# Children’s Services Customer Correspondence Report April 2012

## 1. Children’s Services April 2012

### Children’s Services Customer Correspondence Received April 2012

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>No. Received</th>
<th>No. Responded To</th>
<th>No. Responded Within Deadline</th>
<th>% Responded Within Deadline</th>
<th>Average Days To Reply</th>
<th>DOT</th>
<th>Response Timescales</th>
<th>DOT</th>
<th>Complaint Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Stage 1 Corporate Complaints Analysis</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stage 1 Corporate Complaints</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stage 2 Corporate Complaints</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stage 3 Corporate Complaints</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LGO Complaints Analysis</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Freedom Of Information Requests Analysis</td>
<td>9</td>
<td>9</td>
<td>8</td>
<td>89%</td>
<td>9.66</td>
<td></td>
<td>&lt; 20 Days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data Protection Requests Analysis</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>100%</td>
<td>17.00</td>
<td></td>
<td>&lt; 40 Days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Stage 1 Corporate Complaints

- **< 5 Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

- **6-10 Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

- **11-15 Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

- **16+ Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

### Stage 2 Corporate Complaints

- **< 20 Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

- **21-25 Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

- **26-30 Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

- **31+ Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

### Stage 3 Corporate Complaints

- **< 20 Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

- **21-25 Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

- **26-30 Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

- **31+ Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

### LGO Complaints Analysis

- **< 28 Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

- **29-35 Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

- **36-40 Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

- **41+ Days**
  - **Agreed**: N/A
  - **Part Agreed**: N/A
  - **Not Agreed**: N/A

### Freedom Of Information Requests Analysis

- **< 20 Days**
  - **Agreed**: 9
  - **Part Agreed**: 9
  - **Not Agreed**: 8

- **21-25 Days**
  - **Agreed**: 9
  - **Part Agreed**: 9
  - **Not Agreed**: 8

- **26-30 Days**
  - **Agreed**: 9
  - **Part Agreed**: 9
  - **Not Agreed**: 8

- **31+ Days**
  - **Agreed**: 9
  - **Part Agreed**: 9
  - **Not Agreed**: 8

### Data Protection Requests Analysis

- **< 40 Days**
  - **Agreed**: 2
  - **Part Agreed**: 2
  - **Not Agreed**: 2

- **41-45 Days**
  - **Agreed**: 2
  - **Part Agreed**: 2
  - **Not Agreed**: 2

- **46-50 Days**
  - **Agreed**: 2
  - **Part Agreed**: 2
  - **Not Agreed**: 2

- **51+ Days**
  - **Agreed**: 2
  - **Part Agreed**: 2
  - **Not Agreed**: 2

### Targets

In April 2011 it was established that there was no formal target with regard to responding to correspondence within timescales, and currently we are working with an informal target of 80%

We will be conducting some benchmarking activity to formulate formal stretch targets

<table>
<thead>
<tr>
<th>Target</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-74%</td>
<td></td>
</tr>
<tr>
<td>75-79%</td>
<td></td>
</tr>
<tr>
<td>80%</td>
<td></td>
</tr>
</tbody>
</table>

### Direction Of Travel

The Arrows in the Direction of Travel (DOT) columns show whether performance has increased or decreased within that specific area on a month to month basis. i.e. If May performance for Stage 1 Complaints Responded Within Timescale was 84% and the same category for June was 89%, to reflect upon the increase in performance the DOT would indicate this with a ↑. However, if the figure for June was 81% performance would have decreased and the DOT would indicate this with a ↓. If no performance was recorded in the previous month this will be indicated with a ↔.
### Children's Services Customer Correspondence Breakdown

<table>
<thead>
<tr>
<th>Record Ref.</th>
<th>Contact Type</th>
<th>Section/Description</th>
<th>Date Received</th>
<th>Working Days To Process</th>
<th>Status</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>LBBD/61164</td>
<td>FOI</td>
<td>Info Request RE: Sexual Health Education/Teenage Pregnancy</td>
<td>03/04/2012</td>
<td>11</td>
<td>Closed</td>
<td>Part Disclosure</td>
</tr>
<tr>
<td>LBBD/61331</td>
<td>FOI</td>
<td>Info Request RE: No. Of Forced Adoptions</td>
<td>10/04/2012</td>
<td>28</td>
<td>Closed</td>
<td>Cost Exceeded/Refusal</td>
</tr>
<tr>
<td>LBBD/61332</td>
<td>FOI</td>
<td>Info Request RE: Records Management/Safeguarding</td>
<td>10/04/2012</td>
<td>16</td>
<td>Closed</td>
<td>Part Disclosure</td>
</tr>
<tr>
<td>LBBD/61359</td>
<td>FOI</td>
<td>Info Request RE: Educational Achievement</td>
<td>10/04/2012</td>
<td>6</td>
<td>Closed</td>
<td>Full Disclosure</td>
</tr>
<tr>
<td>LBBD/61387</td>
<td>FOI</td>
<td>Info Request RE: Children Working (Part Time/Full Time Jobs)</td>
<td>11/04/2012</td>
<td>8</td>
<td>Closed</td>
<td>Full Disclosure</td>
</tr>
<tr>
<td>LBBD/61424</td>
<td>FOI</td>
<td>Info Request RE: Children’s Services Management Information</td>
<td>12/04/2012</td>
<td>10</td>
<td>Closed</td>
<td>Full Disclosure</td>
</tr>
<tr>
<td>LBBD/61431</td>
<td>FOI</td>
<td>Info Request RE: No. Children In Care</td>
<td>12/04/2012</td>
<td>1</td>
<td>Closed</td>
<td>Full Disclosure</td>
</tr>
<tr>
<td>LBBD/61639</td>
<td>Data Protection</td>
<td>Info Request RE: Emails Relevant To Requestor</td>
<td>19/04/2012</td>
<td>29</td>
<td>Closed</td>
<td>Full Disclosure</td>
</tr>
<tr>
<td>LBBD/61702</td>
<td>FOI</td>
<td>Info Request RE: No. Children InSemi-Independent Residential Facilities</td>
<td>23/04/2012</td>
<td>1</td>
<td>Closed</td>
<td>No Response To Req. For Info</td>
</tr>
<tr>
<td>LBBD/61781</td>
<td>FOI</td>
<td>Info Request RE: School Sport</td>
<td>25/04/2012</td>
<td>6</td>
<td>Closed</td>
<td>Full Disclosure</td>
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<tr>
<td>LBBD/61839</td>
<td>Data Protection</td>
<td>Subject Access Request</td>
<td>27/04/2012</td>
<td>5</td>
<td>Closed</td>
<td>Info Not Held/Refusal</td>
</tr>
</tbody>
</table>