

**REPORT TO: CHILDREN & YOUNG PEOPLE'S SERVICES COMMITTEE
ON 2 DECEMBER 2009**

**SUBJECT: COMPLAINTS MONITORING REPORT, SECOND QUARTER,
JULY – SEPTEMBER 2009**

BY: DIRECTOR OF COMMUNITY SERVICES

1. REASON FOR REPORT

- 1.1 The Committee is invited to scrutinise the Complaints Monitoring information for Children, Families Services, for the quarter, 1 July to 30 September 2009, as detailed in **APPENDIX 1** to the report.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme relating to the exercise of the function of the Council as a Social Work Authority.

2. RECOMMENDATION

- 2.1 **It is recommended that the Committee scrutinise the information contained within APPENDIX 1.**

3. BACKGROUND

- 3.1 During quarter two, six complaints were received by the Children & Families Department.
 - 3.1.1 Acknowledgements
Across Children and Families, one complaint was acknowledged outwith the two working days target.
 - 3.1.2 Responses
All complaints received by Children and Families and due for response by the end of the quarter were responded to within the target time.
 - 3.1.3 Upheld Complaints
During the reporting quarter, two complaints were part -upheld and one was upheld within the Children & Families Service. Action has been taken in respect of these complaints and details are given in **APPENDIX 1**.

4. SUMMARY OF IMPLICATIONS

- (a) **Single Outcome Agreement/Service Improvement Plan**

This report is in line with National Outcome 8 – We have improved the life chances for children, young people and families at risk.

(b) Policy and Legal

This report covers the local reporting requirements for complaints monitoring.

(c) Resources (Financial, Risks, Staffing and Property)

None

(d) Consultations

Consultation has taken place with the Head of Children & Families who is in agreement with information set out in **APPENDIX 1**.

5. CONCLUSION

5.1 It is recommended that the Committee scrutinise the information as detailed in APPENDIX 1 to the report.

Author of Report: Gavin McClafferty, Research & Information Officer
Background Papers: held by author
Ref: HB695312

COMMUNITY SERVICES COMPLAINTS MONITORING REPORT

QUARTER (Two – July – September 2009)

Acknowledgement Times – The number of complaints received and the percentage acknowledged within 2 working days with explanation as to why the target figure was not achieved if it was not. (Target is 100%)

| Service | % Acknowledged in 2 Working Days | | | |
|---------------------|----------------------------------|-----------------------------------|--------|---|
| | Total No of complaints received | % Acknowledged within target time | Target | Reason for Variance |
| Children & Families | 6 | 83% | 100% | One acknowledged after deadline as it was not forwarded to the Head of Service from receiving team before the deadline had passed. Staff were reminded of the timescales involved and asked to forward complaints as soon as they are received. |

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 as to why the target figure was not achieved if it was not. (Target is 85%)

| Service | % Answered in 20 Working Days | | | |
|---------------------|------------------------------------|-----------------------------------|--------|---------------------|
| | Total No: of complaints replied to | % Responded to within target time | Target | Reason for Variance |
| Children & Families | 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 – The number of 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.

| Department | Type of Complaint | Outcome | Responsible Officer | Action Required | Date |
|---------------------|--------------------|------------------------|---------------------|---|----------|
| Children & Families | Process/ procedure | Part-upheld – redress | Jennifer Gordon | Apology for late distribution of case conference papers. | 06.08.09 |
| Children & Families | Other | Upheld – reimbursement | Jennifer Gordon | Leaving care grant balance amended. Recording system reviewed and improved. | 18.09.09 |
| Children & Families | Other | Part-upheld – redress | Jennifer Gordon | Multiple issues raised and addressed as appropriate. | 25.09.09 |