

ANGUS COUNCIL

SCRUTINY & AUDIT COMMITTEE – 21 NOVEMBER 2017

**COMPLAINTS STATISTICS
JULY – SEPTEMBER 2017**

REPORT BY MARGO WILLIAMSON, CHIEF EXECUTIVE

ABSTRACT

The purpose of this report is to highlight the complaint statistics for the first six months of 2017/18 and to update members on the action being taken to ensure the effectiveness of the complaints handling procedure and to learn from complaints.

1. RECOMMENDATIONS

1.1 It is recommended that the Scrutiny & Audit Committee consider:-

- (i) the key performance indicators on complaints closed between 1 July 2017 and 30 September 2017; and
- (ii) to note the learning from complaints identified by the Directorates

2. ALIGNMENT TO THE ANGUS LOCAL OUTCOMES IMPROVEMENT PLAN/CORPORATE PLAN

2.1 This report contributes to the following local outcome(s) and priorities contained within the Angus Local Outcomes Improvement Plan 2017 - 2030:

- Working together effectively
- Skilled and adaptable Workforce

3. BACKGROUND

3.1 Since 1 April 2013, the council has been operating the new Complaints Handling Procedure for Local Authorities as required by the Scottish Public Services Ombudsman. In April 2016 Social Work complaints were also incorporated into the system.

3.2 During the first six months of 2017/18 a total of 159 complaints were recorded as closed off during the six month period.

4. COMPLAINTS STATISTICS

4.1 During the second quarter of 2017 some 57 Stage 1 complaints (closed within 5 days) were received and closed off and 15 Stage 2 complaints (investigation). A further 7 complaints escalated from Stage 1 to Stage 2.

Of the Stage 1 complaints received, 17 were upheld, 19 not upheld and 21 partially upheld (57).

Of the Stage 2 complaints received, 12 were not upheld and 3 partially upheld (15).

Of the Stage 2 escalated, 2 were upheld, 4 not upheld and one partially upheld (7).

Of the Stage 2 reports recorded, 3 were not corporate complaints.

4.2 In accordance with SPSO guidance Stage 1 complaints should be dealt with within five working days and Stage 2 complaints 20 working days.

- The number of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days were as follows:-

Stage 1	39
Stage 2	11
Stage 2 escalated	2

- The number of complaints where an extension of 5 or 20 working days timeline had been authorised:-

Stage 1	1
Stage 2	1

5. ANALYSIS OF FIGURES

- 5.1 Report 222/17 highlighted that there had been a marked improvement in meeting the timescales as set out in the CHP and officers are engaging fully in the process. Key areas where timescales have lapsed had been reported to the Council Management team who are monitoring workloads and any issues that arise. With the change programme and shrinking staff resource it is becoming increasingly obvious that particular attention must be given to meeting the statutory timescales as set by the SPSO and officers are monitoring accordingly.

6. LEARNING FROM COMPLAINTS

- 6.1 Each Directorate has been asked to identify and act on the key learning points from the complaints received about their service.
- 6.2 Complaints received from 1 July-30 September are detailed in the attached Appendix 1, Appendix 2, Appendix 3, Appendix 4 and Appendix 5 along with key learning points and procedures/processes that have changed as a result of the complaint.

7. COMPLIMENTS

- Staff thanked for being well informed and a credit to Angus Council.
- Planning staff thanked as individual was very impressed with how the process was managed and how easy it had been to communicate with the team.

8. FINANCIAL IMPLICATIONS

- 8.1 There are no financial implications arising from this report.

9. CONSULTATION

- 9.1 The Strategic Directors of People and Place, the Head of Legal and Democratic Services, the Head of Corporate Finance and the Chief Social Work Officer have been consulted in the preparation of this report.

**MARGO WILLIAMSON
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NOTE: No background papers, as detailed by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

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List of Appendices:-

Appendix 1 – Learning from Complaints – Angus Alive
Appendix 2 – Learning from Complaint – Angus Health and Social Care Partnership
Appendix 3 – Learning from Complaints – Chief Executive’s Unit

Appendix 4 – Learning from Complaints – People
Appendix 5 – Learning from Complaints – Place