

Complaints Annual Report 2017 – 2018

Appendix C – Overview of Complaints Performance in the Community Wellbeing and Children & Young People Departments

1. Introduction

- 1.1 This supplementary report provides an overview of complaints performance in the Community Wellbeing (CWB) department – ASC directorate and Culture services as well as the CYP department. The report covers the period from April 2017 to March 2018 and comparative data going back to 2014/15 has been provided where available.

2. Brent Council’s Complaint Framework

- 2.1 The Council operates a 2-stage corporate complaints process, 2-part Adult statutory complaints process and a 3-stage Children’s statutory complaints process.

Complaint Type	Stages	Timescales (Written Response)
Corporate	2 stages + Ombudsman	Stage 1 - 20 working days Stage 2 - 30 working days
Adults (Statutory)	1 stage (provision/final stage) + Ombudsman	Stage 1 - 20 working days (extension up to 6 months in complex cases)
Children (Statutory)	3 stages + Ombudsman	Stage 1 - 10 working days (extension to 20 working days in complex cases) Stage 2 - 25 days (extension to 65 working days in complex cases) Stage 3 - 45 working days
Service Requests	N/A	10 working days

- 2.2 Initial acknowledgements should be sent within 5 working days for all of the complaint types shown above, with the exception of Stage 3 Children Statutory complaints where acknowledgements should be sent within 2 working days.
- 2.3 Service areas are responsible for the management and resolution of all corporate and statutory Stage 1 complaints. The corporate Complaints Service team manages final review/Stage 2 corporate complaints on behalf of the Chief Executive. Children’s statutory complaints are reviewed by an independent investigator and independent person at Stage 2 and by an independent panel at Stage 3.
- 2.4 The outcome of a complaint is decided in one of these ways:
- **“Upheld”** – this is where the Council has accepted responsibility for the matter arising. The complaint response will offer an apology, clarify what happened and the remedy to the problem. We will also identify actions to prevent this from happening again.

- **“Partially Upheld”** – this is where the Council accepts some responsibility for part of the complaint. We will send a complaint response as above also highlighting our reason for not accepting the whole complaint.
- **“Not Upheld”** – this means the investigation into the complaint has not found the Council at fault. The complaint response will explain our reasons for this decision.

3. Data Caveats

- 3.1 The data in this report has been produced from the iCasework complaints system and reflects the information captured on the system by council officers. The quality and consistency of the data has improved over the years and system changes have been made to improve the quality of management information. For example, the broad root cause categories were revised during 2016. The ‘Other’ category was removed and the ‘Disagreement with Policy’ category was added to help improve the high level analysis of the root causes of complaints. The service-specific categories of complaints have been updated on an ongoing basis to provide a more granular understanding of the root cause of complaints. This more detailed analysis of the root cause of complaints has been provided in **Appendix D** for the CWB and CYP departments.
- 3.2 Complaints data for 2017/18 is based on the current departmental/service area structure. It should be noted that the composition of service areas within the CWB department and CYP department has changed over recent years:
- The CWB department was created in January 2016 bringing together the ASC, Public Health, Housing & Community Care directorates. Complaints data for these services in 2015/16 and 2016/17 had to be recalculated from the iCasework system to provide comparative data in these two years.
 - The composition of the Housing directorate expanded when the new Housing Management Service (HMS) was brought in-house in October 2017. All Brent Housing Partnership (BHP)/HMS complaint cases in the transitional 2017/18 year have been included in the CWB figures for reporting purposes. Complaints performance in the Housing directorate will be reviewed by the Housing Scrutiny Committee in February 2019.
 - The Client Affairs team moved from the ASC directorate to Brent Customer Services (Resources) department in September 2016 and the Client Affairs team data is included in ASC corporate performance figures up until that point.
 - The Culture service, which includes Libraries, Arts & Heritage and the Sports service, has been managed as a single service since April 2015 and was brought into the CWB department in January 2016. Up until April 2015 these services were managed separately as the Libraries, Arts & Heritage service and the Sports service were within the Environment department. Comparative data for the past four years has been provided where available.
- 3.3 ASC, Culture service and CYP receive less than 100 corporate and 100 statutory complaints per year. It should be noted that small changes in numbers can show as large percentages and should this be considered in context with other data provided in the report.

4. CWB DEPARTMENT

- 4.1 Section 4 of this report sets out ASC directorate and Culture service complaints performance within the CWB department for 2017/18 and the previous 3 years where available. ASC corporate complaints performance has been shown separately to statutory complaints performance where available and a separate report on ASC statutory performance is provided in **Appendix A**.
- 4.2 The operating context for ASC and Culture services is provided in Appendix D and is restated here to provide context to the CWB complaints data in this report:
- In 2017/18, Adult Social Care directorate received over 3,600 contacts, made over 3,600 assessments for homecare, residential or nursing services, and also carried out over 2,100 hospital discharge assessments.
 - Culture Services had over 36,000 active library borrowers and over 1.7m sports centre visits in 2017/18.

Volume of Complaints

Stage 1 & Stage 2 - Corporate Complaint Volumes

- 4.3 The tables below shows the volume of new Stage 1 and Stage 2 Corporate complaints received.
- *All Brent*
 - Over the past 4 years, Stage 1 corporate complaints have fallen by 14% and Stage 2 complaints have fluctuated between 172 and 197 cases. In 2017/18, 1 in 7 cases was escalated to Stage 2 across Brent.
 - *ASC*
 - The volume of Stage 1 corporate cases compared to the rest of Brent is very low (less than 2%). Stage 1 and Stage 2 case volumes have remained broadly the same over the past 4 years.
 - In 2017/18, 1 in 6 corporate cases was escalated to Stage 2.
 - *Culture Services*
 - The overall number of Stage 1 complaints is very low (less than 4% of all Brent cases in 2017/18).
 - The volume of Stage 1 cases has increased by about a third over the past 4 years (52 cases received in 2017/18). However the escalation rate to Stage 2 remains very low with only 1 in 17 cases escalated in 2017/18.

Stage 1 – Corporate Complaints Received				
Year	All Brent *	CWB **	ASC (Corp)	Culture
2014 - 2015	1,714		27	38
2015 - 2016	1,696	289	30	36
2016 - 2017	1,521	253	14	55
2017 - 2018	1,475	525	29	52

Stage 2 – Corporate Complaints Received				
Year	All Brent *	CWB **	ASC (Corp)	Culture
2014 - 2015	172		0	1
2015 - 2016	187	42	4	4
2016 - 2017	213	38	2	7
2017 - 2018	197	97	5	3

* All Brent cases are Council and BHP/HMS cases.

** CWB cases includes BHP/HMS from 2017/18 when the service transferred into the Council.

Stage 1 & Stage 2 - Statutory Complaint Volumes.

4.4 The table below shows the volume of all statutory Stage 1 and Stage 2 complaints received by the Council (ASC and CYP) compared with ASC.

- *All Brent Council*
 - The total number of all statutory Stage 1 complaints has decreased by 28% over the past 4 years.
 - In 2017/18, 1 in 6 statutory cases was escalated to the second stage.
- **ASC**
 - The volume of ASC Stage 1 statutory complaints has fallen by 27% over the past 4 years.
 - Although ASC comprises usually less than half of all Stage 1 statutory complaints, the escalation rate is higher than average and the majority of the Stage 2 statutory cases are typically in ASC.
 - In 2017/18, 1 in 4 ASC statutory cases was escalated to the second stage.

Year	Stage 1 – Statutory Volume		Stage 2 Statutory Volume	
	Brent Council *	ASC (Stat)	Brent Council *	ASC (Stat)
2014 - 2015	193	93	18	10
2015 - 2016	129	76	18	15
2016 - 2017	162	83	25	16
2017 - 2018	139	68	23	16

* Brent Council Statutory complaints = ASC and CYP Statutory complaint cases

Nature of Complaints

- 4.5 The broad root cause categories are sometimes used interchangeably by staff (e.g. Service Failure and Communication) and only provides us with a limited understanding of complaint themes. Service-specific root causes of complaints gives us a better understanding of complaint themes.
- 4.6 Appendix D lists the root cause of complaints in the CWB department (ASC and Culture Services) and CYP department and also includes the improvement actions taken to address complaint themes.

4.7 The table below summarises the top 3 service-specific complaint themes in 2017/18:

Top 3 Complaint Themes in 2017/18		
All Brent *	ASC	Culture
<ul style="list-style-type: none"> • Customer care (17%) • Repairs (8%) • Parking enforcement (6%) 	<ul style="list-style-type: none"> • Service delivery (56%) • Customer care (24%) • Safeguarding (7%) 	<ul style="list-style-type: none"> • Library premises (24%) • Sports facilities (17%) • Library customer service (14%)

* All Brent cases are Council and BHP/HMS cases.

Complaint Outcomes

Stage 1 & Stage 2 - Corporate Complaint Outcomes

4.8 The tables below shows the proportion of corporate complaints upheld/partly upheld at the first and second stage:

- **All Brent**
 - Even though the volume of new cases decreased over the past 4 years, the proportion of cases upheld/partly upheld has increased.
 - The upheld/partly upheld rate has gradually increased to 50% at the first stage and 40% at the second stage in 2017/18.
- **ASC**
 - The volume of ASC corporate Stage 1 and Stage 2 complaints has remained broadly the same over the past 4 years. The upheld/partly upheld rate has been decreasing over the past 4 years but remains slightly higher than the rate across Brent (55% of ASC cases upheld/partly upheld in 2017/18).
- **Culture**
 - The volume of Stage 1 complaints has been increasing over the past 4 years, however the rate of cases upheld/partly upheld has decreased with 48% upheld/partly upheld in 2017/18.
 - Very few cases are escalated and upheld/partly upheld at the second stage.

Stage 1 – Corporate Complaint Outcomes - % Upheld/Partially Upheld				
Year	All Brent *	CWB **	ASC (Corp)	Culture
2014 - 2015	41%		67%	55%
2015 - 2016	40%	46%	38%	60%
2016 - 2017	54%	60%	66%	46%
2017 - 2018	50%	56%	55%	48%

Stage 2 – Corporate Complaints Outcomes - % Upheld/Partially Upheld				
Year	All Brent *	CWB **	ASC (Corp)	Culture
2014 - 2015	35%		0%	0%
2015 - 2016	43%	47%	0%	25%
2016 - 2017	38%	50%	0%	17%
2017 - 2018	40%	58	50%	33%

* All Brent cases are Council and BHP/HMS cases.

** CWB cases includes BHP/HMS from 2017/18 when the service transferred into the Council.

Stage 1 & Stage 2 - Statutory Complaint Outcomes

4.9 The table below shows the proportion of all statutory Stage 1 and Stage 2 complaints upheld/partly upheld by the Council (ASC and CYP) compared with ASC.

- **Brent Council**
 - The upheld/partially upheld rate of all Stage 1 statutory complaints has fluctuated between 43% and 47% over the past 4 years and represents the combination of ASC and CYP cases.
 - The reduction in the upheld/partly upheld rate at the second stage, reflects the outcome of ASC cases which make up the bulk of Stage 2 statutory complaints.
- **ASC**
 - There has been a marked reduction in the upheld/partly upheld rate of ASC statutory cases at Stage 1 (provisional) and Stage 2 (final). Less than half of Stage 1 and Stage cases were upheld in 2017/18.

Year	Stage 1 – Statutory Outcomes % Upheld/Partially Upheld		Stage 2 – Statutory Outcomes % Upheld/Partially Upheld	
	Brent Council *	ASC (Stat)	Brent Council *	ASC (Stat)
2014 - 2015	43%	55%	78%	60%
2015 - 2016	54%	65%	75%	70%
2016 - 2017	49%	49%	63%	55%
2017 - 2018	47%	44%	46%	39%

* Brent Council Statutory complaints = ASC and CYP Statutory complaint cases

Local Government & Social Care Ombudsman (LGO) Decisions and Learning Points

LGO – Number of Referrals

4.10 The table below shows the number of referrals made to the LGO about Brent Council:

- **Brent Council**
 - The total number of Brent cases referred to the LGO has remained broadly the same over the past 4 years. The Culture Service has not had any LGO referrals during this period of time.
- **ASC**
 - The number of ASC cases referred to the LGO has increased 3-fold over the past 4 years to 39 cases in 2017/18 (equivalent to 23% of all Brent Council referrals to the LGO).

Number of Referrals to the LGO				
Year	Brent Council*	CWB	ASC	Culture
2014 - 2015	169		11	0
2015 - 2016	183	14	3	0
2016 - 2017	168	84	35	0
2017 - 2018	168	79	39	0

* Brent Council figures on LGO cases do not include BHP/HMS as those cases are investigated separately by the Housing Ombudsman

LGO – Upheld Cases

4.11 The table below shows the number of LGO cases upheld against Brent Council:

- *Brent Council*
 - There has been a slight decrease in the number of cases upheld by the LGO over the last 4 years, with 21 cases upheld against the Council in 2017/18.
- *ASC*
 - Even through there has been a 3-fold increase in the number of ASC cases referred to the LGO over the past 4 years, the total number of upheld cases has remained broadly the same (5 cases upheld in 2017/18).

Number of LGO Upheld Cases				
Year	Brent Council*	CWB	ASC	Culture
2014 - 2015	23		5	0
2015 - 2016	26	15	4	0
2016 - 2017	17	11	3	0
2017 - 2018	21	14	5	0

* Brent Council figures on LGO cases do not include BHP/HMS as those cases are investigated separately by the Housing Ombudsman

4.12 The 21 cases upheld against Brent Council in 2017/18 were in the following services:

- Housing (Housing Needs) – 7
- Housing (Private Housing Services) - 2
- Adult Care Services – 5
- Benefits & Council Tax – 3
- Concessionary Travel – 2
- Education & Children Services – 2

4.13 In most of these upheld cases the complainant or their family member was a vulnerable person and the LGO prescribed specific remedies according to individual needs. Additionally the LGO recommended reviews or reconsiderations of our policies, practices and communication/interactions with (vulnerable) service users.

4.14 The ASC Statutory Report in **Appendix A** provides a summary of the 5 ASC cases that were upheld by the LGO. Overall, the remedies prescribed in the five upheld ASC cases focussed on the need to review assessments in individual cases and to apologise for the distress caused to service users. There were no underlying systemic issues highlighted in these LGO cases.

Compensation

4.15 The table below shows compensation paid at all stages including Ombudsmen cases for corporate and statutory cases:

- **All Brent**
 - Just over £73k was awarded in 135 cases in 2017/18, which is back down to comparable levels in 2014/15. The average amount of compensation awarded was £546 per case.
- **ASC**
 - The number of cases awarded compensation has been falling year on year for the past 4 years.
 - The total compensation of nearly £14k is skewed by a single case where it was agreed to reimburse care and legal costs of c£13.5k.

Compensation – No. of Cases & Total Awarded					
Year		All Brent *	CWB **	ASC	Culture
2014/15	Cases	139		10	0
	Total (£)	£73,197		£6,300	£0
2015/16	Cases	170	20	8	1
	Total (£)	£62,765	£11,650	£8,759	£90
2016/17	Cases	204	18	8	0
	Total (£)	£77,602	£8,300	£4,295	£0
2017/18	Cases	135	46	3	£0
	Total (£)	£73,794	£42,278	£13,945	£0

* All Brent cases are Council and BHP/HMS cases.

** CWB cases includes BHP/HMS from 2017/18 when the service transferred into the Council.

Timeliness of Complaints

Stage 1 & Stage 2 – Timeliness of Corporate Complaints

4.16 The tables below shows the percentage of corporate complaints closed on time at the first and second stage:

- **All Brent**
 - The timeliness of Stage 1 and Stage 2 corporate complaints has significantly improved over the past 4 years. 90% of Stage 1 cases and 81% of Stage 2 cases were completed on time in 2017/18.
- **ASC**
 - Similarly, ASC has significantly improved the timeliness of corporate complaints with 90% of first stage and 100% of second stage completed on time in 2017/18.
- **Culture**
 - The Culture service has maintained a high standard of timeliness in completing casework with 98% of Stage 1 and 100% of Stage 2 complaints completed on time in 2017/18.

Stage 1 – Corporate Complaint Timeliness (%)				
Year	All Brent *	CWB **	ASC (Corp)	Culture
2014 - 2015	77%		52%	91%
2015 - 2016	88%	88%	67%	80%
2016 - 2017	95%	89%	80%	91%
2017 - 2018	90%	92%	90%	98%

Stage 2 – Corporate Complaint Timeliness (%)				
Year	All Brent *	CWB **	ASC (Corp)	Culture
2014 - 2015	60%		100%	67%
2015 - 2016	88%	40%	50%	100%
2016 - 2017	82%	85%	100%	83%
2017 - 2018	81%	78%	100%	100%

* All Brent cases are Council and BHP/HMS cases.

** CWB cases includes BHP/HMS from 2017/18 when the service transferred into the Council.

Stage 1 & Stage 2 – Timeliness of Statutory Complaints

4.17 The table below shows the percentage of all statutory Stage 1 and Stage 2 complaints closed on time by the Council (ASC and CYP) compared with ASC:

- **Brent Council**
 - There has been a marked improvement in the timeliness of first and second stage statutory complaints with 89% of Stage 1 cases and 67% of Stage 2 cases completed on time in 2017/18.
- **ASC**
 - There has been huge improvement in the timeliness of ASC first and second stage statutory complaints with 98% of Stage 1 (provisional cases) and 92% of Stage 2 (final cases) completed on time in 2017/18.

Year	Stage 1 – Statutory Timeliness		Stage 2 Statutory Timeliness	
	Brent Council *	ASC (Stat)	Brent Council *	ASC (Stat)
2014 - 2015	56%	58%	24%	45%
2015 - 2016	82%	80%	29%	18%
2016 - 2017	92%	90%	58%	74%
2017 - 2018	89%	98%	67%	92%

* Brent Council Statutory complaints = ASC and CYP Statutory complaint cases

Compliments

4.18 There were 126 compliments for Brent Council departments recorded on iCasework in 2017/18 compared with 22 compliments logged in 2016/17. Although this is a significant improvement from the previous year, there is still an under-recording of compliments on the system and staff are reminded to record this information on iCasework to give a more balanced picture of complaints as well as compliments.

4.19 The table below shows the number of compliments received and ASC examples are included in Appendix A:

2017/18	All Brent *	CWB **	ASC	Culture
Compliments received	126	22	8	6

* All Brent cases are Council and BHP/HMS cases.

** CWB cases includes BHP/HMS from 2017/18 when the service transferred into the Council.

5. CYP Department - Overall Complaints Performance

5.1 This section of the report sets out complaints performance in the CYP department for 2017/18 and the previous 3 years where available. The operational context for CYP highlighted in Appendix D is as follows:

- CYP received over 5,300 referrals and completed over 5,100 Child & Family assessments in 2017/18.

Volume of Complaints

Stage 1 & Stage 2 - Corporate Complaint Volumes

5.2 The table below shows the volume of new Stage 1 Corporate complaints received:

- *All Brent*
 - Stage 1 corporate complaints have fallen by 14% and Stage 2 complaints have fluctuated between 172 and 197 cases over the past 4 years,
 - In 2017/18, 1 in 7 cases was escalated to Stage 2 across Brent.
- *CYP*
 - In 2017/18, CYP received just 2% of all corporate Stage 1 and Stage 2 complaints in Brent and case volumes have remained broadly the same over the past 4 years.
 - In 2017/18, 1 in 7 cases was escalated to Stage 2.

Year	Stage 1 – Corporate Complaints Received		Stage 2 – Corporate Complaints Received	
	All Brent *	CYP (Corp)	All Brent *	CYP (Corp)
2014 - 2015	1,714	31	172	5
2015 - 2016	1,696	62	187	7
2016 - 2017	1,521	36	213	3
2017 - 2018	1,475	30	197	4

* All Brent cases are Council and BHP/HMS cases.

Stage 1, Stage 2 & Stage 3 - Statutory Complaint Volumes.

5.3 The table below shows the volume of all statutory Stage 1 and Stage 2 complaints received by the Council (ASC and CYP) compared with CYP:

- *Brent Council*
 - Stage 1 statutory complaint volumes have decreased by 28% over the past 4 years.

- In 2017/18, 1 in 6 statutory cases was escalated to the second stage.
- **CYP**
 - There has been a notable reduction in the volume of statutory Stage 1 and Stage 2 cases in CYP over the past 4 years and very few cases have progressed to Stage 3 in this period of time.
 - In 2017/18, 1 in every 11 case was escalated to the second stage.

Year	Stage 1 – Statutory Volume		Stage 2 Statutory Volume		Stage 3 Statutory Volume
	Brent Council *	CYP (Stat)	Brent Council *	CYP (Stat)	
2014 - 2015	193	92	18	8	3
2015 - 2016	129	50	18	3	3
2016 - 2017	162	79	25	9	0
2017 - 2018	139	71	23	6	2

* Brent Council Statutory complaints = ASC and CYP Statutory complaint cases

Nature of Complaints

- 5.4 The analysis of the root cause of complaints in the CYP department is provided in Appendix D. The table below summarises the top 3 complaint themes in 2017/18:

Top 3 Complaint Themes in 2017/18	
All Brent *	CYP
<ul style="list-style-type: none"> ● Customer care (17%) ● Repairs (8%) ● Parking enforcement (6%): 	<ul style="list-style-type: none"> ● Social workers (16%) ● Assessments (9%) ● Leaving Care (9%)

* All Brent cases are Council and BHP/HMS cases.

Complaint Outcomes

Stage 1 & Stage 2 - Corporate Complaint Outcomes

- 5.5 The table below shows the proportion of corporate complaints upheld/partly upheld at the first stage:
- **Brent**
 - The volume of new cases has decreased over the past 4 years, however the proportion of cases upheld/partly upheld has increased.
 - The upheld/partly upheld rate has gradually increased to 50% at the first stage and 40% at the second stage in 2017/18.
 - **CYP**
 - The volume of CYP corporate Stage 1 and Stage 2 complaints has remained broadly the same over the past 4 years.
 - The upheld/partly upheld rate has been decreasing over the past 4 years and remains lower than the Brent rate in 2017/18.

Year	Stage 1 – Corporate Complaint Outcomes % Upheld/Partially Upheld		Stage 2 – Corporate Complaint Outcomes % Upheld/Partially Upheld	
	All Brent *	CYP (Corp)	All Brent *	CYP (Corp)
	2014 - 2015	41%	66%	35%
2015 - 2016	40%	50%	43%	14%
2016 - 2017	54%	50%	38%	0%
2017 - 2018	50%	41%	40%	40%

* All Brent cases are Council and BHP/HMS cases.

Stage 1 & Stage 2 - Statutory Complaint Outcomes

5.6 The table below shows the proportion of all statutory Stage 1 and Stage 2 complaints upheld/partly upheld by the Council (ASC and CYP) compared with CYP:

- **Brent Council**
 - The upheld/partially upheld rate of all Stage 1 statutory complaints has fluctuated between 43% and 47% over the past 4 years and represents combination of ASC and CYP cases.
- **CYP**
 - Over the past 4 years, more cases are being upheld/partly upheld at Stage 1 and fewer cases are being upheld at Stage 2.
 - In 2017/18, 51% of first stage cases and 63% of second stage cases were upheld/partly upheld.

Year	Stage 1 – Statutory Outcomes % Upheld/Partially Upheld		Stage 2 – Statutory Outcomes % Upheld/Partially Upheld	
	Brent Council *	CYP (Stat)	Brent Council *	CYP (Stat)
2014 - 2015	43%	34%	78%	92%
2015 - 2016	54%	38%	75%	100%
2016 - 2017	49%	50%	63%	75%
2017 - 2018	47%	51%	46%	63%

* Brent Council Statutory complaints = ASC and CYP Statutory complaint cases

5.7 The Stage 3 statutory outcomes over the past 4 years were as follows:

- 2014/15 – 0 out of 3 cases upheld/partly upheld
- 2015/16 – 3 out of 3 cases upheld/partly upheld
- 2016/17 – nil cases
- 2017/18 – 2 out of 2 cases upheld/partly upheld

Local Government & Social Care Ombudsman (LGO) Decisions and Learning Points

LGO – Number of Referrals

5.8 The table below shows the number of referrals made to the LGO about Brent Council over the past 4 years. The total number of cases referred to the LGO has remained broadly the same, however there has been a notable reduction in the number of CYP cases during the same period.

Number of Referrals to the LGO		
Year	Brent Council*	CYP
2014 - 2015	169	18
2015 - 2016	183	15
2016 - 2017	168	15
2017 - 2018	168	11

* Brent Council figures on LGO cases do not include BHP/HMS as those cases are investigated separately by the Housing Ombudsman

LGO – Upheld Cases

5.9 The table below shows the number of LGO cases upheld against Brent Council:

Number of LGO Upheld Cases		
Year	Brent Council*	CYP
2014 - 2015	23	1
2015 - 2016	26	4
2016 - 2017	17	3
2017 - 2018	21	2

* Brent Council figures on LGO cases do not include BHP/HMS as those cases are investigated separately by the Housing Ombudsman

5.10 There were 21 cases upheld against Brent Council in 2017/18 in the following services of which 2 upheld cases were categorised as Education & Children Services.

5.11 The two cases upheld in Children Services were about school places and alterations to the home of a family with a vulnerable child. Improvements were recommended, however compensation was not awarded by the LGO in either of these cases. The service area took remedial action to address the individual issues in these two cases.

Compensation

5.12 The table below shows compensation paid at all stages including Ombudsmen cases for corporate and statutory cases:

- **All Brent**
 - In 2017/18, just over £73k was awarded in 135 cases and the average amount of compensation awarded was £546 per case.
- **CYP**
 - The overall number of cases awarded compensation and total amount paid has remained low over the last 4 years. The average amount of compensation has fallen from £1,700 per case in 2014/15 to £688 per case in 2017/18.

Compensation – No. of Cases & Total Awarded			
Year		All Brent *	CYP
2014/15	Cases	139	10
	Total (£)	£73,197	£17,079
2015/16	Cases	170	1
	Total (£)	£62,765	£1,750
2016/17	Cases	204	4
	Total (£)	£77,602	£7,227
2017/18	Cases	135	4
	Total (£)	£73,794	£2,750

* All Brent cases are Council and BHP/HMS cases.

Timeliness of Complaints

Stage 1 & Stage 2 - Timeliness of Corporate Complaints

5.13 The table below shows the percentage of corporate complaints closed on time at the first stage:

- *All Brent*
 - The timeliness of Stage 1 and Stage 2 corporate complaints has significantly improved over the past 4 years with 90% of Stage 1 cases and 81% of Stage 2 cases completed on time in 2017/18.
- *CYP*
 - Likewise, CYP has significantly improved the timeliness of corporate complaints with 87% of first stage and 100% of second stage completed on time in 2017/18.

Year	Stage 1 – Corporate Timeliness		Stage 2 - Corporate Timeliness	
	All Brent *	CYP (Corp)	All Brent *	CYP (Corp)
2014 - 2015	77%	72%	60%	50%
2015 - 2016	88%	74%	88%	50%
2016 - 2017	95%	85%	82%	50%
2017 - 2018	90%	87%	81%	100%

* All Brent cases are Council and BHP/HMS cases.

Stage 1 & Stage 2 - Timeliness of Statutory Complaints

5.14 The table below shows the percentage of all statutory Stage 1 and Stage 2 complaints closed on time by the Council (ASC and CYP) compared with CYP:

- *Brent Council*
 - There has been a marked improvement in the timeliness of first and second stage statutory complaints with 89% of Stage 1 cases and 67% of Stage 2 cases completed on time in 2017/18.
- *CYP*
 - There has been noticeable improvement in the timeliness of Stage 1 statutory cases over the past 4 years with 80% closed on time in 2017/18. There are a small number of complex Stage 2 cases

independently investigated each year and the timely completion of these cases remains a challenge. The corporate Complaints team and CYP senior managers have been working together to track and address the delays whilst maintaining the quality of the Stage 2 investigation. This is an ongoing improvement activity in our Improvement Action Plan.

Year	Stage 1 – Statutory Timeliness		Stage 2 Statutory Timeliness	
	Brent Council *	CYP (Stat)	Brent Council *	CYP (Stat)
2014 - 2015	56%	55%	24%	0%
2015 - 2016	82%	85%	29%	67%
2016 - 2017	92%	87%	58%	13%
2017 - 2018	89%	80%	67%	0%

* Brent Council Statutory complaints = ASC and CYP Statutory complaint cases

Compliments

5.15 There were 126 compliments for Council departments recorded on iCasework in 2017/18 compared with 22 compliments in 2016/17. The table below shows the number of compliments received and examples are included in Appendix B:

2017/18	All Brent *	CYP
Compliments received	126	8

* All Brent cases are Council and BHP/HMS cases.

** CWB cases includes BHP/HMS from 2017/18 when the service transferred into the Council.