

CLACKMANNANSHIRE COUNCIL

Report to Scrutiny Committee of 20 November 2008

Subject: Statutory Complaints Annual Report - Social Services

Prepared by: Tom Wallace, Statutory Complaints Officer

1.0 SUMMARY

- 1.1. The attached Appendix 1 is a detailed breakdown on the number and type of formal complaints received, investigated and resolved by the Statutory Complaints Officer in Social Services.
- 1.2. Of the 6 complaints received from 1 April 2007 to 31 March 2008, 5 were resolved within the required timescale.

2.0 RECOMMENDATIONS

- 2.1. It is recommended that Committee note the contents of the report.

3.0 BACKGROUND

- 3.1. Social Work Services are required by statute to have a formal complaints system in operation. This is in addition to any informal comments and complaints systems.
- 3.2. Clackmannanshire Council Social Services meets this requirement by having an officer whose role is to investigate these complaints at "arms length" from the service delivery. The Complaints Officer reports directly to the Chief Social Work Officer.
- 3.3. The "Fit for Purpose Complaints Systems Action Group" has now reported to Scottish Government Ministers. The report contains major implications for complaints handling in the public sector and will be the subject of a separate report to Committee when the Scottish Government decides on its method of consultation on the report.

4.0 BREAKDOWN OF ETHNIC ORIGIN

- 4.1. In compliance with the Race Relations Act 1976 / Race Relations (Amendment) Act 2000 the 6 complaints received by Social Services in 2007-08 can be broken down into the following ethnic origin categories:

Ethnic Origin	Number
White European	6
Afro-Caribbean	
Asian	
Other	

- 4.2 Trend information: a breakdown of complaints over the last six years is attached in appendix 2.
- 4.3 In the 5 complaints which were not upheld, the issue giving rise to the complaint was resolved to the satisfaction of the complainant. In the complaint which was upheld the issue giving rise to the complaint was dealt with through staff management processes.

5.0 SUSTAINABILITY IMPLICATIONS

- 5.1. None

6.0 FINANCIAL IMPLICATIONS

- 6.1. None

6.2. Declarations

- (1) The recommendations contained within this report support or implement Corporate Priorities, Council Policies and/or the Community Plan:

- **Corporate Priorities (Key Themes)** (Please tick ☒)

- | | |
|---------------------------------------|-------------------------------------|
| Achieving Potential | <input type="checkbox"/> |
| Maximising Quality of Life | <input checked="" type="checkbox"/> |
| Securing Prosperity | <input type="checkbox"/> |
| Enhancing the Environment | <input type="checkbox"/> |
| Maintaining an Effective Organisation | <input checked="" type="checkbox"/> |

- **Council Policies** (Please detail)

- **Community Plan (Themes)** (Please tick ☒)

- | | |
|--------------------------------|-------------------------------------|
| Community Safety | <input type="checkbox"/> |
| Economic Development | <input type="checkbox"/> |
| Environment and Sustainability | <input type="checkbox"/> |
| Health Improvement | <input checked="" type="checkbox"/> |

- (2) In adopting the recommendations contained in this report, the Council is acting within its legal powers. (Please tick ☒)

- (3) The full financial implications of the recommendations contained in this report are set out in the report. This includes a reference to full life cycle costs where appropriate. (Please tick ☒)

Head of Service

Director



Report to Scrutiny Committee

To accompany all Reports to Scrutiny Committee

To: Head of Administration And Legal Services

Author: Tom Wallace, Complaints Investigator and
Quality and Standards Officer

Date: 18 September 2008

Service: Services to People

Date of Meeting: 20 November 2008

Title of Report: Statutory Complaints Annual Report -
Social Services

Recommendation that the attached report be:

1. Given unrestricted circulation

☒

(tick appropriate box)

2. Taken in private

☐

By virtue of paragraph ____ of schedule 7A, Local Government (Scotland) Act 1973.

Appendices attached to this report (if none, state "none")

1. Appendix 1: Breakdown on type of complaints received for 2007-09
2. Appendix 2: Breakdown of complaints over last 5 years

List of Background Papers (if none, state "none")

1. None

Note: All documents specified must be kept available by the author for public inspection for four years from the date of the meeting at which the report is considered.

APPENDIX 1

BREAKDOWN OF COMPLAINTS 2007-08

	Classification	Sub-Class		Within timescale	Complaint Upheld?
1.	Employee	Attitude	Child Care complaint regarding disagreement over content within a report.	Yes	No
2.	Quality of Service	Poor standard of service	Child care complaint from health visitor regarding standard of service by social worker.	No - delay in Children's Reporter being available for discussion	Yes
3.	Policy Decision	Disagreement with service decision	Adult Care complaint regarding section 12 payment.	Yes	No
4.	Quality of Service	Poor standard of service	Child Care complaint regarding level of care package being received.	Yes	No
5.	Quality of Service	Poor standard of service	Child Care complaint regarding contact with the service.	Yes	No
6.	Employee	Attitude	Integrated Mental Health regarding attitude of social worker	Yes	No

BREAKDOWN OF COMPLAINTS OVER LAST FOUR YEARS

APPENDIX 2

Year	Classification	Sub-Class	Number of complaints	Total Per Year	Within/Outwith timescale
2006/07	Quality of Service	Poor standard of service	4	10	Yes
	Quality of Service	Timeliness of Action	1		Yes
	Quality of Service	Communication Issue	1		Yes
	Employee	Attitude	4		Yes
2005/06	Quality of Service	Poor Standard of Service	2	7	Yes
	Quality of Service	Poor Standard of Service	2		No
	Quality of Service	Communication Issue	1		Yes
	Employee	Knowledge of Subject	1		No
	Employee	Attitude	1	2	Yes
2004/05	Quality of Service	Poor Standard of Service	1		Yes
	Quality of Service	Poor Standard of Service	1	11	No
2003-04	Quality of Service	Poor Standard of Service	1		Yes
	Quality of Service	Poor Standard of Service	2		No
	Quality of Service	Communication Issue	1		Yes
	Quality of Service	Communication Issue	3		No
	Quality of Service	Waiting Time	1		No
	Employee	Attitude	1		No
	Employee	Knowledge of Subject	1	11	No
	Policy Decision	Disagreement with Service decision	1		Yes
2002-03	Quality of Service	Poor Standard of Service	1		Yes
	Quality of Service	Poor Standard of Service	1		No

	Quality of Service	Timeliness of Action	1	5	Yes
	Employee	Attitude	1		Yes
	Employee	Attitude	1		No