



SCRUTINY COMMISSION - 19 JULY 2017

REPORT OF THE DIRECTOR OF CORPORATE RESOURCES

**CORPORATE COMPLAINTS AND COMPLIMENTS ANNUAL
REPORT 2016 – 2017**

Purpose of Report

1. The purpose of this report is to present for the Commission's consideration the Corporate Complaints and Compliments Annual Report, covering the period 1 April 2016 to 31 March 2017. This is attached as appendix A to this report.

Policy Framework and Previous Decisions

2. A new Corporate Complaints Procedure was adopted by the Authority in April 2010 which requires an Annual Report to be produced, analysing and reviewing complaints received during the preceding 12 months.

Background

3. The Customer Relations Team manages and co-ordinates complaints relating to 3 separate complaints systems –
 - (i) Adult Social Care statutory process;
 - (ii) Children's Social Care statutory process;
 - (iii) Corporate Complaints process – these are complaints relating to other services provided by the Council where there is no other form of redress.
4. This third category is the subject of this report. Both statutory processes are subject to other reporting processes and annual reports on both areas will follow shortly to the respective Overview and Scrutiny Committees.
5. As detail is included in the Annual Report itself, the purpose of this report is simply to pick out some of the main, headline issues emerging from the analysis of complaints activity for 2016/2017.

Headline statistics

Complaints received and outcomes

6. During 2016-17 the following complaints were received (2015-16 figures in brackets)

- 260 Corporate complaints (325) – a 20% decrease
 - 44 Local Government Ombudsman (LGO) complaints (50) – a 12% decrease
7. 95 Corporate complaints were upheld - which is 36% of the total received (30% in 2015-16).
8. 47 Ombudsman decisions were made during 2016/17 as follows:
- 14 Closed after initial enquiries;
 - 7 No fault found after full investigation;
 - 7 Outside of LGO remit;
 - 2 Premature;
 - 12 Maladministration with injustice;
 - 4 Maladministration without injustice
 - 1 Withdrawn

Response times

9. During 2016-17, complaint response times were slightly worse than previous year but still above internal targets (2015-16 figures in brackets):
- 69% of all complaints received a response within 10 working days (77%);
 - 90% received a response within 20 working days (96%);
 - 99% received a response within the maximum 65 days recommended by LGO (100%).

Issues complained about and numbers upheld

10. The top three issues complained about were as follows

- | | |
|--|--------------------|
| • Delays in providing services | 63 or 24% of cases |
| • Professional Judgement / Decision Making | 42 or 16% of cases |
| • Quality of Work | 40 or 15% of cases |

11. The top three issues most likely to be upheld were as follows

- | | |
|----------------------------------|------------------------|
| • Delays in providing services | upheld in 51% of cases |
| • Sensitivity / Empathy of staff | upheld in 50% of cases |
| • Politeness, Open-ness of staff | upheld in 48% of cases |

12. Of the complaints adjudicated on by the Ombudsman, financial remedies totalled £1,025. The figure for 2015-16 was £2,520

New Developments

13. Revised processes for capturing learning from complaints has been introduced and is being developed to continually improve this important area and improve the loop back to service plans.

14. Further Effective Complaints handling training delivered to managers within the organisation. Feedback from participants has been extremely positive and in many cases, the quality of their responses has demonstrably improved.

15. Work continues on improving our complaints toolkit to help Managers access guidance and templates when responding to complaints.

Recommendations

16. The Commission is asked to:

- (i) note the contents of the Corporate Complaints Annual Report, covering the period 1 April 2016 to 31 March 2017.
- (ii) provide comment and feedback on the content and analysis within the Report.

Circulation under the Local Issues Alert Procedure

None.

Background Papers

Corporate Complaints and Compliments Annual Report 2015 – 2016: Scrutiny Commission - 15 June 2016

<http://politics.leics.gov.uk/documents/s119639/Corporate%20Complaints%20and%20Compliments%20Annual%20Report%202015-16.pdf>

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List of Appendices

Corporate Complaints and Compliments Annual Report 2016 – 17

Equality and Human Rights Implications

None

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