



<b>Meeting of East Renfrewshire Health and Social Care Partnership</b>	Integration Joint Board	
<b>Held on</b>	28 June 2023	
<b>Agenda Item</b>	15	
<b>Title</b>	IJB Complaints Annual Report 2022/23	
<b>Summary</b>		
<p>This is the Integration Joint Board's Annual Complaints Report for 2022/23. 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>		
<b>Presented by</b>	Lesley Bairden, Head of Finance and Resources (Chief Financial Officer)	
<b>Action Required</b>		
The Integration Joint Board is asked to note the report.		
<b>Directions</b>	<b>Implications</b>	
<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**

**28 June 2023**

**Report by Chief Officer**

**IJB COMPLAINTS – ANNUAL REPORT**

**PURPOSE OF REPORT**

1. This report forms the Integration Joint Board's Annual Complaints Report for 2022/23. 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 SPSO's MCHP. Part 4 of the 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.
5. 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.
6. 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.
7. In March 2022 the SPSO published a core set of performance indicators consisting of four mandatory quantitative KPIs. It is a minimum requirement for all organisations to report against these mandatory KPIs, on data collected from 1<sup>st</sup> April 2022, 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.

8. The Key Performance Indicators are set out below:

Indicator One:	The total number of complaints received The sum of the number of complaints received at Stage 1 (this includes escalated complaints as they were first received at Stage 1), and the number of complaints received directly at Stage 2.
Indicator Two:	The number and percentage of complaints at each stage that were closed in full within the set timescales of five and 20 working days The number of complaints closed in full at stage 1, stage 2 and after escalation within MCHP timescales as % of all stage 1, stage 2 and escalated complaints responded to in full
Indicator Three:	The average time in working days for a full response to complaints at each stage The average (mean) time in working days to respond at stage 1, stage 2 and after escalation.
Indicator Four:	The outcome of complaints at each stage The number of complaints upheld, partially upheld, not upheld and resolved at stage 1, stage 2 and after escalation as % of all complaints closed at stage 1, stage 2 and after escalation.

## REPORT

9. During 1 April 2022 – 31 March 2023 no complaints were made in relation to the Integration Joint Board.

## CONSULTATION AND PARTNERSHIP WORKING

10. 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

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

## DIRECTIONS

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

## CONCLUSIONS

13. 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 ahead of the reporting deadline of October each year.

## RECOMMENDATIONS

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

## REPORT AUTHOR AND PERSON TO CONTACT

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May 2023

Chief Officer, IJB: Julie Murray

## BACKGROUND PAPERS

IJB Quarterly Complaints Reports

[https://www.eastrenfrewshire.gov.uk/media/9219/Quarterly-complaints-summary/pdf/IJB\\_Quarterly\\_Complaints\\_2022-23.pdf?m=63822352856060000](https://www.eastrenfrewshire.gov.uk/media/9219/Quarterly-complaints-summary/pdf/IJB_Quarterly_Complaints_2022-23.pdf?m=63822352856060000)

IJB Paper – IJB Annual Complaints Report 2021/22

[https://www.eastrenfrewshire.gov.uk/media/7982/IJB-Item-12-10-August-2022/pdf/IJB\\_Item\\_12\\_-\\_10\\_August\\_2022.pdf?m=637946965290100000](https://www.eastrenfrewshire.gov.uk/media/7982/IJB-Item-12-10-August-2022/pdf/IJB_Item_12_-_10_August_2022.pdf?m=637946965290100000)

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](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.spsos.org.uk/the-model-complaints-handling-procedures>

SPSO Key Performance Indicators for Model Complaints Handling Procedures

<https://www.spsos.org.uk/sites/spso/files/csa/SPSOKPIsMCHP.pdf>

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