

**Complaints Survey Results - July 2022 - March 2023**

Month	Total no. Surveys sent	No. surveys completed	% responses	No. scoring >=5 (column N)	%age scoring >=5 Target is 80%	Score<5 relates to which services? See separate tabs column P	Equality Surveys completed	Equality responses as a % of completed surveys	%age Equality responses declaring disability
Jul-22	65	5	8%	1	20%	Repairs & Maintenance (5)	0	0	0
Aug-22	84	18	21%	3	17%	Hsg&NS (2); R&M (11);Parks,Amn&BI (1); Unrecorded (4)	3	17%	67%
Sep-22	56	18	32%	4	22%	Hsg&NS (2); R&M (10);Customer Services (1); Finance-R&B (1); Health & Housing (1) Unrecorded (4)	5	28%	40%
Oct-22	86	11	13%	0	0%	Hsg&NS (2); R&M (11); Unrecorded (4)	2	18%	0%
Nov-22	91	26	29%	3	12%	(9) Unrecorded; Repairs & Maint (16);Adults Social Care (1)	6	23%	50%
Dec-22	96	15	16%	0	0%	(3) Unrecorded; R&M (15); Amey (1); CCC Repairs & Maint (2)	2	13%	0%
Jan-22	103	25	24%	0	0%	Unrecorded(4) (Repairs & Maintenance (21)	2	8%	100%

Feb-22	118	23	19%	4	17%	Unrecorded (5); Housing (1); R&M (15); Children's Social care (1); Finance (1)	2	9%	50%
Mar-23	100	37	37%	2	5%	Unrecorded (9); Housing (2); R&M (23); Resources - Cust Services (2)	3	8%	100%

Q2	205	41	20%	8	20%		8	20%	50%
Q3	273	52	19%	3	6%		10	19%	30%
Q4	321	85	26%	6	7%		7	8%	86%

Scoring 1 is poor 10 is good  
 Complaints Surveys commenced from Q2 (July)  
 Equalities Surveys commenced August 2022

**Summary**

- Total number of complaints surveys sent – 799.
- Total number of complaint surveys completed – 178 (22%).
- Total number of equality surveys completed of completed surveys – 25 (14%)
- Percentage of citizens who completed an equalities survey who recorded that they had a disability –52% (13)
- Of the total 178 complaint surveys completed only 10% were satisfied with how their complaint was handled.

Survey equality data and demographic information (including protected characteristics data, such as gender, ethnicity, age etc) is low and we must improve and develop further in this area, so that we are more confident that our service provision meets what matters most to our diverse communities.

Development work and focus is required to ensure that Sheffield City Council can demonstrate that it provides fair and accessible services for all.

Personal contact when handling and updating the complainant also needs improvement.