

Title of report	Complaints performance update for 01 April 2021 to 31 March 2022
Public/Confidential	Public
Summary/purpose of report	The Council is asked to: <ol style="list-style-type: none"> 1. note our performance in responding to complaints in 2021/22 2. approve the annual complaints performance report to be published on our website.
Recommendations	For information and decision
Author	Graeme Henderson, Change and Improvement Co-ordinator
Responsible Officer	Laura Shepherd, Director, Strategy and Performance
Link to Strategic Plan	The information in this report links to: <p>Outcome 1: People who use services are protected by ensuring the regulated workforce is fit to practise.</p> <p>Outcome 2: The SSSC supports and enhances the development of the registered workforce to deliver high standards of practice and drive improvement.</p> <p>Outcome 3: Our workforce planning activities support employers, commissioners and policy makers to deliver a sustainable, integrated and innovative workforce.</p> <p>Outcome 4: The social work, social care and early years workforce is recognised as professional and regulated and valued for the difference it makes to people's lives.</p>
Link to Risk Register	Risk 3: We fail to meet corporate governance, external scrutiny and legal obligations.
Impact assessments	1. An Equalities Impact Assessment (EIA) was not required.

	<p>2. A Data Protection Impact Assessment (DPIA) was not required.</p> <p>3. A Sustainability Impact Assessment (SIA) was not required.</p>
Documents attached	Appendix 1: Complaints performance – 01 April 2021 to 31 March 2022
Background papers	None

EXECUTIVE SUMMARY

1. We follow the model complaints handling procedure (CHP) as defined by the Scottish Public Sector Ombudsman (SPSO).
2. This report forms part of our wider reporting commitment which includes quarterly online reporting.
3. The SPSO's revised model for complaints handling was adopted in April 2021. In practice there are few material changes to the model and our reporting commitment remains the same as at present.
4. This annual report summarises our performance in 2021-22 in responding to complaints at each stage of the procedure.

PERFORMANCE HIGHLIGHTS

5. Areas of performance of note this year include the following.
 - We responded to 98% of stage one complaints within five working days.
 - We responded to 76% of stage two complaints within twenty working days. Those not completed on time had extensions agreed with the complainant.
 - We have improved our average time to respond to a stage one complaint from three working days in 2020/21 to two working days in 2021/22.
 - We have also improved our average time to respond to a stage two complaint from 40 to 22 working days. One stage two complaint received in 2021/22 took 71 days to respond to due to the complexity of the case. Excluding this complaint the average time would have been 19 working days.
 - The number of stage one complaints upheld, not upheld and partially upheld has been in line with the previous year's performance, however the percentage has notably dropped due to the new 'resolved' outcome being introduced, which is what the majority of stage one complaints now have as an outcome.
 - Of the stage one complaints closed, most (225 complaints) were about one of our processes.

CONSULTATION

6. We discuss and consult on complaint outcomes and improvement actions with Operational Management Team members as part of our continuous improvement approach.

RISKS

7. No specific risks were identified.
8. We have an averse risk appetite towards governance matters. We are required to publicly report on our complaints handling performance. Failure to produce this report and publicise it to members of the public, including our stakeholders, may put the SSSC at risk of breaching SPSO guidance.
9. Additionally, failure to report may have a negative impact on the SSSC's reputation as a public body.

IMPLICATIONS

Resourcing

10. There are no resourcing implications identified.

Compliance

11. This report forms part of our responsibilities in complying with the SPSO's model.

IMPACT ASSESSMENTS

Equalities

12. Equalities Impact Assessment is not required because there are no changes that propose a course of action that will have an impact on people with protected characteristics.

CONCLUSION

13. Council is asked to note our performance against performance indicators and approve publication of report on our website.