
**Customer & Corporate Services
Scrutiny Management Committee**

10 September 2018

City of York Council – Annual Complaints Report 2017 - 2018

1. Summary

1.1 This report provides Members with the annual reports covering April 2017 to March 2018 in respect of:

- Adults social care
- Children's social care
- Corporate complaint policy

1.2 It includes:

- Ombudsman investigations
- Performance levels
- Themes
- Costs of delivering the complaints service and procedures

1.3 As reported to the Committee when it considered last year's annual report the Ombudsman has give advice in relation to the reporting of cases where findings of maladministration. During the period covered by the report all the cases which resulted in such a funding fall within the category of routine mistakes and service failures, where we have agreed to remedy the complaint by implementing the recommendations made following an investigation. In accordance with the Ombudsman's guidance those cases should be reported by way of a periodic report to Members. The annexed annual report therefore includes details of those cases in an annex and sets out where further information can be found.

2. Consultation

Not relevant for the purpose of this report.

3. Options

Not relevant for the purpose of this report.

4. Analysis

Not relevant for the purpose of this report.

5. Council Plan

- 5.1 The council's customer feedback and complaints policies and procedures offers assurance to its customers, employees, contractors, partners and other stakeholders that complaints are dealt with in accordance with legislation and regulations and confidentiality, integrity and availability are appropriately protected.

6. Implications

Relevant implications are set out in the body of the annex.

7. Risk Management

The council may face financial and reputational risks if complaints are not managed effectively. For example, the Ombudsman can find maladministration with injustice against the council, including awarding compensation to individuals.

The failure to identify and manage complaints appropriately may diminish the council's overall effectiveness.

8. Recommendations

Members are asked:

- To note the performance levels.
- To note the cases where a finding of maladministration has been made.
- To note the ongoing work required to ensure the Council meets its responsibilities under the relevant legislation for adults and children social care complaints and the corporate complaints policy and procedures.

Reason: To inform Members of the activity in this area..

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Report
Approved



Date 30th August
2018

Wards Affected: List wards or tick box to indicate all

All

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For further information please contact the author of the report

Annexes

Annex 1 – City of York Council Annual Complaints Report 2017 -2018

Background Papers

Not applicable

Abbreviations

(in this report and its Annex)

C&P – Commissioning and Purchasing
CCS – Customer and Corporate Services
CEC – Children, Education and Communities
CFT – Complaints and Feedback Team
CYC – City of York Council
CEX – Chief Executive
EAP – Economy and Place
HHASC – Health, Housing and Adult Social Care
HOS – Housing Ombudsman Service
ICO – Information Commissioner’s Office
LGO – Local Government Ombudsman
LGSCO – Local Government and Social Care Ombudsman