



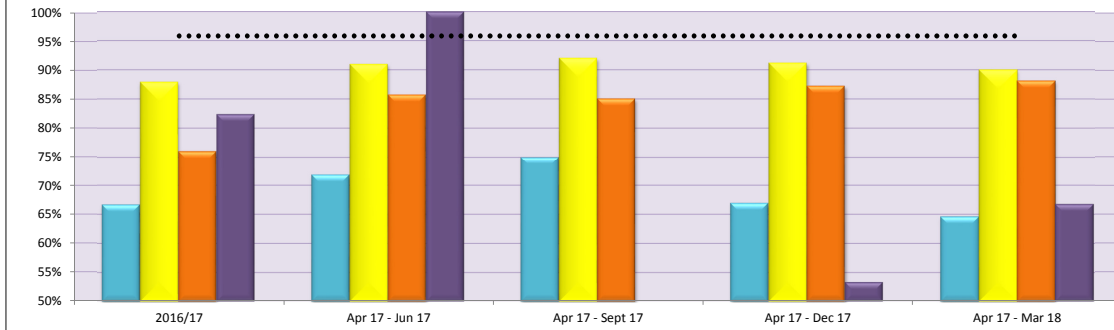
Manchester City Council Complaints and Enquiries Dashboard Financial Year 2017-18

Produced by Corporate Complaints, Performance and Intelligence

SMT - Complaints and Enquiry Dashboard

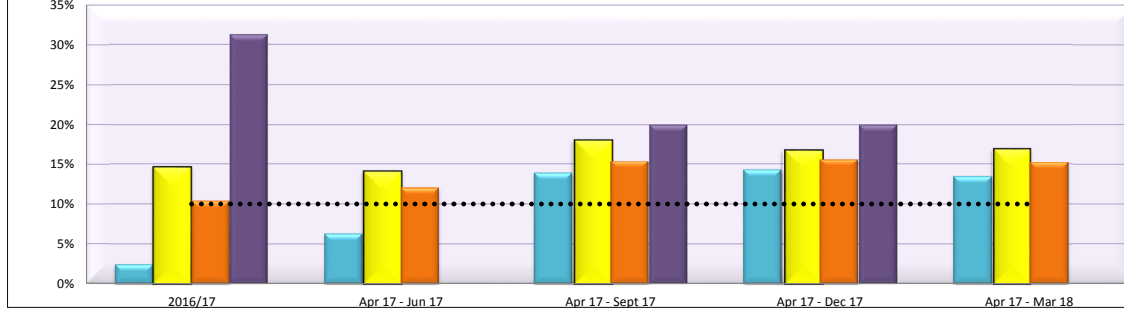
| Number of combined stage 1 corporate complaints and % handled within 10 working days | | | | | | | | | | | Year To Date: | | |
|--|----------------------|-----|--------------|----------------------|------|----------------------|-----|----------------------|-----|----------------------|---------------|----------------------|-----|
| Directorates | 1 Apr 16 - 31 Mar 17 | | Target 17/18 | 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 | 123 | 67% | 96% | 32 | 72% | 40 | 78% | 40 | 53% | 52 | 60% | 164 | 65% |
| Corporate Core | 953 | 88% | | 256 | 91% | 237 | 93% | 250 | 90% | 253 | 86.6% | 996 | 90% |
| Growth & N'bourhoods | 1,150 | 76% | | 183 | 86% | 213 | 85% | 186 | 92% | 186 | 90.9% | 768 | 88% |
| Strategic Development | 17 | 82% | | 3 | 100% | 7 | 29% | 5 | 60% | 6 | 100.0% | 21 | 67% |
| All Directorates | 2,243 | 81% | | 474 | 88% | 497 | 87% | 481 | 87% | 497 | 86% | 1,949 | 87% |

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



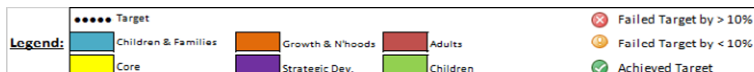
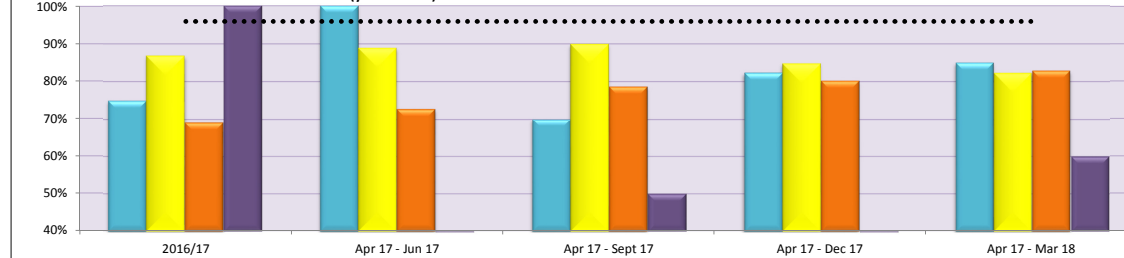
| Number of Corporate Stage 1 complaints % escalated | | | | | | | | | | | Year To Date: | | |
|--|----------------------|-----|--------------|----------------------|-----|----------------------|-----|----------------------|-----|----------------------|---------------|----------------------|-----|
| Directorates | 1 Apr 16 - 31 Mar 17 | | Target 17/18 | 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 | 123 | 2% | 10% | 32 | 6% | 40 | 20% | 40 | 15% | 52 | 11.5% | 164 | 13% |
| Corporate Core | 905 | 15% | | 256 | 14% | 237 | 22% | 250 | 14% | 253 | 17.4% | 996 | 17% |
| Growth & N'bourhoods | 1,061 | 10% | | 183 | 12% | 213 | 18% | 186 | 16% | 186 | 14.0% | 768 | 15% |
| Strategic Development | 16 | 31% | | 3 | 0% | 7 | 29% | 5 | 20% | 6 | 33.3% | 21 | 24% |
| All Directorates | 2,105 | 12% | | 474 | 13% | 497 | 21% | 481 | 15% | 497 | 15.7% | 1,949 | 16% |

% of Stage 1 complaints escalated



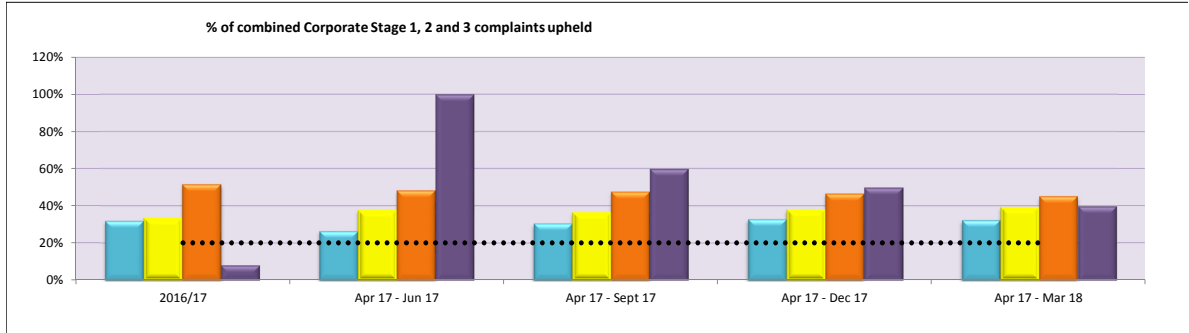
| Number of stage 2 corporate complaint responses and % handled within 10 working days | | | | | | | | | | | Year To Date: | | |
|--|----------------------|------|--------------|----------------------|------|----------------------|-----|----------------------|------|----------------------|---------------|----------------------|-----|
| Directorates | 1 Apr 16 - 31 Mar 17 | | Target 17/18 | 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 | 4 | 75% | 96% | 2 | 100% | 8 | 63% | 7 | 100% | 3 | 100% | 20 | 85% |
| Corporate Core | 106 | 87% | | 36 | 89% | 53 | 91% | 36 | 72% | 44 | 75% | 169 | 82% |
| Growth & N'bourhoods | 58 | 69% | | 22 | 73% | 39 | 82% | 30 | 83% | 26 | 92% | 117 | 83% |
| Strategic Development | 2 | 100% | | 0 | - | 2 | 50% | 1 | 0% | 2 | 100% | 5 | 60% |
| All Directorates | 170 | 81% | | 60 | 83% | 102 | 84% | 74 | 78% | 75 | 83% | 311 | 82% |

% of Stage 3 corporate complaints handled within 10 working days (year to date)

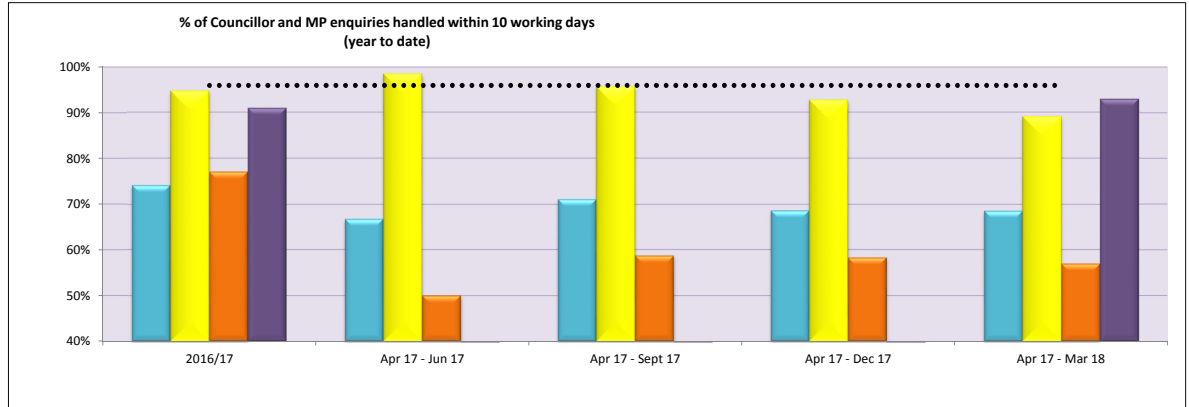


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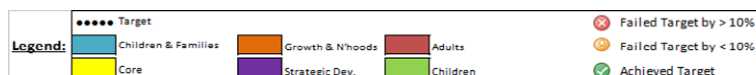
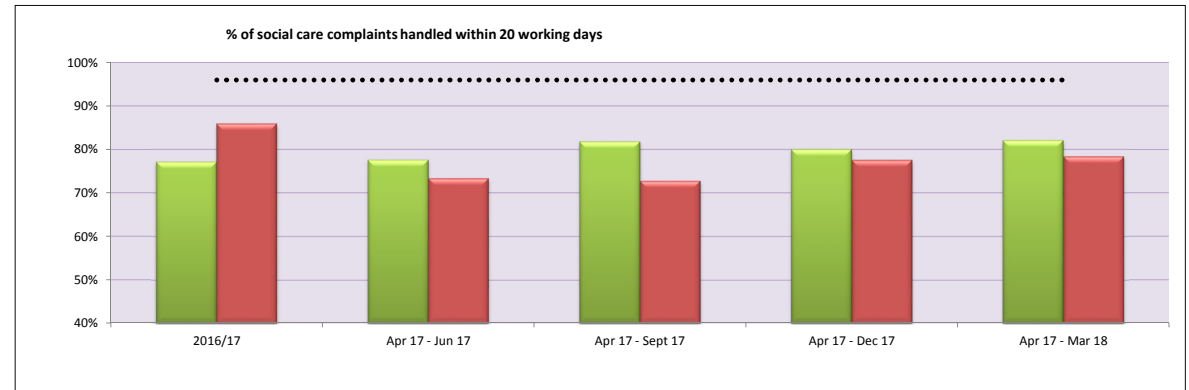
| Number of Corporate Stage 1 and 2 decisions and % upheld | | | | | | | | | | Year To Date: | | | |
|--|----------------------|------------|--------------|----------------------|------------|----------------------|------------|----------------------|------------|----------------------|------------|----------------------|------------|
| Directorates | 1 Apr 16 - 31 Mar 17 | | Target 17/18 | 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 | 125 | 32% | 20% | 34 | 26% | 48 | 33% | 46 | 37% | 58 | 31% | 186 | 32% |
| Corporate Core | 1016 | 34% | | 281 | 38% | 282 | 35% | 283 | 41% | 282 | 43% | 1128 | 39% |
| Growth & N'bourhoods | 1159 | 52% | | 188 | 48% | 219 | 47% | 210 | 45% | 207 | 41% | 824 | 45% |
| Strategic Development | 12 | 8% | | 3 | 100% | 7 | 43% | 4 | 25% | 6 | 17% | 20 | 40% |
| All Directorates | 2312 | 42% | | 506 | 41% | 556 | 40% | 543 | 42% | 553 | 41% | 2158 | 41% |



| Number of Councillor and MP enquiries and % handled within 10 working days | | | | | | | | | | Year To Date: | | | |
|--|----------------------|------------|--------------|----------------------|------------|----------------------|------------|----------------------|------------|----------------------|------------|----------------------|------------|
| Directorates | 1 Apr 16 - 31 Mar 17 | | Target 17/18 | 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 | 819 | 74% | 96% | 150 | 67% | 224 | 74% | 250 | 64% | 205 | 68% | 829 | 68% |
| Corporate Core | 613 | 95% | | 118 | 98% | 173 | 94% | 145 | 87% | 166 | 80% | 602 | 89% |
| Growth & N'bourhoods | 83 | 77% | | 18 | 50% | 28 | 64% | 14 | 57% | 12 | 50% | 72 | 57% |
| Strategic Development | 22 | 91% | | 0 | - | - | - | 1 | 0% | 13 | 100% | 14 | 93% |
| All Directorates | 1,537 | 83% | | 286 | 79% | 425 | 81% | 410 | 72% | 396 | 73% | 1,517 | 76% |

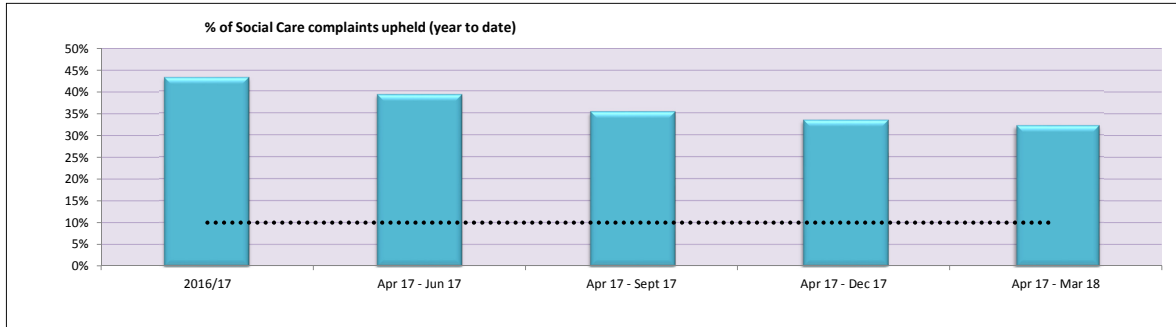


| Number of Social Care Complaints and % handled within target | | | | | | | | | | Year To Date: | | | |
|--|----------------------|------------|--------------|----------------------|------------|----------------------|------------|----------------------|------------|----------------------|------------|----------------------|------------|
| Directorates | 1 Apr 16 - 31 Mar 17 | | Target 17/18 | 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 | 179 | 77% | 96% | 49 | 78% | 44 | 86% | 67 | 78% | 63 | 87% | 223 | 82% |
| Adults | 106 | 86% | | 30 | 73% | 25 | 72% | 34 | 85% | 31 | 81% | 120 | 78% |
| Total Social Care | 285 | 80% | | 79 | 76% | 69 | 81% | 101 | 80% | 94 | 85% | 343 | 81% |

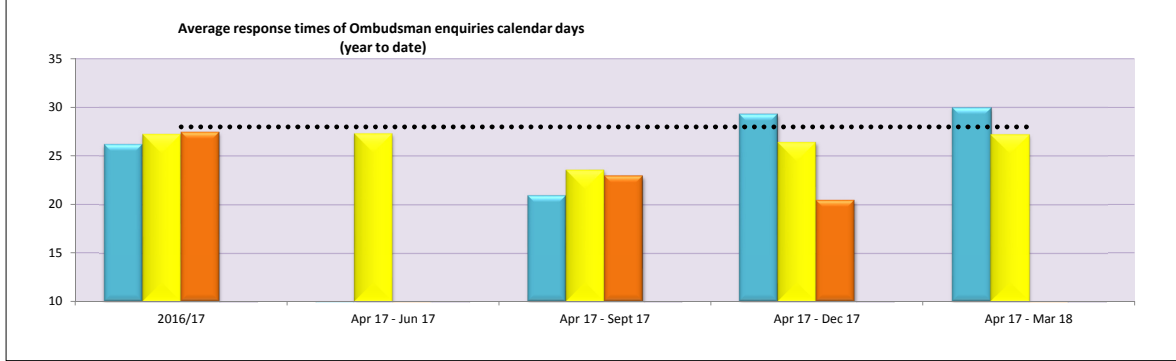


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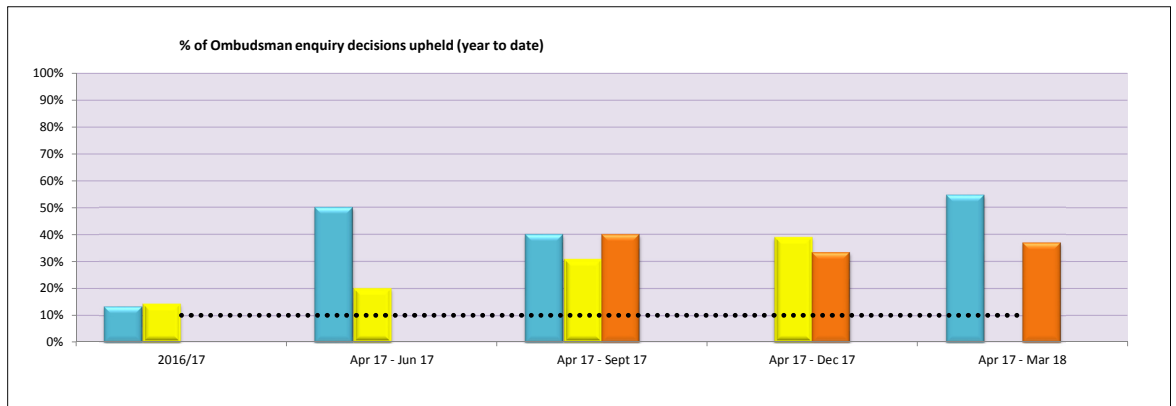
| Number of Social Care decisions and % upheld | | | | | | | | | | | | Year To Date: | |
|--|----------------------|-----|--------------|----------------------|-----|----------------------|-----|----------------------|-----|----------------------|-----|----------------------|-----|
| Directorates | 1 Apr 16 - 31 Mar 17 | | Target 17/18 | 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. | % |
| Total | 285 | 43% | 20% | 79 | 39% | 68 | 31% | 101 | 31% | 94 | 29% | 342 | 32% |



| Number and average response times of Ombudsman enquiries (in calendar days) | | | | | | | | | | | Year To Date: | | |
|---|----------------------|----------|--------------|----------------------|----------|----------------------|----------|----------------------|----------|----------------------|---------------|----------------------|----|
| Directorates | 1 Apr 16 - 31 Mar 17 | | Target 17/18 | 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. | Avg Days | | No. | Avg Days | No. | Avg Days | No. | Avg Days | No. | Avg Days | No. | % |
| Children and Families | 8 | 26 | 28 | 0 | - | 3 | 21 | 2 | 34 | 4 | 35.0 | 9 | 30 |
| Corporate Core | 4 | 27 | | 3 | 27 | 2 | 18 | 2 | 34 | 2 | 30.0 | 9 | 27 |
| Growth & N'bourhoods | 4 | 28 | | 0 | - | 2 | 23 | 2 | 18 | - | - | 4 | 21 |
| Strategic Development | 0 | - | | 0 | - | - | - | - | - | - | - | 0 | - |
| All Directorates | 17 | 27 | | 3 | 27 | 7 | 21 | 6 | 28 | 6 | 33.3 | 22 | 27 |



| Number of Ombudsman enquiry decisions and % upheld | | | | | | | | | | | Year To Date: | | |
|--|----------------------|-----|--------------|----------------------|-----|----------------------|------|----------------------|-----|----------------------|---------------|----------------------|-------|
| Directorates | 1 Apr 16 - 31 Mar 17 | | Target 17/18 | 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 | 15 | 13% | 10% | 6 | 50% | 4 | 25% | 3 | 0% | 9 | 89% | 22 | 55% |
| Corporate Core | 21 | 14% | | 5 | 20% | 8 | 38% | 5 | 60% | 3 | 0% | 21 | 33% |
| Growth & N'bourhoods | 11 | 0% | | 3 | 0% | 2 | 100% | 7 | 29% | 7 | 43% | 19 | 37% |
| Strategic Development | 1 | 0% | | 0 | - | - | - | - | - | - | 0 | - | - |
| All Directorates | 48 | 10% | | 14 | 29% | 14 | 43% | 15 | 33% | 19 | 58% | 62 | 41.9% |

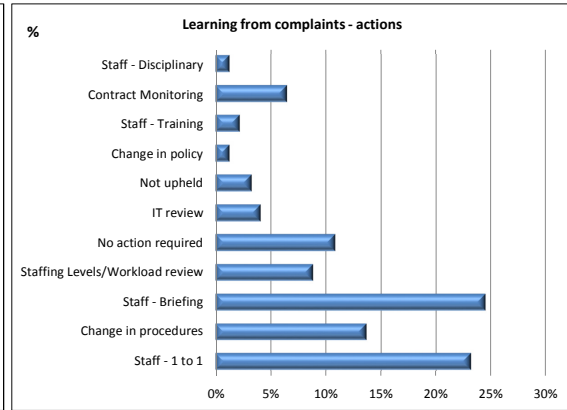
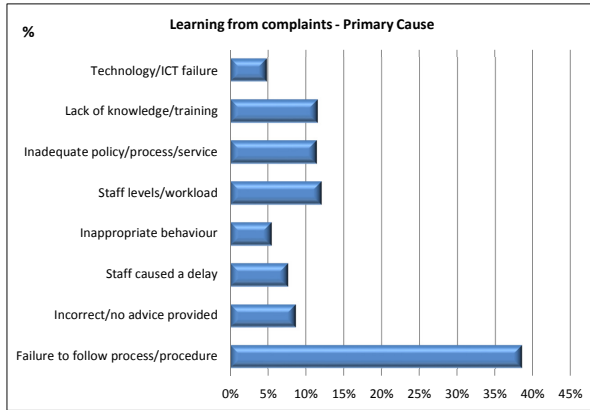


Legend:

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

SMT - Complaints and Enquiry Dashboard

| Directorates | Learning from complaints | | | | | | | | | | | | Year To Date: | |
|-------------------------|--------------------------|-----------|--------------|----------------------|----------|----------------------|----------|----------------------|----------|----------------------|----------|----------------------|---------------|--|
| | 1 Apr 16 - 31 Mar 17 | | Target 17/18 | 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 17 | | |
| | Minor | Critical | | Minor | Critical | Minor | Critical | Minor | Critical | Minor | Critical | Minor | Critical | |
| Children and Families | 134 | 21 | n/a | 22 | 2 | 32 | 5 | 43 | 6 | 47 | 5 | 144 | 18 | |
| Corporate Core | 256 | 3 | | 64 | 0 | 83 | 1 | 91 | | 56 | 1 | 294 | 2 | |
| Growth & N'bourhoods | 498 | 1 | | 43 | 0 | 40 | | 79 | 1 | 61 | 1 | 223 | 2 | |
| Strategic Development | 4 | 0 | | 0 | 0 | | | | | | | 0 | 0 | |
| All Directorates | 892 | 25 | | 129 | 2 | 155 | 6 | 213 | 7 | 164 | 7 | 661 | 22 | |



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