



28 February 2017

Information Governance Team  
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Our Ref: FOI 2487

Thank you for your request concerning complaints about staffing levels.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

**1. In the last four financial years can I ask how many complaints about staffing levels by**

**a) NHS staff**

There are no records of any complaints about staffing levels by our staff.

**b) Patients and their families**

Year	Total Complaints made by Patients and their Families	Number of Complaints made about Staffing Levels	Percentage of Complaints made about Staffing Levels	Top 3 subjects
2012-13	232	0	0	<ul style="list-style-type: none"><li>• Care</li><li>• Care planning</li><li>• Communication breakdown with relatives</li></ul>
2013-14	231	1	0.4%	<ul style="list-style-type: none"><li>• Care</li><li>• Care planning</li><li>• Communication breakdown with relatives</li></ul>
2014-15	248	0	0	<ul style="list-style-type: none"><li>• Care</li><li>• Access to treatment</li><li>• Care planning</li></ul>
2015-16	269	2	0.7%	<ul style="list-style-type: none"><li>• Care</li><li>• Communication breakdown with patient</li><li>• Care planning</li></ul>

2. **Comparing the total amount of complaints – how many, as a percentage, are made about staffing levels?**

Please see information provided in the above table.

3. **Can you provide the total number of complaints and the top three complaints in each of the last four financial years?**

Please see information provided in the above table

4. **Can you also provide me with a list of the locations and roads that lights have been turned off? On each of those, can you include how many miles of road that involves? Also what time the lights are switched off and then back on.**

We are a provider of mental health and specialist learning disability services; we do not have any involvement or control over street lighting.

You may wish to contact our local County Council who provide this service. Please follow this [link](#) to their website, alternatively you could send your request via email or to the below address.

FOI Request email address: [information.governance@hertfordshire.gov.uk](mailto:information.governance@hertfordshire.gov.uk)

Information Governance Unit  
Hertfordshire County Council  
County Hall  
Pegs Lane  
Hertford  
SG13 8DQ

5. **Finally, can you provide me with the total monetary sum saved by the lights being turned off? As well as the carbon reduction of doing this.**

Please see the answer to question 4.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith**  
**FOI/DPA Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

