

Leicestershire Partnership NHS Trust: Adult Mental Health
and Learning Disability Services, Community Health
Services, Families, Young People, and Children's
Services: April 2015 to March 2016

A quantitative equality analysis of complainants

REDACTED FOR PUBLICATION

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1 Introduction

The Equality Act (2010) describes a 'public sector equality duty' (section 149). The 'public sector equality duty' applies to listed public authorities (including NHS Trusts) and others who exercise public functions.

149 Public sector equality duty:

- (1) A public authority must, in the exercise of its functions, have due regard to the need to—
 - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- (2) A person who is not a public authority but who exercises public functions must, in the exercise of those functions, have due regard to the matters mentioned in subsection (1).
- (3) Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to—
 - (a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
 - (b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
 - (c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

The public sector equality duty covers people across nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership*; pregnancy and maternity; race; religion or belief; sex; sexual orientation. (*Marriage or civil partnership status is only covered by the first aim of the public sector equality duty, to have due regard to the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act.)

Listed public authorities must publish information to demonstrate compliance with the duty imposed by section 149(1) of the Act, at least annually. The information that a listed public authority publishes in compliance with paragraph (1) must include, in particular, information relating to persons who share a relevant protected characteristic who are—

- (a) its employees;
- (b) other persons affected by its policies and practices.

Although, only listed public authorities with 150 or more employees need publish information on their workforce.

Regarding other persons affected by its policies and practices, the types of information that listed authorities could publish to demonstrate compliance include¹:

- Records kept of how it has had due regard in making decisions, including any analysis undertaken and the evidence used.
- Relevant performance information, especially those relating to outcomes, for example information about levels of educational attainment for boys and girls, health outcomes for people from different ethnic minorities, and reported incidences of disability-related harassment.
- Access to and satisfaction with services, including complaints.
- Any quantitative and qualitative research undertaken, for example patient surveys and focus groups.
- Details of, and feedback from, any engagement exercises.

The present report considers complainants amongst Leicestershire Partnership NHS Trust's service users with respect to the observed and expected distribution of complaints across protected characteristic subgroups. The numbers of people raising complaints were analysed and compared against the overall numbers of people accessing services, for LPT overall and within LPT's services: Adult Mental Health and Learning Disability Services, Community Health Services, and Families, Young People and Children's Services. The aim of the analysis was to assess whether the distribution of complaints across services and protected characteristic subgroups reflects each demographic group's representation in the Trust's overall service user base to ascertain whether or not certain groups were overrepresented or underrepresented amongst complainants.

1.1 A note on the anonymisation of information about service users within this report

This version of the report has been redacted and edited to allow publication on a publically accessible website. The report contains counts of numbers of service users, analysed in several tables, by their protected characteristics (e.g., age group, gender). The use of these tables to produce aggregated summaries of service user counts has the effect of anonymising much of the information and protecting the identities of individual service users. However, some analyses contain very small counts of service users in some protected characteristic groups, especially when broken down by certain domains of interest. Such small counts could, potentially, be used to identify individual service users, even after aggregation. Consequently, these small counts might be considered personal information that is protected by the Data Protection Act 1998 and other legislation. Where there is a risk that individuals could be identified from a small count, these counts have been redacted from the tables. Where the redacted count can be deduced from other counts in a table, these other counts have been redacted as well. In the present report, as a start point for the anonymisation process, counts below 10 have been redacted to mitigate the risk that individuals might be identifiable. The anonymisation process has followed guidance issued by the Information Commissioner's Office².

¹ This guidance is taken from the technical guidance published by the Equality and Human Rights Commission: Equality Act 2010 Technical Guidance on the Public Sector Equality Duty England (August 2014), page 69

² Information Commissioner's Office: Anonymisation: managing data protection risk code of practice (November 2012)

2 Summary of main findings and recommendations

There were 346 complaints recorded for the period April 2015 to March 2016. Below, the main findings of the equality analyses of complainants are summarised. In addition to these main findings, further tables of analyses are presented in the appendices, for reference. These further tables are colour coded to convey the findings of the statistical analyses to which the data have been subjected (please refer to the appendix on methodology for further details).

2.1 Data quality

- Equality monitoring information on complainants' ethnicity was incomplete (not known for 42% of complainants), reflecting the near complete absence of this information from the safeguard database and poor levels of completeness in other patient information systems.
- Although there is no evidence that any particular ethnic group is overrepresented amongst complainants, the lack of information on the ethnicity of complainants and on service users in general erodes the confidence that can be placed in this finding.

2.2 Variations in the demographic profile of complainants across services by age and gender

- There were disproportionately high numbers of complainants amongst service users in their fifties and late sixties in the Adult Mental Health and Learning Disabilities service, especially amongst women.
- There were disproportionately high numbers of complainants amongst the oldest service users (85 years old and over) in Community Health Services.
- There were disproportionately high numbers of complainants amongst older teenagers (15 to 19 years old) in Families, Young People and Children Services.

2.3 Reasons for complaint

- There were no statistically significant variations in the reasons for complaint by protected characteristic, either for LPT overall or in individual service areas. However this probably reflected low statistical power for the analysis given the small number of complaints, and incomplete information on the ethnicity of complainants and service users in general.
- The most common reasons for complaint related to "patient care" and to the "values and behaviours of staff."
- The small number of complaints relating to "privacy, dignity, and wellbeing" were all raised by or in relation to female service users (where gender was known)-most being girls in FYPC. Almost all of these complaints pertained to matters of confidentiality in relation to patient information.

3 Appendix: Overview of complaints by protected characteristic and service area

3.1 Overview

3.1.1 Variations in the demographic profile of complainants

Across LPT there were 346 complaints in the period 1st April 2015 to 31st March 2016 for a total of 185,591 service users (head count)-a rate of 0.19%. Comparing against the profile of LPT's service users overall, by age group there were more complaints than expected amongst those aged 45 to 59 years old and fewer complaints than expected amongst those aged 9 years old and under (Table 1) with similar patterns by age for females (Table 2) and males (Table 3), but with more complaints than expected from men aged 20 to 29 years old and 40 to 44 years old (Table 4). The ethnicity profile of complainants did not differ significantly from the overall ethnicity profile of service users in the Trust (Table 5). However, ethnicity was not known for 69% of service users and 42% of complainants leaving a great deal of uncertainty regarding the ethnicity profiles of complainants and service users in general.

There were variations in the demographic profiles of complainants by service area:

- Within the Adult Mental Health and Learning Disabilities service there were 163 complaints in the period of interest for a total of 18,166 service users (head count)-a rate of 0.90%. Compared to the overall profile of service users within that service, by age group there were more complaints than expected amongst those aged 50 to 59 and 65 to 69 years old (Table 1), especially amongst women (Table 2), but with more complaints than expected from men aged 40 to 44 years old (Table 4). Again, the ethnicity profile of complainants in the Adult Mental Health and Learning Disabilities service did not differ significantly from the overall ethnicity profile of service users in that service (Table 5); there was uncertainty regarding the ethnicity profiles of complainants and service users in general due to incomplete equality monitoring information on ethnicity (29% incomplete amongst service users in general and 31% incomplete amongst complainants).
- Within Community Health Services there were 117 complaints in the period of interest for a total of 93,558 service users (head count)-a rate of 0.13%. Compared to the overall profile of service users within that service, by age group there were more complaints than expected amongst those aged 85 years and above (Table 1), this was true amongst females (Table 2) and males (Table 3). Again, the ethnicity profile of complainants in Community Health Services did not differ significantly from the overall ethnicity profile of service users in that service (Table 5); there was uncertainty regarding the ethnicity profiles of complainants and service users in general due to incomplete equality monitoring information on ethnicity (56% incomplete amongst service users in general and 42% incomplete amongst complainants).
- Within Families, Young People and Children's Services there were 62 complaints in the period of interest for a total of 74,142 service users (head count)-a rate of 0.08%. Compared to the overall profile of service users within that service, by age group there were more complaints than expected amongst those aged 15 to 19 years old (Table 1), with similar patterns by age for females (Table 2) and males (Table 3). Again, the ethnicity profile of complainants in Families, Young People and Children's Services did not differ significantly from the overall ethnicity profile of service users in that service (Table 5); there was uncertainty regarding the ethnicity profiles of complainants and service users in general due to incomplete equality monitoring information on ethnicity (87% incomplete amongst service users in general and 69% incomplete amongst complainants).

3.1.2 Reasons for complaint

- There were no statistically significant variations in reasons for complaint by protected characteristic. This was true when analysed by service line compared to LPT overall (Table 6), and for LPT overall by age (Table 7), gender (Table 8), and ethnicity (Table 9), for Adult Mental Health and Learning Disabilities by age (Table 10), gender (Table 11), and ethnicity (Table 12), for Community Health Services by age (Table 13), gender (Table 14), and ethnicity (Table 15), and for Families Young People and Children's services by age (Table 16), gender (Table 17), and ethnicity (Table 18). However, this probably reflected low statistical power for the analysis given the small number of complaints and incomplete information on the ethnicity of complainants and service users in general.
- The most common reasons for complaint related to "patient care" and to the "values and behaviours of staff" (Table 6).
- There were a small number of complaints relating to "privacy, dignity, and wellbeing" which were all raised by or in relation to female service users (Table 8, where gender was known)-most being girls in FYPC (Table 17). Almost all of these complaints pertained to matters of confidentiality in relation to patient information.

3.2 Tables of analyses

3.2.1 Age profile of complainants

Table 1: The age profile of complainants compared to the age profile of service users across LPT overall and within each service

Age band (years)	Leicestershire Partnership NHS Trust overall				Adult Mental Health and Learning Disabilities				Community Health Services				Families, Young People and Children Services			
	Service users		Complaints		Service users		Complaints		Service users		Complaints		Service users		Complaints	
	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*
0	14645	7.89%	R		R		0	0.00%	23	0.02%	0	0.00%	14179	19.12%	R	
1 to 4	13832	7.45%	R		R		0	0.00%	121	0.13%	0	0.00%	11759	15.86%	R	
5 to 9	14121	7.61%	11	3.32%	R		0	0.00%	321	0.34%	0	0.00%	11224	15.14%	11	18.33%
10 to 14	14322	7.72%	12	3.63%	85	0.47%	0	0.00%	714	0.76%	0	0.00%	11680	15.75%	12	20.00%
15 to 19	9750	5.25%	21	6.34%	1434	7.89%	R		1903	2.03%	0	0.00%	6716	9.06%	R	
20 to 24	7413	3.99%	15	4.53%	2306	12.70%	R		2834	3.03%	R		2858	3.85%	R	
25 to 29	8657	4.66%	18	5.44%	1982	10.91%	R		2943	3.15%	R		4261	5.75%	R	
30 to 34	8689	4.68%	19	5.74%	1905	10.49%	R		3349	3.58%	R		3943	5.32%	R	
35 to 39	6917	3.73%	18	5.44%	1615	8.89%	R		3515	3.76%	R		2133	2.88%	R	
40 to 44	6400	3.45%	17	5.14%	1665	9.17%	R		4223	4.51%	R		764	1.03%	R	
45 to 49	7000	3.77%	26	7.85%	1622	8.93%	R		5318	5.68%	R		337	0.45%	R	
50 to 54	7531	4.06%	28	8.46%	1498	8.25%	R		6001	6.41%	R		296	0.40%	R	
55 to 59	7326	3.95%	27	8.16%	1100	6.06%	R		6199	6.63%	R		286	0.39%	R	
60 to 64	7494	4.04%	R		792	4.36%	R		6670	7.13%	R		322	0.43%	R	
65 to 69	8701	4.69%	21	6.34%	504	2.77%	R		8123	8.68%	R		412	0.56%	0	0.00%
70 to 74	8469	4.56%	14	4.23%	363	2.00%	R		8084	8.64%	R		373	0.50%	0	0.00%
75 to 79	9242	4.98%	12	3.63%	364	2.00%	0	0.00%	8928	9.54%	12	10.71%	563	0.76%	0	0.00%
80 to 84	9502	5.12%	18	5.44%	368	2.03%	0	0.00%	9196	9.83%	18	16.07%	648	0.87%	0	0.00%
85 to 89	8492	4.58%	19	5.74%	345	1.90%	0	0.00%	8237	8.80%	19	16.96%	709	0.96%	0	0.00%
90 and over	7085	3.82%	17	5.14%	202	1.11%	0	0.00%	6856	7.33%	17	15.18%	677	0.91%	0	0.00%
Total of known age	185588		331		18164		156		93558		112		74140		60	
Not known†	3	0.00%	15	4.34%	2	0.01%	7	4.29%	0	0.00%	5	4.27%	2	0.00%	2	3.23%
Grand total	185591		346		18166		163		93558		117		74142		62	

* % calculated by columns

† % calculated using the grand total as the base

R - Redacted

Table 2: The age profile of female complainants compared to the age profile of female service users across LPT overall and within each service

Age band (years)	Leicestershire Partnership NHS Trust overall				Adult Mental Health and Learning Services				Community Health Services				Families, Young People and Children Services			
	Service users		Complaints		Service users		Complaints		Service users		Complaints		Service users		Complaints	
	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*
0	7187	6.91%	R		R		0	0.00%	12	0.02%	0	0.00%	6946	16.52%	R	
1 to 4	5936	5.71%	R		R		0	0.00%	51	0.10%	0	0.00%	5015	11.92%	R	
5 to 9	6359	6.12%	R		R		0	0.00%	173	0.32%	0	0.00%	4926	11.71%	R	
10 to 14	6716	6.46%	R		R		0	0.00%	369	0.69%	0	0.00%	5327	12.67%	R	
15 to 19	5160	4.96%	R		772	8.08%	R		955	1.79%	0	0.00%	3609	8.58%	R	
20 to 24	4795	4.61%	R		1179	12.34%	R		1367	2.56%	R		2637	6.27%	R	
25 to 29	6416	6.17%	R		1032	10.80%	R		1650	3.09%	R		4138	9.84%	R	
30 to 34	6275	6.04%	11	6.43%	962	10.07%	R		1875	3.51%	R		3839	9.13%	R	
35 to 39	4568	4.39%	R		807	8.44%	R		1968	3.68%	R		2067	4.91%	R	
40 to 44	3871	3.72%	R		907	9.49%	R		2448	4.58%	R		688	1.64%	R	
45 to 49	4094	3.94%	15	8.77%	847	8.86%	R		3157	5.90%	R		227	0.54%	R	
50 to 54	4444	4.27%	14	8.19%	826	8.64%	R		3545	6.63%	R		190	0.45%	R	
55 to 59	4031	3.88%	16	9.36%	544	5.69%	R		3420	6.40%	R		167	0.40%	R	
60 to 64	4035	3.88%	R		414	4.33%	R		3587	6.71%	R		176	0.42%	R	
65 to 69	4571	4.40%	12	7.02%	252	2.64%	R		4283	8.01%	R		205	0.49%	0	0.00%
70 to 74	4444	4.27%	R		196	2.05%	0	0.00%	4243	7.93%	R		201	0.48%	0	0.00%
75 to 79	5119	4.92%	R		204	2.13%	0	0.00%	4960	9.28%	R		329	0.78%	0	0.00%
80 to 84	5487	5.28%	10	5.85%	209	2.19%	0	0.00%	5299	9.91%	10	13.89%	388	0.92%	0	0.00%
85 to 89	5420	5.21%	13	7.60%	215	2.25%	0	0.00%	5252	9.82%	13	18.06%	487	1.16%	0	0.00%
90 and over	5033	4.84%	10	5.85%	144	1.51%	0	0.00%	4858	9.09%	10	13.89%	493	1.17%	0	0.00%
Total of known age	103961		171		9557		71		53472		72		42055		26	
Not known†	0	0.00%	3	1.72%	1	0.01%	0	0.00%	0	0.00%	2	2.70%	0	0.00%	1	3.70%
Grand total	103961		174		9558		71		53472		74		42055		27	

* % calculated by columns

† % calculated using the grand total as the base

R - Redacted

Table 3: The age profile of male complainants compared to the overall age profile of male service users across LPT overall and within each service

Age band (years)	Leicestershire Partnership NHS Trust overall				Adult Mental Health and Learning Disabilities				Community Health Services				Families, Young People and Children Services			
	Service users		Complaints		Service users		Complaints		Service users		Complaints		Service users		Complaints	
	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*
0	7455	9.14%	R		R		0	0.00%	11	0.03%	0	0.00%	7231	22.54%	R	
1 to 4	7896	9.68%	R		R		0	0.00%	70	0.17%	0	0.00%	6744	21.02%	R	
5 to 9	7761	9.51%	R		R		0	0.00%	148	0.37%	0	0.00%	6297	19.63%	R	
10 to 14	7606	9.32%	R		R		0	0.00%	345	0.86%	0	0.00%	6353	19.80%	R	
15 to 19	4587	5.62%	12	7.74%	661	7.69%	0	0.00%	946	2.36%	0	0.00%	3107	9.68%	12	37.50%
20 to 24	2615	3.20%	10	6.45%	1126	13.09%	R		1465	3.66%	0	0.00%	221	0.69%	R	
25 to 29	2239	2.74%	10	6.45%	949	11.04%	R		1292	3.22%	0	0.00%	123	0.38%	R	
30 to 34	2413	2.96%	R		943	10.97%	R		1473	3.68%	0	0.00%	104	0.32%	R	
35 to 39	2347	2.88%	10	6.45%	807	9.38%	R		1546	3.86%	0	0.00%	66	0.21%	R	
40 to 44	2528	3.10%	13	8.39%	757	8.80%	R		1775	4.43%	0	0.00%	76	0.24%	R	
45 to 49	2904	3.56%	10	6.45%	774	9.00%	R		2160	5.39%	R		110	0.34%	R	
50 to 54	3085	3.78%	14	9.03%	671	7.80%	R		2455	6.13%	R		106	0.33%	0	0.00%
55 to 59	3292	4.03%	11	7.10%	555	6.45%	R		2777	6.93%	R		119	0.37%	0	0.00%
60 to 64	3458	4.24%	R		378	4.40%	R		3082	7.69%	R		146	0.46%	0	0.00%
65 to 69	4130	5.06%	R		252	2.93%	R		3840	9.58%	R		207	0.65%	0	0.00%
70 to 74	4024	4.93%	R		167	1.94%	R		3840	9.58%	R		172	0.54%	0	0.00%
75 to 79	4123	5.05%	R		160	1.86%	0	0.00%	3968	9.90%	R		234	0.73%	0	0.00%
80 to 84	4015	4.92%	R		159	1.85%	0	0.00%	3897	9.72%	R		260	0.81%	0	0.00%
85 to 89	3072	3.76%	R		130	1.51%	0	0.00%	2985	7.45%	R		222	0.69%	0	0.00%
90 and over	2051	2.51%	R		58	0.67%	0	0.00%	1997	4.98%	R		184	0.57%	0	0.00%
Total of known age	81601		155		8599		83		40072		39		32082		32	
Not known†	0	0.00%	5	3.13%	0	0.00%	3	3.49%	0	0.00%	2	4.88%	0	0.00%	0	0.00%
Grand total	81601		160		8599		86		40072		41		32082		32	

* % calculated by columns

† % calculated using the grand total as the base

R - Redacted

3.2.2 Gender profile of complainants

Table 4: The gender profile of complainants compared to the gender profile of service users across LPT overall and within each service, for all persons and analysed by age band

Age band (years)	Gender	Leicestershire Partnership NHS Trust overall				Adult Mental Health and Learning Disabilities				Community Health Services				Families, Young People and Children Services			
		Service users		Complaints		Service users		Complaints		Service users		Complaints		Service users		Complaints	
		n	%*	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*
All persons	Female	103961	56.02%	174	52.10%	9558	52.64%	71	45.22%	53472	57.16%	74	64.35%	42055	56.73%	27	45.76%
	Male	81601	43.98%	160	47.90%	8599	47.36%	86	54.78%	40072	42.84%	41	35.65%	32082	43.27%	32	54.24%
0	Female	7187	49.08%	R		R		0		12	52.17%	0		6946	48.99%	R	
	Male	7455	50.92%	R		R		0		11	47.83%	0		7231	51.01%	R	
1 to 4	Female	5936	42.91%	R		R		0		51	42.15%	0		5015	42.65%	R	
	Male	7896	57.09%	R		R		0		70	57.85%	0		6744	57.35%	R	
5 to 9	Female	6359	45.04%	R		R		0		173	53.89%	0		4926	43.89%	R	
	Male	7761	54.96%	R		R		0		148	46.11%	0		6297	56.11%	R	
10 to 14	Female	6716	46.89%	R		39	45.88%	0		369	51.68%	0		5325	45.59%	R	
	Male	7606	53.11%	R		46	54.12%	0		345	48.32%	0		6355	54.41%	R	
15 to 19	Female	5160	52.94%	R		772	53.87%	R		955	50.24%	0		3609	53.74%	R	
	Male	4587	47.06%	R		661	46.13%	R		946	49.76%	0		3107	46.26%	R	
20 to 24	Female	4795	64.71%	R		1179	51.15%	R		1367	48.27%	R		2638	92.30%	R	
	Male	2615	35.29%	R		1126	48.85%	R		1465	51.73%	R		220	7.70%	R	
25 to 29	Female	6416	74.13%	R		1032	52.09%	R		1651	56.12%	R		4138	97.11%	R	
	Male	2239	25.87%	R		949	47.91%	R		1291	43.88%	R		123	2.89%	R	
30 to 34	Female	6275	72.23%	R		962	50.50%	R		1875	56.00%	R		3839	97.36%	R	
	Male	2413	27.77%	R		943	49.50%	R		1473	44.00%	R		104	2.64%	R	
35 to 39	Female	4568	66.06%	R		808	50.06%	R		1966	55.96%	R		2067	96.91%	R	
	Male	2347	33.94%	R		806	49.94%	R		1547	44.04%	R		66	3.09%	R	
40 to 44	Female	3871	60.49%	R		907	54.54%	R		2448	57.97%	R		688	90.05%	R	
	Male	2528	39.51%	R		756	45.46%	R		1775	42.03%	R		76	9.95%	R	

*% calculated by columns

†% calculated using the grand total as the base

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Table 4 is continued overleaf ...

Table 4 continued: The gender profile of complainants compared to the gender profile of service users across LPT overall and within each service, for all persons and analysed by age band

Age band (years)	Gender	Leicestershire Partnership NHS Trust overall				Adult Mental Health and Learning Disabilities				Community Health Services				Families, Young People and Children Services			
		Service users		Complaints		Service users		Complaints		Service users		Complaints		Service users		Complaints	
		n	%*	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*		
45 to 49	Female	4094	58.50%	15	60.00%	845	52.13%	R	3156	59.36%	R	227	67.36%	R			
	Male	2904	41.50%	10	40.00%	776	47.87%	R	2161	40.64%	R	110	32.64%	R			
50 to 54	Female	4444	59.03%	14	50.00%	825	55.15%	R	3545	59.08%	R	190	64.19%	R			
	Male	3085	40.97%	14	50.00%	671	44.85%	R	2455	40.92%	R	106	35.81%	R			
55 to 59	Female	4031	55.05%	16	59.26%	543	49.41%	R	3420	55.19%	R	167	58.39%	R			
	Male	3292	44.95%	11	40.74%	556	50.59%	R	2777	44.81%	R	119	41.61%	R			
60 to 64	Female	4035	53.85%	R	R	414	52.27%	R	3587	53.79%	R	176	54.66%	R			
	Male	3458	46.15%	R	R	378	47.73%	R	3082	46.21%	R	146	45.34%	R			
65 to 69	Female	4571	52.53%	R	R	252	50.00%	R	4283	52.73%	R	205	49.76%	0			
	Male	4130	47.47%	R	R	252	50.00%	R	3840	47.27%	R	207	50.24%	0			
70 to 74	Female	4444	52.48%	R	R	196	53.99%	R	4244	52.51%	R	201	53.89%	0			
	Male	4024	47.52%	R	R	167	46.01%	R	3839	47.49%	R	172	46.11%	0			
75 to 79	Female	5119	55.39%	R	R	204	56.04%	0	4961	55.57%	R	329	58.44%	0			
	Male	4123	44.61%	R	R	160	43.96%	0	3967	44.43%	R	234	41.56%	0			
80 to 84	Female	5487	57.75%	R	R	209	56.79%	0	5298	57.61%	R	388	59.88%	0			
	Male	4015	42.25%	R	R	159	43.21%	0	3898	42.39%	R	260	40.12%	0			
85 to 89	Female	5420	63.82%	R	R	215	62.32%	0	5252	63.76%	R	487	68.69%	0			
	Male	3072	36.18%	R	R	130	37.68%	0	2985	36.24%	R	222	31.31%	0			
90 and over	Female	5033	71.05%	R	R	144	71.29%	0	4858	70.87%	R	493	72.82%	0			
	Male	2051	28.95%	R	R	58	28.71%	0	1997	29.13%	R	184	27.18%	0			
Total of known gender / age		185562		326		18154		154	93543		111	74137		58			
Not known†		29	0.02%	20	5.78%	12	0.07%	9	15	0.02%	6	5.13%	5	0.01%	4	6.45%	
Grand total		185591		346		18166		163	93558		117	74142		62			

* % calculated by columns

† % calculated using the grand total as the base

R - Redacted

3.2.3 Ethnicity profile of complainants

Table 5: The ethnicity profile of complainants compared to the ethnicity profile of service users across LPT overall and within each service

Ethnicity	Leicestershire Partnership NHS Trust overall				Adult Mental Health and Learning Disabilities				Community Health Services				Families, Young People and Children Services			
	Service users		Complaints		Service users		Complaints		Service users		Complaints		Service users		Complaints	
	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*
White	47018	81.62%	167	83.50%	10644	82.02%	93	82.30%	33895	82.53%	R		7959	82.08%	R	
Mixed	926	1.61%	R		301	2.32%	R		403	0.98%	R		324	3.34%	R	
Asian or Asian British	8030	13.94%	21	10.50%	1507	11.61%	R		5884	14.33%	R		1062	10.95%	R	
Black or Black British	1146	1.99%	R		370	2.85%	R		644	1.57%	R		229	2.36%	R	
Other Ethnic Group	484	0.84%	R		155	1.19%	R		246	0.60%	R		123	1.27%	R	
Total of known ethnicity	57604		200		12977		113		41072		68		9697		19	
Not known†	127987	68.96%	146	42.20%	5189	28.56%	50	30.67%	52486	56.10%	49	41.88%	64445	86.92%	43	69.35%
Grand total	185591		346		18166		163		93558		117		74142		62	

* % calculated by columns

† % calculated using the grand total as the base

R - Redacted

3.2.4 Reasons for complaint for Leicestershire Partnership NHS Trust overall and by division

Table 6: Reasons for complaint for Leicestershire Partnership NHS Trust overall and by division

Complaint Category	Leicestershire Partnership NHS Trust overall		Division / Area							
	n	%*	Adult Mental Health and Learning Disabilities		Community Health Services		Families Young People and Children		Human Resources / Information Governance	
			n	%*	n	%*	n	%*	n	%*
Admissions, Discharges And Transfers Except Delays	17	4.91%	R		R		R		R	
Appointments	27	7.80%	13	7.98%	R		R		R	
Clinical	35	10.12%	R		15	12.82%	R		R	
Communications	16	4.62%	R		R		R		R	
Integrated Care Including Delayed Discharge	R		R		R		R		R	
Patient Care	103	29.77%	46	28.22%	44	37.61%	R		R	
Prescribing Error	28	8.09%	13	7.98%	R		R		R	
Privacy, Dignity And Wellbeing	R		R		R		R		R	
Trust Administration/Policies/Procedures	30	8.67%	19	11.66%	R		R		R	
Values And Behaviours (Staff)	77	22.25%	40	24.54%	21	17.95%	R		R	
Total	346		163		117		R		R	
Not known†	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Grand total	346		163		117		R		R	

* % calculated by columns

† % calculated using the grand total as the base

R - Redacted

3.2.5 Reasons for complaint by age band for Leicestershire Partnership NHS Trust overall

Table 7: Reasons for complaint by age band for Leicestershire Partnership NHS Trust overall

Complaint Category	Leicestershire Partnership NHS Trust overall		Age Band (years)									
			14 and under		15 to 19		20 to 49		50 to 74		75 and over	
	n	%*	n	%*	n	%*	n	%*	n	%*	n	%*
Admissions, Discharges And Transfers Except Delays	16	4.83%	R		R		R		R		R	
Appointments	25	7.55%	R		R		10	8.85%	R		R	
Clinical	33	9.97%	R		R		R		14	14.00%	R	
Communications	16	4.83%	R		R		R		R		R	
Integrated Care Including Delayed Discharge	R		R		R		R		R		R	
Patient Care	102	30.82%	R		R		34	30.09%	26	26.00%	28	42.42%
Prescribing Error	28	8.46%	R		R		R		11	11.00%	R	
Privacy, Dignity And Wellbeing	R		R		R		R		R		R	
Trust Administration/Policies/Procedures	27	8.16%	R		R		11	9.73%	R		R	
Values And Behaviours (Staff)	73	22.05%	R		R		26	23.01%	24	24.00%	12	18.18%
Total of known age	331		31		21		113		100		66	
Not known†	15	4.34%										
Grand total	346											

*% calculated by columns

†% calculated using the grand total as the base

R - Redacted

3.2.6 Reasons for complaint by gender for Leicestershire Partnership NHS Trust overall

Table 8: Reasons for complaint by gender for Leicestershire Partnership NHS Trust overall

Complaint Category	Leicestershire Partnership NHS Trust overall		Gender			
	n	%*	Female		Male	
			n	%*	n	%*
Admissions, Discharges And Transfers Except Delays	16	4.79%	R		R	
Appointments	27	8.08%	14	8.05%	13	8.13%
Clinical	34	10.18%	21	12.07%	13	8.13%
Communications	16	4.79%	R		R	
Integrated Care Including Delayed Discharge	R		R		R	
Patient Care	101	30.24%	48	27.59%	53	33.13%
Prescribing Error	28	8.38%	18	10.34%	10	6.25%
Privacy, Dignity And Wellbeing	R		R		R	
Trust Administration/Policies/Procedures	27	8.08%	11	6.32%	16	10.00%
Values And Behaviours (Staff)	75	22.46%	42	24.14%	33	20.63%
Total of known gender	334		174		160	
Not known†	12	3.47%				
Grand total	346					

*% calculated by columns

†% calculated using the grand total as the base

R - Redacted

3.2.7 Reasons for complaint by ethnicity for Leicestershire Partnership NHS Trust overall

Table 9: Reasons for complaint by ethnicity for Leicestershire Partnership NHS Trust overall

Complaint Category	Leicestershire Partnership NHS Trust overall		Ethnicity			
	n	%*	BME		White	
			n	%*	n	%*
Admissions, Discharges And Transfers Except Delays	14	7.00%	R		R	
Appointments	R		R		R	
Clinical	20	10.00%	R		R	
Communications	R		R		R	
Integrated Care Including Delayed Discharge	R		R		R	
Patient Care	72	36.00%	R		R	
Prescribing Error	15	7.50%	R		R	
Privacy, Dignity And Wellbeing	R		R		R	
Trust Administration/Policies/Procedures	15	7.50%	R		R	
Values And Behaviours (Staff)	46	23.00%	11	33.33%	35	20.96%
Total of known ethnicity	200		33		167	
Not known†	146	42.20%				
Grand total	346					

*% calculated by columns

†% calculated using the grand total as the base

R - Redacted

3.2.8 Reasons for complaint by age band for Adult Mental Health and Learning Disabilities

Table 10: Reasons for complaint by age band for Adult Mental Health and Learning Disabilities

Complaint Category	Adult Mental Health and Learning Disabilities overall		Age Band (years)			
			49 and under		50 and over	
	n	%*	n	%*	n	%*
Admissions, Discharges And Transfers Except Delays	R		R		R	
Appointments	13	8.33%	R		R	
Clinical	13	8.33%	R		R	
Communications	R		R		R	
Integrated Care Including Delayed Discharge	R		R		R	
Patient Care	46	29.49%	30	31.25%	16	26.67%
Prescribing Error	13	8.33%	R		R	
Privacy, Dignity And Wellbeing	R		R		R	
Trust Administration/Policies/Procedures	18	11.54%	R		R	
Values And Behaviours (Staff)	37	23.72%	21	21.88%	16	26.67%
Total of known age	156		96		60	
Not known†	7	4.29%				
Grand total	163					

* % calculated by columns

† % calculated using the grand total as the base

R - Redacted

3.2.9 Reasons for complaint by gender for Adult Mental Health and Learning Disabilities

Table 11: Reasons for complaint by gender for Adult Mental Health and Learning Disabilities

Complaint Category	Adult Mental Health and Learning Disabilities overall		Gender			
			Female		Male	
	n	%*	n	%*	n	%*
Admissions, Discharges And Transfers Except Delays	R		R		R	
Appointments	13	8.28%	R		R	
Clinical	14	8.92%	R		R	
Communications	R		R		R	
Integrated Care Including Delayed Discharge	R		R		R	
Patient Care	45	28.66%	16	22.54%	29	33.72%
Prescribing Error	13	8.28%	R		R	
Privacy, Dignity And Wellbeing	R		R		R	
Trust Administration/Policies/Procedures	18	11.46%	R		R	
Values And Behaviours (Staff)	38	24.20%	18	25.35%	20	23.26%
Total	157		71		86	
Not known†	6	3.68%				
Grand total	163					

* % calculated by columns

† % calculated using the grand total as the base

R - Redacted

3.2.10 Reasons for complaint by ethnicity for Adult Mental Health and Learning Disabilities

Table 12: Reasons for complaint by ethnicity for Adult Mental Health and Learning Disabilities

Complaint Category	Adult Mental Health and Learning Disabilities overall		Ethnicity			
			BME		White	
	n	%*	n	%*	n	%*
Admissions, Discharges And Transfers Except Delays	R		R		R	
Appointments	R		R		R	
Clinical	10	8.85%	R		R	
Communications	R		R		R	
Integrated Care Including Delayed Discharge	R		R		R	
Patient Care	37	32.74%	R		R	
Prescribing Error	R		R		R	
Privacy, Dignity And Wellbeing	R		R		R	
Trust Administration/Policies/Procedures	10	8.85%	R		R	
Values And Behaviours (Staff)	29	25.66%	R		R	
Total	113		20		93	
Not known†	50	30.67%				
Grand total	163					

* % calculated by columns

† % calculated using the grand total as the base

R - Redacted

3.2.11 Reasons for complaint by age band for Community Health Services

Table 13: Reasons for complaint by age band for Community Health Services

Complaint Category	Community Health Services overall		Age Band (years)					
	n	%*	69 and under		70 to 84		85 and over	
			n	%*	n	%*	n	%*
Admissions, Discharges And Transfers Except Delays	R		R		R		R	
Appointments	R		R		R		R	
Clinical	15	13.39%	R		R		R	
Communications	R		R		R		R	
Integrated Care Including Delayed Discharge	R		R		R		R	
Patient Care	43	38.39%	13	38.24%	14	33.33%	16	44.44%
Prescribing Error	12	10.71%	R		R		R	
Trust Administration/Policies/Procedures	R		R		R		R	
Values And Behaviours (Staff)	21	18.75%	R		R		R	
Total of known age	112		34		42		36	
Not known†	5	4.27%						
Grand total	117							

*% calculated by columns

†% calculated using the grand total as the base

R - Redacted

3.2.12 Reasons for complaint by gender for Community Health Services

Table 14: Reasons for complaint by gender for Community Health Services

Complaint Category	Community Health Services overall		Gender			
	n	%*	Female		Male	
			n	%*	n	%*
Admissions, Discharges And Transfers Except Delays	R		R		R	
Appointments	R		R		R	
Clinical	15	13.04%	R		R	
Communications	R		R		R	
Integrated Care Including Delayed Discharge	R		R		R	
Patient Care	43	37.39%	31	41.89%	12	29.27%
Prescribing Error	12	10.43%	R		R	
Trust Administration/Policies/Procedures	R		R		R	
Values And Behaviours (Staff)	21	18.26%	R		R	
Total	115		74		41	
Not known†	2	1.71%				
Grand total	117					

*% calculated by columns

† % calculated using the grand total as the base

R - Redacted

3.2.13 Reasons for complaint by ethnicity for Community Health Services

Table 15: Reasons for complaint by ethnicity for Community Health Services

Complaint Category	Community Health Services overall		Ethnicity			
	n	%*	BME		White	
			n	%*	n	%*
Admissions, Discharges And Transfers Except Delays	R		R		R	
Appointments	R		R		R	
Clinical	R		R		R	
Communications	R		R		R	
Patient Care	31	45.59%	R		R	
Prescribing Error	R		R		R	
Trust Administration/Policies/Procedures	R		R		R	
Values And Behaviours (Staff)	11	16.18%	R		R	
Total	68		10		58	
Not known†	49	41.88%				
Grand total	117					

* % calculated by columns

† % calculated using the grand total as the base

R - Redacted

3.2.14 Reasons for complaint by age band for Families, Young People and Children Services

Table 16: Reasons for complaint by age band for Families, Young People and Children Services

Complaint Category	Families Young People and Children's services overall		Age Band (years)					
			14 and under		15 to 19		20 and over	
	n	%*	n	%*	n	%*	n	%*
Admissions, Discharges And Transfers Except Delays	R		R		R		R	
Appointments	R		R		R		R	
Clinical	R		R		R		R	
Communications	R		R		R		R	
Patient Care	13	21.67%	R		R		R	
Prescribing Error	R		R		R		R	
Privacy, Dignity And Wellbeing	R		R		R		R	
Trust Administration/Policies/Procedures	R		R		R		R	
Values And Behaviours (Staff)	15	25.00%	R		R		R	
Total of known age	60		31		R		R	
Not known†	2	3.23%						
Grand total	62							

* % calculated by columns

† % calculated using the grand total as the base

R - Redacted

3.2.15 Reasons for complaint by gender for Families, Young People and Children Services

Table 17: Reasons for complaint by gender for Families, Young People and Children Services

Complaint Category	Families Young People and Children's services overall		Gender			
			Female		Male	
	n	%*	n	%*	n	%*
Admissions, Discharges And Transfers Except Delays	R		R		R	
Appointments	R		R		R	
Clinical	R		R		R	
Communications	R		R		R	
Patient Care	13	22.03%	R		R	
Prescribing Error	R		R		R	
Privacy, Dignity And Wellbeing	R		R		R	
Trust Administration/Policies/Procedures	R		R		R	
Values And Behaviours (Staff)	16	27.12%	R		R	
Total	59		27		32	
Not known†	3	4.84%				
Grand total	62					

* % calculated by columns

† % calculated using the grand total as the base

R - Redacted

3.2.16 Reasons for complaint by ethnicity for Families, Young People and Children Services

Table 18: Reasons for complaint by ethnicity for Families, Young People and Children Services

Complaint Category	Families Young People and Children's services overall		Ethnicity			
			BME		White	
	n	%*	n	%*	n	%*
Admissions, Discharges And Transfers Except Delays	R		R		R	
Appointments	R		R		R	
Clinical	R		R		R	
Communications	R		R		R	
Patient Care	R		R		R	
Trust Administration/Policies/Procedures	R		R		R	
Values And Behaviours (Staff)	R		R		R	
Total	19		R		R	
Not known†	43	69.35%				
Grand total	62					

4 Appendix: Methodology









4.1 The datasets

Data on complaints were taken from Safeguard for the period 1st April 2015 to 31st March 2016 and linked to demographic information held in the Trust's patient information systems.

4.2 Analytical techniques

Broadly, overrepresentation or underrepresentation in a group of interest was assessed relative to a reference group using a Chi-Squared Test or Fisher's Exact Test. Where a statistically significant difference was indicated ($\alpha = .05$), this was followed by a *post-hoc* analysis of standardised residuals with the Bonferroni correction applied. The categorised degree of overrepresentation or underrepresentation (small, medium or large, Table 19) followed conventions applied in the social sciences, and was based on the size of the standardised residual. Only groups where overrepresentation or underrepresentation had been identified as statistically significant were highlighted, otherwise the group was considered proportionally represented.

Table 19: Key to interpreting the colour coding of overrepresentation and underrepresentation in the tables of analysis

	Reference benchmark against which overrepresentation or underrepresentation was evaluated
	A group that was underrepresented to a significant, large degree amongst complainants, compared to its level of representation in the reference benchmark
	A group that was underrepresented to a significant, medium degree amongst complainants, compared to its level of representation in the reference benchmark
	A group that was underrepresented to a significant, small degree amongst complainants, compared to its level of representation in the reference benchmark
	A group that was proportionately represented amongst complainants, compared to its level of representation in the reference benchmark
	A group that was overrepresented to a significant, small degree amongst complainants, compared to its level of representation in the reference benchmark
	A group that was overrepresented to a significant, medium degree amongst complainants, compared to its level of representation in the reference benchmark
	A group that was overrepresented to a significant, large degree amongst complainants, compared to its level of representation in the reference benchmark

5 Appendix: Data quality

5.1 Overview

The Safeguard database, which holds information on complaints for Leicestershire Partnership NHS Trust, can hold information on all the protected characteristics. Within Safeguard, information on age and gender were nearly complete (95.7% and 96.5% complete, respectively), whilst information on ethnicity was all but absent (3.8% complete). Information on the other protected characteristics was not populated. Where an NHS number was recorded for a complainant in the Safeguard database (89.0% of complainants), this information was used to cross-reference with other patient information systems within the Trust to obtain more complete equality monitoring data. After cross-referencing with other patient information systems, age was known for 95.7% of complainants, gender was known for 96.5% of complainants, and ethnicity was known for 57.8% of complainants. The quality of complainant and patient equality monitoring information could be improved by populating the Safeguard database directly for every complainant and patient, for all protected characteristics. Ideally, equality monitoring information on complainants would be derived from patient information systems by collecting an NHS number for all complainants and cross-referencing with the patient information systems. Unfortunately, it is not possible to rely on equality monitoring information being present somewhere in the Trust's patient information systems ready for cross-referencing with NHS numbers from complainants-this approach has resulted in a great deal of uncertainty over the ethnicity profile of complainants, whilst information on other protected characteristics is completely or nearly entirely absent. Summaries of the completeness of patient equality monitoring information by service area, across the Trust's patient information systems in terms of age, gender, and ethnicity are given in Table 20, Table 21, and Table 22 respectively.

5.2 Tables detailing the completeness of service user equality monitoring information by patient information system and service

5.2.1 Age

- Data on service users' ages were all but complete across services areas and systems (Table 20).

Table 20: Count of individual service users with and without valid values for the age / date of birth field, by patient information system and service area

System	Value	AMH&LD		CHS		FYPC		Service unknown	
		n	%	n	%	n	%	n	%
Maracis	Known	3145	99.97%	79	100.00%	4288	100.00%	11	100.00%
	Missing	1	0.03%	0	0.00%	0	0.00%	0	0.00%
	Total	3146		79		4288		11	
RiO	Known	15604	100.00%	5593	100.00%	476	100.00%	275	100.00%
	Total	15604		5593		476		275	
SystemOne	Known	0	-	45793	100.00%	61968	100.00%	17692	100.00%
	Total	0		45793		61968		17692	
Tiara	Known	0	-	47121	100.00%	4576	100.00%	8633	100.00%
	Total	0		47121		4576		8633	

(Totals across systems or across service areas may exceed those for LPT overall as an individual service user may appear on more than one system and in more than one service area.)

5.2.2 Gender

- Data on service users' gender were all but complete across services areas and systems (Table 21).

Table 21: Count of individual service users with and without valid values for the gender field, by patient information system and service area

System	Value	AMH&LD		CHS		FYPC		Service unknown	
		n	%	n	%	n	%	n	%
Maracis	Known	3146	100.00%	79	100.00%	4288	100.00%	11	100.00%
	Unknown	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	Total	3146		79		4288		11	
RiO	Known	15597	99.96%	5592	99.98%	476	100.00%	275	100.00%
	Not Specified	3	0.02%	0	0.00%	0	0.00%	0	0.00%
	Not Known	7	0.04%	1	0.02%	0	0.00%	0	0.00%
	Total	15604		5593		476		275	
SystemOne	Known	0	-	45793	100.00%	61965	100.00%	17691	99.99%
	Not Specified	0	-	1	0.00%	1	0.00%	0	0.00%
	Not Known	0	-	0	0.00%	3	0.00%	1	0.01%
	Total	0		45793		61968		17692	
Tiara	Known	0	-	47119	100.00%	4576	100.00%	8633	100.00%
	Not Specified	0	-	12	0.03%	0	0.00%	0	0.00%
	Not Known	0	-	2	0.00%	0	0.00%	0	0.00%
	Total	0		47121		4576		8633	

(Totals across systems or across service areas may exceed those for LPT overall as an individual service user may appear on more than one system and in more than one service area.)

5.2.3 Ethnicity

- Data on service users' ethnicity were incomplete; this information was missing primarily from service users' records in CHS and FYPC, and largely because data on ethnicity were not available from SystemOne (Table 22).

Table 22: Count of individual service users with and without valid values for the ethnicity field, by patient information system and service area

System	Value	AMH&LD		CHS		FYPC		Service unknown	
		n	%	n	%	n	%	n	%
Maracis	Known	2487	79.05%	54	68.35%	2641	61.59%	10	90.91%
	Not Stated	430	13.67%	14	17.72%	94	2.19%	1	9.09%
	Unknown	659	20.95%	25	31.65%	1647	38.41%	1	9.09%
	Total	3146		79		4288		11	
RiO	Known	13429	86.06%	5321	95.14%	416	87.39%	263	95.64%
	Not Stated	2826	18.11%	658	11.76%	84	17.65%	11	4.00%
	Unknown	2175	13.94%	272	4.86%	60	12.61%	12	4.36%
	Total	15604		5593		476		275	
SystemOne	Known	0	-	0	0.00%	0	0.00%	0	0.00%
	Not Available	0	-	45793	100.00%	61968	100.00%	17692	100.00%
	Total	0		45793		61968		17692	
Tiara	Known	0	-	39871	84.61%	4391	95.96%	7610	88.15%
	Not Stated	0	-	9159	19.44%	477	10.42%	1038	12.02%
	Unknown	0	-	7250	15.39%	185	4.04%	1023	11.85%
	Total	0		47121		4576		8633	

(Totals across systems or across service areas may exceed those for LPT overall as an individual service user may appear on more than one system and in more than one service area.)