

## APPENDIX 1

# Children, Adults & Housing: Learning & Achievement

## Annual Report 2014 – 2015 Complaints and Compliments

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## Executive Summary

The number of concerns raised in relation to Learning & Achievement in 2014/15 were mainly in relation to schools and referred to the schools complaints process and not taken through the Corporate Complaints Procedure, but recorded as enquiries.

With the introduction of the Children & Families Act 2014 there was a restructure in Learning and Achievement with the creation of a new team – Children and Adults with Disabilities. The new legislation places new responsibilities on the Authority in providing an Education, Health & Care Plan for those with special educational needs or learning disability from early years to adulthood.

### 1. Ombudsman referrals

There were four Ombudsman enquiries during 2014-15, with one finding of maladministration but no injustice (this is in relation to a complaint in 2013/14, however final decision made in 2014/15); one outside the Ombudsman's jurisdiction and two informal enquiries.

	Apr14- Mar15	Apr13- Mar14	Apr 12- Mar13
Maladministration	1		
No investigation			2
No maladministration after investigation			
Ombudsman discretion			
Investigation with Local settlement		1	1
Outside Jurisdiction	1		
Investigation Discontinued			
Premature/Informal enquiries	2		2
<b>Total</b>	<b>4</b>	<b>1</b>	<b>5</b>

### 2. Total number of complaints

Within Learning & Achievement most enquiries received are in relation to schools which are referred back to the school to be taken through their own complaints procedure and these have increased significantly by 71%, but are recorded for monitoring purposes. Complaints overall have however decreased by 52%

	Corporate Complaint	Enquiry	Total
<b>2014/15</b>	<b>13</b>	<b>48</b>	<b>61</b>
<b>2013/14</b>	<b>27</b>	<b>14</b>	<b>41</b>
<b>2012/13</b>	<b>8</b>	<b>20</b>	<b>28</b>

#### 2.1 Service Areas

The majority of complaints were in relation to 'Education & Schools' which were referred back to the local authority due to the dissatisfaction with how a matter was dealt with by the educational establishment.

<b>Service Area's</b>	<b>Apr 14 – Mar 15</b>	<b>Apr 13 – Mar 14</b>
Education and Schools	8	23
School Admissions	1	2
Special Educational Needs	1	-
Attendance, Behaviour & Traveller Support Service	-	2
Adult Education	2	-
School Catering	1	-
<b>TOTAL</b>	<b>13</b>	<b>27</b>

## 2.2 Reasons

Complaints reasons varied across services and was mainly in relation to 'behaviour of staff' or level of service which were linked to welfare/safety of child within a school, mainly bullying related, school holiday fines, adult education, school placement, decisions regarding SEN.

	Quality of Service	Behaviour/ Attitude of Staff	Level of Service	Lack of Communication	Safeguarding Issues	Council is Unreasonable
<b>Apr 14 – Mar 15</b>	-	3	4	-	-	1
<b>Apr 13 – Mar 14</b>	1	7	2	3	1	2
	Dispute decision	Challenge Council Decision	Unhappy with Service	Non Delivery of a Service	Policy Issue	Service Failure
<b>Apr 14 – Mar 15</b>	1	3	-	-	1	1
<b>Apr 13 – Mar 14</b>	3	4	3	1	-	-

## 2.3 Outcome

Corporate complaints at present do not provide reports on outcome, however through what has been extracted manually from the records, in the majority of cases an explanation was given.

## 2.4 Response times

Corporate complaints have decreased by 67% in 2014/15 compared to 2013/14. Out of the 13 Corporate complaints received in 2014/15, 10 (77%) of these were completed within timescale compared to 2013/14 (93%). This drop was mainly as a result of very complex SEN related complaints.

	<b>Within 10 days</b>		<b>Outside of timescale</b>	
	<b>Apr14-Mar15</b>	Apr13-Mar14	<b>Apr14-Mar15</b>	Apr13-Mar14
Corporate Complaints	10	25	3	2

### 3. Members' Correspondence

The number of members correspondence has dropped by 32% in 2014/15 and of the 47 members correspondence received, 43 (91%) were responded to within timescale.

	2014/15	2013/14	2012/13
Members Correspondence (from MP's & Cllrs)	47	62	50

### 4. How Complaints were received

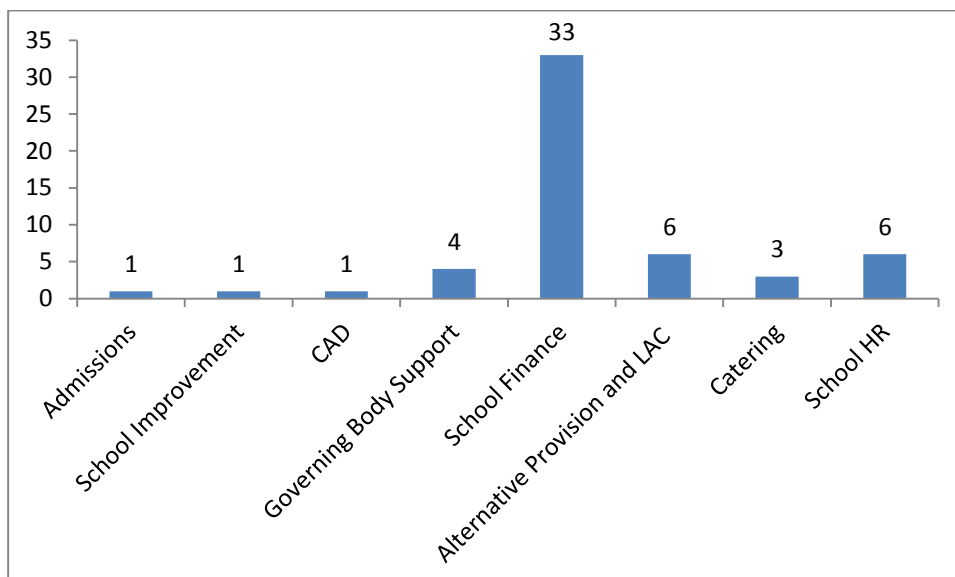
Although it has been possible to report on how complaints were received, again this is through manual extraction from records, as this report is not available corporately. Telephone is the preferred method of contact with email being the next preferred method.

	Letter	E-mail	Complaint Form	Telephone	Online
2014-15	3	4	-	5	1
2013-14	5	7	2	13	-

### 5. Compliments

There has been a steady increase of 15% in 2014/15 compared to 2013/14 in the number of compliments received. This is still being encouraged to be sent to the Complaints Team for logging. The high number of compliments received for School Finance was as a result of a survey being sent to schools from the team, which resulted in positive feedback.

	2014/15	2013/14	2012/13
Compliments	55	47	10



### 6. Conclusion

Information available through the corporate reporting does need to be explored, in relation to this report, as information is limited. The Service is looking to explore ways in which monitoring information is obtained and the Governor Support Service have provided

training on complaints handling to schools who choose to buy back into the Havering Education Traded Services – Governor Support Service.