

# Report

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Report to:	<b>Social Work Resources Committee</b>
Date of Meeting:	<b>12 October 2011</b>
Report by:	<b>Executive Director (Social Work Resources)</b>

Subject:	<b>Social Work Resources - Annual Report on Complaints</b>
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## 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 2010 - 31 March 2011 and to authorise the submission of this information to the Scottish Government.

## 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 Government

## 3. Background

- 3.1. Social Work Committee on 8 May 1996 agreed that the Executive Director of Social Work Resources produce an annual report and review of the complaints procedure in line with guidance issued in Social Work Services Group (SWSG) circular number 5/1996.
- 3.2. Whilst reporting on complaints received by the Resource during this period it is noted that the Resource received a number of compliments. 574 social work employees were nominated for the Council's Employee Recognition Scheme in 2010/11.
- 3.3. Social Work Resources received 40,695 new referrals for services in the period from 1 April 2010 to 31 March 2011.

## 4. Complaints

- 4.1. There were 223 complaints recorded from 1 April 2010 - 31 March 2011 which is a decrease of 1 on the previous year. 193 complaints were received from service users/carers/relatives, 30 were received from third parties.
- 4.2. There were 195 Councillor and MSP/MP enquiries received in the last year.
- 4.3. Over the year the breakdown of complaints within service areas is as follows:
  - Children and Justice Services received 73 complaints (31.3%);
  - Adults and Older People Services received 144 complaints (64.5%); and
  - Performance and Support Services received 6 complaints (2.7%).

- 4.4. Social Work Resources received 264 enquiries in the last year. 195 were from local elected members/MSPs and MPs and 69 were from service users or their representatives. The balance of enquiries received within each care group is as follows:
- Children and Justice Services received 46 enquiries (17.4%);
  - Adult and Older People Services received 190 enquiries (71.9%); and
  - Performance and Support Services received 28 enquiries (10.6%).
- 4.5. The five most common themes in complaints received were that the service user/representative were unhappy with an employee (42), unhappy with the service they received (37), communication (17), funding (9) and delay in service provision (9).
- 4.6. Social Work Resources responded to 87% of complaints within the statutory timescale. This is a 5% improvement on last year. The main method of contact for those who made a complaint was by letter.
- 4.7. The five most common themes in the enquiries received concerned care package (56), care management (34), equipment and adaptations (31), assessment (26) and residential and day care services (13).
- 4.8. Recommendations from complaints and enquiries included an apology given to 19 people, further action to be taken by social work employees in 305 cases, 8 required further investigation and 63 required no further action.
- 4.9. The Social Work Complaints Review Sub Committee heard 1 case in the period. The complaint was not upheld.
- 4.10. The Scottish Public Services Ombudsman (SPSO) investigated 2 complaints within the timeframe. The SPSO fully upheld one complaint and part upheld the other.

## **5. Employee Implications**

- 5.1. There are no employee implications arising from this report.

## **6. Financial Implications**

- 6.1. There are no financial implications arising from this report.

## **7. Other Implications**

- 7.1. There are no additional risks associated with this report.
- 7.2. There are no sustainable development issues associated with this report.
- 7.3. There are no other issues associated with this report.

## **8. Equality Impact Assessment and Consultation Arrangements**

- 8.1. This report does not introduce a new policy of function or propose any changes to existing policies or functions, so that no impact assessment is required.
- 8.2. Social Work Resources Management team monitors complaints and enquiries on a weekly basis. Each service area analyses the complaints relating to their area within their performance and continuous improvement groups.

- 8.3. The Social Work Complaints leaflet asks customers to give their consent to contact them to assist with performance improvement.
- 8.4. The Customer Service Centre undertakes a survey of those customers who have agreed to be surveyed.

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

19 August 2011

**Link(s) to Council Values/Objectives**

- ◆ Improve lives of vulnerable children, young people and adults

**Previous References**

- Social Work Resources Committee 29 September 2010

**List of Background Papers**

None

**Contact for Further Information**

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

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**Appendix**

Outcome of complaints and enquiries

## Appendix 1

<b>Outcome of Complaints and Enquiries</b>	<b>Complaints</b>	<b>Enquiries</b>
Apology	17	2
Action to be taken by social work staff	145	160
Review of social work procedures	1	0
Alteration to service provision	1	0
Information given	12	73
No further action	38	25
Monitor case	1	0
Further investigation	5	3
Progress to sub-committee	1	0
Notify elected member	0	0
Reassessment	2	1
<b>Total</b>	<b>223</b>	<b>264</b>