

COMPLAINTS MONITORING REPORT

SOCIAL CARE SERVICES – CHILDREN AND FAMILIES

Quarter 2 – July to September 2012

(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears** June 2012 to August 2012)

Acknowledgement Times – the number of complaints received and the percentage acknowledged within 2 working days with explanation if the target was not achieved.

Total No of complaints received	% Acknowledged within 2 working days	Target	Reason for Variance
4	100%	90%	-

Please note that the above figures refer to complaints received directly to the Department and do not include those received by the Chief Executive's Office which are acknowledged directly by that Department.

Response Times – The number of complaints replied to and the percentage responded to within 20 working days with explanation if the target was not achieved.

Total No of Stage 1 complaints received	% Responded to within 20 working days	Target	Reason for Variance
6	100%	85%	-

Please note that the above figures refer to response times for all complaints (i.e. those received by both the Department and Chief Executive's Office received during the period).

Complaint Outcomes – Members are provided with information on the number of complaints within the reporting period progressing to Stage 2 / Ombudsman and response results where relevant.

Progression Type	Number	% Responded to within 20 working days	Target	Reason for Variance
Stage 2	0	-	85%	-
Ombudsman	1	N/A		

Note: the number may relate to a complaint responded to in a previous period.

Complaint Outcomes – Complaints that were upheld or part upheld detailing what the complaints were about and what remedial action has been put in place to ensure that the situation does not happen again.

Type of Complaint	Outcome	Responsible Officer	Action Required	Date
Concerns about child	Part upheld	Head of Children and Families and Criminal Justice	Redress: Apology provided and records amended	20.07.12

Personal data/ information	Upheld	Head of Children and Families and Criminal Justice	Redress: Apology provided, assurance given that a new file management system is under development and that it is anticipated that the file will be located as part of this process. The service will keep the complainant informed	27.07.12
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COMPLAINTS MONITORING REPORT

SOCIAL CARE SERVICES – COMMUNITY CARE

QUARTER 2 – July - September 2012

(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears June – August 2012**)

Response Times – the number of complaints received in the reporting period and the percentage responded to within 20 working days with explanation if the target was not achieved.

Total No of New Stage 1 complaints received	% Responded to within 20 Working Days	Target	Reason for Variance
19 (includes 3 MSP enquiries and 1 informal complaint)	74%	85%	Holding letters were sent in three cases due to the complexity of the complaints and an apology for delay included in the response sent to one case and the MSP was made aware of a delay in the case of a informal enquiry

Complaints Outcomes – Members are provided with information on the number of complaints within the reporting period progressing to Stage 2 / Ombudsman / Complaints Review Committee (CRC) and response results where relevant.

Progression Type	Number	% Responded to within 20 working days	Target	Reason for Variance
Stage 2	0	n/a	85%	
CRC	0	n/a	100%	
Ombudsman	0	n/a		

Note: the number may relate to a complaint responded to in a previous period.

The number of complaints that were upheld or part upheld detailing the type of complaint and what remedial action has been put in place to ensure that the situation does not happen again.

Type of Complaint	Outcome	Responsible Officer	Action required	Date
Stage 1 – Complaint against Service - Home Care	Upheld	Service Manager, Physical/Sensory Disabilities	Reinforcement: - Response sent with full apology. Staff will be made aware of their responsibility to ensure that procedure for ensuring continuity of care is followed in full	06/06/2012
Stage 1 – Complaint against Staff	Part upheld	Consultant Practitioner (Adult Protection)	Reinforcement: - New procedures implemented to avoid conflict of interest between investigation role and that of care assessment and provision. Also communication issues have been looked into and addressed.	25/06/2012
Stage 1 – Complaint against Service - Equipment/Adaptation	Part upheld	Service Manager (Assessment and Care)	Redress: - Finance department informed to cease charging for stair lift maintenance.	08/07/2012

Type of Complaint	Outcome	Responsible Officer	Action required	Date
Stage 1 – Complaint against Service - Assessment	Part upheld	Service Manager (Assessment and Care)	Reinforcement: - Service Manager will ensure that reviews include an appropriate consideration of all needs within appropriate family system. Planned respite will not be incrementally extended without a full assessment being undertaken.	16/07/2012
Stage 1 – Complaint against Staff	Part upheld	Service Manager (Assessment and Care)	Redress: - Letter sent acknowledging the additional information received and meeting arranged to discuss the issues.	03/08/2012
Stage 1 – Complaint against Service - Home Care	Part upheld	Service Manager, Physical/Sensory Disabilities	Reinforcement: - Full risk assessment to be carried out and a risk management plan to be put in place	02/08/2012
Stage 1 – Complaint against Service - Housing support	Upheld	Specialist Services Manager	Reinforcement: - Discussed in supervision to ensure required actions carried out on behalf of the service user are done in a timely fashion. Administrator to open all mail and prioritise where possible.	07/08/2012
Stage 1 – Complaint against Service - Home Care	Part upheld	Service Manager, Physical/Sensory Disabilities	Reinforcement: - Various issues addressed by manager	08/08/2012
Stage 1 – Complaint against Staff	Upheld	Day Services Manager	Reinforcement: - Dealt with informally by manager	26/07/2012
Stage 1 – Complaint against Service - Home Care	Upheld	Care at Home Manager	Reinforcement: - Manager will take appropriate action regarding co-ordination of care and communication	30/08/2012
Stage 1 – Other	Upheld	Director of Social Care and Education	Reinforcement: - The Director of Social Care and Education wishes to confirm the outcome of the complaint and place on record that the Council has acknowledged that it failed by not preparing appropriate risk assessments and care plans. This statement to be included in Council records.	29/08/2012

COMPLAINTS MONITORING REPORT

CORPORATE SERVICES

QUARTER 2 – July to September 2012

(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears** June – August 2012)

Response Times – the number of complaints replied to and the percentage responded to within 20 working days with explanation as to why the target figure was not achieved if it was not.

% Responded to within 20 working days				
	Total	Actual	Target	Reason for Variance
Quarter 2	4	3 (75%)	85%	One response has been delayed with the knowledge and consent of the complainant, a mutually acceptable date for a Social Work Review Committee is being sought.
Quarter 1	5	4 (80%)	85%	One response was 12 days late. This was due to an oversight by the responding officer. The complainant was sent an apology for the late response.
Year to Date	9	7 (78%)	85%	

Complaints Outcomes – the number of complaints within the reporting period that progressed to Stage 2 / Ombudsman.

Number of complaints progressed		
	Stage 2	Ombudsman
Quarter 2	0	0
Quarter 1	1	0
Year to date	1	0

Complaint Outcomes – Complaints within the reporting period that were upheld or part upheld detailing the type of complaint and what remedial action has been put in place to ensure that the situation does not happen again.

Dept	Type of Complaint	Outcome	Responsible Officer	Action Taken
Personnel	Process/ Procedure	Part upheld	Head of Human Resources and ICT	Reimbursement For expenses

COMPLAINTS MONITORING REPORT

SOCIAL CARE SERVICES – CRIMINAL JUSTICE

QUARTER 2 – July - September 2012

(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears June – August 2012**)

Response Times – the number of complaints received in the reporting period and the percentage responded to within 20 working days with explanation if the target was not achieved.

Total No of New Stage 1 complaints received	% Responded to within 20 Working Days	Target	Reason for Variance
1	100%	85%	

Complaints Outcomes – Members are provided with information on the number of complaints within the reporting period progressing to Stage 2 / Ombudsman/Complaints Review Committee (CRC) and response results where relevant.

Progression Type	Number	% Responded to within 20 working days	Target	Reason for Variance
Stage 2	0	n/a	85%	
CRC	0	n/a	100%	
Ombudsman	0	n/a		

Note: the number may relate to a complaint responded to in a previous period.

The number of complaints that were upheld or part upheld detailing the type of complaint and what remedial action has been put in place to ensure that the situation does not happen again.

Type of Complaint	Outcome	Responsible Officer	Action required	Date
Other	Upheld	Head of Children and Families and Criminal Justice	Redress : The Criminal Justice Team have put steps in place to alleviate concerns about intimidation of criminal justice clients and these were outlined to the complainant	31/08/2012

COMPLAINTS MONITORING REPORT

DEVELOPMENT SERVICES

QUARTER 1 – April to June 2012

QUARTER 2 – July to September 2012

(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears** June – August 2012)

Response Times – the number of complaints replied to and the percentage responded to within 20 working days with explanation as to why the target figure was not achieved if it was not.

% Responded to within 20 working days				
	Total	Actual	Target	Reason for Variance
Quarter 2	10	5 (50%)	85%	One complaint was anonymous and therefore a response could not be sent. One complaint did not have full contact details for the complainer and despite attempts to find more information, none was available. Two complaints were subject to a holding letter and one further complaint was delayed due to investigations.
Quarter 1	7	5 (71%)	85%	One complaint was anonymous and therefore a response could not be sent. One response was delayed due to investigations.
Year to Date	17	10 (59%)	85%	

Complaints Outcomes – the number of complaints within the reporting period that progressed to Stage 2 / Ombudsman.

Number of complaints progressed		
	Stage 2	Ombudsman
Quarter 2	3	0
Quarter 1	2	0
Year to date	5	0

Complaint Outcomes – Complaints within the reporting period that were upheld or part upheld detailing the type of complaint and what remedial action has been put in place to ensure that the situation does not happen again.

Dept	Type of Complaint	Outcome	Responsible Officer	Action Taken
Trading Standards	Complaints against staff	Upheld	Trading Standards Manager	Redress; The procedure regarding the communication of complaint outcomes was revised accordingly.
Environmental Health	Complaints against staff	Upheld	Corporate Director (Services)	Redress; Staff were reminded of the need for good customer service and ensuring enforcement notices are actioned correctly.

COMPLAINTS MONITORING REPORT

ENVIRONMENTAL SERVICE – DIRECT SERVICES

Quarter 2 – July to September 2012

(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears** June 2012 to August 2012)

Response Times – the number of complaints received in the reporting period and the percentage responded to within 20 working days with explanation if the target was not achieved.

Total No of Stage 1 complaints received	% Responded to within 20 working days	Target	Reason for Variance
18	89%	85%	16 of the 18 complaints were responded by due date. One response was 2 working days late because investigations took longer than anticipated. The other overdue response was subject to a holding letter because a legal investigation was required into who was obliged to maintain a road at the boundary of several properties. It was also the subject of a database input error which indicated that a response had been sent and further delayed the actual response to 3 months after the original due date. In that period, the issue had been resolved.

Complaint Outcomes – Members are provided with information on the number of complaints within the reporting period progressing to Stage 2 / Ombudsman and response results where relevant.

Progression Type	Number	% Responded to within 20 working days	Target	Reason for Variance
Stage 2	5	60%	85%	3 of 5 were responded by due date. One response was 2 days late. The response from Direct Services was passed to the Chief Executive's Office where further investigations took longer than anticipated. The other late response was 10 working days late. The complaint was complicated by technical and legal issues and covered six separate points. The response included an apology for being late and an invitation to meet with the Director of Environmental Services.
Ombudsman	1	N/A		

Note: the number may relate to a complaint responded to in a previous period.

Complaint Outcomes – Complaints that were upheld or part upheld, in the reporting period, and what remedial action has been put in place to ensure that the situation does not happen again.

Type of Complaint	Outcome	Responsible Officer	Action Required	Date
Other	Upheld	Waste Management Officer	Redress: The trader involved was advised of his responsibilities under the duty of care legislation for trade waste collection, and the use of council facilities. Written instructions were given to site attendants to clarify the acceptance of waste.	9/08/12
Complaint against staff	Part Upheld	Waste Management Officer	Redress: Apology sent to complainant. Staff to be reminded about customer care.	31/7/12

COMPLAINTS MONITORING REPORT

EDUCATIONAL SERVICES

Quarter 2 – July to September 2012

(Note: to avoid reporting response times across quarters, the reporting period is calculated **one month in arrears** June 2012 to August 2012)

Response Times – The number of Stage 1 complaints received in the reporting period and the percentage responded to within 20 working days with explanation if the target was not achieved.

Total No of Stage 1 complaints received	% Responded to within 20 Working Days	Target	Reason for Variance
6	67%	85%	One complaint was a day late in being responded to, another 5 working days out with target timescales.

Complaint Outcomes – Members are provided with information on the number of complaints within the reporting period progressing to Stage 2 / Ombudsman and response results where relevant.

Progression Type	Number	% Responded to within 20 working days	Target	Reason for Variance
Stage 2	2	100%	85%	
Ombudsman	0	N/A		

Complaint Outcomes – The complaints that were upheld or part upheld detailing what the complaints were about and what remedial action has been put in place to ensure that the situation does not happen again.

Type of Complaint	Outcome	Responsible Officer	Action Required / Redress	Date
Complaint against staff (stage 2)	Part Upheld	Head of Educational Resource Services	Reinforcement: Wording of letter to pupils regarding last day at school amended.	07/06/2012
Resources (stage 1)	Upheld	Educational Resources Manager	Reinforcement: Apology given regards cleanliness of hall and staff given reminder of cleaning procedures.	07/08/2012

2012/13 QUARTER 2 PERFORMANCE REPORT – HOUSING AND PROPERTY SERVICES (including Estates and Property Services)
COMPLAINTS AND MSP ENQUIRIES

1. COMPLAINTS

Service Outcomes and Performance Indicators	Target	2011/12	2011/12	2012/13	2012/13	Indicator Type			
		1 st Qtr	2 nd Qtr	1 st Qtr	2 nd Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
1) No. of complaints received in period		22	25	15	29				✓
2) No. of complaints acknowledged by housing		14	14	13	24				✓
3) % acknowledged within 3 working days	100%	79.0%	100.0%	100.0%	100.0%				✓
4) No. of complaints answered in period		24	23	22	23				✓
5) % answered within 20 working days	100%	80.0%	100.0%	91.0%	96.0%				✓
6) No. of complaints where time to respond was extended		8	6	2	3				✓
7) No. of complaints upheld/upheld in part in period		8	9	5	8				✓
8) % of complaints upheld/upheld in part in period		36.0%	36.0%	23.0%	39.0%				✓

Outcome	Type of Complaint	Responsible Officer	Action Required	Date
Upheld	Complaint against member of staff	Building Services Manager	Member of staff personally apologised and informally disciplined	16/07/2012
Upheld	Complaint against member of staff	Building Services Manager	Repairs made to washing machine	27/07/2012
Upheld	Neighbour disputes	Housing Services Manager	Neighbour reminded of responsibilities within the tenancy agreement	14/08/2012
Upheld	Repairs/Capital/Planned	Building Services Manager	Apology given and repairs carried out	31/07/2012
Upheld	Repairs/Capital/Planned	Building Services Manager	Apology given and staff reminded of procedures.	14/09/2012
Upheld in part	Housing Estate Management	Asset Manager	Letters will be written to neighbouring properties	26/07/2012
Upheld in part	Housing Estate Management	Housing Services Manager	Reminder of responsibilities sent to neighbouring property	13/08/2012

Upheld in part	Repairs/Capital/Planned	Building Services Manager	Apology given and repairs carried out	13/07/2012
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2. MSP ENQUIRIES

Service Outcomes and Performance Indicators	Target	2011/12	2011/12	2012/13	2012/13	Indicator Type			
		1 st Qtr	2 nd Qtr	1 st Qtr	2 nd Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
1) No. of enquiries received in period		14	13	7	15				✓
2) No. of enquiries acknowledged by housing		1	0	4	2				✓
3) % acknowledged within 3 working days	100%	100%	n/a	100%	100.0%				✓
4) No. of enquiries answered in period		12	20	8	13				✓
5) % answered within 20 working days	100%	91.0%	100.0%	100.0%	92.0%				✓
6) No. of enquiries where time to respond was extended		2	3	0	0				✓

COMPLAINTS MONITORING REPORT

STRATEGIC PLANNING AND GOVERNANCE

QUARTER 1 and 2 – April to September 2012

(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears** i.e. quarter 2 from March 2012 – June 2012 and quarter 2 from July 2012 – August 2012)

Response Times – the number of complaints replied to and the percentage responded to within 20 working days with explanation as to why the target figure was not achieved if it was not.

Total No of complaints received	% Responded to within 20 Working Days	Target	Reason for Variance
4	50% (2)	85%	.

Complaints Outcomes – the number of complaints within the reporting period that progressed to Stage 2 / Ombudsman.

Progression Type	Number	% Responded to within 20 working days	Target	Reason for Variance
Stage 1	0	100% (1)	85%	
Ombudsman	0	N/A		

Complaint Outcomes – Complaints within the reporting period that were upheld or part upheld detailing the type of complaint and what remedial action has been put in place to ensure that the situation does not happen again.

Dept	Type of Complaint	Outcome	Responsible Officer	Action Taken
Chief Executive	Stage 1	Part upheld	Chief Executive	Reinforcement
Chief Executive	Stage 1	Upheld	Chief Executive	Redress
Chief Executive	Stage 1	Upheld	Chief Executive	Redress