

# Report

8

Report to:	<b>Social Work Resources Committee</b>
Date of Meeting:	<b>20 September 2006</b>
Report by:	<b>Executive Director (Social Work Resources)</b>

Subject:	<b>Social Work Resources Annual Report on Complaints</b>
----------	--

## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Provide an overview of complaints received and responded to as part of the Social Work Complaints procedure for the period 1 April 2005 – 31 March 2006 and to authorise the submission of this information as an Annual Report to the Scottish Executive.

## 2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the Annual Report on Complaints be approved and submitted to the Scottish Executive.

## 3. Background

- 3.1. Social Work Committee on 8 May 1996 agreed that the Executive Director of Social Work Resources produced an Annual Report and review of the complaints procedure in line with guidance issued in SWSG Circular No.5/1996.
- 3.2. Whilst reporting on complaints received by the Resource during this period it is noted that a number of compliments were also received. 47 Social Work employees were nominated for the Council's Excellence in Customer Service Awards in 2005-2006.
- 3.3. In addition Social Work Resources have been awarded Charter Mark Status in Older People's Day Care Services. Charter Mark is the Government's national standard for excellence in customer service. The award recognises the commitment Social Work Resources have been making in developing day care services for older people in the South Lanarkshire Council area.
- 3.4. As well as the Charter Mark, Older People's Services received a Provost's Award on 15 May 2006 at the Council's Employee Awards Ceremony in recognition of the high standards of service provided.
- 3.5. Social Work also won a COSLA Excellence Award for its Caring Careers for Young People project. The COSLA Excellence Awards recognises outstanding quality of service to the public by Councils across Scotland.

- 3.6. Social Work Resources received two Care Accolade Awards in June 2006. These were for the Caring Careers for Young People Project and the Practice Learning Centre. Care Accolades are a joint initiative by the Scottish Social Services Council and the Scottish Executive. Now in its third year they recognise and promote the excellent work being done to address the issues facing social services in Scotland.

#### **4. Complaints**

- 4.1. Social Work Resources received 52,649 referrals from 1 April 2005 – 31 March 2006, an increase of 5,275 from the previous year. The following is a summary of the complaints received and dealt with during the reporting period.
- 4.2. A total of 258 complaints were recorded, an increase of 22 from the previous year.
- 4.3. The balance of complaints within each Care Group is as follows.
- Child and Family Services received 84 complaints (33%);
  - Adult Services received 105 complaints (41%);
  - Older People's Services received 59 (23%); and
  - The remaining 4% were in relation to Support Services and Criminal Justice Services.
- 4.4. Recommendations also varied, of the 258 complaints 54 (20%) required further action by Social Work Personnel, 25 people received an apology (9%), 75 people received information (29%) and 48 required no further action (18%). Appendix 1 details the outcome of complaints and the types of complaints received.
- 4.5. Three cases were heard by the Complaints Review Sub Committee. The Committee upheld the decision by Social Work Resources in two of the three cases.
- 4.6. Of the 258 complaints received 97% were acknowledged within 5 days and 84% were responded to within the 28 day standard.

#### **5. Employee Implications**

- 5.1. None

#### **6. Financial Implications**

- 6.1. None

#### **7. Other Implications**

- 7.1. None

#### **8. Consultation**

- 8.1. None

**Harry Stevenson**  
**Executive Director (Social Work Resources)**

3 August 2006

#### **Link(s) to Council Objectives**

None

**Previous References**

None

**List of Background Papers**

None

**Contact for Further Information**

If you would like to inspect the background papers or want further information, please contact:-

Colette Brown, Directorate Support & Policy Officer

Ext: 3745 (Tel: 01698 453745)

E-mail: [colette.brown@southlanarkshire.gov.uk](mailto:colette.brown@southlanarkshire.gov.uk)

Ref: STS0619/version4

## Appendix 1

Table 1

Outcome of Complaints	Number of Complaints
Apology	25
Action to be taken by Social Work Personnel	54
Sub Committee	3
Reassessment of Case	7
Review of Social Work Procedures	5
Action by Legal/Risk Management	2
Alteration to Service Provision	1
Information given	75
No further action	48
Monitor case	21
Further investigation	17
<b>Total</b>	<b>258</b>

Table 2

Type of Issue	Number of Complaints
Care Management	89
Staffing	31
Equipment and Adaptations	25
Service Provision	22
Residential Care	9
Assessment	9
Policy/Management systems	7
Carers	6
Charging policy	6
Respite	5
General environment	5
Food	5
Benefits	5
Others	34
<b>Total</b>	<b>258</b>