



**MANCHESTER
CITY COUNCIL**

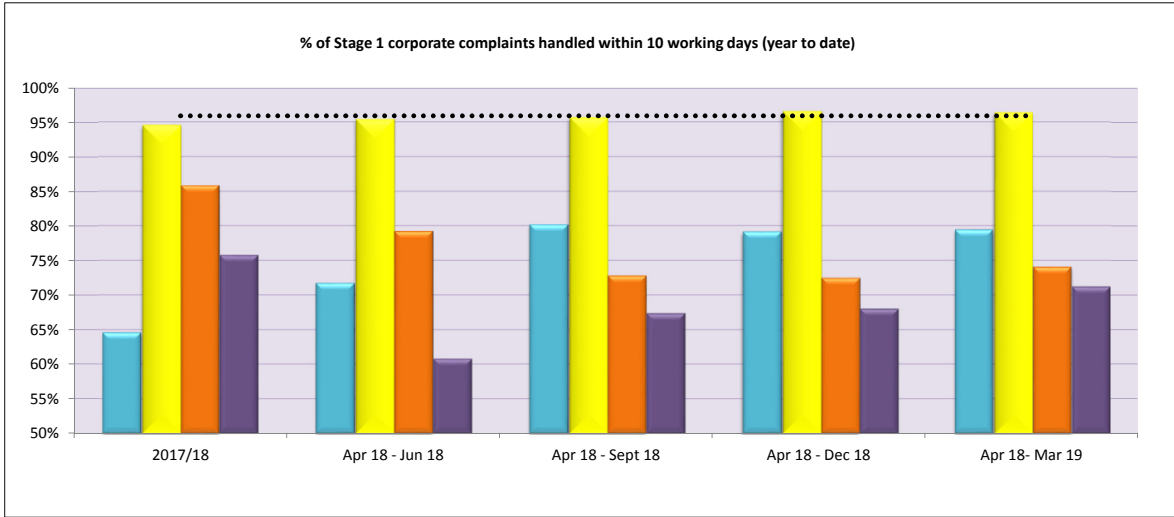
Manchester City Council - Audit Committee Complaints and Information Requests Dashboard 2018/19

Produced by Corporate Complaints, Performance and Intelligence

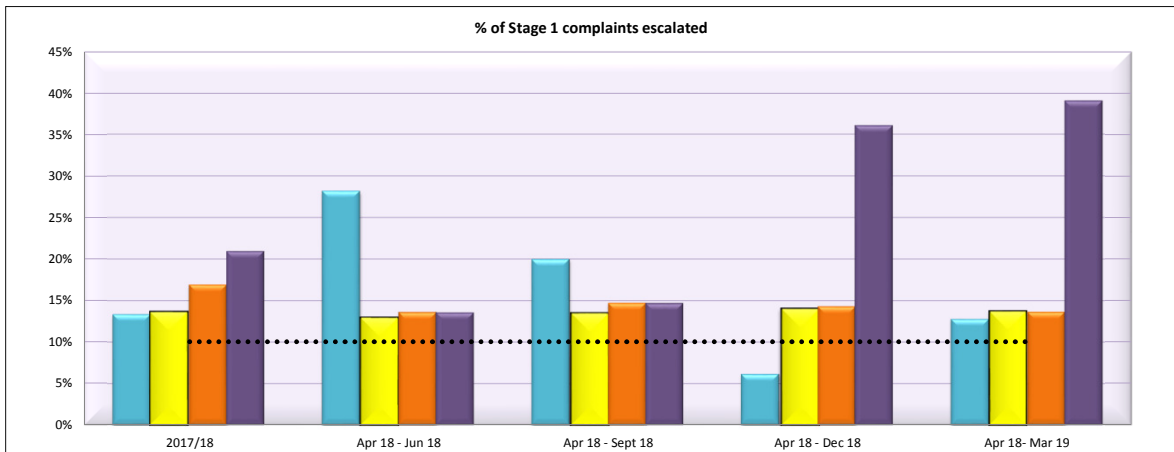
Performance Management Framework

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%

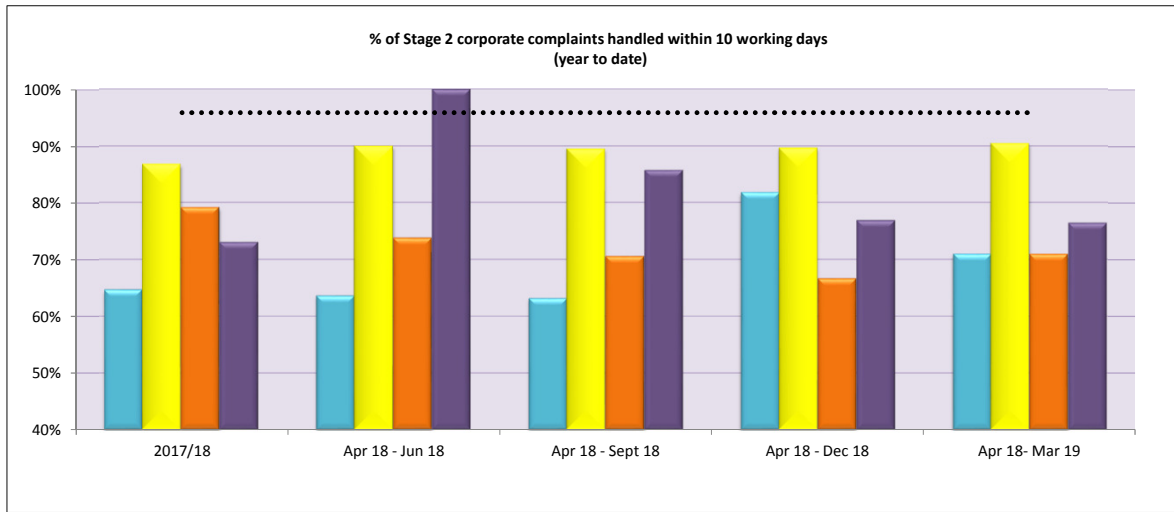


Number of Corporate Stage 1 complaints % escalated											Year To Date:		
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children and Families	164	13%	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%

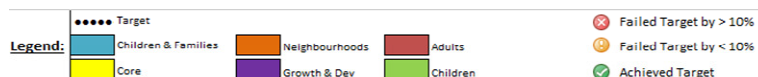
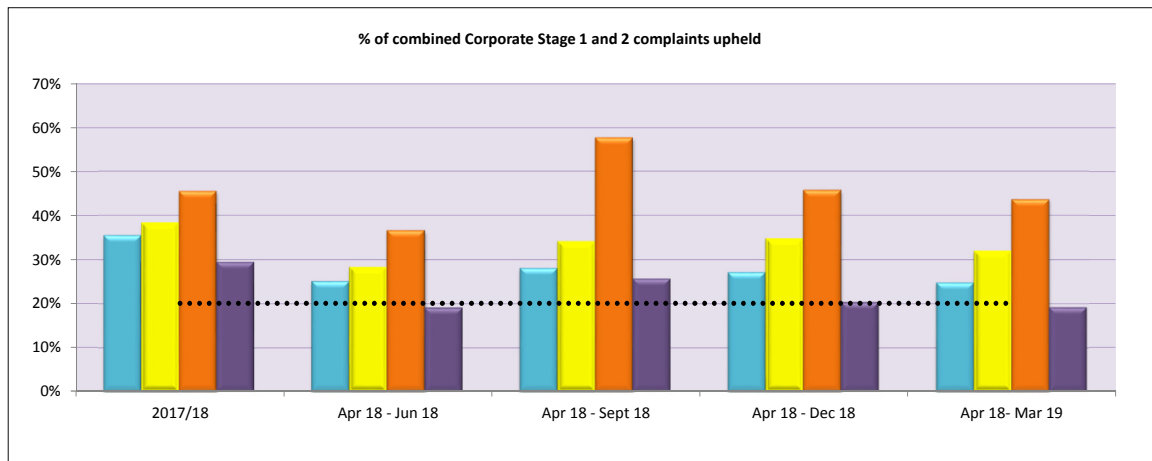


Complaints and Information Request Dashboard

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%

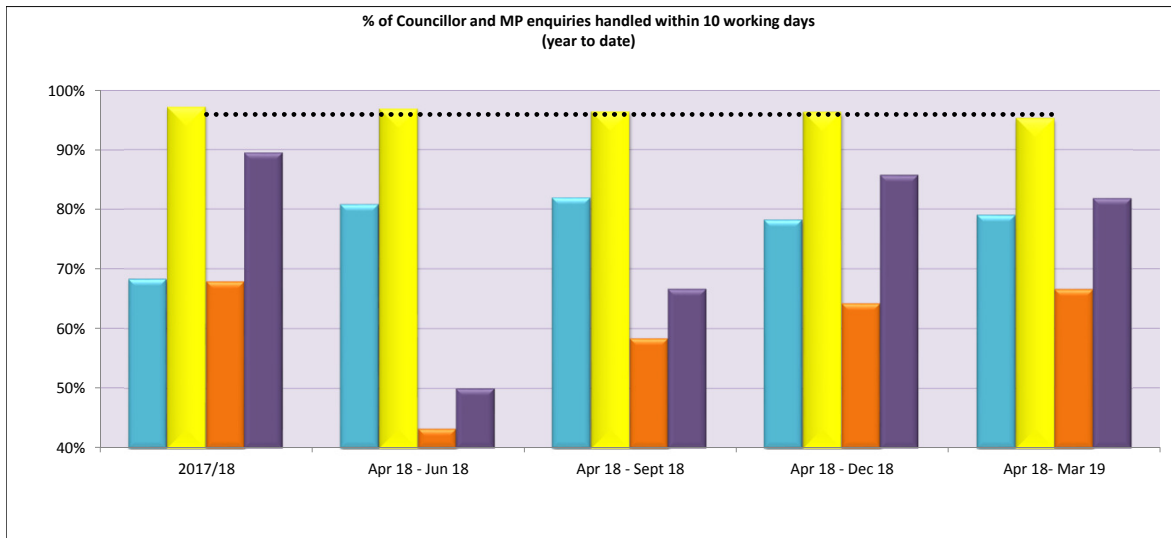


Number of Corporate Stage 1 and 2 decisions and % upheld											Year To Date:		
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Children and Families	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%

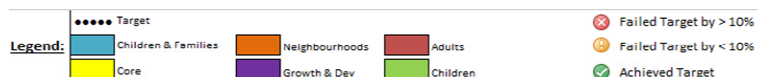
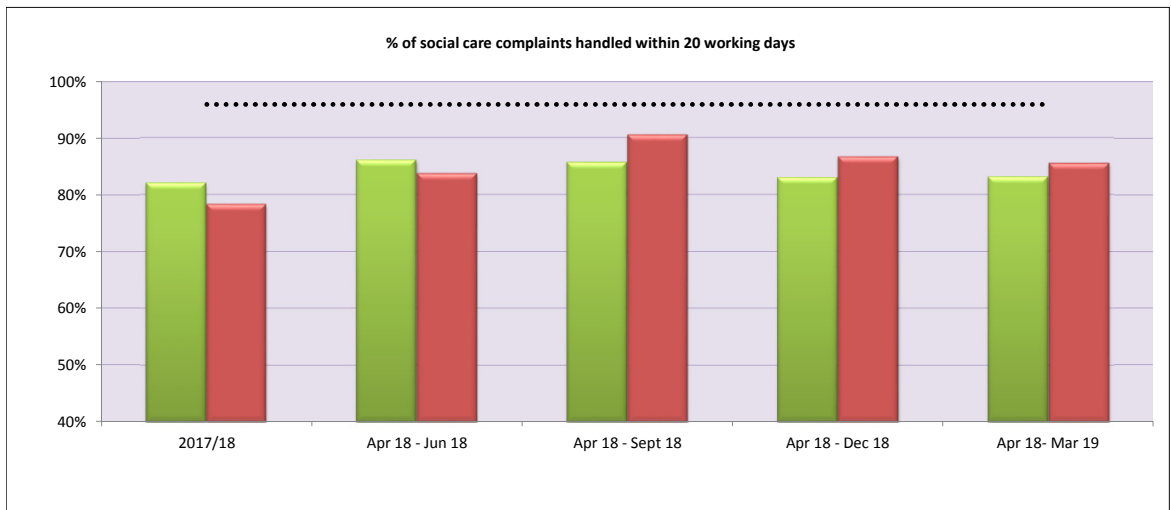


Complaints and Information Request Dashboard

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%

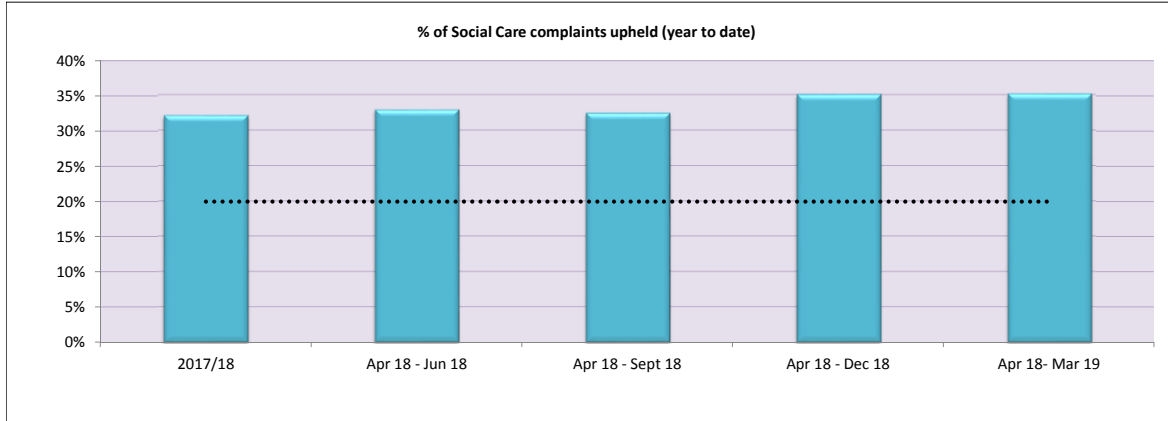


Number of Social Care Complaints and % handled within target												Year To Date:	
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	%		No.	%	No.	%	No.	%	No.	%	No.	%
Childrens	223	✗ 82%	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%

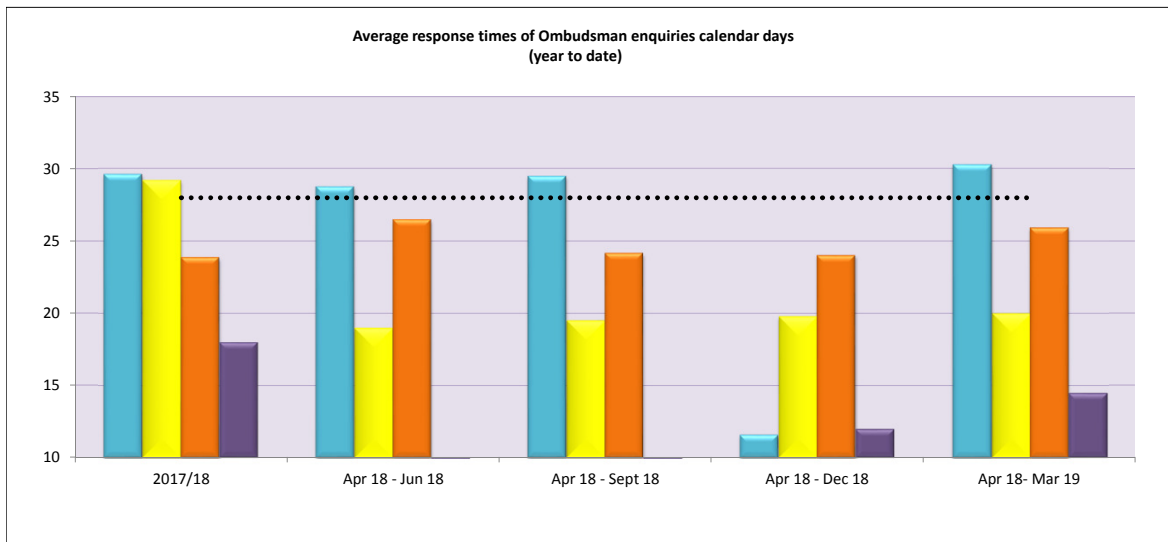


Complaints and Information Request Dashboard

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%



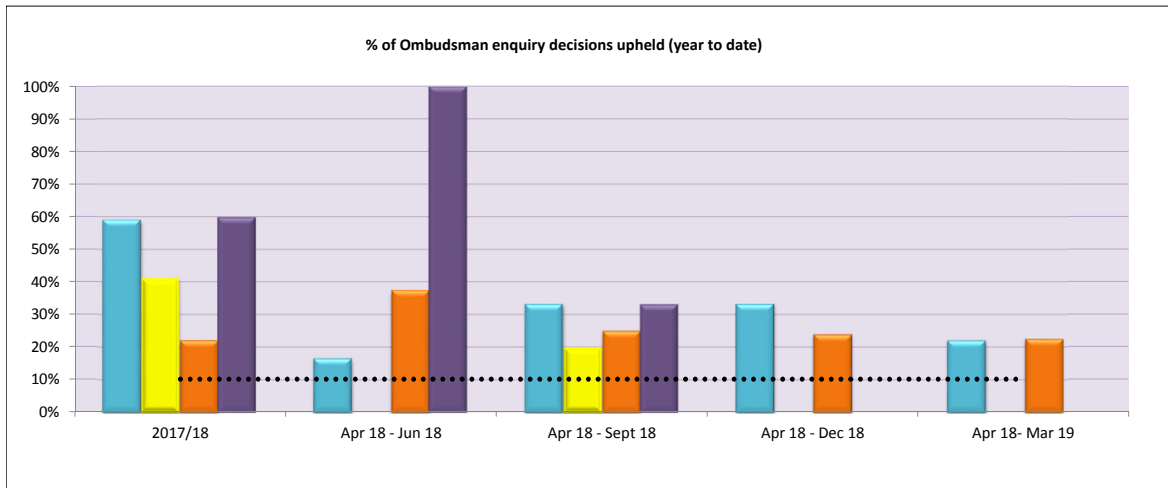
Number and average response times of Ombudsman enquiries (in calendar days)												Year To Date:	
Directorates	1 Apr 17 - 31 Mar 18		Target 18/19	1 Apr 18 - 30 Jun 18		1 Jul 18 - 30 Sep 18		1 Oct 18 - 31 Dec 18		1 Jan 19 - 31 Mar 19		1 Apr 18 - 31 Mar 19	
	No.	Avg Days		No.	Avg Days	No.	Avg Days	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



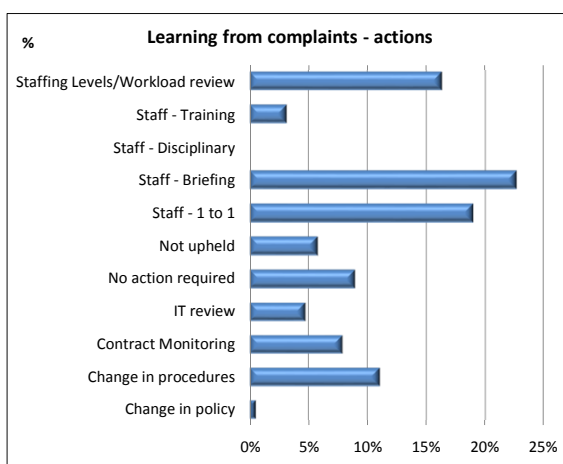
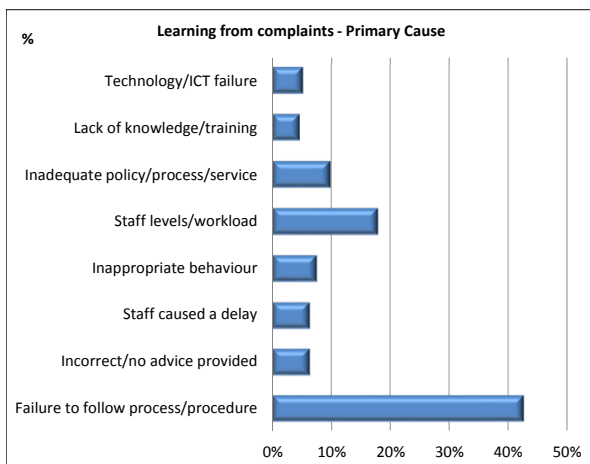
Legend:	●●●● Target Children & Families Core Neighbourhoods Growth & Dev Adults Children			⊗ Failed Target by > 10% ⊕ Failed Target by < 10% ✓ Achieved Target
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Complaints and Information Request Dashboard

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	22.2%	



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	



Legend:

- Target
- Children & Families
- Neighbourhoods
- Adults
- ⊗ Failed Target by > 10%
- Core
- Growth & Dev
- Children
- ⊙ Failed Target by < 10%
- ✔ Achieved Target

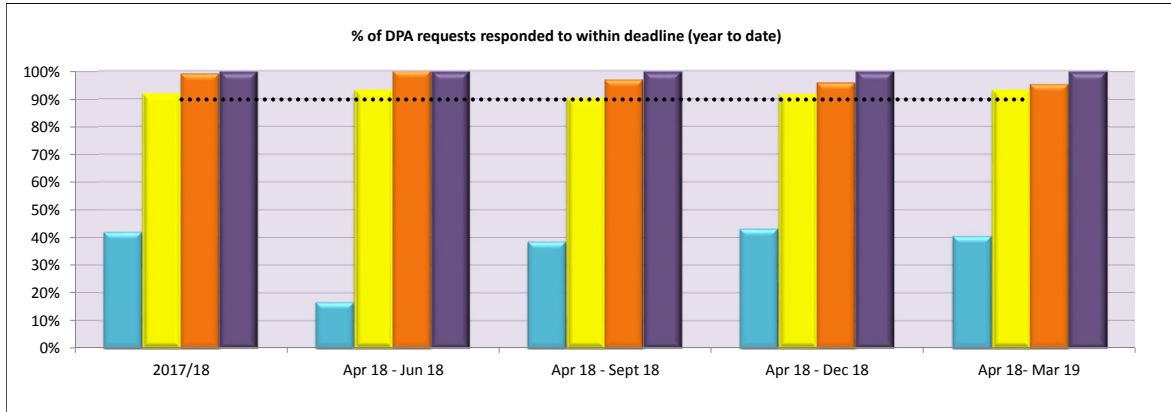
Complaints and Information Request Dashboard

Service Areas	Praise						Year To Date:
	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

Legend:	●●●●● Target	■ Children & Families	■ Neighbourhoods	■ Adults	⊗ Failed Target by > 10%
		■ Core	■ Growth & Dev	■ Children	⊗ Failed Target by < 10%
					✔ Achieved Target

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%



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%

