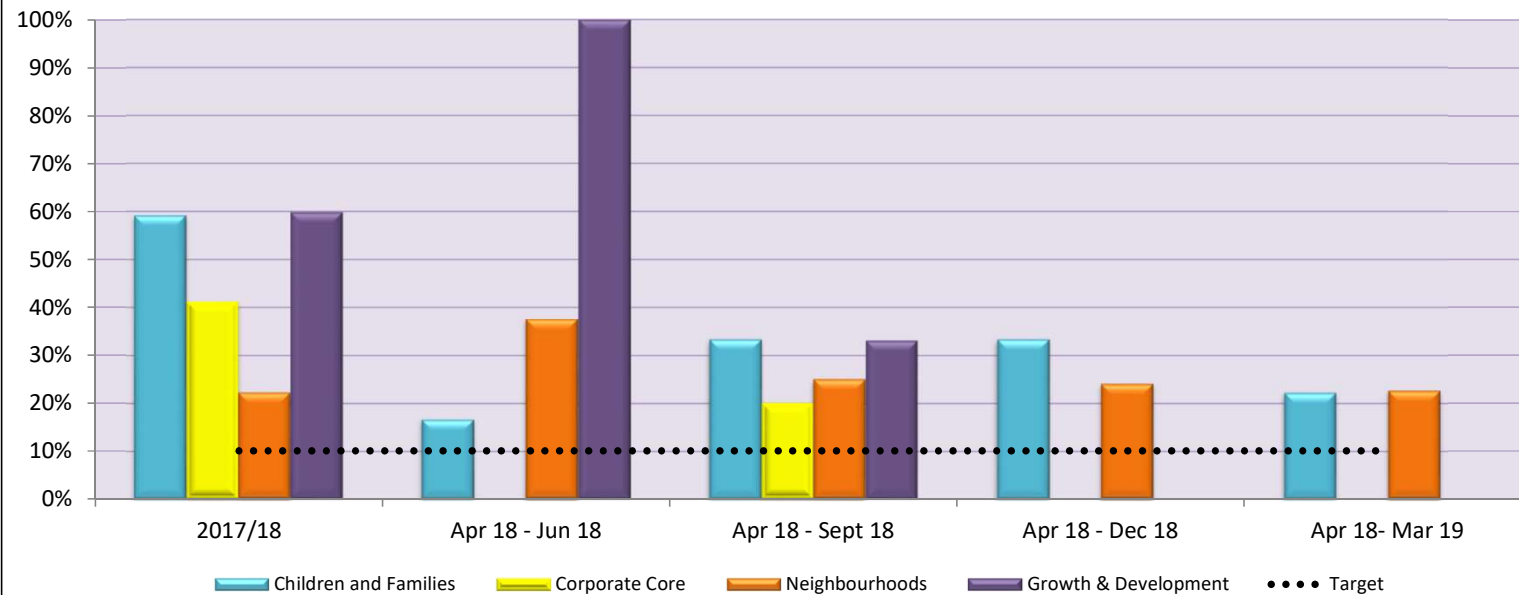
Average response times of Ombudsman enquiries calendar days  
(year to date)



## Complaints and Information Request Dashboard

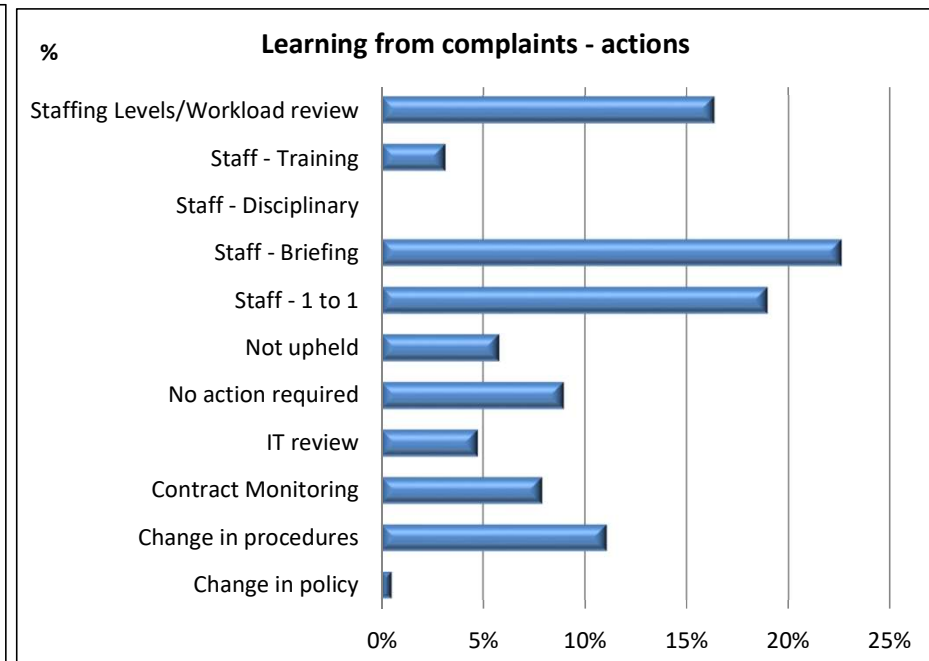
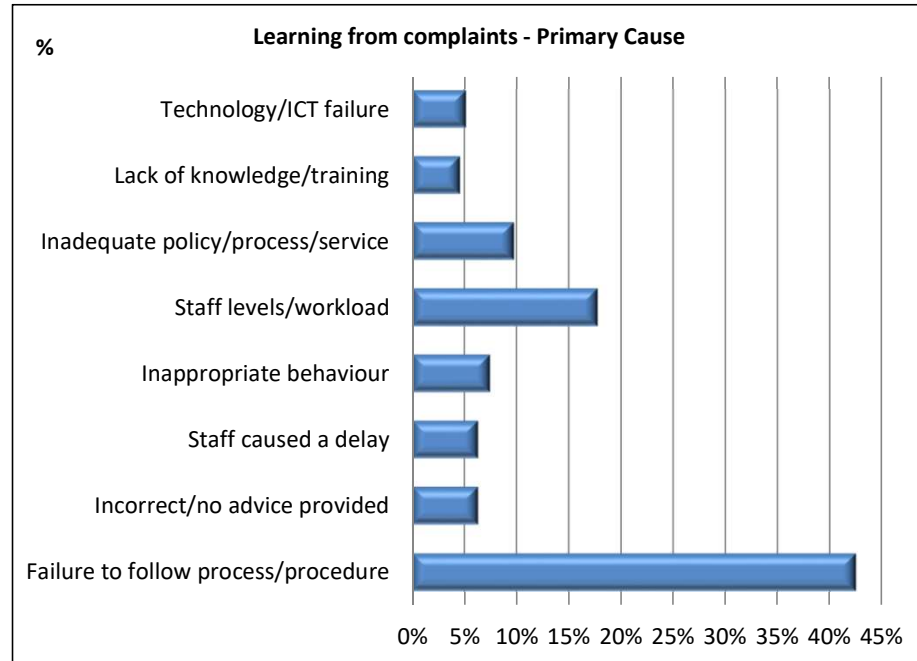
Number of Ombudsman enquiry decisions and % upheld												Year To Date:	
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children and Families	22	✗ 59%	10%	6	✗ 17%	9	✗ 44%	7	✗ 29%	6	✗ 17%	27	✗ 30%
Corporate Core	17	✗ 41%		4	✓ 0%	6	✗ 33%	5	✓ 0%	-	-	15	✗ 13%
N'bourhoods	18	✗ 22%		8	✗ 38%	8	✗ 13%	9	✗ 22%	6	✗ 17%	31	✗ 23%
Growth & Development	5	✗ 60%		1	✗ 100%	2	✓ 0%	2	✓ 0%	2	✓ 0%	7	✗ 14%
All Directorates	62	✗ 44%		19	✗ 26%	25	✗ 28%	23	✗ 17%	14	✗ 14%	81	✗ 22%

% of Ombudsman enquiry decisions upheld (year to date)



## Complaints and Information Request Dashboard

Learning from complaints												Year To Date:	
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	Minor	Critical		Minor	Critical	Minor	Critical	Minor	Critical	Minor	Critical	Minor	Critical
Children and Families	144	18	n/a	26	3	24	4	38	2	14	1	102	10
Corporate Core	294	2		52	0	53		49		30		184	0
N'bourhoods	223	2		101	3	100	3	142		101	1	444	7
Growth & Development	6	1		3	1			20		1		24	1
All Directorates	667	23		182	7	177	7	249	2	146	2	754	18

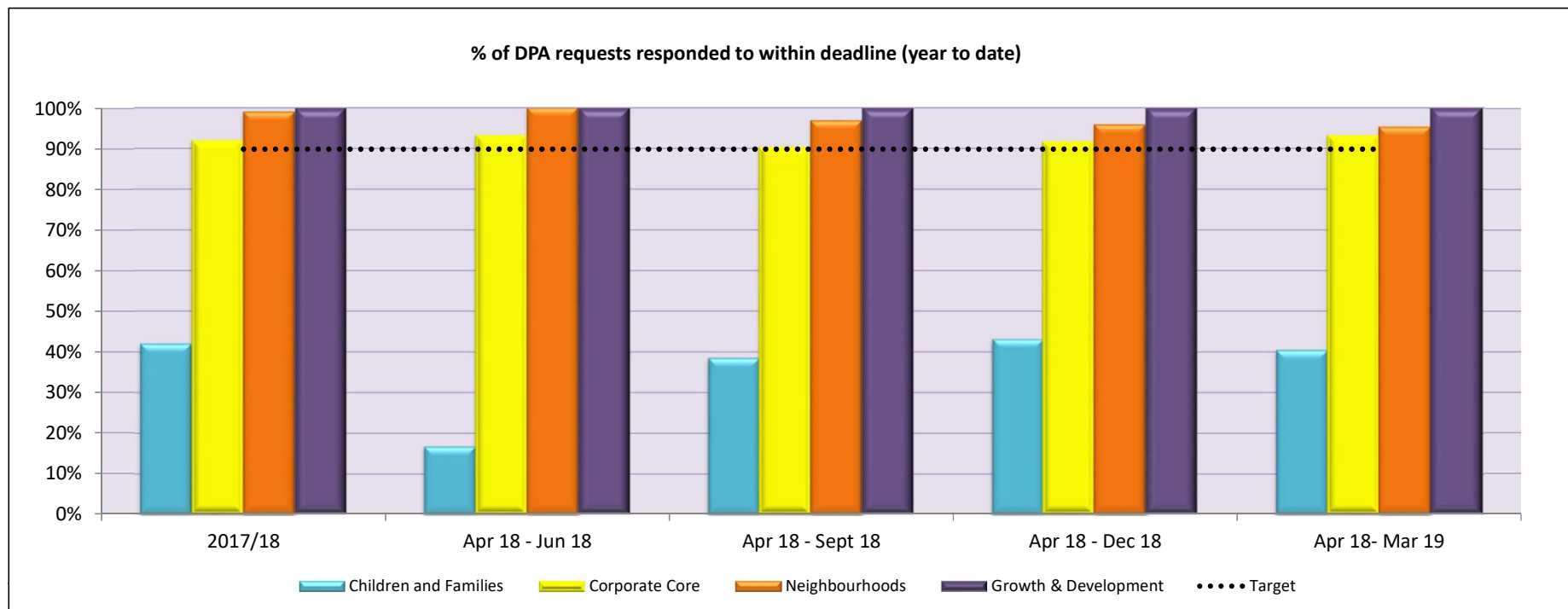


## Complaints and Information Request Dashboard

Praise							Year To Date:
Service Areas	1 Apr 17 - 31 Mar 18	Target 18/19	1 Apr 18 - 30 Jun 18	1 Jul 18 - 30 Sep 18	1 Oct 18 - 31 Dec 18	1 Jan 19 - 31 Mar 19	1 Apr 18 - 31 Mar 19
	Number		Number	Number	Number	Number	Number
Children and Families	249	N/A	62	57	21	74	214
Corporate Core	39		10	6	7	8	31
Neighbourhoods	77		20	18	21	23	82
Growth & Development	25		1	7	4	5	17
All Directorates	663		156	146	79	192	573

## Complaints and Information Request Dashboard

Data Protection Request (DPA/GDPR/Disclosure) Number % responded to by SLA (40 working days)												Year To Date:	
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children and Families	100	✗ 42%	90%	18	✗ 17%	34	✗ 50%	43	✗ 49%	46	✗ 35%	141	✗ 40%
Corporate Core	212	✓ 92%		45	✓ 93%	48	⚠ 88%	52	✓ 94%	34	✓ 100%	179	✓ 93%
N'bourhoods	592	✓ 99%		144	✓ 100%	140	✓ 94%	149	✓ 94%	137	✓ 93%	570	✓ 95%
Growth & Development	263	✓ 100%		75	✓ 100%	70	✓ 100%	64	✓ 100%	68	✓ 100%	277	✓ 100%
All Directorates	1167	✓ 93%		282	✓ 94%	292	⚠ 89%	308	⚠ 89%	285	⚠ 86%	1167	⚠ 89%



## Complaints and Information Request Dashboard

Number FOI requests and % within deadline (20 working days)												Year To Date:	
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children and Families	441	82%	90%	141	77%	159	81%	132	81%	123	70.7%	555	78%
Corporate Core	695	89%		186	92%	184	88%	195	92%	208	96%	773	92%
Neighbourhoods	492	89%		197	82%	223	72%	244	68%	169	78%	833	75%
Growth & Development	362	82%		82	77%	86	79%	72	85%	68	94%	308	83%
All Directorates	1990	86%		606	83%	652	80%	643	80%	568	85%	2469	82%

