

**Children's Services Social Care Complaints**

**Annual Report**

**1 April 2016 – 31 March 2017**

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# Introduction

This annual report provides details of representations and complaints received by Torbay Council between 1 April 2016 and 31 March 2017, which come under the Children’s Statutory Social Care Complaints Procedure. It also provides an overview of how the learning from complaints is informing our improvement journey.

# Complaints Procedures

## Children’s Statutory Social Care Complaints

Local Authorities are required to deal with complaints about Children’s Social Care under the Children Act 1989 Representations Procedure (England) Regulations 2006 (Statutory Instrument 2006 No. 1738).

The Children’s Social Care Complaints Procedure comprises of three stages:

**Stage 1** is the ‘local resolution’ stage.
At Stage 1 the service manager responsible for the case considers the issues raised and provides the Local Authority’s response to the complainant. If the complainant remains unhappy the complaint progresses to Stage 2.

**Stage 2** involves a formal investigation.
An independent investigator and independent person are commissioned to carry out an investigation. Their reports and findings are considered by Children’s Services and the complainant is advised of the outcome. If the complainant is still unhappy after the independent investigation they can request to go to Stage 3.

**Stage 3** is an Independent Review Panel Hearing.
The purpose of the Review Panel is to evaluate how the complaint was dealt with in accordance with the relevant procedures. If the complainant remains dissatisfied at the conclusion of Stage 3, the complainant is directed to make contact with the Local Government Ombudsman (LGO).

## Corporate Complaints

Complaints about Children’s Services, which do not meet the criteria of The Children’s Social Care Complaints Procedure, are dealt with in accordance with the Council’s Corporate Complaints Procedure.

The Council’s Complaints Procedure consists of two stages. At Stage 1 the relevant service area will consider and respond to the issues being raised. If the customer remains unhappy, a Senior Officer within the relevant department will carry out a Stage 2 investigation. The Information Compliance Team will review the Stage 2 investigation and provide the customer with the response. The customer is advised of their right to refer the complaint to the LGO if they are still dissatisfied.

A summary of all complaints received by the Council are considered quarterly by the Senior Leadership Team.

## School Complaints

The role of the Local Authorities (LA) regarding the handling and reviewing of school complaints changed in July 2012. The role of the LA is now one of an advisory and supportive nature and any powers of intervention or scrutiny have been removed. The LA is no longer obliged to consider or review complaints formally as previously undertaken.

# Complaints received

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Financial Year  | Stage 1 | Stage 2  | Stage 3  | Local Government Ombudsman Investigation  |
| 2016/17 | 40 | 5 | 0 | 0 |
| 2015/16 | 50 | 5 | 0 | 1 |
| 2014/15 | 41 | 1 | 1 | 2 |
| 2013/14 | 73 | 6 | 0 | 0 |
| 2012/13 | 55 | 0 | 0 | 3 |

The number of Stage 1 complaints received during 2016/17 has significantly reduced compared to 2015/16. This shows Teams and Service Managers recognised the numbers of complaints had increased in 2015/16 and have shown a high level of commitment in managing our customers’ expectations, with good results.

The table below shows a breakdown of the categories of people from whom complaints were received. This includes any complaints which were rejected or withdrawn.

|  |  |  |
| --- | --- | --- |
|  | 2016/17 | 2015/16 |
| **Complainant**  | **Total** | **% of Total** | **Total** | **% of Total** |
| Adoptive Parent | 1 | 2% | 2 | 4% |
| Advocate | 0 | - | 0 | - |
| Birth/Step Parent | 27 | 68% | 33 | 66% |
| Child or Young Person  | 4 | 10% | 4 | 8% |
| Foster/Kinship Carer | 4 | 10% | 6 | 12% |
| Grandparent | 2 | 5% | 5 | 10% |
| Solicitor/Lawyer | 2 | 5% | 0 | - |

Children and young people are the primary focus of the Children’s Social Care complaints procedure and complaints play an important part in helping children and young people feel that they are participating in decisions made about them.

It is therefore especially important that when we receive a complaint from a child or young person we take them seriously and ensure their concerns are addressed. Whenever possible social workers and care workers aim to resolve any issues raised by children or young people quickly.

We ensure that all children and young people making complaints are aware of the independent advocacy services provided by Children’s Rights on behalf of Children’s Services.

# Response times

Under the Children’s Social Care Complaints Procedure we are required to respond to complaints within 10 working days; however, if the issues being raised are complex an extension of a further 10 working days can be implemented.

The graph below shows our performance against these timescales.

For the year 2016/17 62% of Stage 1 complaints were responded to within 20 working days and 38% of complaints took more than the statutory time limit allowed.

The response rate for complaints has fallen since the last financial year and this has mainly been due to staff absence/unavailability and workload.

# Complaints by Service Area

The following chart shows a breakdown of Stage 1 complaints received for the financial year 2016/17 by service area compared to 2015/16.

Of the 40 complaints received in 2016/17, there were a number of complaints raised against multiple service areas and therefore the number of complaints by service area will not tally with the actual number received.

# Nature of Complaints and Outcomes

Complaints are often complex and can cover a variety of issues. For the purpose of this report, all root causes have been identified for each complaint therefore the number of causes will not tally with the actual number of complaints received.

The table below shows the root causes of Stage 1 social care complaints received for Children’s Services in 2016/17. This data has also been further broken down to whether the root cause of the complaint was upheld, partially upheld or not upheld.

The majority of root causes for complaints (71%) made against Children’s Services are not upheld. Only 29% are either Upheld or Partly Upheld.

The attitude and behaviour of staff is always a theme of complaints for Children’s Services. Given the nature of the services being provided and the decisions having to be made in order to safeguard children, it is not surprising that this comes out high but it must be noted that the majority of these complaints are not upheld.

However the number of complaints where a customer has a concern about the appropriateness or quality of a service is the highest root cause of complaints for the service with nearly as many concerns being upheld or partly upheld as not upheld.

# Complaints by Service Area

##

## Adoption Services

This team provides approved adopters with support and training such as life story work with children, therapeutic work, counselling for adopted adults and birth parent support. Adoption Services also manage all post adoption contact and the “letter box” service.

|  |  |  |
| --- | --- | --- |
| Actual number of complaints received = 3 | Not upheld | Upheld / Partly Upheld |
| An unwelcome or disputed decision | 1 | 0 |
| Attitude or behaviour of staff | 1 | 0 |
| Concern about the quality or appropriateness of a service | 1 | 1 |
| Delivery or non-delivery of services including complaints procedures | 2 | 0 |
| Information / Advice - including info advice given about the availability of services | 1 | 0 |
| The impact on a child or YP of the application of a local authority policy | 1 | 0 |
| Total | **7** | **1** |

## Care Leavers

This team supports Looked After Children and Care Leavers aged 15 to 21 years (or up to 25 years if in full time education) to prepare for independence. They also help young people involved with youth justice services; this includes both pre-court and court interventions and provides support to young people who have been referred for additional support by the Early Help Service.

|  |  |  |
| --- | --- | --- |
| Actual number of complaints received = 2 | Not upheld | Upheld/Partly Upheld |
| An unwelcome or disputed decision | 2 | 0 |
| Total | **2** | **0** |

## Children’s Disability Services

The teams within this service work in partnership with children, families and other agencies to meet the needs of children and young people with disabilities by organising and providing a wide range of support and services.

|  |  |  |
| --- | --- | --- |
| Actual number of complaints received = 3 | Not upheld | Upheld/Partly Upheld |
| An unwelcome or disputed decision | 0 | 1 |
| Communication including delay and lack of response | 0 | 1 |
| Concern about the quality or appropriateness of a service | 0 | 2 |
| Total | **0** | **4** |

## Safeguarding and Supporting Families Services

The teams within this service deal with our child in need and child protection work. They support children and young people who have newly entered care (i.e. before a final order is made).

|  |  |  |
| --- | --- | --- |
| Actual number of complaints received = 12 | Not upheld | Upheld/Partly upheld |
| An unwelcome or disputed decision | 1 | 0 |
| Attitude or behaviour of staff | 4 | 1 |
| Communication including delay and lack of response | 1 | 2 |
| Concern about the quality or appropriateness of a service | 2 | 3 |
| The impact on a child or YP of the application of a local authority policy | 1 | 0 |
| Total | **9** | **6** |

## Family Group Conferencing

This team works with families to identify individuals within the wider family network with a capacity and willingness to provide care (or to support parents to do so) thereby avoiding or minimising intrusion by services.

|  |  |  |
| --- | --- | --- |
| Actual number of complaints received = 1 | Not upheld | Upheld/Partly Upheld |
| Concern about the quality or appropriateness of a service | 1 | 0 |
| Total | **1** | **0** |

## Fostering

Torbay’s Fostering Team recruits foster carers and undertakes their training and assessments. Approved foster carers are provided with support, supervision and training on an ongoing basis whilst they are approved carers for Torbay.

|  |  |  |
| --- | --- | --- |
| Actual number of complaints received = 2 | Not upheld | Upheld/Partly upheld |
| An unwelcome or disputed decision | 1 | 0 |
| Attitude of behaviour of staff | 0 | 1 |
| Total | **1** | **1** |

## Children Looked After Services

This team is responsible for providing a social work service for all of the children and young people looked after by the Council who have a ‘Plan for Permanence’.

|  |  |  |
| --- | --- | --- |
| Actual number of complaints received = 7 | Not upheld | Upheld/Partly upheld |
| An unwelcome or disputed decision | 2 | 0 |
| Attitude or behaviour of staff | 3 | 0 |
| Concern about the quality or appropriateness of a service | 1 | 1 |
| Delay in decision making or provision of service | 0 | 1 |
| Delivery or non-delivery of services including complaints procedure | 1 | 1 |
| The impact on a child or YP of the application of a local authority policy | 1 | 0 |
| Total | **8** | **3** |

## Multi-Agency Safeguarding Hub (MASH)

The MASH is a multi-agency team co-located team of key safeguarding agencies designed to provide quick and accurate identification of safeguarding risks to children, young people and adults.

|  |  |  |
| --- | --- | --- |
| Actual number of complaints received = 2 | Not upheld | Upheld/Partly Upheld |
| Assessment, care management and review | 1 | 0 |
| Concern about the quality or appropriateness of a service | 1 | 0 |
| Total | **2** | **0** |

## Safeguarding Unit (including the Independent Reviewing Officers)

This Unit comprises a number of functions including supporting the:

* Torbay Safeguarding Children’s Board;
* Local Authority Designated Officer (LADO) who is responsible for co-ordinating the response to concerns that an adult who works with children may have caused them or could cause them harm;
* Independent Reviewing Officers; and
* Child Protection Conference Chairs.

|  |  |  |
| --- | --- | --- |
| Actual number of complaints received = 4 | Not upheld | Upheld/Partly Upheld |
| Attitude or behaviour of staff | 2 | 0 |
| Concern about the quality or appropriateness of a service | 2 | 0 |
| Total | **4** | **0** |

## Schools Services

Issues relating to direct payments fall within the Children’s Social Care Complaints Procedure and these are managed by Schools Services.

|  |  |  |
| --- | --- | --- |
| Actual number of complaints received = 1 | Not upheld | Upheld/Partly Upheld |
| An unwelcome of disputed decision | 1 | 0 |
| Total | **1** | **0** |

## Single Assessment Service

Once a referral is accepted, this team is responsible for completing a Single Assessment within 45 days which will inform the nature and extent of subsequent service involvement.

|  |  |  |
| --- | --- | --- |
| Actual number of complaints received = 9 | Not upheld | Upheld/Partly upheld |
| An unwelcome or disputed decision | 2 |  |
| Assessment, care management and review | 1 |  |
| Attitude or behaviour of staff | 3 |  |
| Communication including delay and lack of response |  | 2 |
| Concern about the quality or appropriateness of a service | 2 | 2 |
| Delivery or non-delivery of services including complaints procedures | 1 |  |
| Total | **9** | **4** |

## The Assessment Resource Centre (ARC)

The ARC provides a range of services responding to the assessed needs of children and families, in particular when children are looked after (or at risk of being looked after) by the Council. It provides family assessments and supervised contacts.

|  |  |  |
| --- | --- | --- |
| Actual number of complaints received = 1 | Not upheld | Upheld/Partly Upheld |
| Concern about the quality or appropriateness of a service | 1 | 1 |
| Total | **1** | **1** |

# Actions arising from Stage 1 Complaints

| Case Ref. | Root Cause of Complaint | Identified Actions Arising from Complaint |
| --- | --- | --- |
| 279052 | An unwelcome or disputed decision | **Arrange staff training or guidance**Deliver some team training and information sessions to remind the team what they can and cannot agree to and the process to obtain funds for young people |
| 270541 | Delay in decision making or provision of service / Delivery or non-delivery of services including complaints procedure | Staff to be reminded of the important of making sure services are completed  |
| 274703 | Attitude or behaviour of staff / Concern about the quality or appropriateness of a service | **Arrange staff training or guidance**When clients are in temporary accommodation then all correspondence will be hand delivered in good time to avoid delay or confusion |
| 269397 | Concern about the quality or appropriateness of a service | **Arrange staff training or guidanceInformation on file to be corrected** |
| 269381 | Assessment, care management and review /Communication including delay and lack of response / Delivery or non-delivery of services including complaints procedures | **Discuss at team meeting** |
| 273410 | Attitude or behaviour of staff / Communication including delay and lack of response | **Discuss at team meeting**Emphasise importance of communication with service users and families |
| 274817 | An unwelcome or disputed decision / Concern about the quality or appropriateness of a Service / The impact on a child or YP of the application of a local authority policy | **Arrange Staff Training or guidance**Customer did not receive fostering allowance when they should have done. This was corrected however will be addressed in staff training and checks will be made to ensure it is embedded in CS Policy and practices  |
| 274041 | Attitude of behaviour of staff | **Arrange staff training or guidance**Ensure clearer communication to temporary foster carers |
| 276846 | Concern about the quality or appropriateness of a service | **Arrange staff training or guidance**Guidance and new process put in place for dealing with Christmas presents received for LAC |
| 279330 | An unwelcome or disputed decision | **Provide additional service** Commitment to ensure funding for 1-1 support is available under Section 17 to support day respite services once identified as outlined within the CIN plan.**Arrange staff training**The referral process and team responsibility to undertake assessment will be clearly outlined in policy and process to include a joint visit between the Single Assessment Team and Children with Disabilities Service where appropriate; A clear pathway process of advice and support from the Children with Disabilities/Short Breaks service to social workers who have families within CIN to be established within day to day practice. |
| 276195 | Concern about the quality or appropriateness of a service | **Arrange Staff Training or guidance**Sharing of an assessment in an appropriate way. This will be incorporated into future practice and will form part of the staff member’s reflective supervision |
| 279835 | Concern about the quality or appropriateness of a service | **Information on file to be corrected or added to** Views of parents to be added to relevant minutes**Performance management** **- staff member****Arrange staff training or guidance**Non Violent Resistance training arranged to support learning and practice. We will further explore community resources and update information for staff in being able to sign post to appropriate support services |
| 271874 | Communication - including delay and lack of response / Concern about the quality or appropriateness of a service / The impact on a child or YP of the application of a local authority policy / Concern about the quality or appropriateness of a service | **Information on file to be corrected or added toArrange staff training or guidance** |
| 270439 | Communication including delay and lack of response / Concern about the quality or appropriateness of a service | **Change or review operational procedure** Developing further the protocol between Children's and Adult Services in relation to transition, and are clear in our processes that referrals must be made to Adults in a timely manner**Discuss at team meeting**The expectations of acknowledging the receipt of an email, and advising that a response should be made in the first instance by the Social Worker or Manager as appropriate; relaying the learning points from this complaint into the Managers meeting within Service area. The lessons identified from the complaint will also be shared within the Children's Service Management Team Meeting to promote learning throughout the Children's Services Department. |
| 275628 | Concern about the quality or appropriateness of a service | **Arrange staff training or guidance** Process to be reviewed in Supervision as learning for both manager and social worker**Discuss at team meeting**Minutes were not shared with customer. Process of sharing minutes to be discussed at future team meeting |

# Stage 2 complaints

Five cases were investigated at Stage 2 of the Children’s Social Care Complaints Procedure. Of these five, three cases escalated from complaints received in 2015/16.

All Stage 2 complaints in 2016/17 were investigated by an Independent Investigating Officer and an Independent Person. The expenditure incurred in dealing with the Stage 2 complaints for the financial year 2016/17 was £16093.20 – this is double the amount spent on Stage 2 complaints in 2015/2016 despite the same number of complaints being received. This shows the complex nature of the cases being investigated and the amount of time to deal with them.

Below is a summary of the Stage 2 complaints and outcomes.

**Complaint – Single Assessment *(Complaint ref: 267808 Paris ID of Service User: 363220)***

**Stage 1 response 02/02/16 (*Partly upheld)***

Complaint relates to the customer’s involvement with the Single Assessment Service. The complainant felt that the service failed to engage with him and his family during the initial Section 47 investigation. Information provided as part of the assessment lead to the identification of the referrer. Information contained within the report produced was inaccurate and Children’s Services had failed to properly investigate allegations made. The customer also felt that his Stage 1 complaint had not been appropriately responded to within the timescale set out in the Regulations.

**Outcome**

7 complaint issues raised; 1 upheld, 2 partially upheld, 4 not upheld.

**Learning from Complaint**

Procedures need to be updated to ensure there is a clear process for sharing assessment reports and that staff understand the importance of sharing the correct format document for the intended purpose. Furthermore, that the correct documents are shared in future.

**Complaint – CIN/CP *(Complaint ref: 268315 Paris ID of Service User: 364908)***

**Stage 1 response 26/02/2016 (*Not upheld)***

Complaint relates to the way in which the social worker handled the case including making inappropriate comments, lack of communication, not inviting complainant to meetings and that reports used in decision making processes were inaccurate. He also felt that Children’s Services did not thoroughly investigate historic allegations correctly. This resulted in a lack of contact which the customer felt had a detrimental impact on the child.

**Outcome**

10 complaint issues raised; 2 upheld, 2 partially upheld, 6 not upheld.

**Learning from Complaint**

The importance of ensuring accurate information is held on case files needs to be disseminated to all staff. In this instance ill-informed decisions were made having a detrimental impact on a child and her family.

The training process currently in place regarding the Social Worker’s Code of Ethics needs to be emphasised throughout team meetings and supervision.

**Complaint – Specialist Services *(Complaint ref: 266760 Paris ID of Service User: 10361)***

**Stage 1 response 01/12/15 (*Not upheld)***

Complaint relates to a failure by Children’s Services to provide adequate services or support to the complainant whilst she was in care including the failure to investigate a report of assault by a carer. Complainant also raised issues with regard to the way in which her social worker handled the case including not implementing contact requirements as ordered by the Court or taking the complainants views into account in regard to decisions made about care arrangements and education.

**Outcome**

5 complaint issues raised; 4 upheld, 1 not upheld

**Learning from Complaint**

Social Workers and Independent Reviewing Officers need to be reminded of their responsibility to listen to young people and seek their views.

**Complaint – Specialist Services *(Complaint ref: 272627)***

**Stage 1 was bypassed on this occasion and complaint logged at Stage 2**

Complaint relates to the way in which Torbay Council has dealt with the complainants in their role as Foster Carers.

**Outcome**

5 complaint issues raised; 4 upheld, 1 not upheld

**Learning from Complaint**

As a result of the complaint, the Information Compliance Team and Head of Service to arrange a service day of learning covering: the impact of poor recording; addressing issues or concerns within supervision with carers; managing allegations and managing disruptions – working in partnership with carers.

**Complaint – CIN/CP *(Complaint ref: 278743 Paris ID of Service User: 416623)***

**Stage 1 response 23/02/17 *(Not upheld)***

Complaint relates to the way in which Children’s Services managed his daughter’s case including a lack of response to communication.

**Outcome**

The case was withdrawn as the complainant was unable to continue with the complaint.

# Stage 3 complaints

There were no Stage 3 Review Panel Hearings during 2016/17.

# Local Government Ombudsman

One of the complaints received was referred to the Local Government Ombudsman via early referral following the dissatisfaction of the complainant at Stage 1 and the decision being made that the matter had been fully considered in accordance with the Fostering IRM and therefore was not appropriate to be reconsidered at either Stage 2 or Stage 3. The Ombudsman’s decision following receipt of the complaint was to take no further action. No other complaints received under the Children’s Social Care Complaints Procedure for 2016/17 were referred to the Local Government Ombudsman.

# Advocacy Service

An advocacy service is available to all children and young people who wish to make a complaint.

The advocacy service provides an independent person to listen to a child or young person and, if required, the advocate can speak on the child’s or young person’s behalf. The service provided advocacy to 98 children looked after and 173 young people subject to child protection procedures. 12 children were provided with support to raise concerns, all of which were resolved without the need to escalate to a formal complaint. Detailed feedback was provided to the Local Authority in nine of the cases to inform future learning.

Of the four cases including children considered at Stage 1, three children had representation and did not require support which was offered, one young person declined.

# Monitoring and quality assurance

Ongoing administrative support provided by Children’s Services Business Support continued throughout 2016/17 and this has played an important part in ensuring complaints are being logged and responded to in a timely manner.

The Information Compliance Team continues to review responses at Stage 1 before they are sent out to the complainant as part of our quality assurance arrangements. This has resulted in the number of complaints progressing to Stage 2 remaining at the same levels as the previous year.

# Learning from complaints

We endeavour to learn and identify service improvements from all complaints received. The Council’s main aim when dealing with a complaint which has been upheld is to put things right for the complainant, in line with our Remedies Policy, and to learn from our mistakes.

The Information Compliance Team records all Children’s Social Care complaints received; this includes a summary of the complaints raised, the outcome of the complaint, actions required and any lessons which the responding officer or the Information Compliance Team has identified. All actions agreed are monitored to ensure they are carried out in a timely manner and all lessons identified are shared throughout Children’s Services to promote service improvements.

# Areas for development

Whilst progress has been made in ensuring complaints are dealt with in a systematic and timely manner, more work is needed to ensure we maximise the opportunity to put learning into practice.

Complaints and compliments are now considered at the monthly performance meeting chaired by the Assistant Director to provide a forum for collective discussion and learning.

Advocacy services for children are reaching a sizable proportion of children although future work is needed to gage the impact for the children in receipt of the service and opportunities for wider learning. In summary, the focus of development work will be to transition from a focus on procedural compliance, towards a focus on impact and learning through the integration of our complaints, compliments and advocacy activity into our quality assurance arrangements.

A consistent approach towards care recording has been an integral element within our improvement activity. The Children’s Service’s Care Recording Policy has been reviewed and the Tri-X procedures were relaunched to staff.

Practice standards have been developed and issued to all staff. Case file auditing is now well established however it is recognised that work is ongoing to ensure it is driving service improvement.

The ‘Signs of Safety’ model has been adopted by Children’s Services and underpins our social care practice. It is used to inform all aspects of our assessment, planning and intervention work and has been rolled out across our partner organisations.

Section 20 and Southwark assessments have been an area of particular focus for improvement work with Hampshire County Council. Southwark assessments and outcomes have been subject to audit to ensure the benefits of a young person being looked after are thoroughly considered.

The importance of accurate and exhaustive recording of all contacts with clients has been emphasised within staff briefings.

# Compliments

All compliments are recorded on our Corporate System. In 2016/17, three compliments were recorded by customers who received services from Children’s Services.

|  |  |
| --- | --- |
| Team | Number of compliments received |
| Safeguarding and Supporting Families | 2 |
| Children Looked After Services | 1 |

In all cases, the teams were complimented on the support they provided to the families involved and individual members of staff were complimented on their communication, compassion and inspirational qualities.

# Equality

Torbay Council is committed in promoting and demonstrating fairness and equality of opportunity in all Council services. We aim to make sure that no customer is disadvantaged if they wish to pursue a complaint. The Information Compliance Team will act as, or assist in, providing a suitable advocate to support a customer if required.

Equalities information is sought from customers making complaints; however, there is no obligation on the complainant to provide the information.

|  |  |  |
| --- | --- | --- |
| Age | Total | % |
| Not specified | 32 | 71% |
| 16 – 19 | 1 | 2% |
| 16 – 24 | 2 | 4% |
| 20 – 24 | 1 | 2% |
| 25 – 34 | 1 | 2% |
| 35 – 44 | 2 | 4% |
| 45 – 54 | 5 | 11% |
| 65 – 74 | 1 | 2% |

|  |  |  |
| --- | --- | --- |
| Ethnic origin | Total | % |
| Not specified | 32 | 71% |
| White British | 13 | 29% |

|  |  |  |
| --- | --- | --- |
| Gender | Total | % |
| Not specified | [9](http://corp-complaints1.torbay.local/off/servlet/ep.report?auth=10001&st=REPORTING&noquery=true&mychart=250194&redirect=http%3A%2F%2Fcorp-complaints1.torbay.local%2Foff%2Fservlet%2Fep.blank%3Fst%3DREPORTING%26type%3DCHARTCONFIG%26auth%3D10001%26linkId%3Dep.blanktype%253DCHARTCONFIG) | 20% |
| Female | 22 | 49% |
| Male | 14 | 31% |

No customers recorded a disability when providing their equalities information.