

DERBYSHIRE COUNTY COUNCIL

STANDARDS COMMITTEE

27 April 2016

Report of the Chief Executive

COMPLAINTS AND COMPLIMENTS OVERVIEW 2014-2015

1. Purpose of the Report

To present to the Committee information relating to:

- complaints dealt with under the Council's Complaints Procedure;
- the Local Government Ombudsman's Annual Review Letter in respect of Derbyshire County Council for the year ended 31 March 2015;
- compliments received by the Council during the financial year 2014-15.

2. Information and Analysis

During 2014-15, the Council dealt with 800 complaints, which is similar to 2013-14 when 803 complaints were handled. Within departments the largest increases in complaints handled from 2013-14 to 2014-15 was seen within Economy, Transport and Environment (15.8%) and Adult Care (11.7%). The largest decrease was seen in Health & Communities (-32.1%), which is due to reductions in the numbers handled by both the Trading Standards and Libraries & Heritage Divisions. During 2014-15, Adult Care handled the most complaints with 40.6% (325) of the total, followed by Children's Services 26.6% (213), and Economy, Transport and Environment 21.1% (169). Given the public facing services they provide these departments together account for 88.4% of the complaints received. During the monitoring period, 93.1% (745) complaints were completed i.e. they had been through all stages of the complaints procedure, to satisfactorily resolve the issue concerned. This is similar to the percentage completed in 2013-14 which was 93.9%.

Departments have, where possible, provided detailed information about each individual complaint, which has informed this report.

Outcomes of complaints

The percentage of complaints upheld has reduced slightly from 19% in 2013-14 to 18% in 2014-15. The percentage of complaints partially upheld has also reduced slightly from 23% in 2013-14 to 22% in 2014-15. The number of complaints not upheld has increased from 48% in 2013-14 to 50% in 2014-15. This means that the level of complaints upheld, partially upheld and not upheld in 2014-15 is very similar to figures for 2013-2014.

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The overall percentage of complaints having other outcomes has stayed the same at 4%. Examples of reasons given for the recording of 'other' as an outcome include instances where the actual outcome has not been recorded, a verbal rather than written response has been given, and complainant contact information has been incorrectly supplied or excluded from the complaint so a response was unable to be provided. The overall percentage of complaints not completed during the monitoring period has risen slightly from 6% in 2013-14 to 7% in 2014-15. The outcomes of complaints and variations within departments can be seen in Table 1 below.

Table 1. Outcomes of complaints 2013-14 and 2014-15

			Chief Executives	Corporate Resources	Health & Communities	Children's Services	Economy, Transport & Environment	Adult Care	Total
2014-15	Upheld	Number	0	10	5	27	33	65	140
		%	0%	53%	9%	14%	20%	22%	18%
	Partially Upheld	Number	21	5	27	32	23	64	172
		%	100%	26%	51%	15%	14%	20%	22%
	Not Upheld	Number	0	3	19	120	106	155	403
		%	0%	16%	36%	56%	63%	48%	50%
	Other	Number	0	1	2	11	5	11	30
		%	0%	5%	4%	5%	3%	3%	4%
	Not completed	Number	0	0	0	23	2	30	55
		%	0%	0%	0%	11%	1%	9%	7%
Total	Number	21	19	53	213	169	325	800	
	%	100%	100%	100%	100%	100%	100%	100%	
Previous financial year 2013-14	Upheld	Number	0	9	10	19	42	71	151
		%	0%	20%	13%	8%	29%	24%	19%
	Partially Upheld	Number	0	26	22	47	26	61	182
		%	0%	59%	28%	19%	18%	21%	23%
	Not Upheld	Number	0	9	42	137	68	129	385
		%	0%	20%	54%	56%	47%	44%	48%
	Other	Number	0	0	0	21	4	11	36
		%	0%	0%	0%	9%	3%	4%	4%
	Not completed	Number	0	0	4	20	6	19	49
		%	0%	0%	5%	8%	4%	7%	6%
Total	Number	0	44	78	244	146	291	803	
	%	0%	100%	100%	100%	100%	100%	100%	

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In 2014-15, 800 complaints were handled which is very similar to 2006-07 when 805 were handled. Over the years there have been fluctuations in the number of complaints received, from as low as 700 up to the highest number received in 2007-08 which was 916, as seen in table 2 below. The percentage of complaints upheld has reduced from 23% in 2006-07 to 18% in 2014-15. Similarly the numbers of complaints partially upheld has reduced from 26% in 2006-07 to 22% in 2014-15.

Table 2. Outcomes of complaints 2006-07 to 2014-15

Complaint outcomes		2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Upheld	Number	179	184	193	146	149	163	152	151	140
	%	23%	20%	24%	21%	19%	20%	19%	19%	18%
Partially Upheld	Number	204	194	257	172	166	141	172	182	172
	%	26%	21%	32%	25%	21%	17%	22%	23%	22%
Not Upheld	Number	368	467	292	304	355	422	394	385	403
	%	47%	51%	36%	43%	45%	51%	50%	48%	50%
Other	Number	25	71	47	43	90	69	22	36	30
	%	3%	8%	6%	6%	12%	8%	3%	4%	4%
Not completed	Number	*	*	16	35	21	35	42	49	55
	%	*	*	2%	5%	3%	4%	5%	6%	7%
Total	Number	805	916	805	700	781	830	782	803	800
	%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		*This category was combined with the 'Other' category at this time								

Adherence to timescales for responding to complaints

With regard to completed complaints, 71% were replied to within the timescales set out in the complaints procedure. The remainder were replied to, but not within the agreed timescale or a timescale was not agreed with the complainant. This is lower than in 2013-14, when 79% of complaints were replied to within specified timescales. The timescale for dealing with Stage One complaints under the Corporate Complaints Procedure (non-statutory complaints) is in accordance with the Council's Customer Service Charter. This states that the Council aims to reply to letters, faxes and emails within 10 working days of receipt, or if this standard cannot be met, the complainant will be informed as to when they can expect a reply. Departments where possible try and resolve the complaints at Stage One to keep Stage Two complaints to a minimum, but this results in them being more complex and taking more time to resolve. In particular to reply in 10 days to a complaint where front line staff are involved is not always possible.

It is likely that the significant budget cuts that the Council has to make by 2018 will impact on the resources available to respond to complaints in the specified timescale. Response times, and the ability of departments to respond to complaints are also affected by the number of unreasonably persistent complainants (UPCs) and multiple complaints from the same person.

The Local Government Ombudsman has defined 'unreasonable' and 'unreasonably persistent' complainants as those who, because of the frequency or nature of their contacts with the local authority, hinder the authority's consideration of their or other people's complaints. Adult Care currently has two UPCs on file. Economy,

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Transport and Environment has six people which have been notified as Single Point of Contact due to persistent/unreasonable behaviour, where the complainant has contacted numerous members of staff on the same day.

The number of multiple complaints made by the same person is also impacting on departments. For example, Adult Care found that in 23 cases, complainants made more than one separate complaint relating to a specific client. In addition 15 of the service enquiries brought to the department, the majority of which were instigated by MPs, had already been brought to the department directly by the complainant. Again, in this situation a Single Point of Contact is being used to prevent duplication of effort and resource.

Member's Casework System

The Member's Casework System is used to manage all the correspondence that Elected Members receive. When a complaint is received from a member of the public, the issue is referred to the relevant department who then logs it in their complaints system and deals with it under the Corporate Complaints Procedure.

Demographics

The recording of demographic information is important in monitoring the profile of complainants. However, the level of complainant demographic information collected is generally low and varies considerably across departments. Departments should be encouraged to improve the collection of this information wherever possible. The most comprehensive data gathered is on complainant gender, with 89% of complainants disclosing this information in 2014-15, which is slightly lower than 93% in 2013-14 (see Table 3). Comparatively, only 22% of complainants disclosed their disability status. Overall, 45% of complainants were female and 44% male, with Adult Care (55%) having the most female complainants. A breakdown of complainants by age also shows that 32% are over 65, which increases to 59% for Adult Care.

Table 3. Completed complaints demographics 2013-14 and 2014-15

			2013-14	2014-15
Gender	Male	Number	303	331
		%	40%	44%
	Female	Number	399	338
		%	53%	45%
	Not Stated	Number	51	75
		%	7%	10%
Disability	Disabled	Number	217	116
		%	30%	17%
	Not Disabled	Number	31	34
		%	4%	5%
	Not Stated	Number	476	553
		%	66%	79%
Ethnicity	White (British)	Number	388	338
		%	30%	48%
	BME	Number	9	3
		%	4%	0%
	Not Stated	Number	327	362
		%	66%	51%
Age	Under 24	Number	16	14
		%	2%	2%
	25-44	Number	72	39
		%	20%	11%
	45-64	Number	108	99
		%	16%	15%
	65+	Number	185	210
		%	27%	32%
	Not Stated	Number	314	289
		%	45%	44%

Changes to service delivery as a result of complaints received

Complaints received by the Council relate to a combination of service and performance issues. A number relate to communication, customer care and the overall service provided. In order to assist the process of addressing complaints, all departments continue to reinforce the Council's Customer Service Charter protocols through staff meetings and corporate Putting People First training.

Actions taken by individual departments in response to stage one complaints received about service provision during 2014-15 are outlined below:

- **Adult Care**

Adult Care produce a comprehensive annual report which is presented to the Senior Management Team (SMT) and the Cabinet Member for Adult Social Care and published. This report shows the steps which have been taken to develop practice in response to dealing with complaints and is underpinned by an action plan. Weekly reports are distributed to SMT and Operational Managers to reflect outstanding complaints and provide a reminder of the appropriate timescale. Operational Managers ensure improvements are made from upheld complaints and this learning is discussed where appropriate at the Adult Care Quality Compliance Group. Learning Reviews from individual complaints are shared with all staff via the Adult Care Practice Bulletin.

Each year, Adult Care draws up an action plan to make positive changes as a result of learning from complaints. Activities undertaken in 2014-15 include the

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use of Local Government Ombudsman training methods to redesign training tools to raise awareness of effective complaints handling practice and a publicity campaign on the values of good customer service. The majority of complaints within Adult Care concern the quality of work (37%). This is a broad heading which covers general dissatisfaction with the service provided and includes physical standards in facilities. To address this, improvements have been made so that care workers update written records more fully and report any incidents or changes immediately. There have also been a number of complaints regarding communication (15%) and this has resulted in a change to existing procedures. For example all relevant parties are kept up to date with any changes to presenting care needs and contact between staff teams and families has been improved. In addition a 'Communication passport' developed by The National Autistic Society has been introduced to assist staff communicate with people who contact the department with specific communication needs.

- **Chief Executive's**

Call Derbyshire

In total 16 complaints were received about the time waiting for a call to be answered. To address this there has been a constant review of call queue management and overview training for team leaders. A review of rota planning has taken place to ensure appropriate cover of all skills mixes across all services within current staffing levels. Temporary staff have also been utilised to cover vacancies whilst newly recruited staff undertake training. Further staff training has also been provided to ensure as many Customer Care Assistants as possible are available to take calls.

- **Children's Services**

Children's Services produce the Social Care Services Complaints and Representations Annual Report which is a statutory requirement and monitors the operation of the complaints and representations procedure. In addition a monthly report is submitted to Children's Services Senior Management Team and an analysis report is submitted on a quarterly basis. The number of complaints and response times are also discussed with Heads of Service (Localities) as part of their six monthly performance management group meetings. The Head of Service for Performance, Quality and Participation attends performance related meetings with Assistant Directors.

The system for recording complaints in the department is under review and there are plans to develop a process for recording within the Framework-I case management system. The move to recording complaints and compliments on the Framework-I system will prompt staff to complete information about lessons learned. It is planned that complaints statistics will be more robustly reported in performance reports circulated to districts.

Below are two examples of what has changed as a result of complaints handling:

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- A looked after young person expressed his concerns about services he received and has been supported to do this by his social worker, advocate and foster carer. His feedback regarding the support has been shared within the district as an example of good practice.
- The Quality Assurance team received several calls about school matters. Information on the Complaints section of the Council's website has been updated to offer additional guidance about the role of the authority and provide guidance on how to make a complaint about a school or academy.

• Corporate Resources

Property

Property share information on complaints received on a regular basis with all their group managers. Complaints to property are quite varied and include noise from a construction site early in the morning, incompetence of a subcontractor, delays in a contractor not completing a job and a large conifer blocking light to a neighbours property. Where the complaint involved employees, appropriate action with the individual concerned was taken to resolve the issues and ensure it did not happen again.

• Economy, Transport and Environment

Complaints and compliments currently get reported to the quarterly Departmental Performance Clinic which also considers and reviews lessons learnt. Complaints are also reported at the Management Review Meeting where appropriate, as part of the Quality Management System.

The department continues to ensure that messages are reiterated to the work force where appropriate and monitors situations, taking appropriate action when it is necessary to do so in order to avoid further complaints of the same nature. As the complaints process is now being monitored under the Quality Management System, any instances of non-conformances are raised and processed with a view to looking for corrective action to be taken to avoid problems occurring again.

During 2014-15, complaints to the department included lack of action (27%), driving incidents (19%) and the attitude/action of staff (18%). A new system has been implemented, which highlights, via dashboards, when officers need to call customers back. Staff have also received instruction on the importance of commitments on the internal tracking system. In response to complaints about staff attitude, a rolling programme of customer care training has taken place which also included front line staff such as road workers. With regard to driving incidents customer care training has been undertaken throughout the department and drivers are reminded of their responsibilities at briefing sessions and through transport briefings. Contractors have been instructed to remind drivers of their duty to drive and park courteously when working on behalf of the Council. In response to a complaint alterations have been made to the lighting system on the back of the new gritting vehicles.

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- **Health and Communities**

Libraries and Heritage

During 2014-15, a number of complaints received by the department were about ICT equipment issues (24%). Where cases are more complex and cannot be dealt with via a standard call, the Service Relationship Manager raises the issues with the Transformation Service. Instances where the public have been unhappy with the customer care that they have received from library staff (35%) have been resolved individually with the staff concerned and through training provided where appropriate. Five complaints (17%) were received about the behaviour of other service users, with persistent offensive behaviour being addressed through issuing of bans where appropriate. Training on dealing with challenging customer behaviour is also provided to the relevant staff. Staff training has been put in place and/or a review of the situation with a line manager has been undertaken where the complaint was upheld or partially upheld.

Trading Standards

A number of complaints received by Trading Standards during 2014-15, were related to customer expectations and requirements (38%). There has also been a further reduction in the number of complaints received about the publication of information, which is the result of a change to the policy where comments are validated before they are published on the Derbyshire Trusted Trader website.

Local Government Ombudsman (LGO)

The LGO Annual Review Letter 2014-15, giving details of the total number of complaints for Derbyshire for the year ended 31 March 2015, is attached at Appendix A for consideration. All of the Ombudsman's annual review letters are published on the LGO website (www.lgo.org.uk) and copied to the Audit Commission. Derbyshire's Annual Review Letter has also been published on the Council's website:

<http://www.derbyshire.gov.uk/council/complaints/ombudsman/default.asp>

The aim of the Annual Review Letter is to provide councils with information which will help them improve complaint handling and their services more generally, for the benefit of the public.

For the period ending 31 March 2015, the LGO received 68 complaints relating to Derbyshire County Council which is lower than the average of 94 complaints recorded for all county councils across England. The 68 complaints compares to 77 enquiries and complaints for Derbyshire in 2013-14 (a decrease of 13%).

Nine complaints were upheld by the LGO in 2014-15 compared to ten complaints upheld in 2013/14. Eight of these cases would not previously have been classified as upheld because they were resolved in agreement with the Council and so would previously have been referred to by the LGO as "resolved by way of local settlement". This is effectively what has happened in these cases and they are only

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recorded as “upheld” because of the changed LGO system for recording such cases. In one case which was upheld, the LGO issued a report against the Council. This related to a school transport issue. The relevant Cabinet Member and Strategic Director have been fully informed and the matter has been reported to the Council’s Standards Committee, who were fully briefed by the Head of Service, Quality, Performance and Participation in Children’s Services. The Council has taken the necessary action in line with the LGO’s recommendations.

Compliments

The recording of compliments enables the Council to understand the areas where the Authority is doing well and identify practices and procedures that can be preserved or applied to other departments. As such they are an important source of feedback from the general public and service users. This report does not make direct comparison between the numbers of complaints and numbers of compliments received. Whereas corporate complaints follow national guidance, agreed corporate procedure and recording protocols, there is no corporate policy on the recording of compliments. The inclusion of compliments does however provide a balance to complaints received.

Table 3 below shows that during 2014-15, the Council received 1391 compliments, which is 15% below the 1,646 compliments received in 2013-14. The highest percentage of compliments were received by Adult Care, Economy, Transport and Environment and Health and Communities.

Table 3. Compliments received by Department 2013-14 and 2014-15

		Chief Executives	Corporate Resources	Health & Communities	Children's Services	Economy, Transport & Environment	Adult Care	Total
2014-15	Compliments	15	55	319	175	357	470	1391
	% of All	1%	4%	23%	9%	26%	34%	100%
2013-14	Compliments	33	63	532	157	388	473	1646
	% of All	2%	4%	32%	9%	24%	29%	100%

Across all departments, a significant number of compliments related to customer service, with the enthusiasm, helpfulness and professionalism of staff being greatly appreciated by the public. Analysis of compliments received by each department is outlined below.

- **Adult Care**

Within Adult Care the majority of compliments received were around the professional quality of work. Staff were thanked for their professional care,

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compassion, friendship, help and understanding and willingness to go beyond the call of duty. One family member commented that all their worries and doubts were dispelled by the high standard of care and support received. The compliments received demonstrate that at times of cuts to budgets clear communication about changes is important to clients.

- **Chief Executive's**

Call Derbyshire received eight compliments about the high quality of customer care given across a number of different services. Communications received eight compliments which included Blue Plaque unveiling events and the Your Derbyshire magazine.

- **Children's Services**

The reporting of compliments is currently under-reported within the department and there are plans to remind staff and include information in the performance management reports that are circulated and the District Manager responses.

Many compliments were received across the wide range of services provided by Children's Services. A number of compliments (31%) highlighted the high standard of professionalism by social workers when dealing with specialist and safeguarding activities ranging from fostering, adoption and community care. There were also numerous compliments about support services and the family support activities provided by multi-agency teams.

Below are some examples of the compliments received:

- "Just to a little note to say that I have met H properly at last weeks meeting, I must say that I was so impressed with her commitment and her work ethics. I think she is an asset to your team and a very child focussed young lady."
- "Thank you so much for all your input in getting the creative mentoring sessions set up and liaising with M's carers, they greatly appreciate the care you are taking to keep them involved."
- "C has been an absolute star with B over the past 6 weeks or so and has dealt with him perfectly, encouraging him to do lessons and subjects that he wouldn't have even dreamed of doing a few months back, they have a great relationship and I only wish every professional that dealt with B was as effective!"

- **Corporate Resources**

In the Corporate Resources Department 89% of compliments received were for Property Services. The majority of these compliments referred to the high level of workmanship and professionalism of staff. A number of compliments were from schools and these ranged from providing mobile caretaking cover to the design and building of a new school.

- **Economy, Transport and Environment**

There were many compliments received on the services provided with the highest number of compliments covering the Transport and Environment

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Division (51%). These included compliments about the Countryside Service, for example the maintenance of country parks and the facilities and staff at the household waste recycling centres. There was also a large number of compliments received for the Highways Division (43%) which were mainly in relation to highways maintenance. These included “the fantastic job that the highways and gritting team do with keeping the roads clear and safe”, and “I’ve used your website to check the best route in and out of town and I am very impressed with the information on it, including which routes were last gritted, and when.”

- **Health and Communities**

Derbyshire Sport

The majority of compliments received by Derbyshire Sport were in relation to the Sports Awards 2014. However, the 2015 Sports Awards will no longer be a Derbyshire Sport event although they will retain some involvement. There were a number of compliments received about the support provided for clubs to obtain grant funding and they are looking at ways to expand this service. Other compliments received related to schools games, sports tournaments and other events.

Libraries and Heritage

A large number of compliments received by the Libraries and Heritage Division praised the role of libraries, particularly in relation to customer service (41%). General expressions of satisfaction with libraries accounted for 32% of compliments. There were also a number of compliments about The Record Office, services provided by Derbyshire Arts, buildings and children’s activities.

Trading Standards

The majority of compliments (57%) were received from both members of the Trusted Trader Scheme and consumers who referred to the confidence and reliability of the scheme. These are used to both monitor the scheme and inform future development. Compliments were also received from businesses and members of the public regarding the assistance and advice received from Trading Standards and also from farmers and members of the public with regard to animal health activity.

3. Next steps

Compliments and complaints are a useful source of feedback for the Council, and learning from the feedback will continue to be identified, shared across departments and used to inform service improvement. The Corporate Complaints Group will continue to work together to share learning, ensure consistency in complaint handling across departments, and improve efficiency and accuracy in the collection of the statistics.

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4. Recommendations

It is recommended that Committee note information relating to the complaints procedure, the monitoring of complaints and compliments and changes to services as a result of complaints received.

**Ian Stephenson
Chief Executive**

18 June 2015

By email

Mr Ian Stephenson
Chief Executive
Derbyshire County Council

Dear Mr Ian Stephenson

Annual Review Letter 2015

I am writing with our annual summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about your authority for the year ended 31 March 2015. This year's statistics can be found in the table attached.

The data we have provided shows the complaints and enquiries we have recorded, along with the decisions we have made. We know that these numbers will not necessarily match the complaints data that your authority holds. For example, our numbers include people who we signpost back to the council but who may never contact you. I hope that this information, set alongside the data sets you hold about local complaints, will help you to assess your authority's performance.

We recognise that the total number of complaints will not, by itself, give a clear picture of how well those complaints are being responded to. Over the coming year we will be gathering more comprehensive information about the way complaints are being remedied so that in the future our annual letter focuses less on the total numbers and more on the outcomes of those complaints.

Supporting local scrutiny

One of the purposes of the annual letter to councils is to help ensure that learning from complaints informs scrutiny at the local level. Supporting local scrutiny is one of our key business plan objectives for this year and we will continue to work with elected members in all councils to help them understand how they can contribute to the complaints process.

We have recently worked in partnership with the Local Government Association to produce a workbook for councillors which explains how they can support local people with their complaints and identifies opportunities for using complaints data as part of their scrutiny tool kit. This can be found [here](#) and I would be grateful if you could encourage your elected members to make use of this helpful resource.

Last year we established a new Councillors Forum. This group, which meets three times a year, brings together councillors from across the political spectrum and from all types of local authorities. The aim of the Forum are to help us to better understand the needs of councillors when scrutinising local services and for members to act as champions for learning from complaints in their scrutiny

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roles. I value this direct engagement with elected members and believe it will further ensure LGO investigations have wider public value.

Encouraging effective local complaints handling

In November 2014, in partnership with the Parliamentary and Health Service Ombudsman and Healthwatch England, we published '*My Expectations*' a service standards framework document describing what good outcomes for people look like of complaints are handled well. Following extensive research with users of services, front line complaints handlers and other stakeholders, we have been able to articulate more clearly what people need and want when they raise a complaint. This framework has been adopted by the Care Quality Commission and will be used as part of their inspection regime for both health and social care. Whilst they were written with those two sectors in mind, the principles of '*My Expectations*' are of relevance to all aspects of local authority complaints. We have shared them with link officers at a series of seminars earlier this year and would encourage chief executives and councillors to review their authority's approach to complaints against this user-led vision. A copy of the report can be found [here](#).

Future development at LGO

My recent annual letters have highlighted the significant levels of change we have experience at LGO over the last few years. Following the recent general election I expect further change.

Most significantly, the government published a review of public sector ombudsmen in March of this year. A copy of the report can be found [here](#). That review, along with related consultation documents, has proposed that a single ombudsman scheme would be created for all public services in England mirroring the position in the other nations of the United Kingdom. We are supportive of this proposal on the basis that it would provide the public with clearer routes to redress in an increasingly complex public service landscape. We will advise that such a scheme should recognise the unique roles and accountabilities of local authorities and should maintain the expertise and understanding of local government that exists at LGO. We will continue to work with government as they bring forward further proposals and would encourage local government to take a keen and active interest in this important area of reform in support of strong local accountability.

The Government has also recently consulted on a proposal to extend the jurisdiction of the LGO to some town and parish councils. We currently await the outcome of the consultation but we are pleased that the Government has recognised that there are some aspects of local service delivery that do not currently offer the public access to an independent ombudsman. We hope that these proposals will be the start of a wider debate about how we can all work together to ensure clear access to redress in an increasingly varied and complex system of local service delivery.

Yours sincerely



Dr Jane Martin
Local Government Ombudsman,
Chair, Commission for Local Administration in England

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Local authority report – Derbyshire County Council

For the period ending – 31/03/2015

For further information on interpretation of statistics click on this link to go to <http://www.lgo.org.uk/publications/annual-report/note-interpretation-statistics/>

Complaints and enquiries received

Local Authority	Adult Care Services	Benefits and tax	Corporate and other services	Education and children's services	Environmental services and public protection and regulation	Highways and transport	Housing	Planning and development	Total
Derbyshire CC	30	0	5	20	1	12	0	0	68

Decisions made

	<u>Detailed investigations carried out</u>						
Local authority	Upheld	Not upheld	Advice given	Closed after initial enquiries	Incomplete/Invalid	Referred back for local resolution	Total
Derbyshire CC	9	9	0	15	2	33	68