

Complaints about care services in Scotland, 2008 to 2013

A statistical bulletin

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Introduction

Care services are not allowed to operate in Scotland unless they are registered with the Care Inspectorate. We are responsible for registering and inspecting some 14,000 care services. The main types of care services are childminders, nurseries, care homes, and housing support, but we also regulate a large number of more specialist services providing care. We take enforcement action where standards fall below acceptable levels, and investigate complaints.

This report examines the trends in complaints received and investigated over the last 5 years. The Care Inspectorate was established on 1 April 2011; complaints prior to this were investigated by the then Care Commission. Whilst often complaints and concerns can be best dealt with by staff and managers in a care service, anyone concerned with or not happy about a regulated care service can make a complaint directly to us. Complaints can be made in writing, through our website, or by telephone through our national enquiries line. Complainants can opt to remain anonymous if they wish.

Since 2011, we have seen a rise in the number of complaints about care services. This does not necessarily mean that care is getting worse. Indeed, between March 2011 and March 2013, the percentage of services graded good, very good, or excellent rose from 82% to 86%.

The Care Inspectorate actively promotes its complaints function. The reason for this is not simply to help people resolve concerns about the quality of care, but because we use intelligence from complaints to plan our inspections. If there is an unusual pattern of complaints in a care service, we may bring forward a planned inspection, or make it even more intense, or focus on particular areas identified through intelligence. This might mean, for example, that our specialist health advisers support an inspection where a relevant concern has been identified.

During 2011/12, the Care Inspectorate reorganised its staff structure to create a specialist complaints team and adopted a more proactive approach. A media strategy encouraged people to be the Care Inspectorate's "eyes and ears" and report concerns about care services to us. In its 2011 inquiry into the regulation of care for older people, the Scottish Parliament's Health and Sport Committee noted the importance of the complaints process in effective scrutiny of care services and reported that:

"the Committee acknowledges the Care Inspectorate's intention to address this issue and welcomes the commitment made by the Cabinet Secretary to support the Care Inspectorate in raising the profile of the complaints process".

Additional online and printed materials in care services have increased the awareness of the complaints process. Further work to promote our complaints function is scheduled for 2014 and is again likely to impact on the number of complaints we receive. We believe that the level of demand can be influenced by the public assessment of confidence in the complaint handling process, and can also be influenced by widespread media coverage of particular incidents.

1. How many complaints were received?

In 2012/13 we received 3,172 complaints about care services. This is an increase of 28.2% over the five year period, with most of that increase occurring since the Care Inspectorate was established on 1 April 2011.

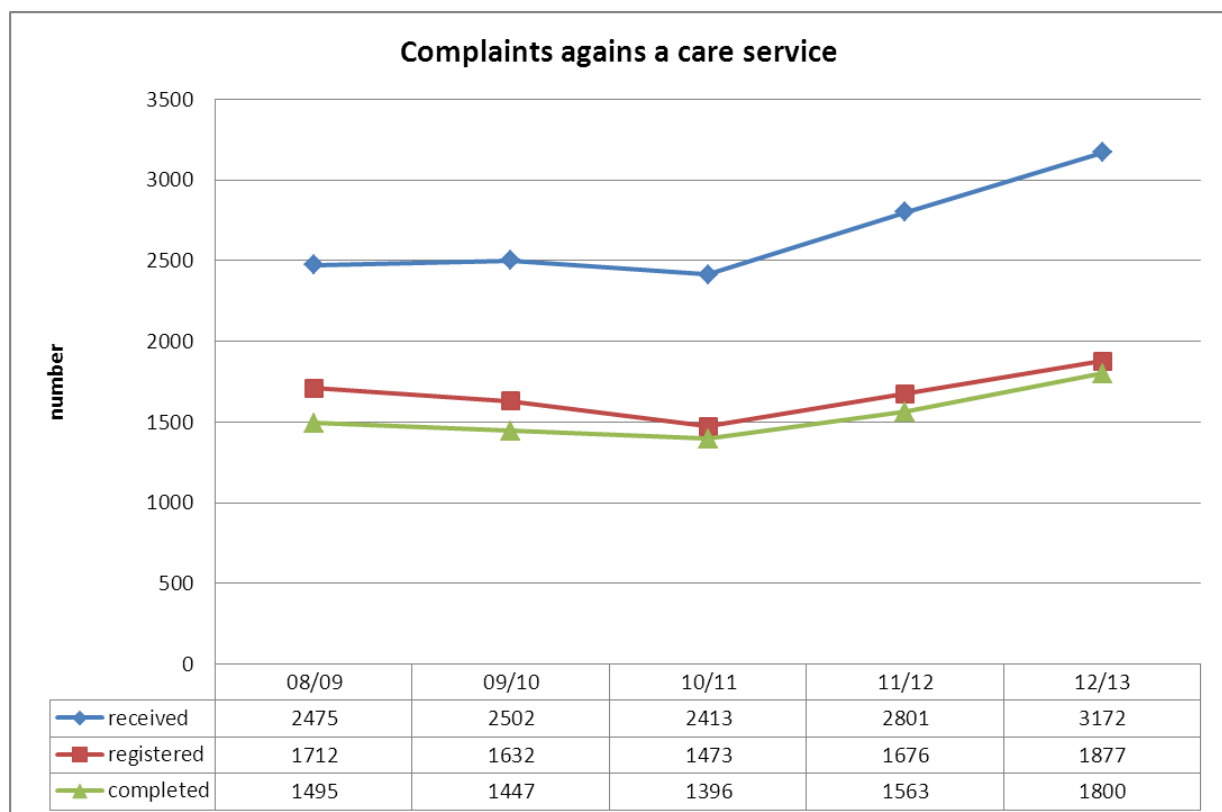
When we receive a complaint, we clarify its nature with the person who has made it. At that stage, it may become apparent that the complaint is not about a matter that we can investigate (for example, it may not be about a care service) or the person may not wish to pursue a complaint but just report a concern to us. Once we decide that we are going to investigate a complaint, we formally register it as a complaint.

In 2012/13 we formally registered 1,877 complaints. Over the past five years, the overall trend has been a slightly increasing one, with a rise of 9.6% since 2008/09.

Once we have investigated a complaint, and we either uphold or do not uphold it, we describe the complaint investigation as being completed (although more regulatory action may follow). We completed 1,800 complaint investigations in 2012/13.

Overall, the number of complaint investigations completed has increased by 20.4% since 2008/09.

Figure 1: The number of complaints against a care service

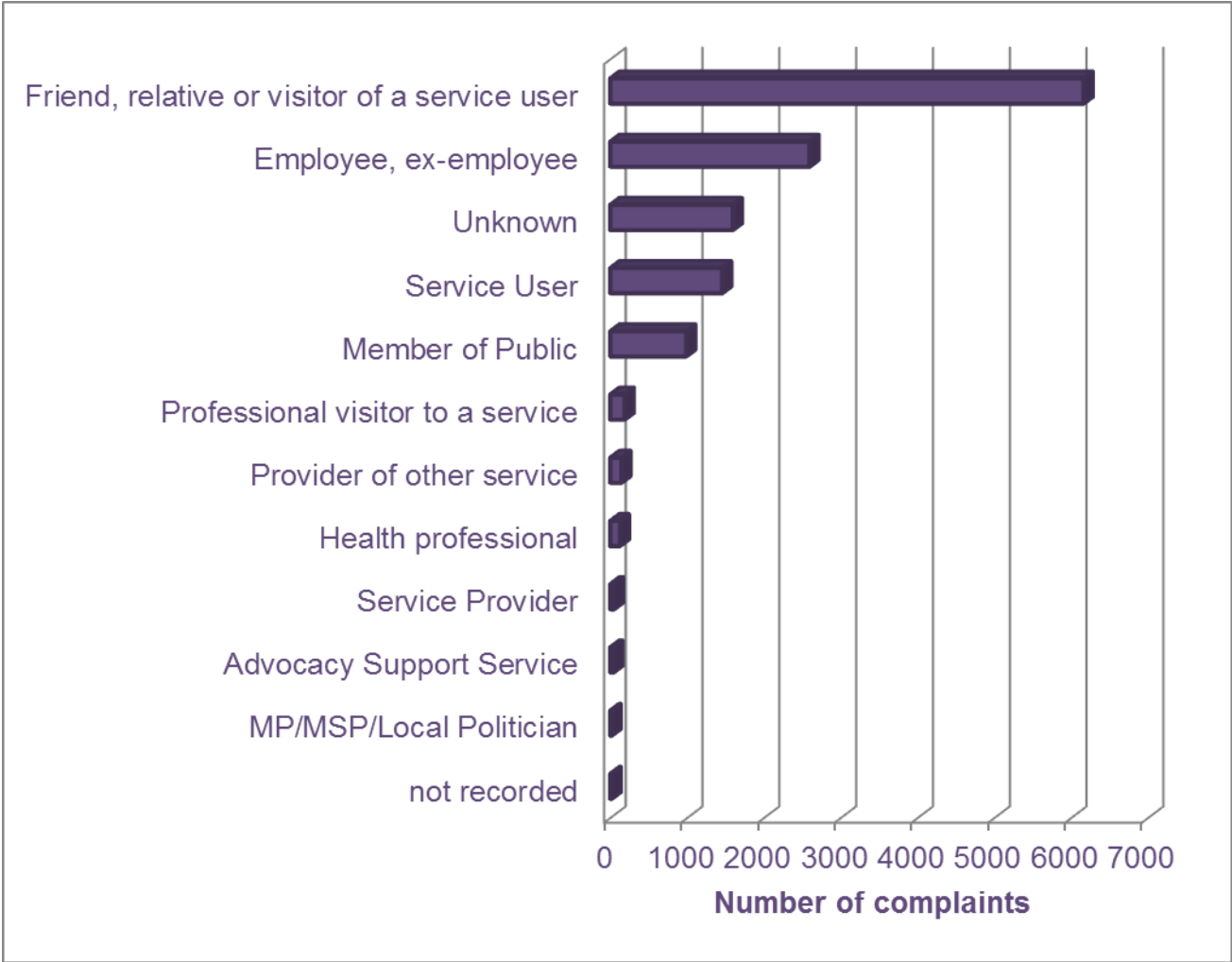


2. Who makes complaints?

Between 2008 and 2013, just under half of all complaints received (46%) were made by friends of a person who used the care service complained about, by relatives or by visitors. A further 19.4% were made by employees or former employees of the service. Only 11.9% of complaints were made directly by someone using the service. A small number of complaints were made by professional groups of staff, including health and social care professionals, advocacy workers or elected representatives.

Over time, the number of complaints received by each category of complainant has increased. The most notable exception to this is from people who use care services themselves, where the number has fallen from 378 (15.3% of all complaints received) in 2008/09 to 275 (8.8% of all complaints received) in 2012/13.

Figure 2: Complaints received 2008/09 to 2012/13, by relationship to service



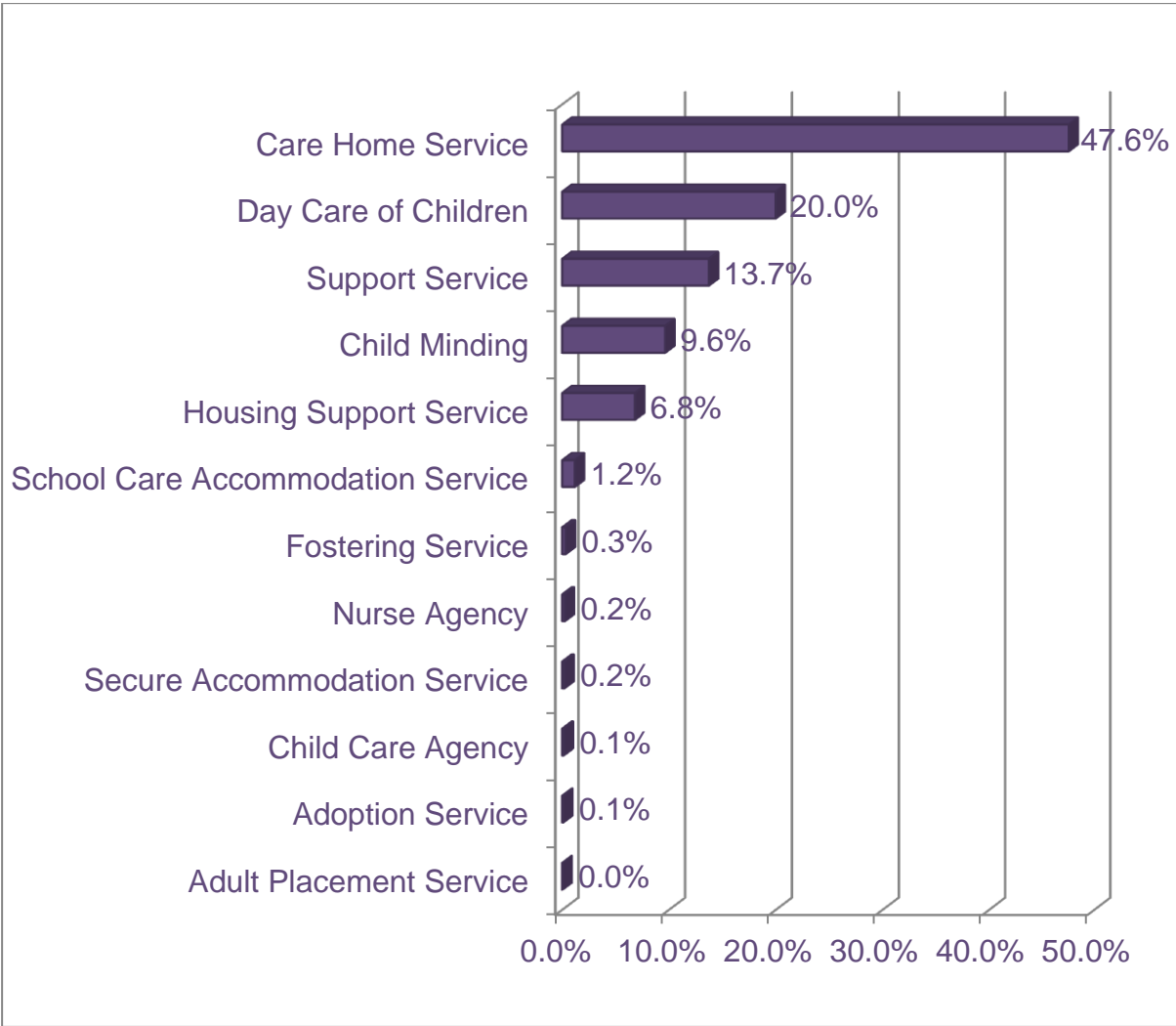
3. What types of care services do people complain about?

The largest number of complaints we investigated between 2008 and 2013 involved care homes, accounting for 47.6% of the total number of complaints investigated and numbering 3,663. The number of complaints about care homes increased from 714 in 2008/09 to 884 in 2012/13. Support services include care at home and other adult day care; 13.7% of complaints related to these types of service.

Over the five years, 20% of the complaints we investigated were about daycare of children services and a further 9.6% were about childminders. The proportion of complaints investigated each year in these two categories has remained fairly constant, with an overall slight rise of 3.8% for both types of service.

The largest percentage increase in complaints has been in support services, including care at home and daycare for adults. Between 2008/09 and 2012/13, the number of complaints increased from 161 to 282 – an increase of 75.2%.

Figure 3: Complaints investigated 2008 - 2013, by type of service



4. What do people complain about?

We have examined in detail all complaint investigations completed in 2012/13 and have summarised in the table below the main areas of complaint of those upheld. Just over a fifth of complaints were about general health and welfare issues in a service. Specific healthcare concerns were identified in 17.1% of complaints upheld, and a further 17.1% related to staffing concerns.

The more detailed list of areas of complaint in Appendix 1, Table C, shows that, after general health and welfare, the main areas of complaint were communication between staff and service users and their representatives, and staffing levels. Complaints about medication, nutrition and inadequate treatment also appear frequently.

Figure 4: All service types, by area of complaint

Note: each overall complaint can have several areas – this table only includes those areas that were upheld or partially upheld.

Summary area of complaint	Number	%
General health and welfare	502	22.4%
Specific healthcare concern	383	17.1%
Concerns about staff or staffing	382	17.1%
Communication	278	12.4%
Policies and procedures	125	5.6%
Environment	123	5.5%
Record Keeping	103	4.6%
Choice	83	3.7%
Protection of people	62	2.8%
Property	51	2.3%
Conditions of Registration	50	2.2%
Food	33	1.5%
Privacy and Dignity	31	1.4%
Access	13	0.6%
Financial Issues	12	0.5%
Service user participation	4	0.2%
Death and dying	3	0.1%
Total	2238	100.0%

5. Complaints about care homes for older people

Almost half of all of the complaints we investigated were about care homes, and of these, the vast majority (91%) are about care homes for older people. Further breakdown of areas of complaints for care homes for older people (table 5) shows that specific healthcare issues were the largest group of complaints (26.9%). This includes problems with nutrition, medication, tissue viability, and inadequate care and treatment.

Full details of this breakdown are in Appendix 1, Table D, which also shows that general health and welfare, communication between staff and service users, and staffing levels are the top three individual areas of complaint in care homes for older people.

Figure 5: Care Homes for older people – by area of complaint

Summary area of complaint	Number	%
Specific healthcare	314	26.9%
General health and welfare	217	18.6%
Staff	199	17.1%
Communication	118	10.1%
Environment	76	6.5%
Choice	51	4.4%
Property	41	3.5%
Record Keeping	35	3.0%
Policies and procedures	35	3.0%
Protection of people	24	2.1%
Privacy and Dignity	22	1.9%
Food	19	1.6%
Access	7	0.6%
Financial Issues	3	0.3%
Death and dying	3	0.3%
Conditions of Registration	2	0.2%
Total	1166	100.0%

6. What we found when investigating complaints

Once we receive a complaint, we acknowledge it in writing within three working days. Thereafter we agree the specific matters to be investigated with the complainant wherever possible. We aim to complete complaint investigations within 20 working days from that point. The complaint is allocated to a complaints inspector who is responsible for gathering the facts, assessing the evidence, deciding whether the complaint should be upheld, and deciding whether specific recommendations or requirements need to be imposed to improve the quality of the care service.

The complaints inspector will typically speak to the person making the complaint and make unannounced visits to the care service. During this investigation, the complaints inspector may speak to the service's management, interview staff, observe practice, review policies, and make other examinations.

There may be times, during the course of the investigation or at an early stage in the complaint, when we suspect criminal activities may have occurred. In these cases we may make a referral to the police or local authority in line with child protection or adult protection procedures. In these cases, concerns about potential abuse or criminality are investigated first by the appropriate agency.

A complaint is either "upheld" or "not upheld". It may be that one complaint contains many parts, some of which are upheld and some of which are not upheld. In these cases, the term "partially upheld" was used up to October 2012. Now complaints are either upheld or not upheld.

Between 2008 – 2013, we did not uphold 28.8% of complaints investigated. We upheld or partially upheld 70% of complaints investigated. A small number were withdrawn during the investigation period.

The percentage of complaints not upheld has risen in each of the last two years.

There are significant variations in the percentage of upheld and not upheld complaints between different types of service. For example, three-quarters of complaints involving care homes and support services have been upheld or partially upheld, whilst lower percentages of complaints involving childminders (55%) and nurseries (65%) have been upheld or partially upheld.

Where complaints are upheld or partially upheld, inspectors can issue recommendations for improvement or requirements for change. Timescales are set for when requirements are to be met, and providers are asked to supply an action plan showing how these changes will be made. Inspectors follow up these requirements at the next inspection.

In addition to issuing recommendations and requirements, the result of each complaint inspection upheld is passed to the case-holding inspector for the care service. The inspector has the discretion to alter the quality grades attached to a

service as a result of the evidence obtained during the complaint investigation. This has happened on 330 occasions since 2008. (The Care Inspectorate introduced its current system of grading during 2008, which may account for low number of re-gradings following complaints in the early years of this study.)

Full details of this breakdown are in Appendix 1, Table E, which shows how various complaints were concluded for each of the last five years and by service type.

Table 6.1: The number of completed complaint investigations by complaint outcome, 2008 - 2013

Complaint outcome	Total no	Total
Upheld	2072	26.9%
Partially upheld	3398	44.1%
Not upheld	2218	28.8%
Withdrawn / other	13	0.2%
Total	7701	100.0%

Table 6.2: The numbers of complaints upheld or partially upheld by service type, 2008 - 2013

Service type	upheld or partially upheld
Care home	75.1%
Childminder	55.2%
Day care of children	64.0%
Housing support	71.4%
Support service (ie, care at home services)	78.5%

Table 6.3: The number of times a service is re-graded, following the conclusion of complaint investigation

Service type	Subtype	Year re-grading submitted					Last 5 years total
		2008/09	2009/10	2010/11	2011/12	2012/13	
Care Home	Older People	4	20	31	54	43	152
	Children & Young People		2			2	4
	other adults				4	2	6
Childminder			9	7	14	21	51
Day Care of Children			10	7	17	30	64
Fostering				1		2	3
Housing Support			2	6	8	15	31
School Care Accommodation			4			2	6
Secure Accommodation						1	1
Support Service		1	1	2	4	4	12
All care service types		5	48	54	101	122	330

Appendix 1

Table A: Complaints received, registered and completed against care services by relationship of complainant with service

Table A: Complaints against services, 2008/09 to 2012/13 - by relationship of complainant to service

Received

Relationship to service	2008/09		2009/10		2010/11		2011/12		2012/13		5-year total Total		% change 08/09 to 12/13
	no	%	no	%	no	%	no	%	no	%	no	%	
not recorded	8	0.3%	5	0.2%		0.0%	1	0.0%		0.0%	14	0.1%	-100.0%
MP/MSP/Local Politician	1	0.0%	3	0.1%	2	0.1%	6	0.2%	3	0.1%	15	0.1%	200.0%
Advocacy Support Service	7	0.3%	7	0.3%	8	0.3%	11	0.4%	7	0.2%	40	0.3%	0.0%
Service Provider	10	0.4%	7	0.3%	10	0.4%	9	0.3%	11	0.3%	47	0.4%	10.0%
Health professional	20	0.8%	28	1.1%	17	0.7%	30	1.1%	29	0.9%	124	0.9%	45.0%
Provider of other service	29	1.2%	24	1.0%	21	0.9%	46	1.6%	24	0.8%	144	1.1%	-17.2%
Professional visitor to a service	29	1.2%	35	1.4%	29	1.2%	52	1.9%	41	1.3%	186	1.4%	41.4%
Member of Public	165	6.7%	190	7.6%	142	5.9%	261	9.3%	230	7.3%	988	7.4%	39.4%
Service User	378	15.3%	260	10.4%	241	10.0%	292	10.4%	285	9.0%	1456	10.9%	-24.6%
Unknown	305	12.3%	365	14.6%	387	16.0%	260	9.3%	279	8.8%	1596	11.9%	-8.5%
Employee, ex-employee	462	18.7%	428	17.1%	405	16.8%	549	19.6%	748	23.6%	2592	19.4%	61.9%
Friend, relative or visitor	1061	42.9%	1150	46.0%	1151	47.7%	1284	45.8%	1515	47.8%	6161	46.1%	42.8%
all received	2475	100.0%	2502	100.0%	2413	100.0%	2801	100.0%	3172	100.0%	13363	100.0%	28.2%

table continues...

Registered

	2008/09		2009/10		2010/11		2011/12		2012/13		5-year total Total		% change 08/09 to 12/13
	no	%	no	%	no	%	no	%	no	%	no	%	
Relationship to service													
MP/MSP/Local Politician	1	0.1%	2	0.1%	2	0.1%	3	0.2%	2	0.1%	10	0.1%	100.0%
Advocacy Support Service	4	0.2%	4	0.2%	7	0.5%	6	0.4%	4	0.2%	25	0.3%	0.0%
Service Provider	7	0.4%	7	0.4%	4	0.3%	8	0.5%	3	0.2%	29	0.3%	-57.1%
not recorded	9	0.5%	5	0.3%	2	0.1%	4	0.2%		0.0%	20	0.2%	-100.0%
Health professional	17	1.0%	20	1.2%	7	0.5%	13	0.8%	16	0.9%	73	0.9%	-5.9%
Professional visitor to a service	19	1.1%	21	1.3%	18	1.2%	31	1.8%	21	1.1%	110	1.3%	10.5%
Provider of other service	23	1.3%	19	1.2%	12	0.8%	24	1.4%	16	0.9%	94	1.1%	-30.4%
Member of Public	115	6.7%	116	7.1%	100	6.8%	151	9.0%	132	7.0%	614	7.3%	14.8%
Unknown	158	9.2%	172	10.5%	149	10.1%	127	7.6%	131	7.0%	737	8.8%	-17.1%
Service User	260	15.2%	175	10.7%	137	9.3%	172	10.3%	165	8.8%	909	10.9%	-36.5%
Employee, ex-employee	314	18.3%	294	18.0%	223	15.1%	310	18.5%	393	20.9%	1534	18.3%	25.2%
Friend, relative or visitor	785	45.9%	797	48.8%	812	55.1%	827	49.3%	994	53.0%	4215	50.4%	26.6%
all registered	1712	100.0%	1632	100.0%	1473	100.0%	1676	100.0%	1877	100.0%	8370	100.0%	9.6%

table continues...

Completed

	2008/09		2009/10		2010/11		2011/12		2012/13		5-year total Total		% change 08/09 to 12/13
	no	%	no	%	no	%	no	%	no	%	no	%	
Relationship to service													
MP/MSP/Local Politician	2	0.1%	1	0.1%	2	0.1%	3	0.2%	2	0.1%	10	0.1%	0.0%
not recorded	8	0.5%	5	0.3%	2	0.1%	2	0.1%	2	0.1%	19	0.2%	-75.0%
Advocacy Support Service	3	0.2%	4	0.3%	7	0.5%	5	0.3%	3	0.2%	22	0.3%	0.0%
Service Provider	6	0.4%	4	0.3%	7	0.5%	7	0.4%	3	0.2%	27	0.4%	-50.0%
Health professional	13	0.9%	15	1.0%	9	0.6%	11	0.7%	16	0.9%	64	0.8%	23.1%
Provider of other service	19	1.3%	17	1.2%	14	1.0%	22	1.4%	17	0.9%	89	1.2%	-10.5%
Professional visitor to a service	16	1.1%	18	1.2%	21	1.5%	24	1.5%	27	1.5%	106	1.4%	68.8%
Member of Public	102	6.8%	105	7.3%	97	6.9%	132	8.4%	141	7.8%	577	7.5%	38.2%
Unknown	124	8.3%	152	10.5%	139	10.0%	118	7.5%	123	6.8%	656	8.5%	-0.8%
Service User	227	15.2%	158	10.9%	132	9.5%	165	10.6%	157	8.7%	839	10.9%	-30.8%
Employee, ex-employee	282	18.9%	270	18.7%	222	15.9%	294	18.8%	359	19.9%	1427	18.5%	27.3%
Friend, relative or visitor	693	46.4%	698	48.2%	744	53.3%	780	49.9%	950	52.8%	3865	50.2%	37.1%
all completed	1495	100.0%	1447	100.0%	1396	100.0%	1563	100.0%	1800	100.0%	7701	100.0%	20.4%

Table B: Complaints by service type

	08/09		09/10		10/11		11/12		12/13		Total no and %		% change 08/09 to 12/13
	no	%	no	%	no	%	no	%	no	%			
Care Service													
Adult Placement Service		0.0%		0.0%	1	0.1%		0.0%	1	0.1%	2	0.0%	
Adoption Service	3	0.2%	2	0.1%	1	0.1%	1	0.1%		0.0%	7	0.1%	
Child Care Agency	3	0.2%	2	0.1%	3	0.2%	1	0.1%	2	0.1%	11	0.1%	-33.3%
Secure Accommodation	5	0.3%	6	0.4%	1	0.1%	1	0.1%	3	0.2%	16	0.2%	-40.0%
Nurse Agency	5	0.3%	1	0.1%	6	0.4%	2	0.1%	5	0.3%	19	0.2%	0.0%
Fostering Service	1	0.1%	5	0.3%	8	0.6%	7	0.4%	5	0.3%	26	0.3%	400.0%
School Care Accommodation	15	1.0%	16	1.1%	20	1.4%	16	1.0%	24	1.3%	91	1.2%	60.0%
Housing Support Service	116	7.8%	102	7.0%	93	6.7%	110	7.0%	104	5.8%	525	6.8%	-10.3%
Child Minding	159	10.6%	133	9.2%	122	8.7%	164	10.5%	165	9.2%	743	9.6%	3.8%
Support Service	161	10.8%	171	11.8%	199	14.3%	245	15.7%	282	15.7%	1058	13.7%	75.2%
Day Care of Children	313	20.9%	297	20.5%	306	21.9%	299	19.1%	325	18.1%	1540	20.0%	3.8%
Care Home Service	714	47.8%	712	49.2%	636	45.6%	717	45.9%	884	49.1%	3663	47.6%	23.8%
Grand Total	1495	100.0%	1447	100.0%	1396	100.0%	1563	100.0%	1800	100.0%	7701	100.0%	20.4%

Table C: Areas of complaint in all service types, 2012/13

Each complaint can have many areas, each of which has a separate outcome recorded. This table includes only those areas where the outcome was upheld or partially upheld.

Area of Complaint	Number	%
General health and welfare	502	22.4%
Communication - between staff and service users/relatives/carers	205	9.2%
Staff – levels	156	7.0%
Staff – other	93	4.2%
Healthcare - Medication Issues	84	3.8%
Policies and procedures - complaints procedure	78	3.5%
Staff - training / qualifications	77	3.4%
Healthcare - Nutrition	63	2.8%
Record keeping - personal plans/ agreements	61	2.7%
Healthcare - Inadequate Healthcare or Healthcare Treatment	57	2.5%
Environment - fitness of premises / environment	50	2.2%
Policies and procedures - other	47	2.1%
Communication - other	45	2.0%
Healthcare - Tissue Viability	44	2.0%
Record keeping - other	42	1.9%
Healthcare - Continence Care	39	1.7%
Staff - recruitment procedures (including Disclosure Checks)	39	1.7%
Healthcare - Infection Control Issues	39	1.7%
Conditions of registration - exceeding capacity	37	1.7%
Environment - other	35	1.6%
Healthcare - Hydration	33	1.5%
Choice - activities	33	1.5%
Privacy and Dignity	31	1.4%

Communication - information about the service	27	1.2%
Property - care of	27	1.2%
Environment - security	22	1.0%
Protection of people - adults	21	0.9%
Choice - dignity and privacy	18	0.8%
Property - loss of/missing	18	0.8%
Healthcare - Oral health	18	0.8%
Choice - care and treatment	17	0.8%
Protection of people - children	17	0.8%
Environment - inadequate facilities	16	0.7%
Choice - other	15	0.7%
Staff - other fitness issues	15	0.7%
Financial Issues	12	0.5%
Conditions of registration - other	11	0.5%
Protection of people - restraint	11	0.5%
Access - to other services e.g. Advocacy/Health	10	0.4%
Food - quality	9	0.4%
Food - availability	9	0.4%
Food - choice	8	0.4%
Protection of people - policies and procedures	8	0.4%
Food - other	7	0.3%
Property - other	6	0.3%
Protection of people - other	5	0.2%
Healthcare - Palliative Care	4	0.2%
Access - other	3	0.1%
User participation - other	3	0.1%
Death and dying	3	0.1%

Conditions of registration - type of service provided	2	0.1%
Healthcare - Clinical Governance	2	0.1%
Staff - unfit to work with vulnerable people	2	0.1%
Care Commission - communication	1	0.0%
User participation - in managing/developing the service	1	0.0%
Grand Total	2238	100.0%

Table D: Complaints upheld about care homes for older people, 2012/13, by area of complaint

Note: each overall complaint can have several areas – this table only includes those areas that were upheld or partially upheld.

Area of complaint	Number	%
Healthcare	314	26.9%
Healthcare – Nutrition	56	4.8%
Healthcare - Medication Issues	54	4.6%
Healthcare - Inadequate Healthcare or Healthcare Treatment	51	4.4%
Healthcare - Tissue Viability	42	3.6%
Healthcare - Contenance Care	36	3.1%
Healthcare – Hydration	30	2.6%
Healthcare - Infection Control Issues	23	2.0%
Healthcare - Oral health	16	1.4%
Healthcare - Palliative Care	4	0.3%
Healthcare - Clinical Governance	2	0.2%
General health and welfare	217	18.6%
General health and welfare	217	18.6%
Staff	199	17.1%
Staff – levels	101	8.7%
Staff – other	46	3.9%
Staff - training / qualifications	26	2.2%
Staff - recruitment procedures (inc. disclosure checks)	17	1.5%
Staff - other fitness issues	7	0.6%
Staff - unfit to work with vulnerable people	2	0.2%
Communication	118	10.1%
Communication - between staff and service users/relatives/carers	101	8.7%
Communication - other	10	0.9%
Communication - information about the service	7	0.6%
Environment	76	6.5%
Environment - fitness of premises / environment	33	2.8%
Environment - other	23	2.0%
Environment - inadequate facilities	12	1.0%
Environment - security	8	0.7%
Choice	51	4.4%
Choice - activities	22	1.9%

Choice - dignity and privacy	11	0.9%
Choice - other	9	0.8%
Choice - care and treatment	9	0.8%
Property	41	3.5%
Property - care of	23	2.0%
Property - loss of/missing	14	1.2%
Property - other	4	0.3%
Record Keeping	35	3.0%
Record keeping - personal plans/ agreements	20	1.7%
Record keeping - other	15	1.3%
Policies and procedures	35	3.0%
Policies and procedures - complaints procedure	25	2.1%
Policies and procedures - other	10	0.9%
Protection of people	24	2.1%
Protection of people - adults	13	1.1%
Protection of people - restraint	8	0.7%
Protection of people - other	2	0.2%
Protection of people - policies and procedures	1	0.1%
Privacy and Dignity	22	1.9%
Privacy and Dignity	22	1.9%
Food	19	1.6%
Food - quality	7	0.6%
Food - availability	5	0.4%
Food - choice	4	0.3%
Food - other	3	0.3%
Access	7	0.6%
Access - to other services e.g. Advocacy/Health	7	0.6%
Financial Issues	3	0.3%
Financial Issues	3	0.3%
Death and dying	3	0.3%
Death and dying	3	0.3%
Conditions of Registration	2	0.2%
Conditions of registration - type of service provided	1	0.1%
Conditions of registration - other	1	0.1%
Grand Total	1166	100.0%

Table E – The outcome of complaints against care services over time

	year		year		year		year		year		Total no	Total %
	2008/09		2009/10		2010/11		2011/12		2012/13			
Complaint outcome	no	%	no	%	no	%	no	%	no	%		
Upheld	351	23.5%	359	24.8%	381	27.3%	431	27.6%	550	30.6%	2072	26.9%
Partially Upheld	729	48.8%	682	47.1%	687	49.2%	664	42.5%	636	35.3%	3398	44.1%
Not Upheld	409	27.4%	402	27.8%	327	23.4%	466	29.8%	614	34.1%	2218	28.8%
Other	6	0.4%	4	0.3%	1	0.1%	2	0.1%		0.0%	13	0.2%
Total	1495	100.0%	1447	100.0%	1396	100.0%	1563	100.0%	1800	100.0%	7701	100.0%

Table F: The outcome of complaints by service type

Type of care service	Upheld		Partially Upheld		Not Upheld		Withdrawn /other		Total	
	no	%	no	%	no	%	no	%	Total no	Total %
Adoption	1	14.3%	6	85.7%	-	0.0%	-	0.0%	7	100.0%
Adult Placement	-	0.0%	1	50.0%	1	50.0%	-	0.0%	2	100.0%
Care Home	918	25.1%	1834	50.1%	902	24.6%	9	0.2%	3663	100.0%
Child Care Agency	1	9.1%	3	27.3%	6	54.5%	1	9.1%	11	100.0%
Child Minding	208	28.0%	202	27.2%	333	44.8%	-	0.0%	743	100.0%
Day Care of Children	363	23.6%	622	40.4%	554	36.0%	1	0.1%	1540	100.0%
Fostering	8	30.8%	13	50.0%	5	19.2%	-	0.0%	26	100.0%
Housing Support	151	28.8%	224	42.7%	149	28.4%	1	0.2%	525	100.0%
Nurse Agency	8	42.1%	6	31.6%	5	26.3%	-	0.0%	19	100.0%
School Care Accommodation	23	25.3%	39	42.9%	29	31.9%	-	0.0%	91	100.0%
Secure Accommodation	3	18.8%	5	31.3%	8	50.0%	-	0.0%	16	100.0%
Support Service	388	36.7%	443	41.9%	226	21.4%	1	0.1%	1058	100.0%
Total	2072	26.9%	3398	44.1%	2218	28.8%	13	0.2%	7701	100.0%

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অনুরূপে ঐসাপক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যা়:

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت گزارش پر دیگر شکلوں اور دیگر زبانوں میں دستیاب ہے۔

ਬੈਨੜੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذا المنشور متوافر عند الطلب بتنسيقات وبلغات أخرى.

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