



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board	
Held on	10 August 2022	
Agenda Item	12	
Title	IJB Complaints Annual Report 2021/22	
Summary		
<p>This is the Integration Joint Board's Annual Complaints Report for 2021/22. This is a mandatory reporting requirement set out by the Scottish Public Services Ombudsman.</p> <p>This only relates to IJB complaints as all operational complaints are handled through the HSCP partners' procedures.</p>		
Presented by	Lesley Bairden, Head of Finance and Resources (Chief Financial Officer)	
Action Required		
The Integration Joint Board is asked to note the report.		
Directions	Implications	
<input checked="" type="checkbox"/> No Directions Required <input type="checkbox"/> Directions to East Renfrewshire Council (ERC) <input type="checkbox"/> Directions to NHS Greater Glasgow and Clyde (NHSGGC) <input type="checkbox"/> Directions to both ERC and NHSGGC	<input type="checkbox"/> Finance <input type="checkbox"/> Policy <input type="checkbox"/> Workforce <input type="checkbox"/> Equalities <input type="checkbox"/> Risk <input type="checkbox"/> Legal <input type="checkbox"/> Infrastructure <input type="checkbox"/> Fairer Scotland Duty	

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EAST RENFREWSHIRE INTEGRATION JOINT BOARD

10 August 2022

Report by Chief Officer

IJB COMPLAINTS – ANNUAL REPORT

PURPOSE OF REPORT

1. This report forms the Integration Joint Board’s Annual Complaints Report for 2021/22. This is a mandatory reporting requirement set out by the Scottish Public Services Ombudsman.

RECOMMENDATION

2. The Integration Joint Board are asked to note the report.

BACKGROUND

3. The Scottish Public Services Ombudsman Act 2002 (as amended) provides the legislative basis for the Scottish Public Services Ombudsman (SPSO) to publish the Model Complaints Handling Procedures (MCHP) for bodies under the SPSO’s jurisdiction
4. The IJB Complaints handling policy was revised in April 2021 in line with the SPSOs MCHP.
5. Part 4 of the revised procedure sets out the SPSO’s requirements for reporting complaints and publicising complaints information. This includes mandatory reporting and publishing of complaints performance statistics, trends, outcomes, and actions taken to improve services.
6. The MCHP says all organisations (even in the case of low complaint numbers or nil return) must
 - report at least quarterly to their Senior Management on the KPIs and analysis of the trends and outcomes of complaints
 - publish on a quarterly basis information on complaints outcomes and actions taken to improve services, and
 - publish an annual complaints performance report on their website in line with Part 4 of the MCHP. There is no requirement for organisations to report their data to SPSO.
7. In May 2021, we made a commitment that should the Integration Joint Board receive any complaints, these would be reported to the Board at the next scheduled meeting. To date we have not received any IJB complaints.
8. We also noted at that time the SPSO was developing a set of key performance indicators (KPIs) for each sector in consultation with the complaint handling networks to produce a core set of performance indicators, consistent across all public services. These were published by the SPSO in March 2022 and consist of four mandatory quantitative KPIs.

9. The new KPIs are applicable for data collected from 1st April 2022 and it will be a minimum requirement for all organisations to report against these mandatory KPIs in their annual complaints performance reports. The annual report publication deadline is the end of October each year, therefore, the first annual report using these KPIs will be in October 2023.

REPORT

10. During 1 April 2021 – 31 March 2022 no complaints were made in relation to the Integration Joint Board.

CONSULTATION AND PARTNERSHIP WORKING

11. The SPSO's Improvement, Standards and Engagement team is available to work with public service providers to improve standards of complaints handling.

IMPLICATIONS OF THE PROPOSALS

12. There are no implications as a result of this report

DIRECTIONS

13. There are no directions arising as a result of this report.

CONCLUSIONS

14. East Renfrewshire Integration Joint Board will continue to publish quarterly reports on the website and present an annual report to the integration Joint Board in line with the mandatory reporting requirements set out by the SPSO.
15. The annual report for 2022/23 will include the refreshed Key Performance Indicators as set out by the SPSO in March 2022.

RECOMMENDATIONS

16. The Integration Joint Board are asked to note the report.

REPORT AUTHOR AND PERSON TO CONTACT

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July 2022

Chief Officer, IJB: Julie Murray

BACKGROUND PAPERS

IJB Paper – May 2021

https://www.eastrenfrewshire.gov.uk/media/4980/IJB-Item-12-12-May-2021/pdf/IJB_Item_12_-_12_May_2021.pdf?m=637558874880700000

SPSO Model Complaints Handling Procedures

<https://www.spsa.org.uk/the-model-complaints-handling-procedures>

LINKS TO QUARTERLY REPORTS TO BE ADDED

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