



Integration Joint Board  
Clinical and Care Governance Committee

23<sup>rd</sup> April 2018

This Report relates to  
Item 4 on the Agenda

# **Social Work Comments, Complaints and Compliments**

*(Paper presented by Lillian Cringles)*

*For Approval*

<b>Approved for Submission by</b>	Lillian Cringles
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<b>List of Background Papers</b>	
<b>Appendices</b>	

## SECTION 1: REPORT CONTENT

<b>Title/Subject:</b>	Social Work Comments & Complaints
<b>Meeting:</b>	Clinical and Care Governance Committee
<b>Date:</b>	23 <sup>rd</sup> April 2018
<b>Submitted By:</b>	Lillian Cringles
<b>Action:</b>	For Approval

### 1. Introduction

- 1.1 This report provides an annual update for 2017 on Social Work Services' performance with regards to comments, complaints and compliments.

### 2. Recommendations

#### 2.1 The Clinical and Care Governance Committee is asked to:

- Note the performance of the service in respect of the number of complaints handled in the period 01 January 2017 to 31 December 2017.
- Note the number of compliments received by the service in the period 01 January 2017 to 31 December 2017.

### 3. Background

#### New Complaints Handling Procedures (CHP ) for Social Work Services

- 3.1 The introduction, on 01 April 2017, of a new Social Work Model Complaints Handling Procedure (CHP) focused on ensuring that our customers have easy access to an efficient, customer focussed complaints service which responds to their concerns quickly and as close to the original point of service as possible.
- 3.2 Social Work Services are committed to delivering a fit-for-purpose complaints handling process which focusses on adding value to the services we provide and implementing learning to facilitate continuous improvement.
- 3.3 The fundamental principles that underpin our complaints procedure are:
- Ensuring complaints are managed effectively at all stages of the procedure by having clear and straightforward systems in place to capture complaints and
  - Ensuring decisions are taken as quickly as possible and where fault is found, lessons are learnt which are then fed back into service improvements.

- 3.4 The Service works to manage complaints proactively and our compliance with timescales for responding to complaints continues to improve as we make every effort towards meeting the standards expected of the CHP.
- 3.5 The Scottish Public Services Ombudsman have recently directed greater emphasis on front line and service-level resolution of complaints. We value this approach across our Services and have sought to integrate services intrinsically in the resolution of complaints, where appropriate.
- 3.6 We now have a firmly established focus on early resolution with matters that are raised by our customers. Where possible, and appropriate, these matters are dealt with by our Complaints Handler and/or by Locality Managers. This illustrates our commitment to resolving issues and concerns quickly and improving customer service and satisfaction.

#### 4. Main Body of the Report

##### Complaints

- 4.1 Total Number of Complaints Received in period 1<sup>st</sup> January 2017 – 31<sup>st</sup> December 2017

	2017	
Adults	Stage 1	Stage 2
	15	7

- 4.2 During the reporting period 1<sup>st</sup> January 2017 – 31<sup>st</sup> December 2017, Adult Services within the Partnership dealt with a total of 22 complaints.
- 4.3 14 of the 15 complaints received at Stage 1, were resolved at this first response stage and did not progress any further. This indicates that 93% of these complaints were resolved to the customer’s satisfaction at the earliest possible opportunity.
- 4.4 6 complaints were progressed directly to Stage 2 of the CHP due to the nature of the complaint and/or complexity of issues and 1 was escalated to Stage 2 as the customer remained dissatisfied following Stage 1.
- 4.5 Our performance with regards to responding to complaints within timescales indicates an improvement in this area.
- 4.6 Performance data for the above period shows that we responded to 67% (10) of Stage 1 complaints within the statutory timescale of 5 working days. Whilst for Stage 2 complaints in the same period, we responded to 57% (4) within the 20 working days statutory timescale.

- 4.7 In cases where we were unable to meet the statutory timescale of 5 and 20 working days respectively, we provided a response within the extended timescales as per the CHP guidance.
- 4.8 In these instances, annual leave of the Investigating Officer or the availability of complainant prevented us from providing a response by the initial agreed date.
- 4.9 Complaints Breakdown by locality area:

	Stage 1	Stage 2
<b>Annandale</b>	2	1
<b>Nithsdale</b>	3	2
<b>Stewartry</b>	4	2
<b>Wigtownshire</b>	6	2

#### Listening to our customers and learning from complaints

- 4.10 Social Work Services considers outcomes from complaints as valuable lessons. Managers responding to complaints are encouraged to identify any shortcomings within the service and to inform the complainant of actions which will be taken to prevent recurrence of the event which led to the complaint.
- 4.11 One theme for learning has been about communication with service user to ensure it is timely and responsive and as a result a Practice Note was issued to all social work staff to refresh the standards and expectations in respect of communication.

#### Compliments

- 4.12 Many compliments our staff received are delivered verbally and are not easily captured for reporting purposes. However, some service users and their families do send in written compliments.
- 4.13 During 2017, 12 compliments were received for teams across the service. A snapshot of these is outlined below:
- *On behalf of my parents and brother, I would like to express our appreciation and highly commend the care that my parents are receiving from Social Work. We are grateful to those involved in supporting my parents, words cannot really describe what this means to us.*
  - *Thank you to everyone in Social Work – you do a great job.*
  - *I cannot praise the work of my Social Worker high enough – her organisation, ability to deal with problems, communication with us both and sheer hard work has impressed me beyond measure.*

Total Compliments Received in period 1<sup>st</sup> January 2017 – 31<sup>st</sup> December 2017

Annandale	3
Nithsdale	4
Stewartry	2
Wigtownshire	3

## **SECTION 2: COMPLIANCE WITH GOVERNANCE STANDARDS**

### **5. Resource Implications**

5.1. There are no resource implications associated with this report

### **6. Impact on Integration Joint Board Outcomes, Priorities and Policy**

6.1. The handling of complaints reflects our ambition to respond to service user feedback in a positive manner with intent to solve problems as quickly and efficiently as possible.

### **7. Legal & Risk Implications**

7.1. There are no legal or risk issues in respect of this report.

### **8. Consultation**

8.1. Not applicable

### **9. Equality and Human Rights Impact Assessment**

9.1. This report does not relate to a change in policy and therefore does not require an Equality and Human Rights Impact Assessment.

### **10. Glossary**

10.1. CHP – Complaints Handling Procedure