

Governance and Ethics Committee

11 January 2024

Report title	Complaints Progress Update Quarter One and Two – 2023-2024	
Cabinet member with lead responsibility	Councillor Paula Brookfield Cabinet Member for Governance and Equalities	
Accountable director	David Pattison, Chief Operating Officer	
Originating service	Information Governance	
Accountable employee(s)	Sarah Campbell	Customer Engagement Manager
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Report to be/has been considered by	Leadership Team Meetings Finance, Governance, Regeneration, Joint Families (Adult, Children's & Education, Public Health), Resident Services, City Assets, People	December 2023

Recommendations for action or decision:

The Governance and Ethics Committee is asked to note:

1. The contents of the Complaints Progress update for the period 1 April 2023 to 30 September 2023, including:
 - a. The Statutory Complaints Activity for Children's Services, Education Services, Adult Services and Public Health
 - b. All the other complaints activity governed by the Corporate Complaints Policy

1.0 Purpose

- 1.1 This report provides an overview of the complaints, including Local Government and Social Care/Housing Ombudsman enquiries received during 1 April 2023 to 30 September 2023.

2.0 Background

- 2.1 The Council's complaints team handles complaints, compliments and service enquiries from members of the public. Those relating to children's, adults and public health matters fall under a statutory framework, while the remainder are handled under the Council's Corporate Complaints Policy

3.0 Summary Statement

- 3.1 The complaints team has continued to work effectively and build strong relationships with council services and Leadership Teams ensuring they meet the corporate and statutory functions and deadlines.
- 3.2 The Council will continue to maintain a professional relationship in their role as the link officer with the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman (HO); this will ensure that the process works effectively for both the Council and the Ombudsman whilst resolving complaints quickly and improving public services through learning from complaints.

4.0 Financial implications

- 4.1 There are no financial implications associated with the recommendation in this report. [SR/05122023/A].

5.0 Legal implications

- 5.1 The statutory complaints procedure must comply with various statutes. These include:
- Children and Family Services - The Children Act 1989, Representations
 - Procedure (England) Regulations 2006. The Local Authority functions covered include services provided under Parts III, IV and V of the Children Act 1989
 - Adult Social Care – The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009; which came into force on 1 April 2009.
 - Public Health - The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

[TC/07122023/A]

6.0 Equalities implications

6.1 No equalities implications have been identified, either through actions or recommendations of this report or from the data presented within it.

7.0 All Other Implications

7.1 The complaints element of the social care and corporate procedure is part of a wider assurance process supporting quality in service delivery standards. This can then be a positive experience for people and contribute to their health and well-being. For those occasions where the experience which has led to a complaint is a less positive one, then there is an opportunity for appropriate action or redress so that the health and well-being of the complainant and/or relevant others is secured. The compliments process allows customers to note great practice by the Council; positive experience of officers working in many different settings will support improved experience of health and well-being for individuals as well as for staff who can be satisfied that their work is appreciated.

8.0 Human Resources

8.1 There are no human resource implications identified. As part of their operational management duties, Managers will continue to monitor and encourage take up of the complaint training and take necessary action accordingly.

9.0 Schedule of Background Papers

9.1 None for consideration.

10.0 Appendices

10.1 Appended to this covering report are the following documents:

10.2 Appendix 1 – Complaints Progress Update Quarter One and Two – 2023-2024 slides
Appendix 2 – Complaint Dashboards