

# Audit and Governance Committee

**Dorset County Council**



Date of Meeting	24 July 2017
Officer	Chief Executive
Subject of Report	<b>Corporate Compliments and Complaints Annual Report 2016-17</b>
Executive Summary	<p><u>1 Numbers</u></p> <p>The total number of complaints received by Dorset County Council in 2016-17 was 314, an increase of 1 (from 313) on 2015-16, but maintaining the general decrease from 2012-2015's figures.</p> <p>In the Adult and Community Service there was a decrease in complaints from 148 to 100, (a 32% decrease). In Environment and the Economy Directorate, the number of complaints received decreased from 68 to 46. Also a 32% decrease.</p> <p>In Children's Services the number of complaints received increased from 72 to 112 (36%) for social care, and 16 to 46 (187%) non-social care.</p> <p>There was a decrease in the number of stage 2 investigations from 29 to 22 (24%)</p> <p>The traded complaints service for schools and academies generated a total of £21,000 income for Dorset County Council for 2016-17</p> <p>In 2016-17 the LGO made a final decision on 20 complaints, (a decrease of 58% from 48 which included 4 decisions of maladministration. This is the same as 2015-16, (2 relating to Children's Services and 2 relating to Adult social care). In every case</p>

	<p>the Council acted upon the recommendations made by the LGO to put matters right and each complainant received a letter of apology.</p> <p><u>2 Legislative Process</u> In addition to the council's complaints process, we operate 2 separate legal processes for Adult's and Children's social care complaints. Full details area included in appendices 2 &amp; 3</p> <p><u>3 Timescales</u></p> <p>Within the Adult and community directorate 58 complaints were responded to within the 20 day timescale with 42 requiring an extension (42% overdue)</p> <p>Within the children's directorate, 36 were responded to within 10 days (27%), 52 within 20 days (39%), and 44 overdue (34%)</p> <p>Within the environment directorate 21 were responded to within 10 days (50%), 6 within 20 day (14%), and 15 over 20 days, (36%),</p> <p><u>4 Learning</u> To support the council in being a learning organisation, we collect lessons learned to enable operational services to improve.</p> <p><u>5 Developments</u> Key developments for 2017-18 include</p> <ul style="list-style-type: none"> <li>• A single stage policy for non-social care complaints</li> <li>• Resolution based approach to complaints in Dorset County Council</li> <li>• Training for Operations Managers</li> <li>• Embedding learnings through use of I.T to share information with managers</li> </ul>
<p>Impact Assessment:</p> <p><i>Please refer to the <a href="#">protocol</a> for writing reports.</i></p>	<p>Equalities Impact Assessment: N/A</p> <p>Use of Evidence:</p> <ul style="list-style-type: none"> <li>• Complaints recorded on the Council's complaints database.</li> </ul> <p>Budget Implications:</p> <ul style="list-style-type: none"> <li>• There are budget implications arising from the cost of investigating complaints and any resulting reparation costs.</li> </ul>
<p>Recommendation</p>	<ol style="list-style-type: none"> <li>1. That the Committee scrutinises the content of the annual report and seeks clarification if necessary;</li> <li>2. That the Committee approves the publication of the annual report 2016-17</li> <li>3. The Committee area aware of the statutory obligation to consider the Adult and Children's services appendices</li> </ol>

Reason for Recommendation	The effective management of complaints supports the County Council's aims, and especially to protect and enrich the health and well being of Dorset's most vulnerable children & adults.
Appendices	Appendix 1: Glossary Appendix 2: Adult & Community Services – Executive Summary Appendix 3: Children's Services – Executive Summary Appendix 4: LGO Maladministration Cases

