



REPORT TO: HEALTH AND SOCIAL CARE INTEGRATION JOINT BOARD -
25 APRIL 2017

REPORT ON: SOCIAL WORK MODEL COMPLAINTS HANDLING PROCEDURE AND
INTEGRATION JOINT BOARD COMPLAINTS HANDLING PROCEDURE

REPORT BY: CHIEF FINANCE OFFICER

REPORT NO: DIJB13-2017

1.0 PURPOSE OF REPORT

This report provides Integration Joint Board members with an update on the implementation of the Social Work Model Complaints Handling Procedure and Integration Joint Board Complaints Handling Procedure by Dundee Health and Social Care Partnership.

2.0 RECOMMENDATIONS

It is recommended that the Integration Joint Board (IJB):

- 2.1 Approves the proposed approach towards the implementation of new complaint procedures for Dundee Health and Social Care Partnership Social Work Complaints and Integration Joint Board Complaints.
- 2.2 Instructs the Chief Finance Officer to ensure that regular three monthly Complaint Performance Reports are submitted to the Performance and Audit Committee.
- 2.3 Notes the work being undertaken to ensure all necessary actions have been taken to implement the Dundee Health & Social Care Partnership (DHSCP) Social Work Complaint Handling Procedure and the Integration Joint Board Complaints Handling Procedure.
- 2.4 Notes that when all of the necessary actions have been undertaken, the compliance statement and self-assessment forms will be signed and returned to the Scottish Public Services (SPSO).

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

4.1 Scottish Public Services Ombudsman Social Work Model Complaint Handling Procedure for Health & Social Care Partnerships

- 4.1.1 The SPSO created and issued specific guidance on Social Work complaint handling in December 2016. The implementation guidance specifies that Health and Social Care Partnerships ensure an integrated approach to handling complaints and annual Performance Reporting thereby aligning the health and social work complaints procedures. This largely follows the SPSO Model Complaints Handling Procedures.
- 4.1.2 This model has been amended to reflect the structure of Dundee Health and Social Care Partnership. The Dundee Health and Social Care Partnership Social Work Model Complaints Handling Procedure will be used for all complaints involving social work services from 1 April 2017. (See Appendix 1)

4.1.3 The workforce will be supported with communication, briefing sessions and advice from the Dundee Health and Social Care Partnership Customer Care Governance Officer to implement the new Social Work Model Complaint Handling Procedure.

4.2 Main Changes from previous Statutory Social Work Complaints Procedure to new Social Work Model Complaints Handling Procedure

4.2.1 The main changes in the new Model Complaints Handling Procedure are:

- the Complaint Review Committee stage to be replaced by review by the SPSO;
- the SPSO's functions to be extended to allow them to investigate Stage 3 of complaints and to consider in their investigation matters of professional judgment of social work staff;
- There is a time limit of six months (or 12 months in exceptional circumstances) for complainants to raise their complaint from the time of becoming aware of the issue(s) they wish to complain about;
- Where possible complaints about joint Social Work and NHS services to be handled and responded to as a single complaint.

4.3 Social Work Complaints received before 1 April 2017

4.3.1 It is important to note that any complaints received before 1 April 2017 will continue to be handled by the existing Statutory Social Work complaints procedure. This will mean that Complaint Review Committees may still be held for a period of time.

4.4 Integration Joint Board Complaints Procedure

4.4.1 The Scottish Public Services Ombudsman has developed guidance and a Model Complaints Handling Procedure for handling complaints made about the Integration Joint Board itself. This has been amended to reflect the structure of Dundee City Integration Joint Board (See Appendix 2).

4.4.2 This Complaint Procedure will be used for any complaints received about Dundee City Integration Joint Board from 1 April 2017.

4.5 Public Information About Complaints Processes

4.5.1 The DHSCP Social Work Model Complaints Handling Procedure and the Integration Joint Board Model Complaints Handling Procedure are not intended to be public facing information.

4.5.2 Leaflets are being completed for DHSCP that are suitable for both NHS and Social Work complaints. The IJB complaint leaflet is also near to completion.

4.5.3 The Dundee Health and Social Care Partnership website went live at the beginning of April. An area of the website will be devoted to information about the different complaints processes and how to make complaints.

4.5.4 Care will be taken to ensure that the complaints processes are as simple to understand as possible. There will be contact details for people to use if they have queries about how to make a complaint. Accessible information for people with disabilities is also being created.

4.6 NHS Tayside and Dundee, Perth and Kinross, and Angus Health and Social Care Partnerships

4.6.1 NHS Tayside works with three Integration Joint Boards. Work will be undertaken to ensure that there is consistency with the agreed reported data and complaint handling processes across Tayside. The NHS Tayside Complaint Handling Procedure was introduced on the 1 April 2017 (See Appendix 3).

4.7 Reporting of complaints

- 4.7.1 The future alignment of the health complaints model, and social work model complaints process with the standard model used by local authorities will help ensure that there is consistency of complaint reporting.
- 4.7.2 The complaint data that will be reported on will include:
- Types of complaints (e.g. Social Work, NHS etc.);
 - Numbers of complaints;
 - Stages of complaints (e.g. Frontline Resolution, Investigation etc.);
 - Categories of reasons for complaints;
 - Compliance with timescales for resolving complaints;
 - Service improvements identified and carried out following on from complaints;
 - Complainants' satisfaction with the complaints process.
- 4.7.3 Complaint performance reports will be submitted to the Performance and Audit Committee. This will ensure that patterns of complaints are picked up, any necessary service improvements are identified and that complaint resolutions comply with timescales. Reporting on Social Work complaints will also feature as part of the IJB's regular performance report to Dundee City Council's Policy and Resources Committee. Monthly reporting of current open complaints to Heads of Service will continue. Covalent Performance Management software will be used to create performance reports. Annual reporting of complaints will be undertaken following the forthcoming guidance from the Scottish Government.
- 4.7.4 Composite information on Social Work complaints relating to adult services will form part of the Chief Social Work Officer's annual report.

5.0 POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Equality Impact Assessment and Risk Management. An EQIA is attached.

6.0 CONSULTATIONS

The Chief Officer and the Clerk were consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

None.

Dave Berry
Chief Finance Officer

DATE: 30 March 2017

