

Standards Committee

11 June 2018

Annual Monitoring Report of Complaints Regarding Levels of Service Delivery

Report by Executive Director, Communities and Public Protection & Director of Communities

Summary

The Standards Committee reviews the Annual Monitoring Reports of Complaints on behalf of the Council and makes recommendations for improvement

Recommendation

That the reports be noted.

Proposal

1. Background and Context

- 1.1 As reported to the March 2018 meeting of the Standards Committee, a new method of reporting on complaints and compliment (a dashboard) has been designed. The production of the finished version took rather longer than expected and this in turn delayed production of the 2016 annual report. As requested by the Committee at the March meeting, separate reports for 2016 and 2017 have been produced for the Committee's consideration.
- 1.2 These are the twelfth (2016) and thirteenth (2017) annual reports on complaints against the County Council.
- 1.3 The reports also provide information for decisions issued by the Local Government Ombudsman (now the Local Government and Social care Ombudsman).
- 1.4 Learning from complaints and compliments can impact individuals, the organisation and the community we serve. For these reasons monitoring and reporting systems are in place to support this aspect of managing complaints.
- 1.5 The learning and service improvement opportunities from complaints can be much greater when aggregated across the whole service over a period of time, but it is also the case that useful organisational learning can be drawn from individual complaints. Examples of learning from complaints are given in these reports. The 2017 report contains a section 'Complaints delivering insight into action' which describes systems being introduced to bring added focus to these learning opportunities by informing and involving Directors and Heads of Service in complaints management and learning improvements.

2. Proposal

2.1 That the reports be adopted and published on the Council's website

3. Resources

3.1 There are no resource implications attached to publication of the reports

Factors taken into account

4. Issues for consideration by the Committee

4.1 There is a statutory requirement to publish reports on complaints about Adults and Children's Social Care. The Annual report, when published, fulfils that requirement. The reports show that response timescales have increased over the last two years. A plan is in place to address this and to afford oversight to Directors and Heads of Service.

5. Consultation

5.1 There is no requirement to consult on these reports, which are reports of information. There is no requirement to consult on these reports, which are reports of information. However the 2017 report details the introduction of a system for consulting individuals about their experiences with the complaints process which will be used to improve the service.

6. Risk Management Implications

6.1 Having an effective complaints monitoring system in place helps the County Council to improve its service and mitigates against any risk of not taking complaints seriously, which could lead to more cases being determined against the Council by the Ombudsman.

7. Other Options Considered

7.1 None

8. Equality Duty

8.1 There are no equalities implications in publishing these reports. The relevant guidance does recommend that this data should be captured for social care complaints if possible, and the reports detail the recorded equalities data for this are.

9. Social Value

9.1 There are no social value implications in publishing these reports, although there is social value in a system to resolve customer dissatisfaction as quickly and easily as possible for the customer.

10. Crime and Disorder Implications

10.1 There are no crime and disorder implications in publishing these reports

11. Human Rights Implications

11.1 There are no human rights implications in publishing these reports

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Appendices

(1) 2016 Annual Compliments and Complaints Report

(2) 2017 Annual Compliments and Complaints Report

Background Papers: None.