

COMPLAINTS REVIEW – April to January 2015

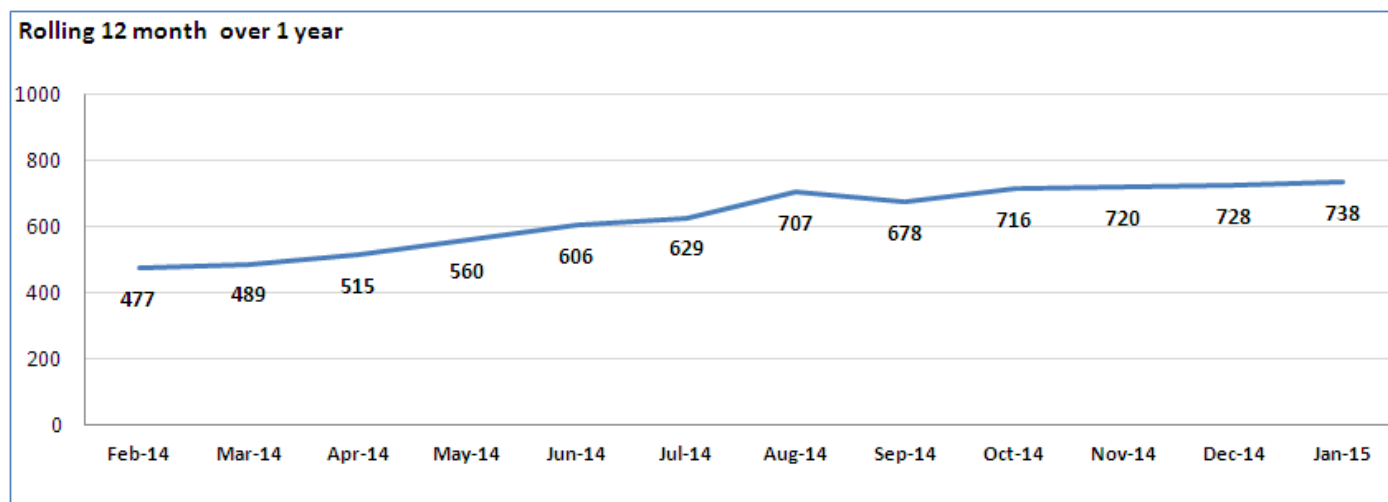
(Please note that this report covers the reporting period April to January 2015 whilst the quarterly performance paper reports on data up to 31st December 2015. Discrepancies in figures between these two reports will be due to the different reporting periods).

Number of Complaint and Conduct Cases Recorded

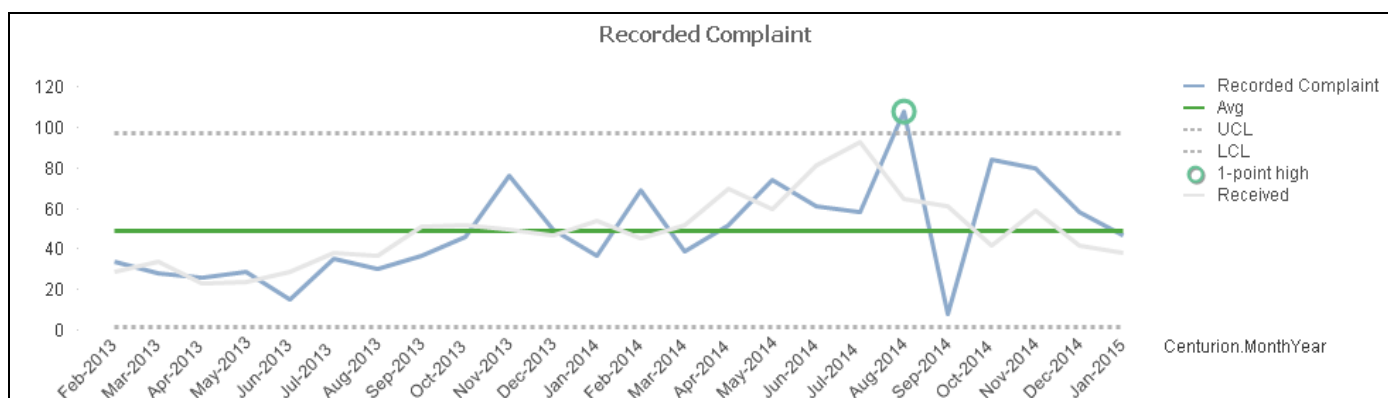
- The table below shows the number of complaint and conduct cases recorded between Apr to Jan 2014/15, Complaint cases recorded YTD is 630 compared to 381 the previous year. Please note that due to staff changes and the main programme used to record complaint details (Centurion) being down for a period of time in August and September, Professional Standards have been continually playing catch up. However as can be seen in the table below the number of cases recorded in Jan is down on the three previous months and their backlog has been considerably reduced.

Case Type	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015
Complaint	52	74	61	58	108	8	84	80	58	47
Conduct	8	5	4	6	5	12	6	7	4	3

- The chart below shows the 12-month rolling period for allegations. Using a rolling 12-month total ‘smoothes’ the data and removes any seasonal effects. As can be seen in the chart below the number of cases being recorded is starting to level off.

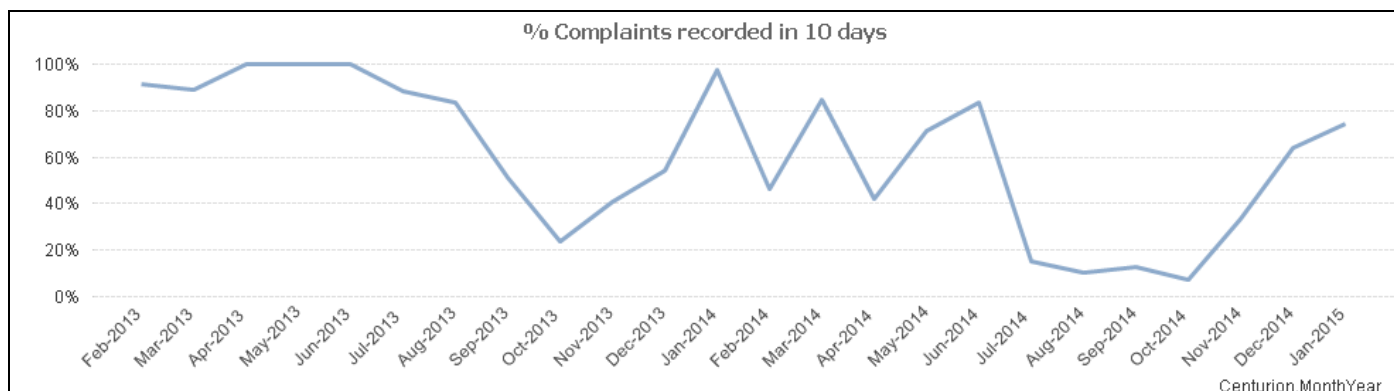


- The chart below shows the plotted number of Complaint Cases recorded each month, identified by the blue line and the grey line indicates the number of complaints received each month. The two lines above and below the green centre-line (average) are called the upper control limit (UCL) and lower control limit (LCL) respectively, and they both denote the normal range of variation for the number of complaints recorded.
- Following Centurion being down in Aug/Sept for 3 weeks, the staff within PSD over the past 3 months has worked tirelessly to reduce the backlog and as such have continued to improve the recording of complaints.



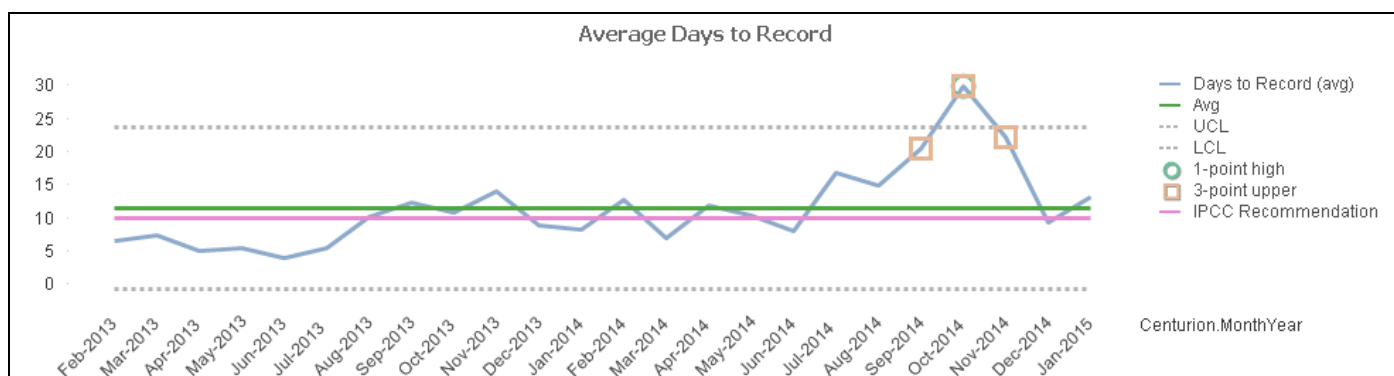
Percentage of Complaint Cases recorded within 10 working days

5. The chart below shows the percentage of complaints recorded within 10 working days, which show that because of the issues raised above, the recording of such complaints had deteriorated over a 4 month period (Jul-Oct) down to its lowest ever figure of 7% in Oct. Over the past 3 months the department have turned this around, and are now showing a significant increase in the recording of cases within 10 working days in January back up to 75%.



Average number of days to record Complaints

6. The chart below shows the average number of days to record complaints which shows that up until June 2014 the recording of complaints although within the upper and lower control limit was nearer to the IPCC recommendation of 10 working days. The decline in such recording started in July (for reasons as given above) but since peaking in Oct and Nov we continue to see a considerable reduction back nearer to the average.



Allegations

7. Average number of days to finalise Allegations by Local Investigation

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	YTD
134	131	123	111	127	404	104	201	93	167	189

(MSF average Apr-Sep 2014 - 152 days)

8. Average number of days to finalise Allegations by Local Resolution

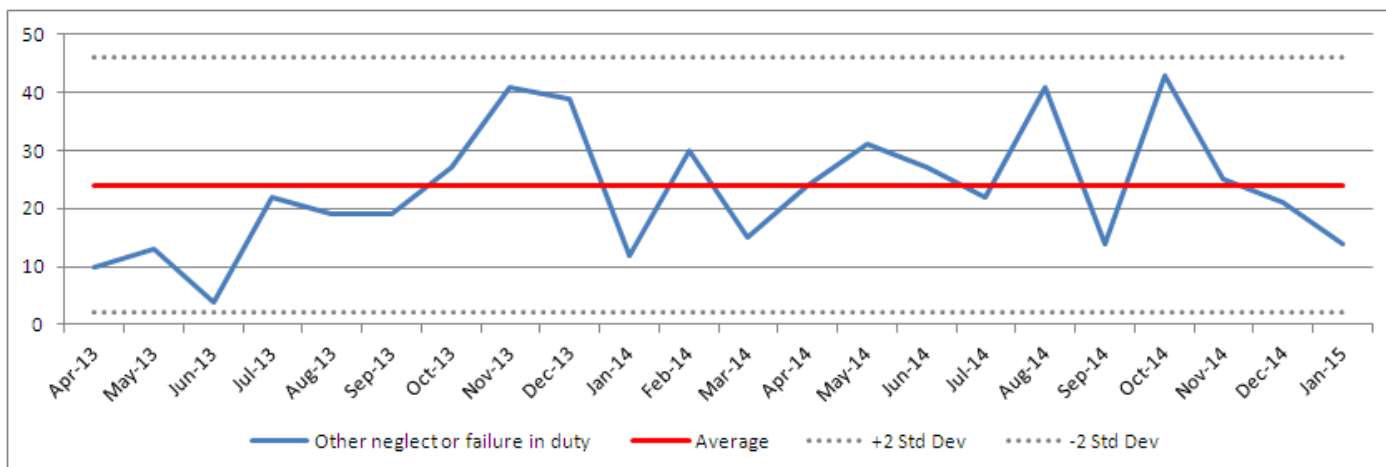
Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	YTD
55	61	64	68	61	85	71	74	67	91	74

(MSF average Apr-Sep 2014 - 76 days)

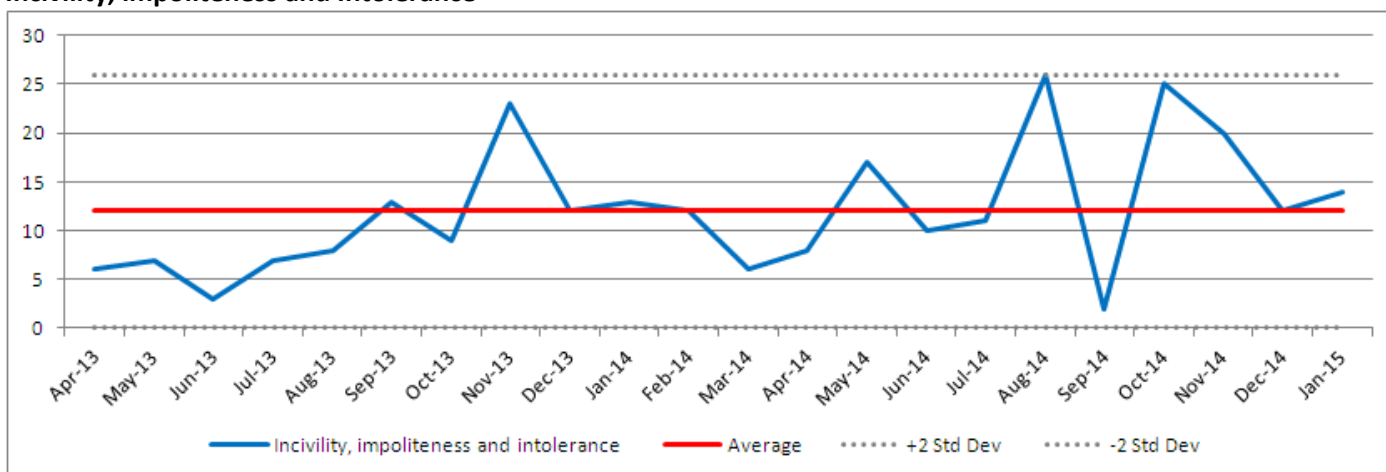
9. The top three allegation types are:
 Other Neglect or Failure in Duty
 Incivility, Impoliteness, and Intolerance
 Oppressive Conduct or Harassment

10. The charts below provide further information on the numbers and recording of these allegations.

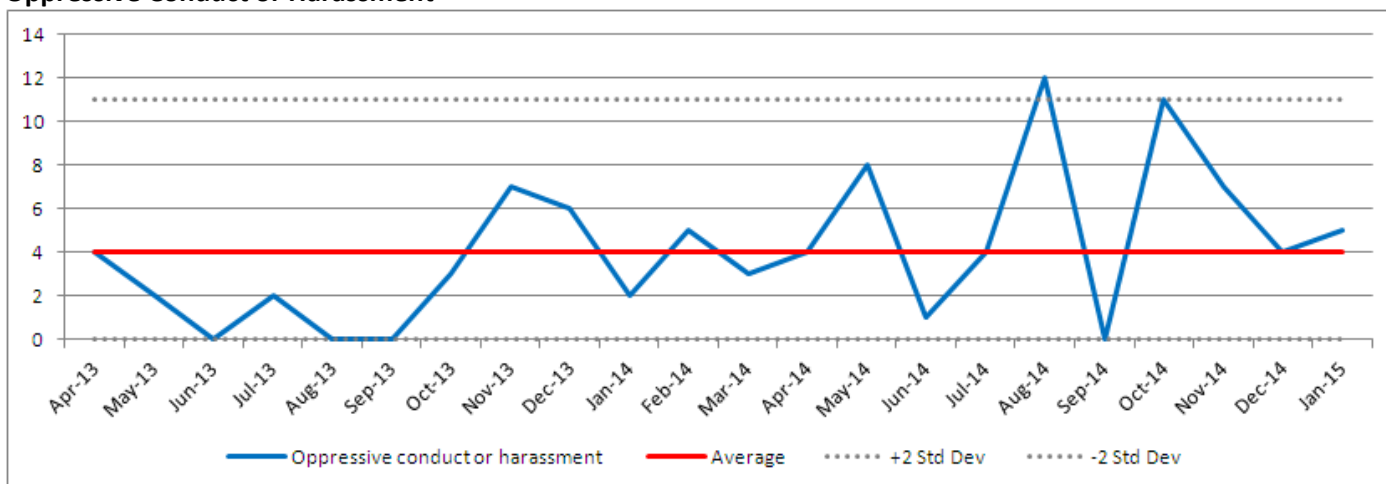
Other Neglect or Failure in Duty



Incivility, impoliteness and Intolerance

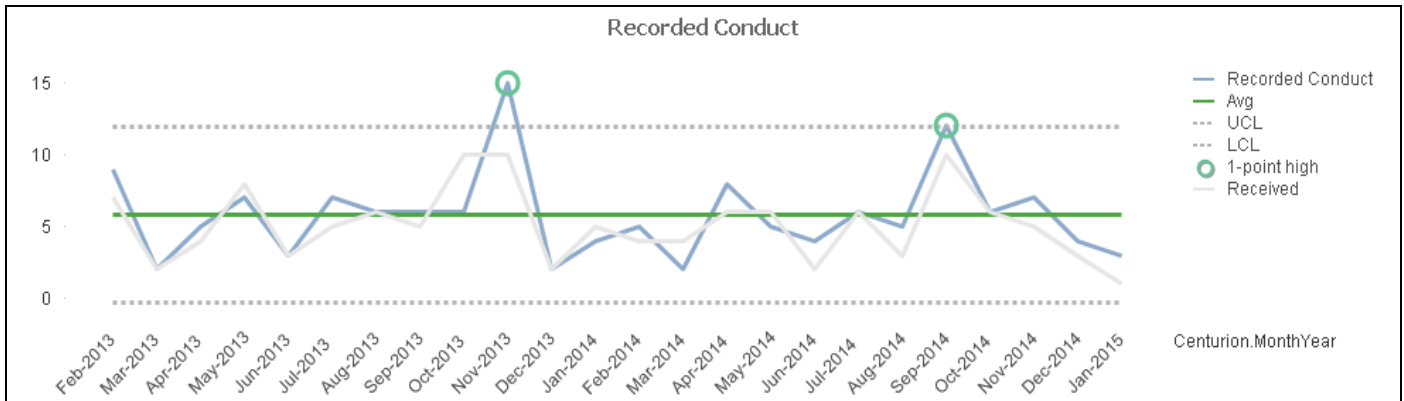


Oppressive Conduct or Harassment



Conduct Cases

11. The chart below shows the plotted number of Conduct Cases recorded each month, identified by the blue line and the grey line indicates the number of conduct cases received each month. The two lines above and below the green centre-line (average) are called the upper control limit (UCL) and lower control limit (LCL) respectively, and they both denote the normal range of variation for the number of conduct cases recorded.



Monitoring of Professional Standards, Integrity and Complaint Appeals

12. Attached at Appendix A is my annual report to the Commissioner for the period April 2013 to March 2014. This would usually be produced in a more timely manner but was delayed as I was waiting for the IPCC to produce their annual report so that I could reflect on the content in my report. Due to the significant delay in the publication of the IPCCs report I proceeded with mine regardless. The report is attached for Members' information.

Analysis of IPCC Annual Report

13. Attached at Appendix B is my analysis of the IPCC complaints report for 2012-13 and 2013-14 which was published in February 2015. This is attached for Members' information.

Allan T Johns
Independent Appeals Adjudicator