

Committee: Standards and General Purposes Committee

Date: 9 November 2023

Wards: All

Subject: Complaints Reports 2022/23

Lead officer: John Scarborough, Managing Director; South London Legal Partnership

Lead member: Councillor Martin Whelton Chair of the Standards and General Purposes Committee

Contact officer: Keith Burns, Interim Assistant Director: Customers, Policy and Improvement

Recommendations:

- A. To agree the Corporate Complaints Report for 2022/23 prior to publication on the Council's website.
 - B. To agree the Complaints Reports covering 2022/23 for Children's Social Care and Adult Social Care prior to publication on the Council's website.
-

INTRODUCTION

- 1.1. This report presents the Corporate Complaints report for 2022/23 along with the reports relating to Adult Social Care and Children's Social Care covering the same time period.

2 DETAILS

- 2.1. Although the publication of an annual Corporate Complaints report is not a statutory requirement, the Local Government and Social Care Ombudsman (LGSCO) considers this to be good practice. Publication of a report annually also provides the Council with an opportunity to report back to local residents on the nature and extent of complaints, and compliments, about Council services and to provide information on how well the Council responds to complaints. The report also provides an opportunity to report on work to improve complaints handling and responsiveness.
- 2.2. In addition to the good practice of publishing an annual Corporate Complaints report, the Council is statutorily required to report annually on complaints relating to Adult Social Care. The statutory requirement to report annually arises from The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.
- 2.3. Similarly, a statutory requirement to report annually on complaints relating to Children's Social Care arises from The Children Act 1989, Representations Procedure Regulations (England) 2006.

3 ALTERNATIVE OPTIONS

- 3.1. The Committee could ask for amendments to any of the three reports prior to publication, however the reports have been subject to internal; consultation and sign off by the relevant Chief Officers and this option is not recommended.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. The reports have been subject to internal consultation with relevant senior officers, including Chief Officers.

5 TIMETABLE

- 5.1. Publication of the reports on the Council's website will take place following approval and before the 30th of November 2023.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. There are no financial implications immediately arising from this report. In a small number of cases financial recompense is provided as part of the Council's response to a complaint, but this is funded from within existing service budgets.

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. The regulations relating to the requirement to publish annual reports relating to Adult Social Care and Children's Social Care are set out in the body of the report.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. None immediately arising.

9 CRIME AND DISORDER IMPLICATIONS

- 9.1. None immediately arising.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1. Having in place robust procedures for managing and responding to complaints reduces the risk to the Council of findings of maladministration by the Local Government and Social Care Ombudsman.

11. APPENDICES

Appendix A – Corporate complaints report 2022 – 2023

Appendix A1 – Local Government and Social Care Ombudsman letter 2022/23

Appendix B – Adult Social Care complaints report 2022 – 2023

Appendix C – Children's Social Care complaints report 2022 - 2023