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Council Building  
2 High Street  
Perth  
PH1 5PH

4 June 2018

A Meeting of the **Scrutiny Committee** will be held in **the Council Chamber, 2 High Street, Perth, PH1 5PH** on **Wednesday, 13 June 2018** at **14:00**.

If you have any queries please contact Committee Services on (01738) 475000 or email [Committee@pkc.gov.uk](mailto:Committee@pkc.gov.uk).

**BERNADETTE MALONE**  
Chief Executive

***Those attending the meeting are requested to ensure that all electronic equipment is in silent mode.***

***Please note that the meeting will be recorded and will be publicly available on the Council's website following the meeting.***

**Members:**

Councillor Grant Laing (Convener)  
Councillor Sheila McCole (Vice-Convener)  
Councillor Chris Ahern  
Councillor Henry Anderson  
Councillor Harry Coates  
Councillor Dave Doogan  
Councillor David Illingworth  
Councillor Tom McEwan  
Councillor Andrew Parrott  
Councillor Callum Purves  
Councillor Colin Stewart



## Scrutiny Committee

Wednesday, 13 June 2018

### AGENDA

***MEMBERS ARE REMINDED OF THEIR OBLIGATION TO DECLARE ANY FINANCIAL OR NON-FINANCIAL INTEREST WHICH THEY MAY HAVE IN ANY ITEM ON THIS AGENDA IN ACCORDANCE WITH THE COUNCILLORS' CODE OF CONDUCT.***

- 1 WELCOME AND APOLOGIES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTE OF MEETING OF THE SCRUTINY COMMITTEE OF 18 APRIL 2018 FOR APPROVAL AND SIGNATURE 5 - 8**
- 4 UPDATE BY ARMS LENGTH EXTERNAL ORGANISATIONS**  
  
(i) Horsecross Arts Ltd
- 5 FOI PERFORMANCE REPORT 2017-18 9 - 20**  
Report by Head of Legal and Governance Services (copy herewith 18/191)
- 6 HOUSING AND ADULT SOCIAL CARE COMPLAINTS AND CUSTOMER FEEDBACK 21 - 34**  
Report by Executive Director (Housing and Environment) (copy herewith 18/163)  
  
**Note:** The above report was noted by the Housing and Communities Committee on 16 May 2018.
- 7 ANNUAL GOVERNANCE STATEMENT**  
Report by Head of Legal and Governance (copy to follow)

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## SCRUTINY COMMITTEE

Minute of meeting of the Scrutiny Committee held in the Council Chamber, 2 High Street, Perth on Wednesday 18 April 2018 at 2.00pm.

Present: Councillors G Laing, S McCole, C Ahern, H Anderson, K Baird (substituting for Councillor H Coates), D Doogan, A Jarvis (substituting for Councillor D Illingworth), A Parrott, C Purves and C Stewart.

In Attendance: B Renton (Executive Director, Housing and Environment); S Devlin (Executive Director, Education and Children's Services); K McNamara (Depute Director, Housing and Environment); J Pepper (Depute Director, Education and Children's Services); C McCarthy, F Robertson, L Simpson, G Taylor, C Vaskevicius and D Williams (all Corporate and Democratic Services); R Hill, S Johnston, James Chiles and P Davidson (all Education and Children's Services); M Dow (Housing and Environment).

Apologies: Councillors H Coates and D Illingworth.

Councillor G Laing, Convener, Presiding.

### . **WELCOME AND APOLOGIES**

The Convener welcomed all those present to the meeting and apologies were noted as above.

### . **DECLARATIONS OF INTEREST**

Councillor G Laing declared a non-financial interest in Item 4(i).

### . **MINUTE OF THE MEETING OF THE SCRUTINY COMMITTEE OF 7 FEBRUARY 2018**

The minute of meeting of the Scrutiny Committee of 7 February 2018 (Arts.69-77) was submitted, approved as a correct record and authorised for signature.

Having declared a non-financial interest in the following item, Councillor Laing remitted the chair to Councillor McCole, Vice-Convener, who presided for the item.

### . **UPDATE BY ARMS' LENGTH EXTERNAL ORGANISATION**

#### (i) **Live Active Leisure**

J Moyes, Chief Executive; P Cromwell, Chief Executive Designate; and M Robinson, Chair, Live Active Leisure, provided a verbal update on progress with governance; business performance and highlights / challenges and opportunities during 2017/18; and answered members' questions.

Members sought assurance on matters such as: opportunities and participation of girls in sporting activities; the Active Under 10's scheme; the estate of Live Active Leisure; Community Sports Hubs.

Councillor McCole paid tribute to J Moyes, outgoing Chief Executive of Live Active Leisure, thanking him for his contribution to Live Active Leisure. Councillors Laing and Doogan also extended their thanks to J Moyes.

The Convener thanked the representatives of Live Active Leisure for their attendance and they left the meeting at this point.

COUNCILLOR LAING RESUMED THE CHAIR AT THIS POINT.

F ROBERTSON LEFT THE MEETING AT THIS POINT.

THE COMMITTEE UNANIMOUSLY AGREED TO VARY THE ORDER OF BUSINESS AT THIS POINT.

#### **SUMMARY REPORT ON CARE INSPECTORATE AND EDUCATION SCOTLAND INSPECTIONS**

There was submitted a report by the Executive Director (Education and Children's Services) (18/139) providing an overview of the performance of Education and Children's Services inspected and reported on over the past year by the Care Inspectorate and Education Scotland and setting out the Services' approach to implementing improvement actions arising out of the inspection findings.

In response to a comment from Councillor Parrott regarding the good performance being achieved in Perth and Kinross compared with other local authorities, S Devlin, Executive Director (Education and Children's Services) highlighted the importance of leadership and support for staff in being able to deliver positive results. S Johnston, Education and Children's Services, emphasised the strength of the work being undertaken with partner providers, and in particular the work with nurseries, playgroups and childminders.

S Devlin also brought to the attention of the Committee the positive findings of the report published by the Care Inspectorate on 17 April 2018 on integrated Children's Services delivered by Perth and Kinross Community Planning Partners.. S Devlin paid tribute to staff in achieving these positive results, and informed members that the report would be submitted to a future meeting of the Council. Councillor Laing highlighted the professionalism involved in achieving such results and Councillor Baird extended her congratulations to those involved.

#### **Resolved:**

The contents of the Summary Report on Care Inspectorate and Education Scotland Inspections, be noted.

## **LOCAL GOVERNMENT BENCHMARKING FRAMEWORK 2016/17**

There was submitted a report by the Depute Chief Executive and Chief Operating Officer (18/138) presenting a summary of Perth and Kinross Council's performance during 2016/17 against the Local Government Benchmarking Framework indicators published by the Improvement Service on 12 February 2018.

The benchmarking data helps the Council, members of the public and other stakeholders see how Perth and Kinross Council is performing in key areas compared to other local authorities.

Councillor Laing raised a query regarding council tax collection costs being higher in Perth and Kinross than the Scottish National Average. In response, C Hendry, Housing and Environment, stated that different local authorities included different overhead costs when calculating council tax collection costs, and that Perth and Kinross Council's figures included all related service centre costs. Councillor Doogan stated that this was a helpful interim answer, adding that he would like to see further information on this at a future date.

Councillor Parrott stated that he saw the figures in the benchmarking data as a starting point for further inquiry, highlighting that different local authorities had different priorities. With regards to a specific point raised by Councillor Parrott regarding the time taken for non-emergency repairs, M Dow, Housing and Environment, responded that there had been some improvement in performance but that this was not reflected in the report due to the time-lag with the publication of the report.

Councillor Stewart raised a query regarding the comparative family groups in the Local Government Benchmarking Framework, and specifically whether local authorities had any input into who would appear in their family group. In response, B Renton, Executive Director (Housing and Environment), informed members that family groups were allocated by the Improvement Service, adding that Perth and Kinross were one of only two local authorities to belong to multiple family groups.

### **Resolved:**

The Committee noted the Local Government Benchmarking Framework results for 2016/17, and that the results would be used to inform the development of the Council's Transformation Programme and the Council's wider performance management and planning framework.

## **SCRUTINY FORWARD PLANNER 2018/19**

There was submitted and noted a report by the Depute Chief Executive & Chief Operating Officer (18/140) presenting a forward planner for scrutiny at Perth and Kinross Council in 2018/19.

**IT WAS AGREED THAT THE PUBLIC AND PRESS SHOULD BE EXCLUDED DURING CONSIDERATION OF THE FOLLOWING ITEM IN ORDER TO AVOID THE DISCLOSURE OF INFORMATION WHICH IS EXEMPT IN TERMS OF SCHEDULE 7A TO THE LOCAL GOVERNMENT (SCOTLAND) ACT 1973.**

**MINUTE OF MEETING OF THE SOCIAL WORK COMPLAINTS REVIEW  
COMMITTEE OF 12 OCTOBER 2017**

There was submitted and noted the minute of the Social Work Complaints Review Committee of 12 October 2017.

DRAFT



# PERTH AND KINROSS COUNCIL

Scrutiny Committee  
13 June 2018

## FOI PERFORMANCE REPORT 2017-18

Report by Head of Legal & Governance Services (18/191)

### PURPOSE OF REPORT

This report provides the Committee with an overview of the Council's performance in relation to requests for information under the Freedom of Information (Scotland) Act 2002 for the year 2017-18.

The report also provides an overview of some of the Council's other information-related activities.

### 1. BACKGROUND

- 1.1 The Freedom of Information (Scotland) Act 2002 ("FOI(S)A") was fully implemented in January 2005 and established a general public right of access to all information held by Scottish public authorities.
- 1.2 It has been agreed that the Council's performance should be reported annually to the Executive Officer Team and the Scrutiny Committee.

### 2. CONTEXT: REQUESTS RECEIVED

- 2.1 During 2017-18, the Council received 1550 requests for information under the FOI(S)A 2002. This represents an increase of 1.8% from 2016-17 in line with the general trend as illustrated in Figure 1 below.

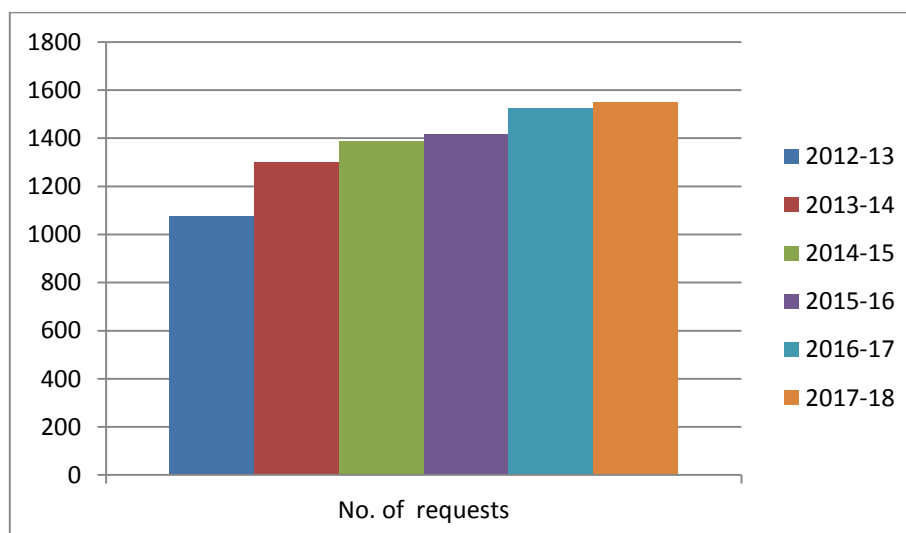


Figure 1

2.2 Of the 1550 requests received: -

- 31 were subsequently rejected when clarification was not received from the applicant;
- 17 were withdrawn by the applicant; and
- 4 remain in process awaiting clarification from the applicant.

2.3 Of the 1550 information requests received, 179 were processed under the Environmental Information (S) Regulations.

The Figure 2 below shows the number of FOI(S)A / EI(S)R requests received in 2017-18 broken down by month.

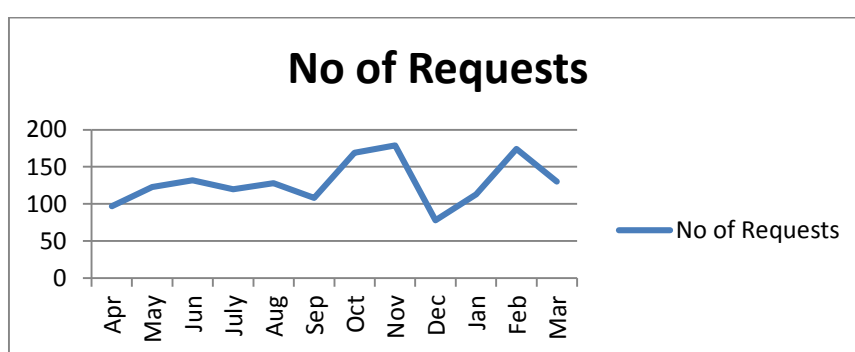


Figure 2

2.4 Analysing the requests based on the type of applicant shows the highest single group making requests are members of the general public. However as a percentage of the total number, that equates to 33% of the overall total of requests received. A breakdown is illustrated at Figure 3 below

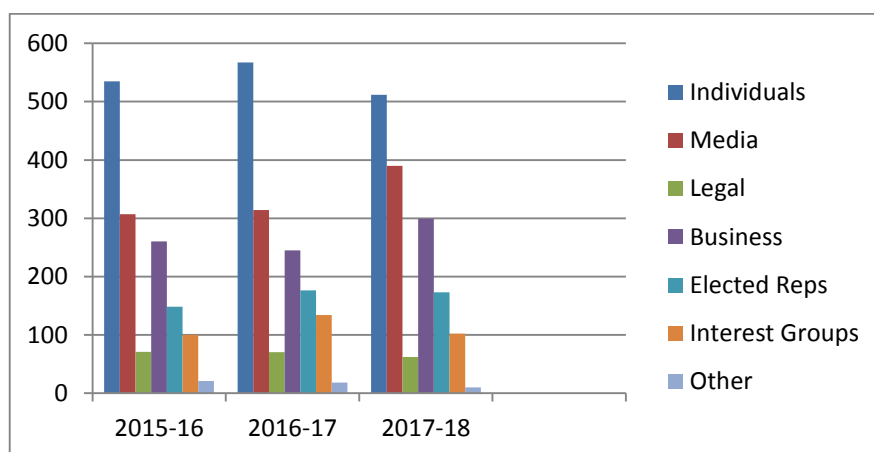


Figure 3

2.5 In the course of the year, the Council may receive several requests from the same requester. During the year 2017-18 requests were received from 657 different requesters. The number of requests made are broken down as follows :-

- 671 requesters made a single information access request accounting for 671 requests
- 198 requesters (making <10 requests each) accounted for 623 requests
- 5 media organisations accounted for 147 requests
- 5 businesses accounted for 82 requests
- 1 legal firm accounted for 15 requests
- 1 trades union accounted for 12 requests

**2.6 The subject matter of the requests was wide and varied and did not identify any particular theme or issue. Where requests for the same or similar information are identified by the FOI team, Services are notified and encouraged to make this information available on the website.**

### **3 PERFORMANCE**

**3.1 The statutory timescale for processing requests for information under FOI(S)A is twenty working days with the option for extension depending upon the circumstances.**

Of the 1498 valid requests made, the processing time was as follows:

<b>≤ 20 working days</b>	<b>21-25 working days</b>	<b>26-30 working days</b>	<b>&gt; 30 working days</b>
1405 (94%)	61 (4%)	18 (1%)	14 (1%)

**3.2.1 The figure for completion within the statutory timescale was therefore slightly below the Council's target of 95%.**

**3.3 Reasons for delays in processing times were primarily due to the complexity and volume of the information requested. In some cases, the delay was due to the unavailability of relevant staff to provide the information (e.g. school information requested during school holiday periods).**

**3.4 Of the 1498 valid requests processed: -**

- 644 requests (43%) were satisfied in full
- 593 requests (40%) were satisfied in part
- 261 requests (17%) resulted in no information being issued

**3.5 40 requests were refused completely or in part on the grounds of excessive cost – the estimated cost involved in processing being in excess of £600.**

**3.6 The predominant reasons for not supplying information in respect of the remainder were that the information requested was: -**

- not held by the Council;
- personal data or information otherwise exempt under FOI(S)A;
- already available to the public

## 4 REVIEWS AND APPEALS

- 4.1 The Council received 25 requests to review its decision (complaints about the initial response), which represents 1.6% of the total requests processed. A breakdown of the relevant review data is contained in Figure 4

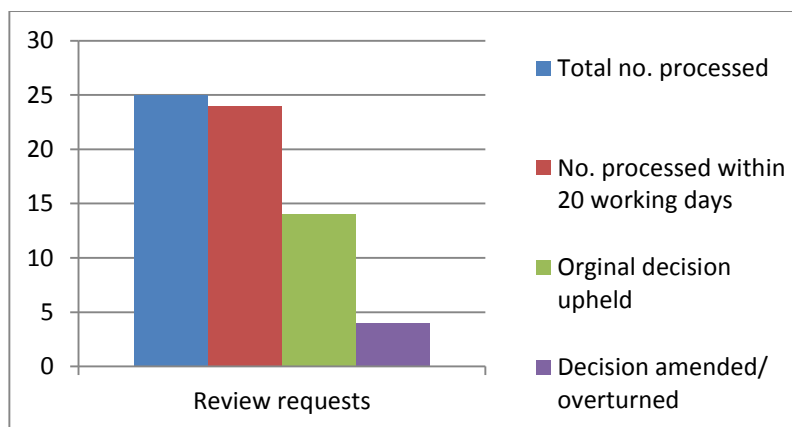


Figure 4

- 4.2 Of the 25 review decisions, 4 were subsequently appealed to the Scottish Information Commissioner during 2017-18.
- 1 appeal was withdrawn following the disclosure of additional information
  - 1 appeals was upheld and ordered the disclosure of the requested information
  - 1 appeal was overturned
  - 1 appeal is still the subject of investigation by the Commissioner.

## 5 ISSUES /OBSERVATIONS

- 5.1 The number of requests in 2017-18 increased (1.8%) from the preceding year which is in line with the trend over the last five years.
- 5.2 The Council failed to meet its target of 95% for responding to FOI(S)A within the statutory timescale for the first time in five years. If the current trend continues in respect of the increasing numbers and increasing complexity of information requests, the target of 95% is unlikely to be maintained. The team will however continue to look for more effective and efficient ways of working, to try to maintain the current high standards of performance, and where possible improve.
- 5.3 The number of requests for review remain a small percentage of the total number received which would indicate good levels of customer satisfaction in terms of the quality the Council's responses and the effectiveness of our process.

- 5.4 The Scottish Information Commissioner requires public authorities to supply details of FOI(S)A and EIR statistics on a quarterly basis. The information for the 12 months to December 2017 for local authorities ranks the Council 7th in terms of the percentage of responses issued on time.

## **6 DATA PROTECTION ACT**

- 6.1 As from year 2016/17, all subject access requests under the Data Protection Act 1998 (DPA) are now handled by the FOI team.
- 6.2 During the year 2017-18 the FOI team received 93 subject access requests. Of these:
- 11 did not provide the necessary information when requested
  - 2 were withdrawn by the requester
- 6.3 Of the remaining 77 requests :-
- 3 are still in process
  - 74 have been completed
- 6.4 The timescale for processing requests for information under the Data Protection Act is 40 calendar days. Of the 77 requests that were processed 53 (69%) of the requests were completed within the statutory timescale.
- 6.5 The late responses were all due to the complexity or scale of the requests. Six of the requests each took more than 20 hours to process, with a maximum of 50 hours recorded for a single request. The overall average time to process a request in the year was 7.5 hours.
- 6.6 There were no major data breaches recorded during the year.
- 6.7 The UK Information Commissioner contacted the Council three times during the year in relation to complaints by members of the public. In two of the cases it was concluded that the Council had complied with the DPA and no further action was required. In the third case it was concluded that the Council has technically breached the DPA but that there were mitigating circumstances which were accepted by the Information Commissioner.
- 6.8 Work is in progress for the implementation of the General Data Protection Regulation in May 2018. Amongst the changes this brings is the reduction in the time to process a subject access request, the removal of the fee, and a requirement to report on compliance at a senior level within the organisation. The new legislation has required the current framework for processing personal data to be reviewed and accordingly information regarding subject access requests will form part of a separate report by the Data Protection Officer going forward.

## **7 SURVEILLANCE & INTERCEPTION OF COMMUNICATIONS**

- 7.1 The Council has powers under the Regulation of Investigatory Powers (Scotland) Act to undertake directed surveillance and to utilise covert human intelligence sources. The Council also has powers under the Regulation of Investigatory Powers Act to obtain information about ('intercept') electronic communications.
- 7.2 Council officers now have a duty to report on the use of these powers to the Council's elected members.
- 7.3 During the year 2017-18, no directed surveillance was authorised and no covert human intelligence sources were used under RIP(S)A provisions.
- 7.4 During the year 2017-18 no electronic communications information was obtained under RIPA provisions.
- 7.5 The Council's policy statement on the use of directed surveillance and the interception of communications is attached as Appendix 1.

## **8 CONCLUSIONS**

- 8.1 The council's processes and procedures for handling information requests are adequate and effective in ensuring high levels of compliance and performance

## **9 RECOMMENDATIONS**

- 9.1 The Committee is asked scrutinise and make comment on content of the report and highlight any areas of concern.
- 9.2 The Committee is asked to note: -
  - (i) that the Council's performance in respect of processing requests under FOI(S)A continues to be good although slightly below target for 2017-18;
  - (ii) that FOI(S)A helps to provide an assurance of openness and transparency to the public in their dealings with the Council and it is essential that this service continues to operate to a high standard;
  - (iii) the Council's performance in respect of processing subject access requests under the Data Protection Act 1998 and the challenge that the breadth and complexity of these requests presents in achieving compliance with the statutory timescales; and
  - (iv) the Council's policy on directed surveillance and interception of communications.

**Author(s)**

<b>Name</b>	<b>Designation</b>	<b>Contact Details</b>
Donald Henderson	Information Compliance Manager	Ext: 77933 Email: <a href="mailto:foi@pkc.gov.uk">foi@pkc.gov.uk</a>

**Approved**

<b>Name</b>	<b>Designation</b>	<b>Date</b>
Jim Valentine	Depute Chief Executive (Chief Operating Officer)	16 May 2018

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

<b>Strategic Implications</b>	<b>None</b>
Single Outcome Agreement	<b>None</b>
Strategic Plan	<b>None</b>
<b>Resource Implications</b>	
Financial	<b>None</b>
Workforce	<b>None</b>
Asset Management (land, property, IT)	<b>None</b>
<b>Assessments</b>	
Equality Impact Assessment	<b>None</b>
Strategic Environmental Assessment	<b>None</b>
Sustainability (community, economic, environmental)	<b>None</b>
Legal	<b>None</b>
Risk	<b>None</b>
<b>Consultation</b>	
Internal	<b>None</b>
External	<b>None</b>
<b>Communication</b>	
Communications Plan	<b>None</b>

### 1. Strategic Implications

1.1 Not applicable.

### 2. Resource Implications

2.1 Not applicable.

### 3. Assessments

#### Equality Impact Assessment

3.1 The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) and assessed as **not relevant** for the purposes of EqIA.

#### Strategic Environmental Assessment

3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However, no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.



## Sustainability

3.3 Not applicable.

## Legal and Governance

3.4 Not applicable.

## Risk

3.5 Not applicable

## **4. Consultation**

None

## **5. Communication**

None

## **2. BACKGROUND PAPERS**

None

## **3. APPENDICES**

Appendix 1 - Policy statement – directed surveillance and interception of communications



## **The Regulation of Investigatory Powers (Scotland) Act 2000**

### **The use of powers to conduct directed surveillance and interception of communications**

#### **Policy Statement**

The Regulation of Investigatory Powers (Scotland) Act gives powers to Local Authorities to undertake directed surveillance and to utilise covert human intelligence sources in prescribed circumstances

In prescribed circumstances the Council also has powers under the Regulation of Investigatory Powers Act to obtain information ('intercept') about electronic communications.

Where grounds to exercise such powers are established, the Council will only undertake directed surveillance or the interception of communications when no other reasonable means are available to obtain the necessary information, and then only with the prior approval of the Head of Legal and Governance Services and in accordance with statutory guidance .



## **PERTH AND KINROSS COUNCIL**

**Housing and Communities Committee - 16 May 2018**

**Scrutiny Committee - 13 June 2018**

### **Housing and Adult Social Care Complaints and Customer Feedback**

**Report by Executive Director (Housing and Environment) (18/163)**

#### **PURPOSE OF REPORT**

This report provides details of complaints received between 1 April 2017 and 31 March 2018 across Housing and Adult Social Care. Information on the number of Stage 1 and Stage 2 complaints received is also detailed, with examples of feedback from customer satisfaction surveys. The report also provides an overview of actions taken to improve services as a result of customer feedback.

#### **1. BACKGROUND / MAIN ISSUES**

- 1.1 In Perth and Kinross, we value what people tell us about our services by way of complaints and other customer feedback. Complaints are an important way of service users letting us know what they think about the services we deliver and are a key aspect of our quality assurance arrangements. We use the information gathered during the complaints process to support learning as well as a basis for making specific improvements to our services, where such requirements are identified. We are committed to providing high quality services. However, we do accept that sometimes things can go wrong, and, if it does, we aim to resolve issues as promptly as we can, in line with our procedures.
- 1.2 The Council has a responsibility to establish and maintain a formal procedure for receiving and considering complaints by, or on behalf of, people who use services. This is confirmed in government guidance, which expects local authorities to report annually on the complaints investigated and the outcomes of these. This is the first year that Social Work complaints have been subject to the same process as all other complaints in the Council. This is as a result of the introduction of the new model Complaints Handling procedure for Social Work in April 2017.
- 1.3 The findings of complaints are shared with the relevant managers and across management teams to address any specific or cross- service issues, recommendations or improvement actions.
- 1.4 Handling complaints effectively is an important part of good customer care. It demonstrates that services listen to their service users'/stakeholders' views, and also helps to improve services.

- 1.5 A new way of handing complaints was introduced by the Council in April 2013 for all complaints other than those relating to social work services. As a result, they are now dealt with in two stages, with the aim of resolving as many complaints at the front line (stage 1 front line resolution) to try to reduce the need for more formal investigations. Only more complex cases are dealt with as Stage 2 investigations.
- 1.6 Further changes were introduced from April 2017, when a new way of handling complaints about social work services was introduced across Scotland. This brings the social work procedure more in line with the procedure already used across the rest of the Council. This will mean that all complaints will be included in the Council's Annual Complaints Performance Report, in accordance with the requirements of the Scottish Public Services Ombudsman. In addition, changes are being made to align NHS complaints and social work complaints to support services and improvements within the Perth and Kinross Health and Social Care Partnership.
- 1.7 This report will be the last report, which incorporates Housing and Social Work. Future reports to Committee will reflect new service arrangements, which came into effect on 1 April 2018.

## **2 PROGRESS SINCE LAST REPORT**

- 2.1 The Customer Liaison Team Leader is a key member of the Quality Assurance Group within Adult Social Work Services. The Complaints Scrutiny Group within Housing scrutinise and monitor complaints activities. Team managers provide an overview of learning from complaints and share improvement actions.
- 2.2 Information and training sessions have continued across the service and we will continue to take the opportunity to provide this, where required.
- 2.3 The Customer Liaison Team are continuing to explore closer joint working with health colleagues and how information can be shared in terms of the localities and improvements. A bi-monthly joint complaints report with Health is produced for the Health and Social Care Partnership.

## **3. COMPLAINTS NUMBERS AND ANALYSIS 2017/18**

- 3.1 This section summarises the number and types of complaints reported and provides a comparison with the previous 12 months. Services have been undergoing significant transformational change to improve the way they deliver services to meet rising demand, public expectation and challenging financial times. This all has a bearing on the number and type of complaints the service receives. Despite this, due to improvement activity, there has been a 50 % reduction in the number of complaints, at Stage 2, relating to service delivery.

- 3.2 Table 1 provides an overview of the number of Stage 1 and Stage 2 complaints split between Social Work Services and Non-Social Work Services. It is worth noting that the majority of complaints received were resolved at the first point of contact, with only a small number progressing to Stage 2.

**Table 1: Complaints received**

	16/17	17/18	% change
<b>Social work services</b>			
Stage 1	65	99	+ 52.3%
Stage 2	20	14	- 30%
<b>Non social work services</b>			
Stage 1	521	522	+ 0.1%
Stage 2	50	40	- 20%

Although the numbers of complaints recorded has increased significantly within Social Work Services, this is likely to be as a result of more robust recording as opposed to a decrease in the quality of services. Training on the new process has been provided to approximately 80 staff across Adult and Children's services.

Within non Social Work Services, the number of complaints has remained almost static between reporting years.

**Table 2: Complaints in Relation to Service User Numbers**

Service or Team	Number of Service Users	Number of Service Users	Number of Complaints & %	Number of Complaints & %
	2016-17	2017-18	2016-17	2017-18
Community Care	10,652	9,791	65 (0.6%) FLR	99 (1.0%) FLR
			20 (0.2%) Invest	14 (0.14%) Invest
Housing Repairs	21,606	20,643	267 (1.2%) FLR	237 (1.1%) FLR
			17 (0.07%) Invest	10 (0.08%) Invest
Locality Housing Teams	7,467 Houses	7,540	148 (1.9%) FLR	144 (1.9%) FLR
			23 (0.3%) Invest	18 (0.2%) Invest

FLR means Front Line Resolution. Invest means Investigation.

When taking into account the numbers of service users we have, the numbers of complaints continues to be relatively low.

However the data gathered from such complaints is an ideal way of understanding what customers think about our services and identifying improvement actions where required.

### 3.3 Social Work Complaints (Community Care)

In the reporting year, 99 complaints were dealt with by frontline staff, with a smaller number being investigated (14) at Stage 2. The largest amount of complaints related to provision of services. In addition, four Complaints Review Committees were held in this reporting year.

Complaints for this reporting have increased at Stage 1, but decreased at Stage 2.

A considerable amount of training has been carried out across the service to emphasise the importance of recording accurately our complaints activity. This would appear to be the most significant the reason for an increase in the stage 1 complaints figures between the two years.

Of the 14 Stage 2 investigations:

- 12 of the 14 (86%) complainants received an acknowledgement within the target time set of 3 working days.
- Service provision represents the largest reason for complaints
- Complaints are evenly spread across a number of teams, with no specific team being a hot spot.
- Four Complaints Review Committees were held in the reporting period.

#### 3.3.1 Themes and Improvement actions

- Information about charging for services, especially Residential and Nursing care continues to be the subject of a number of complaints.

**Improvement Action:** Work is ongoing to train staff and provide suitable written material to improve this.

- Lack of clarity about the status of Power of Attorney documents and the powers contained in them has also been the subject of a number of complaints.

**Improvement Action:** Work is ongoing to provide training with support from Legal Services on this subject. In addition, a new procedure to ensure all relevant documents are scanned onto the client index system is being introduced.

- Failure to respond to telephone calls and letters timeously continues to be an issue causing complaints to be made or escalated.
- Poor Customer Care and communication are a key element of many of the complaints we deal with.



**Improvement Action:** Ongoing customer care training for frontline staff and closer monitoring of response timescales.

### 3.4 Other service complaints (Housing and Finance and Support Services)

Between 1 April 2017 and 31 March 2018, there were 521 complaints which were dealt with and resolved by frontline services and 40 complaints which were investigated under stage 2. Of those investigated:-

- 37 (93%) received their acknowledgements within the target time of 3 working days.
- 25 (71%) of the responses sent were within the target time of 20 working days. Where responses were delayed, complainants were given information about a new target date.
- Complaints about Housing Repairs made up 25% of the 40 stage 2 complaints. This can be attributed to the fact that Housing repairs is a high volume activity with approximately 29,000 repairs, alterations and safety checks being undertaken each year.

#### 3.4.1 Themes and Improvement Actions

- Failure to respond to telephone calls and letters timeously linked to customer care and communication are key issues within many of the complaints we deal with.

**Improvement Action:** Ongoing customer care training for frontline staff and closer monitoring of response timescales

- An increase in issues with external contractors in relation to Housing Repairs and tenants not being kept up to date with the status and progress of their repairs.

**Improvement Actions:** There has been an increase in complaints regarding our Gas Contractor. These have been raised with the contractor at monthly contactor progress meetings and improvement actions have been agreed. Ongoing monitoring is underway.

The introduction of a number of improvements through the Housing Repairs Transformation project including:

- New locality working arrangements
- The introduction of mobile working, repairs scheduler and online reporting
- Training for repairs call centre staff including job shadowing, scripts and improved call back technology
- The introduction of “how to fix” online videos

- Issues around charging for services in Community Care, and delays in sending out invoices caused a spike in complaints within Finance and Support Services.

**Improvement Actions:** A review of the Charging Team has been undertaken with a number of improvement actions being progressed to address these issues.

#### 4. Customer Satisfaction- What else do our customers tell us about the services they receive?

<b>Tenant Satisfaction PKC</b>	<b>2016-17</b>	<b>2017-18</b>
% of tenants satisfied with Perth and Kinross Council as a landlord	85.2%	82.9%
% of tenants who have had a repair completed in the last year satisfied with the service they received	79.5%	75.8%
% of service users satisfied with the management of our Gypsy/ Travellers site	47.1%	Will be asked in separate survey
% of tenants who think the rent for their property represents good value for money?	84.8%	85.3%
% of tenants satisfied with the quality of their home?	84.7%	82.2%

The Social Work Customer Satisfaction survey has not yet been undertaken for this year therefore there is no up to date data available.

#### 5. Conclusion and Recommendations

##### 5.1 It is recommended that the Committee

- (i) notes the contents of this report and the impact that feedback from customers has had on improving services
- (ii) notes the improvement actions outlined to support and improve how we handle complaints and improve the customer experience.
- (iii) refers this report to the Scrutiny Committee for their consideration.

##### Author

<b>Name</b>	<b>Designation</b>	<b>Contact Details</b>
Joy Mayglothing	Team Leader (Customer Liaison)	Ext 476742

##### Approved

<b>Name</b>	<b>Designation</b>	<b>Date</b>
Barbara Renton	Executive Director (Housing and Environment)	18 April 2018

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

<b>Strategic Implications</b>	<b>Yes / None</b>
Community Plan / Single Outcome Agreement	<b>None</b>
Corporate Plan	<b>None</b>
<b>Resource Implications</b>	
Financial	<b>None</b>
Workforce	<b>None</b>
Asset Management (land, property, IST)	<b>None</b>
<b>Assessments</b>	
Equality Impact Assessment	<b>None</b>
Strategic Environmental Assessment	<b>None</b>
Sustainability (community, economic, environmental)	<b>None</b>
Legal and Governance	<b>None</b>
Risk	<b>None</b>
<b>Consultation</b>	
Internal	
External	<b>None</b>
<b>Communication</b>	
Communications Plan	<b>None</b>

### 1 Strategic Implications

Community Plan/Single Outcome Agreement N/A

Corporate Plan N/A

### 2. Resource Implications

Financial N/A

Workforce N/A

Asset Management (land, property, IT) N/A

### 3. Assessments

Equality Impact Assessment N/A

Strategic Environmental Assessment N/A

Sustainability N/A

Legal and Governance N/A

Risk N/A

#### **4. Consultation**

##### Internal

The following people have been consulted regarding the content of this report.

Diane Fraser, Head of Adult Social Work and Social Care  
Jacqueline Pepper, Chief Social work Officer

The Tenant Committee Panel, who commented as follows:

“It is good that there is a similar and more aligned complaints procedure and also improved training for all staff which has been recognised in the reduction of Stage 2 complaints.”

#### **5. Communication**

None

#### **6. Background Papers**

None

#### **7. APPENDICES**

Appendix 1: Community Care Stage 2 - 1 April 2017 – 30 March 2018  
Appendix 2: Complaints concerning Non Social Work Services



## Appendix 1

## Community Care Stage 2 - 1 April 2017 – 30 March 2018

Table 1 Complaints Activity and Performance

Number of Stage 2 complaints	No. & % ack by target date	No. & % responded to by target date	No. & % upheld	No. & % satisfied with response	Number progressing to Complaints Review Committee/ SPSO
20 (2016/17)	20 (100%)	12 (71%)	3 (18%)	11 (55%)	3*
14 (2017/18)	12 (86%)	5 (36%)	6 (43%)	N/A	Unknown

\* In addition to the 3 CRCs escalated from Stage 2 there were an additional 1 CRCs that we were directed to hold as a result of decisions from the SPSO.

Table 2 Teams involved

Team Concerned	Number of Stage 2 (2016/17)	Number of Stage 2 (2017/18)
SW Perth City	5	1
Learning Disabilities	5	1
Care at Home	2	0
Commissioned Care at Home	0	2
Finance Charging	2	1
SW Access Team	2	0
Community Mental Health Team	1	0
SW South/Finance Charging	1	0
Community Mental Health Team	1	0
SW North	0	2
Hospital Discharge Team	0	1
SW South	1	1
Comm Alarm	0	1
SW Perth City/ Finance Charging	1	0
Day Centres	0	1
CJS	0	3
<b>Total</b>	<b>20</b>	<b>14</b>

**Table 3 What was the focus of the complaints?**

	<b>Employee</b>	<b>Service provision</b>	<b>Communication</b>	<b>Policy and procedure</b>	<b>Other</b>	<b>Equal</b>
2016/17	2	16	0	2	0	0
2017/18	5	7	0	2	0	0

**Community Care Complaints dealt with at Stage 1**

In addition to the complaints dealt with at stage 2, between April 2017 and March 2018, we had 97 complaints that were dealt with at stage 1 primarily by the teams themselves and sometimes by the Customer Liaison Team. The main areas identified, which was reflected in the formal complaints data, concerned staff conduct / attitude and service users feeling that they received a poor quality or reduced service. Many of these issues were dealt with to the complainants' satisfaction when a member of staff made prompt contact and clarified the situation and also made an apology, where this was required.



## Appendix 2: Complaints concerning Non Social Work Services

**Table 1: Complaints Activity and Performance**

<b>Number of Stage 2 complaints</b>	<b>No. &amp; % ack by target date</b>	<b>No. &amp; % responded to by target date</b>	<b>No. &amp; % of complaints upheld</b>
50 (2016-17)	48 (96%)	37 (74%)	23 (46%)
40 (2017-18)	37 (93%)	25 (69%)	23 (58%)

**Table 2: Breakdown by Team**

<b>Team Concerned</b>	<b>Number of Stage 2 (2016/17)</b>	<b>Number of Stage 2 (2017/18)</b>
Housing Repairs and Imp	9	5
Housing/HRIS	0	1
HAC	4	2
Locality Team - North	9	2
Locality Team - Letham	5	8
Locality Team - City	6	3
Locality Team - South	3	4
Local Taxes	1	4
Repairs - Letham	3	2
Repairs - City	1	0
Repairs - North	1	1
Locality Team City/ HRIS	1	0
Locality Team North/HRIS	0	1
Finance Charging	1	2
Benefits	1	1
Welfare Rights	0	1
Scottish Welfare Fund	1	1
Housing	2	0
CSC/HRIS	2	0
Safer Communities	1	0
Customer & Community Engagement	0	1
Directorate	0	1
<b>Total</b>	<b>50</b>	<b>40</b>

**Table 3 what was the focus of the complaints?**

	<b>Employee</b>	<b>Service provision</b>	<b>Communication</b>	<b>Policy and procedure</b>	<b>Other</b>	<b>Equalities</b>
2016/17	5	44	0	1	0	0
2017/18	7	23	2	7	0	1

**Complaints dealt with at Stage 1.**

In addition to the complaints dealt with by way of Investigation (Stage 2), our Complaints handling procedure expects staff to deal with complaints raised with them by way of Front Line Resolution (Stage1).

In 2017-18, staff in Housing and Finance and Support Services dealt with 522 stage 1 complaints. Of these complaints raised at stage 1, the numbers escalating to Investigation are very small, indicating that staff are dealing with these complaints well and more importantly to the customer's satisfaction.