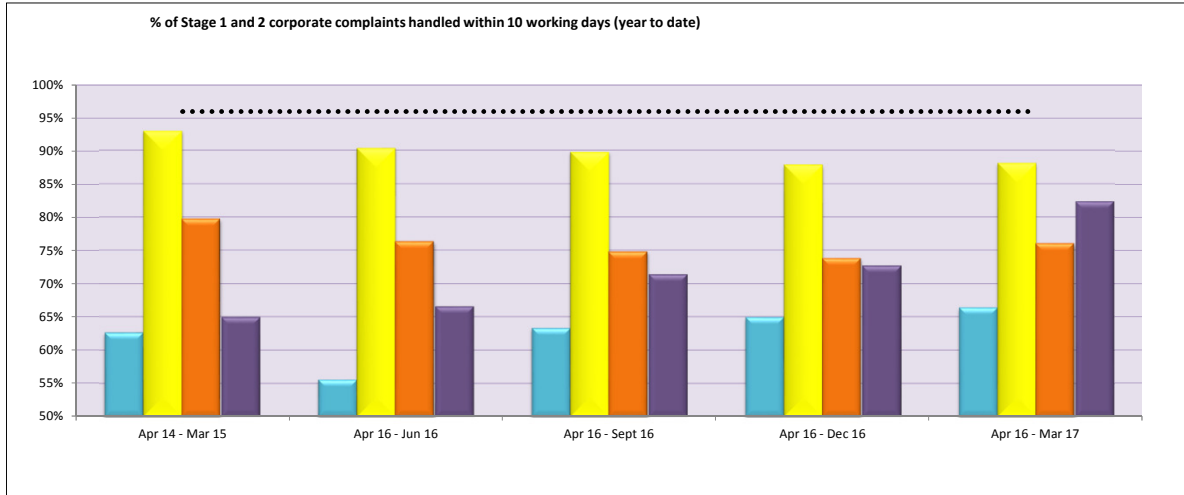
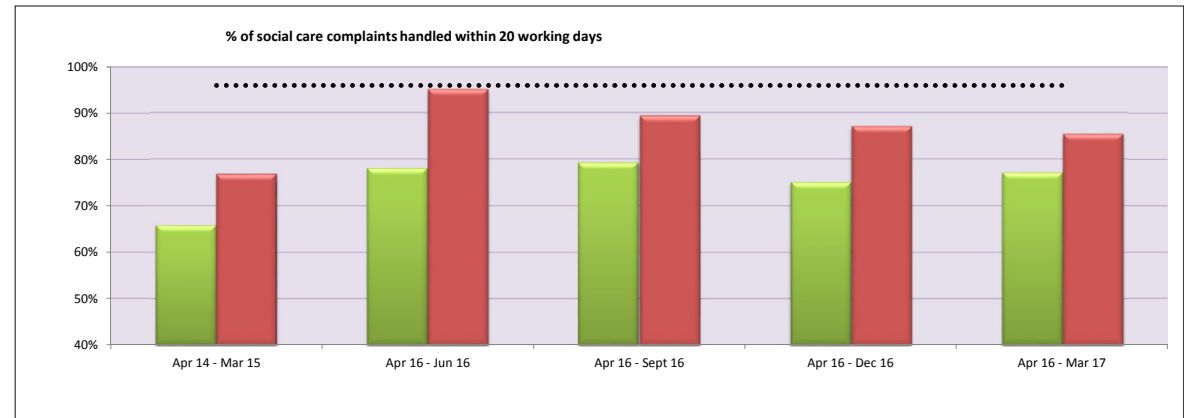


SMT Complaints and Information Request Dashboard

Number of combined stage 1 and stage 2 corporate complaints and % handled within 10 working days											Year To Date:		
Directorates	1 Apr 15 - 31 Mar 16		Target 16/17	1 Apr 16 - 30 Jun 16		1 Jul 16 - 30 Sep 16		1 Oct 16 - 31 Dec 16		1 Jan 17 - 31 Mar 17		1 Apr 16 - 31 Mar 17	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children and Families	107	63%	96%	27	56%	33	70%	37	68%	28	71%	125	66%
Corporate Core	950	93%		249	90%	231	89%	238	84%	235	88.9%	953	88%
Growth & N'bourhoods	717	80%		343	76%	296	73%	295	72%	216	85.6%	1,150	76%
Strategic Development	63	65%		3	67%	4	75%	4	75%	6	100.0%	17	82%
All Directorates	1,837	85%		622	81%	564	79%	574	77%	485	87%	2,245	81%



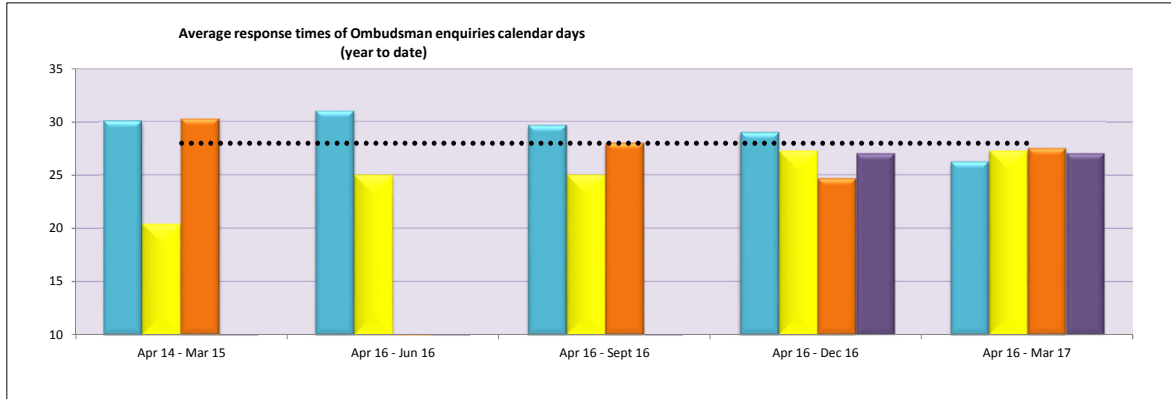
Number of Social Care Complaints and % handled within target											Year To Date:		
Directorates	1 Apr 15 - 31 Mar 16		Target 16/17	1 Apr 16 - 30 Jun 16		1 Jul 16 - 30 Sep 16		1 Oct 16 - 31 Dec 16		1 Jan 17 - 31 Mar 17		1 Apr 16 - 31 Mar 17	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children	149	66%	96%	41	78%	36	81%	51	69%	51	82%	179	77%
Adults	69	77%		20	95%	27	85%	15	80%	27	81%	89	85%
Total Social Care	218	69%		61	84%	63	83%	66	71%	78	82%	268	80%



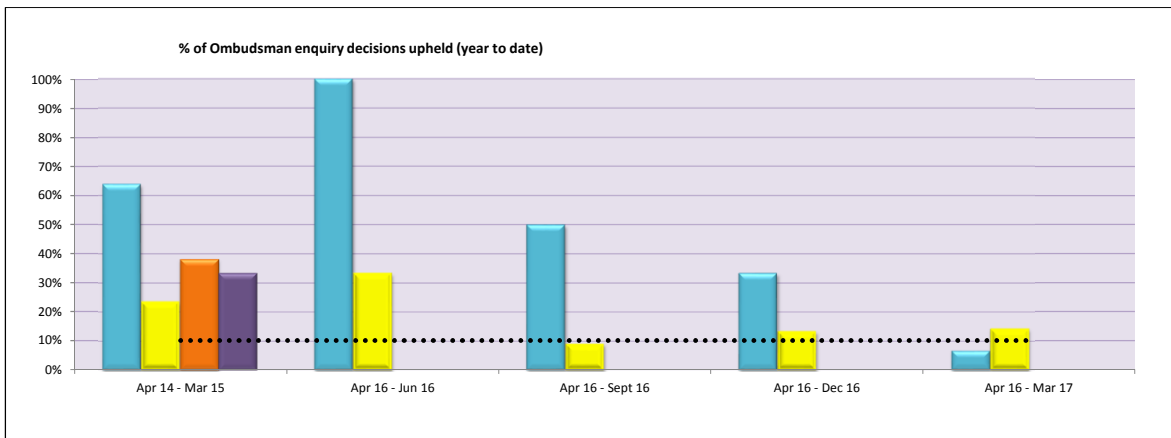
Legend:					
.....	Target	Children & Families	Growth & N'hoods	Adults	Failed Target by > 10%
Core		Strategic Dev.	Children		Failed Target by < 10%
					Achieved Target

SMT Complaints and Information Request Dashboard

Number and average response times of Ombudsman enquiries (in calendar days)											Year To Date:		
Directorates	1 Apr 15 - 31 Mar 16		Target 16/17	1 Apr 16 - 30 Jun 16		1 Jul 16 - 30 Sep 16		1 Oct 16 - 31 Dec 16		1 Jan 17 - 31 Mar 17		1 Apr 16 - 31 Mar 17	
	No.	Avg Days		No.	Avg Days	No.	Avg Days	No.	Avg Days	No.	Avg Days	No.	%
Children and Families	12	30	28	2	31	1	27	2	28	3	21.7	8	26
Corporate Core	7	20		2	25	-	-	2	30	-	-	4	27
Growth & N'bourhoods	8	30		0	-	2	28	1	18	1	36.0	4	28
Strategic Development	0	-		0	-	-	-	1	27	-	-	1	27
All Directorates	27	28		4	28	3	28	6	27	4	25.3	17	27



Number of Ombudsman enquiry decisions and % upheld											Year To Date:		
Directorates	1 Apr 15 - 31 Mar 16		Target 16/17	1 Apr 16 - 30 Jun 16		1 Jul 16 - 30 Sep 16		1 Oct 16 - 31 Dec 16		1 Jan 17 - 31 Mar 17		1 Apr 16 - 31 Mar 17	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children and Families	25	64%	10%	1	100%	1	0%	1	0%	12	8%	15	13%
Corporate Core	17	24%		3	33%	8	0%	4	25%	6	17%	21	14%
Growth & N'bourhoods	21	38%		0	-	4	0%	5	0%	2	0%	11	0%
Strategic Development	3	33%		0	-	1	0%	-	-	-	-	1	0%
All Directorates	66	44%		4	50%	14	0%	10	10%	20	10%	48	10.4%



Praise							Year To Date:						
Service Areas	1 Apr 15 - 31 Mar 16		Target 16/17	1 Apr 16 - 30 Jun 16		1 Jul 16 - 30 Sep 16		1 Oct 16 - 31 Dec 16		1 Jan 17 - 31 Mar 17		1 Apr 16 - 31 Mar 17	
	Number	Number		Number	Number	Number	Number	Number	Number	Number	Number		
Children and Families	120		N/A	34	19		19		76		148		
Corporate Core	93			47	23		33		20		123		
Growth & N'bourhoods	213			81	42		52		96		271		
Strat Dev	0			0	0		10		22		32		
All Directorates	213			81	42		73		138		334		

