



## **INDEPENDENT CASE EXAMINER CASEWORK STATISTICS FOR DEPARTMENT FOR SOCIAL DEVELOPMENT**

### **1. Casework Statistics**

1.1 The data and figures that follow are based on casework carried out in the twelve month period between 1 April 2013 and 31 March 2014.

#### **Social Security Agency**

### **2. Statistical Information**

#### **Complaints Received**

2.1 Complaints received and accepted during the period are given in the table below:

	<b>1/4/13-31/3/14</b>
<b>Received</b>	23
<b>Accepted</b>	13

#### **Case Clearances**

2.2 Details of cases resolved or investigated are given in the table below:

	<b>1/4/13-31/3/14</b>
<b>Resolution</b>	3*
<b>Investigation</b>	9
<b>Total</b>	<b>12</b>

\* figure includes 1 case which was resolved with evidence (settled)

#### **Resolved cases**

2.3 ICE Office tries to resolve complaints by agreement between the Agency and the complainant, as this generally represents a quicker and more satisfactory result for both.

## Outcomes

2.4 ICE findings in respect of cases we could not resolve are given in the table below. In cases where ICE find that the Agency have failed to provide an acceptable standard of service, when determining whether to uphold a complaint ICE consider what action the business have subsequently taken to try to put things right. If the Agency have fully addressed the complaint and appropriate redress has been provided, offered or instigated prior to referral to the ICE office, we do not uphold the complaint.

2.5 ICE upheld four cases in this reporting period which represents 44% of the cases investigated.

	1/4/13-31/3/14
<b>Fully upheld</b>	4
<b>Partially upheld</b>	0
<b>Not upheld</b>	5
<b>Total</b>	<b>9</b>

## Subjects of complaint

2.6 ICE office records details of the subject of complaint for each element of complaint whether resolved or investigated. This shows:

<b>*Subject of complaint 1/4/13-31/3/14</b>	<b>Upheld</b>	<b>Not upheld</b>	<b>Resolved</b>
Delay	0	1	0
Error	3	4	1
No action taken	0	1	2
Other	0	0	0

\*There can be multiple findings in respect of one complaint

## Caseload

2.7

<b>*Case load 1/4/13-31/3/14</b>	10
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\*Cases outstanding at 31/3 brought forward to next financial year

## **Child Maintenance Service**

### **1. Context**

1.1 The Child Maintenance Service (CMS) operates within the same legislative framework and in the same way as the Child Maintenance Group in other parts of the United Kingdom. It also administers Child Support applications originating from parts of England. The number of cases received at ICE from Northern Ireland remains relatively small and as in previous years, the overall picture of how the CMS deals with complaints remains a positive one.

### **2. Statistical Information**

#### **Complaints Received**

2.1 Complaints received and accepted during the period are given in the table below:

	<b>1/4/13-31/3/14</b>
<b>Received</b>	28
<b>Accepted</b>	10

#### **Case Clearances**

2.2 Details of cases resolved and investigated are given in the table below:

	<b>1/4/13-31/3/14</b>
<b>Resolution</b>	7
<b>Investigation</b>	8
<b>Withdrawn</b>	0
<b>Total</b>	<b>15</b>

#### **Resolved cases**

2.3 We try to reach settlement of complaints by agreement between the CMS and the complainant, as this generally represents a quicker and more satisfactory result for both.

## Outcomes

2.4 ICE findings in respect of cases not resolved are given in the table below. In cases where ICE find that the CMS have failed to provide an acceptable standard of service, when determining whether to uphold a complaint ICE consider what action the CMS have subsequently taken to try to put things right. If the complaint has been fully addressed and appropriate redress has been provided, offered or instigated prior to referral to the ICE office, we do not uphold the complaint.

	1/4/13-31/3/14
<b>Fully upheld</b>	1
<b>Partially upheld</b>	4
<b>Not upheld</b>	3
<b>Total</b>	<b>8</b>

## Subject of complaint

2.5 ICE records details of the subject of complaint for each element of complaint whether resolved or investigated. This shows:

<b>*Subject of complaint 1/4/13-31/3/14</b>	<b>Upheld</b>	<b>Not upheld</b>	<b>Resolved</b>
Delay	0	2	7
Error	6	7	3
No action taken	3	5	5
Other	2	3	1

\*There can be multiple findings in respect of one complaint

## Caseload

2.6

<b>*Case load 1/4/13-31/3/14</b>	6
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\* Cases outstanding at 31/3 brought forward to the next financial year