



**REPORT TO:** PERFORMANCE AND AUDIT COMMITTEE – 2 FEBRUARY 2022  
**REPORT ON:** QUARTERLY COMPLAINTS PERFORMANCE – 2<sup>nd</sup> QUARTER 2021/22  
**REPORT BY:** CHIEF FINANCE OFFICER  
**REPORT NO:** PAC6-2022

**1.0 PURPOSE OF REPORT**

The purpose of this report is to summarise the complaints performance for the Health and Social Care Partnership (HSCP) in the second quarter of 2021/22. The complaints include complaints handled using the Dundee Health and Social Care Partnership Social Work Complaint Handling Procedure, the NHS Complaint Procedure and the Dundee City Integration Joint Board Complaint Handling Procedure.

**2.0 RECOMMENDATIONS**

It is recommended that the Performance and Audit Committee (PAC):

- 2.1 Notes the complaints handling performance for health and social work complaints set out within this report.
- 2.2 Notes the work which has been undertaken to address outstanding complaints within the HSCP and to improve complaints handling, monitoring and reporting (sections 4.6 and 4.13).

**3.0 FINANCIAL IMPLICATIONS**

None

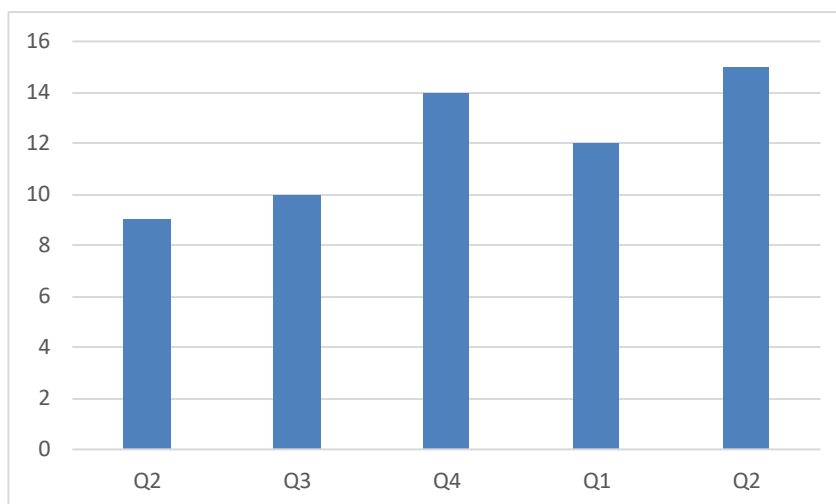
**4.0 MAIN TEXT**

- 4.1 Since the 1<sup>st</sup> April 2017 both NHS and social work complaints follow the Scottish Public Service Ombudsman Model Complaint Handling Procedure. Both NHS Tayside Complaint Procedure and the Dundee Health and Social Care Partnerships Social Work Complaint Handling Procedures have been assessed as complying with the model complaint handling procedure by the SPSO.
- 4.2 Complaints are categorised by 2 stages: Stage 1: Frontline Resolution and Stage 2: Investigation. If a complainant remains dissatisfied with the outcome of a Stage 1: Frontline Resolution complaint, it can be escalated to a Stage 2. Complex complaints are handled as a Stage 2: Investigation complaint. If a complainant remains dissatisfied with the outcome of Stage 2: Investigation complaint they can contact the Scottish Public Services Ombudsman who will investigate the complaint, including professional decisions made. Complaints about the delivery of services are regularly presented to the Clinical, Care and Professional Governance Group to inform service improvement.
- 4.3 No complaints information in relation to the Dundee HSCP delegated health services quarter 2 complaints performance has been received to date from NHS Tayside.

#### 4.4 Social Work Complaints

In the second quarter of 2021/22 a total of 15 complaints were received about social work or social care services in the Dundee Health and Social Care Partnership which is the highest we have seen within the last year.

**Graph 1 - Number of Social Work complaints received quarterly**



The graph shows that compared to quarter two last year, we have received almost double the amount of complaints. On the whole complaints have steadily increased throughout the last year, this quarter we have seen it reach its highest.

#### 4.5 Social Work complaints by reason for concern

Complaints relating to Delay in responding to enquiries and requests has doubled this quarter to six complaints. Failure to provide a service has risen from one complaint to four. Failure to meet our service standards has halved from six complaints to three. Through further analysis, they appear to be across the service and not isolated to individual areas.

Attitude, behaviour or treatment by a member of staff	2
Delay in responding to enquiries and requests	6
Dissatisfaction with our policy	0
Failure to provide a service	4
Failure to follow the proper administrative process	0
Failure to meet our service standards	3

The numbers of social work complaints received this quarter are still relatively small.

#### 4.6 Social Work Complaints Stages and Outcomes

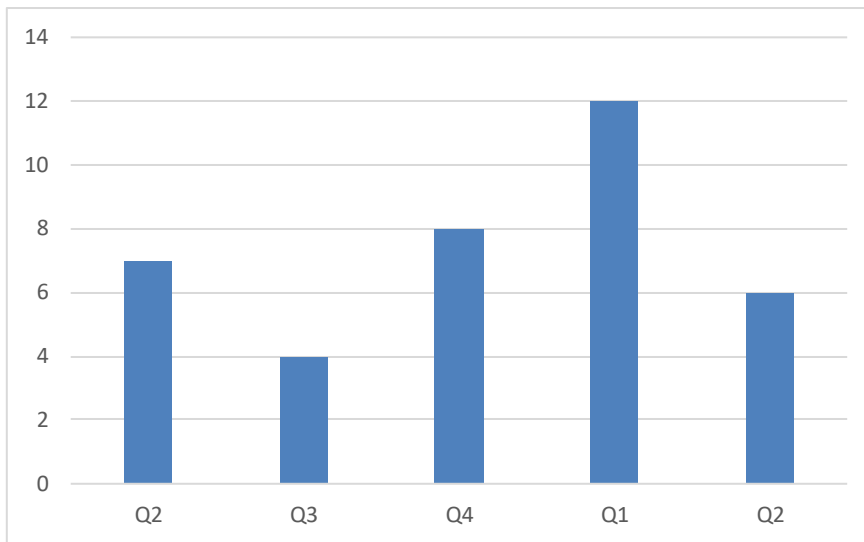
This quarter eight complaints received were handled at a frontline resolution stage compared to seven last quarter, we had three complaints escalated to stage 2 this quarter compared to none and this quarter we received four complaints at stage 2 investigation from the beginning.

Frontline Resolution	8
Investigation (Escalated from Frontline)	3
Investigation	4
Joint with NHS	0

#### 4.7 Social Work Complaints Resolved Within Timescales

Six complaints closed this quarter by the Partnership were able to be resolved within the target dates and a further four were extended and closed within their target dates in the following quarter, these four complaints will be included within quarter three data.

**Graph 2 - % of Social Work Complaints resolved within timescales**



The graph shows that the number of complaints that are resolved within timescales has dropped this quarter. There is a new process for managing open complaints which will be started this week by uploading the report to a Teams channel to ensure more interaction

between the Customer Care & Governance Officer and the Managers handling complaints.

#### 4.8 Planned Service Improvements

There were four partially upheld complaints and one upheld complaint which have all identified a cause and have service improvements planned to address these.

#### 4.9 Scottish Public Services Ombudsman Complaints

None recorded at this time

#### 5.0 IJB COMPLAINTS

No complaints about the Integration Joint Board have been received.

#### 6.0 POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Equality Impact Assessment. There are no major issues.

#### 7.0 RISK ASSESSMENT

This report has not been subject to a risk assessment as it is provided for information and does not require a policy decisions from the PAC.

**8.0 CONSULTATIONS**

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

**9.0 BACKGROUND PAPERS**

None

Dave Berry  
Chief Finance Officer

DATE: 11 January 2022