

APPENDIX 2

Children's Services - Education Services

Annual Report 2017 – 2018 Complaints and Compliments

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Executive Summary

Education has a small number of Corporate Complaints within the year, with many complaints relating to schools and may need to be referred to their own complaints process. Information is still collated in relation to these type of complaints and are referred to as enquiries within this report.

The response times have greatly improved with a 100% being responded to within timescale.

Learning and Achievement went through structural changes during 2016-17, resulting in changing senior management arrangements, and the restructuring of some teams, which impacted on response times. Since then, the service area has been relatively stable, which has resulted in improved response times across complaints. Although member enquiries are slightly down efforts will be made to improve response times.

1. Ombudsman referrals

There were no Ombudsman enquiries for 2017-18.

| | Apr 17 Mar 18 | Apr 16 Mar 17 | Apr 15 Mar 16 |
|--|------------------|------------------|------------------|
| Closed after initial enquiries no further action | | 1 | |
| Maladministration | | | |
| No investigation | | | 1 |
| No maladministration after investigation | | | |
| Ombudsman discretion | | | |
| Investigation with Local settlement | | | |
| Outside Jurisdiction | | | |
| Investigation Discontinued | | | |
| Premature/Informal enquiries | | | 2 |
| Total | | 1 | 3 |

2. Total number of complaints

The total number of Corporate Complaints have dropped significantly by 67% from 18 in 2016-17 to 6 in 2017-18, and are reported within the Corporate Complaints reports. Enquiries are complaints received that relate to schools, academies or colleges that may need to be taken through their own complaints procedure. Enquiries have dropped by 30% from 60 in 2016-17 to 42 in 2017-18.

| | Corporate Complaint | Enquiry | Total |
|----------------|---------------------|-----------|-----------|
| 2017/18 | 6 | 36 | 42 |
| 2016/17 | 18 | 42 | 60 |
| 2015/16 | 31 | 35 | 69 |

2.1 Service Areas

The breakdown of service areas were not available for Corporate Complaints. The following table below shows the breakdown of enquiries received and as expected the highest number (26) are those for Education & Schools referred to the relevant education provision.

| | Adult Education | Attendance Behaviour & Traveller Support Service | Early Years | Education Inclusion and Support | Education & Schools | School Admissions | Short Breaks |
|-------|-----------------|--|-------------|---------------------------------|---------------------|-------------------|--------------|
| 17/18 | 1 | 1 | 1 | 1 | 26 | 3 | 3 |

2.2 Reasons

Below shows the breakdown of reasons for Corporate Complaints. 'Staff attitude or incompetence' was the highest reason, although a low number these related to parents not happy on receipt of school attendance letters resulting in fines.

| Availability of service | Dispute decision | Late delivery or slow service | Not keeping our promises | Quality and reliability of service | Staff attitude or incompetence | Suitability of service |
|-------------------------|------------------|-------------------------------|--------------------------|------------------------------------|--------------------------------|------------------------|
| 1 | | 1 | 1 | | 3 | |

The table below shows the breakdown of reasons for enquiries and relate to those complaints relating to school, academy or college issues. The main reason 'level of service' related mainly to complaints raised by parents about how schools were dealing with bullying. There were some general issues around appropriate clothing and lack of support. Bullying was also a main theme reflected in 'safeguarding issues' raised by parents.

| Behaviour of staff | Delay in service | Dispute decision | Incorrect information | Lack of Communication | Level of Service | Need of service | Quality of Service | Safeguarding issues |
|--------------------|------------------|------------------|-----------------------|-----------------------|------------------|-----------------|--------------------|---------------------|
| 3 | | 5 | | | 18 | 1 | | 9 |

2.3 Outcome

Of the Corporate Complaints received, four were not upheld and explanation was given, one was partially upheld and explanation given, one was upheld and apology given in relation to EHCP assessment delay.

| | Partially Upheld | Upheld | Not Upheld |
|-----------|------------------|--------|------------|
| Corporate | 1 | 1 | 4 |

Enquiry outcomes are shown below with 20 being 'information given' to advise of the correct process, 12 were referred to the school/college/academy directly, two 'no further action' and those that had 'other' were referred to an alternative process.

| | Information given | No Further Action | Referred to school | Other |
|-----------|-------------------|-------------------|--------------------|-------|
| Enquiries | 20 | 2 | 12 | 2 |

2.4 Response times

Education have improved their response times for Corporate Complaints in 2017-18, with 100% being responded to within timescale compared to 72% in 2016-17.

| | Within 15 days | | Outside of timescale | |
|----------------------|-------------------|-------------------|----------------------|-------------------|
| | Apr 17- Mar 18 | Apr 16- Mar 17 | Apr 17 – Mar 18 | Apr 16- Mar 17 |
| Corporate Complaints | 6 | 13 | 0 | 5 |

3. Members' Correspondence

Members correspondence has decreased by 55% to 22 in 2017-18 compared to 49 in 2016-17, with 82% being responded to within timescale. This is slightly down from 2016-17 where 84% were responded to within timescale.

| | 2017/18 | 2016/17 |
|--|---------|---------|
| Members Correspondence (from MP's & Cllrs) | 22 | 49 |

4. How Complaints were received

Email was the preferred method of contact for Corporate Complaints in 2017-18, as it was in 2016-17.

| Email | Letter | Online |
|-------|--------|--------|
| 4 | 1 | 1 |

5. Compliments

There were few compliments recorded for Education in 2017-18, however of those received three were for Catering and the support and advice given to the schools, one was for the help, support and guidance provided by Education Inclusion & Support from a Headteacher. Education will need to encourage and remind staff to ensure compliments are sent to the Complaints Team for logging and recording.

6. Conclusion

Education Services complaints are dealt with through the Corporate Complaints process and as such, the detailed breakdown of information is recorded where available.

The information collated for those complaints that relate to schools/academies/colleges are recorded as enquiries within this report. Although this is only a snapshot of complaints, this does provide information on particular themes arising. In 2017-18 this was around bullying and the way schools were dealing with this issue.

As Education has a very small number of Corporate Complaints, this report has been included as an additional appendix as part of the Children's Services Statutory Complaints Annual Report.