

**South Ayrshire Council**

**Report by Head of Legal, HR and Regulatory Services  
to Service and Performance Panel  
of 19 August 2020**

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**Subject: Complaints – Scrutiny Update**  
**Period: 1 October 2019 – 31 March 2020**

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**1. Purpose**

- 1.1 The purpose of this report is to provide Elected Members with complaints performance information for the period from 1 October 2019 – 31 March 2020 and compares performance to the same reporting period in 2018/19. It reflects the statutory reporting categories required by the Scottish Public Services Ombudsman (SPSO).

**2. Recommendation**

**2.1 It is recommended that the Panel:**

**2.1.1 scrutinises the contents of this report; and**

**2.1.2 requests a further report to a future meeting of the Panel providing an update on the Council’s complaints performance during the period 1 April – 31 September 2020.**

**3. Background**

- 3.1 Our complaints procedure, Listening to You, has 2 stages. We expect the majority of complaints to be resolved at Stage 1. If a customer remains dissatisfied after Stage 1, they can escalate their complaint to Stage 2. If an initial complaint is complex enough to require detailed investigation, it will be handled at Stage 2 from the outset. If the complainant is not satisfied with their response at Stage 2, the next stage in the Complaints Handling Procedure is for the complainant to approach the Scottish Public Services Ombudsman and ask that they carry out an independent review into how the Council have investigated their complaint.
- 3.2 The following report provides performance data on all Stage 1 and Stage 2 complaints closed from 1 October 2019 – 31 March 2020 and is based on SPSO reporting indicators, including a breakdown per service of complaints performance. It also compared our performance to the same reporting period in 2018/19.
- 3.3 [Appendix 1](#) provides an analysis of our complaints data measured against the SPSO’s reporting indicators, for the period 1 October 2019 to 31 March 2020 and compares our performance to the same reporting period in 2018/19.

- 3.4 [Appendix 2](#) provides a breakdown of the reasons why complaints were raised against the Council, for the period 1 October 2019 to 31 March 2020 and compares our performance to the same reporting period in 2018/19.
- 3.5 [Appendix 3](#) outlines service improvement case studies relating to Stage 2 complaints that were upheld or partially upheld where a service improvement outcome was identified and implemented.
- 3.6 [Appendix 4](#) outlines details of complaints that have progressed to the SPSO during this reporting period, which have had recommendations made by the SPSO for the Council to improve service provision.
- 3.7 [Appendix 5](#) provides further information on Investigation complaints received by the Council that have been noted during the reporting period.

#### **4. Proposals**

4.1 It is proposed that the Panel:

- 4.1.1 Scrutinises the contents of this report and identifies any performance concerns or required improvement actions; and
- 4.1.2 Requests a further report to a future meeting of the Panel providing an update on the Council's complaints performance during the period 1 April – 31 September 2020.

#### **5. Legal and Procurement Implications**

5.1 There are no legal implications arising from this report.

5.2 There are no procurement implications arising from this report.

#### **6. Financial Implications**

6.1 Not applicable.

#### **7. Human Resources Implications**

7.1 Not applicable.

#### **8. Risk**

##### ***8.1 Risk Implications of Adopting the Recommendations***

8.1.1 There are no risks associated with adopting the recommendations.

##### ***8.2 Risk Implications of Rejecting the Recommendations***

8.2.1 There are no risks associated with rejecting the recommendations.

#### **9. Equalities**

9.1 The proposals in this report have been assessed through the Equality Impact Assessment Scoping process. There are no significant potential positive or negative equality impacts of agreeing the recommendations and therefore an

Equalities Impact Assessment is not required. A copy of the Equalities Scoping Assessment is attached as [Appendix 6](#).

## **10. Sustainable Development Implications**

- 10.1 **Considering Strategic Environmental Assessment (SEA)** - This report does not propose or seek approval for a plan, policy, programme or strategy or document otherwise described which could be considered to constitute a plan, programme, policy or strategy.

## **11. Options Appraisal**

- 11.1 An options appraisal has not been carried out in relation to the subject matter of this report.

## **12. Link to Council Plan**

- 12.1 The matters referred to in this report contribute to the Council strategic objective to 'Increase the profile and reputation of South Ayrshire and the Council' and within that to the outcome 'Improve trust and confidence in the Council and increase customer satisfaction with services'.

## **13. Results of Consultation**

- 13.1 There has been no public consultation on the contents of this report.
- 13.2 Consultation has taken place with Councillor Brian McGinley, Portfolio Holder for Resources and Performance, and the contents of this report reflect any feedback provided.

**Background Papers**    **None**

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**Date:**    **11 August 2020**

## Complaints Data Analysis Against SPSO Reporting Indicators

Please find below analysis of our complaints data measured against the SPSO's reporting indicators for the period 1 October 2019 to 31 March 2020, with comparison to the same reporting period in 2018/19:

### ***SPSO Indicator 1 – Complaints received per 1,000 of population***

<b>2018/19</b>	01/10 – 31/03	3 per 1,000 ◀▶
<b>2019/20</b>	01/10 – 31/03	3 per 1,000 ◀▶

The number of complaints received by the Council per 1,000 of the population has remained consistent over the reporting period 2018/19 and 2019/20.

### ***SPSO Indicator 2 – Complaints closed at Stage 1 and Stage 2 as a percentage of all complaints closed***

		<b><i>Total</i></b>	<b><i>Stage 1</i></b>	<b><i>Stage 2</i></b>	<b><i>Escalated</i></b>
<b>2018/19</b>	01/10 – 31/03	386	333 (86%)	17 (4%)	36 (9%)
<b>2019/20</b>	<b>01/10 – 31/03</b>	<b>367 ▼</b>	<b>308 (84%) ▼</b>	<b>29 (8%) ▲</b>	<b>30 (8%) ▼</b>

The number of complaints received by the Council has decreased by a total of 19 in reporting period 1 October 2019 to 31 March 2020 compared to the same reporting period in 2018/19. This is an overall decrease of 5%.

The following services have shown a significant *increase* in complaints in this reporting period compared to 2018/19.

**Due to the impact of the Coronavirus upon the delivery of Council Services it has not been possible at this time to gather further information from the relevant Council services to inform the Panel as to the specific circumstances surrounding the following. However,** The Information Governance team is currently liaising with Service Leads to establish further details. This will be provided to Members within an additional Briefing Note :

- **Lets Department**

The lets department received 77 complaints regarding the proposal to move the car boot sale to the Walker Hall to coincide with the Ayrshire Arts and Crafts Fair. All of these complaints were not upheld. For the same reporting period in 2018/19 there were no complaints received by the Lets department.

One of the complainers who was dissatisfied with their response appealed to the SPSO. The SPSO decision was not to investigate, as on examining the evidence, it was considered that the Council's complaints response was reasonable. The SPSO also confirmed that the Council had provided a clear and un-ambiguous response to the complainant.

- **Customer Services**  
Customer Services received 16 complaints, in comparison to 1 complaint in the same reporting period for 2018/19.
- **Schools**  
In 2018/19 our schools received 8 complaints. In the same reporting period for 2019/20 this increased by a further 6 complaints to 14.

The following services have shown a significant *decrease* in complaints in this reporting period compared to 2018/19:

- **Leisure**  
The Council's Leisure service received 9 complaints in this reporting period, in comparison to 28 for the same reporting period in 2018/19. This is a decrease of 19 complaints.
- **Neighbourhood Services**  
Our Neighbourhood Services team received 25 complaints in this reporting period, a decrease of 62 complaints from the 87 received in 2018/19.
- **Property Maintenance**  
The Property Maintenance Service received 57 complaints, as opposed to 71 for the same reporting period in 2018/19, a decrease of 14 complaints.

### ***SPSO Indicator 3 – Complaints upheld, partially upheld and not upheld***

#### **Outcome of Complaints Closed at Stage 1**

		<b><i>Upheld</i></b>	<b><i>Partially Upheld</i></b>	<b><i>Not Upheld</i></b>
<b>2018/19</b>	01/10 – 31/03	127 (38%)	42 (13%)	164 (49%)
<b>2019/20</b>	<b>01/10 – 31/03</b>	<b>99 (32%) ▼</b>	<b>45 (15%) ▲</b>	<b>164 (53%) ▲</b>

A total of 308 complaints were closed at Stage 1 which is a decrease of 25 complaints, from the 333 complaints for the same reporting period in 2018/19.

Of these 308 Stage 1 complaints 47% were either upheld or partially upheld. This indicates that less than half of our customers have raised genuine concerns regarding the provision of Council services. In 2018/19 51% of complaints closed at Stage 1 were either upheld or partially upheld in the same reporting period for 2018/19, showing a decrease of 4%.

#### **Outcome of Complaints Closed at Stage 2**

		<b><i>Upheld</i></b>	<b><i>Partially Upheld</i></b>	<b><i>Not Upheld</i></b>
<b>2018/19</b>	01/10 – 31/03	5 (29%)	2 (12%)	10 (59%)
<b>2019/20</b>	<b>01/10 – 31/03</b>	<b>5 (17%) ▼</b>	<b>5 (17%) ▲</b>	<b>19 (66%) ▲</b>

A total of 29 complaints were closed at Stage 2 which is an increase of 12 complaints compared to the 17 complaints closed at Stage 2 for the same period in 2018/19. This suggests that the Council continues to recognise when a complaint is of a serious nature and should be investigated immediately at the Stage 2 level. Of these 29 complaints, 66% were not upheld indicating that one-third of those customers had raised genuine concerns about a service delivery. This indicates that after investigation it was established 7 % fewer customers had raised a substantive Stage 2 complaint about Council service in comparison to 2018/19, when 59% of closed Stage 2 complaints were not upheld.

### Outcome of Escalated Complaints

		<b>Upheld</b>	<b>Partially Upheld</b>	<b>Not Upheld</b>
<b>2018/19</b>	01/10 – 31/03	6 (17%)	7 (19%)	23 (64%)
<b>2019/20</b>	<b>01/10 – 31/03</b>	<b>3 (10%) ▼</b>	<b>8 (27%) ▲</b>	<b>19 (63%) ▼</b>

In this reporting period 30 complaints were escalated from Stage 1 to a Stage 2 investigation, in comparison to 36 for the same reporting period in 2018/19, showing a decrease of 20%.

**Further detailed analysis of Stage 1, Stage 2 and Escalated complaints is outlined in [Appendix 2](#).**

### SPSO Indicator 4 – Average Times (in working days)

		<b>Stage 1</b>	<b>Stage 2</b>	<b>Escalated</b>
<b>2018/19</b>	01/10 – 31/03	14	21	44
<b>2019/20</b>	<b>01/10 – 31/03</b>	<b>7 ▼</b>	<b>18 ▼</b>	<b>18 ▼</b>

The average time taken to investigate and respond to a Stage 1 complaint was 7 working days, which is 2 days higher than the 5 working day SPSO timescale. This is however a decrease from the previous reporting period, where the average time was 14 days.

For those complaints Escalated from Stage 1 to Stage 2, the time taken to investigate and respond has decreased by 26 days from 44 to 18 days, bringing our response below the SPSO 20 working day time scale.

It is noted that during the 2018/19 previous reporting period there were difficulties within the HSCP Community Care service that had a large volume of Community Care complaints that remained in the investigation stage. These are now resolved and their complaints are logged in line with corporate processes. The above timescales are more reflective of Council averages.

### SPSO Indicator 5 – Performance against Timescales

		<b>Stage 1</b>	<b>Stage 2</b>	<b>Escalated</b>
<b>2018/19</b>	01/10 – 31/03	74%	71%	56%
<b>2019/20</b>	<b>01/10 – 31/03</b>	<b>75% ▲</b>	<b>82% ▲</b>	<b>70% ▲</b>

An increase has been shown in the Council's response against SPSO statutory time across all Stages of the complaints process for this reporting period:

- 75% of Stage 1 complaints were responded to within statutory SPSO time scales (i.e. 5 working days) - an increase of 1% from the same reporting period in 2018/19.
- 70% of escalated cases were investigated within the statutory SPSO time scale of 20 working days, in comparison to 54% for the same reporting period in 2018/19, an increase of 14%.
- An improvement has also been made in the Council's response times for investigating and responding to Stage 2 complaints, showing an increase from 71% in 2018/19 to 82 % in 2019/20 (i.e. 11%).

**SPSO Indicator 6 – Number of Cases where an Extension is Authorised**

		<b>Stage 1</b>	<b>Stage 2</b>	<b>Escalated</b>
<b>2018/19</b>	01/10 – 31/03	22	2	10
<b>2019/20</b>	<b>01/10 – 31/03</b>	<b>31 ▲</b>	<b>1 ▼</b>	<b>2 ▼</b>

An extension, when required, is undertaken in consultation with the complainant when it is established the complaint is complex and requires time to fully investigate. Extensions are encouraged when complaints will take longer than the required time scale, to ensure that complainants are kept up-to-date when the status of their case.

For this reporting period 34 complaints were subject to an authorised extension in comparison to 34 for the same reporting period in 2018/19

**SPSO Indicator 7 – Customer Satisfaction**

To gauge Customer Satisfaction in our complaints process we actively encourage members of the public to provide us with their feedback on their experience. This feedback allows us to establish where our process can be strengthened to meet customer needs. Completion of this survey is not a compulsory part of the complaints process, and it is challenging to elicit feedback from the public in how we can continuously improve our actual complaints process. A survey is available online for anyone using our service to complete, and Information Governance also invites a sample of customers to provide us with this helpful feedback.

In April 2019 improvements were made to our Survey, to simplify how customers respond and help us obtain additional meaningful customer feedback. As a result of this there are no comparative figures for responses from 2018/19.

Between 1 October 2019 and 31 October 2020, 60 requests were issued to members of the public inviting them to participate in our Customer Satisfaction Survey. 12% responded to our invitation, which is a decrease of 11 % from the 23% return in 2018/19. The Information Governance Team is working with Organisational Development to introduce a hard copy of our Survey to Council Buildings, and is seeking guidance from the SPSO on ways to improve our response rates. The Panel will be updated on progress in our next report.

Feedback received from the 12% who responded indicates that:

	<b>Strongly Agree/ Agree</b>	<b>Disagree or Strongly Disagree</b>
<i>It was easy for me to make a complaint to the Council</i>	71%	29%
<i>My complaint was understood by the Council</i>	43%	57%
<i>My complaint was thoroughly investigated</i>	14%	86%
<i>My complaint was taken seriously</i>	57%	43%
<i>I was kept up-to-date with the progress of my investigation</i>	57%	43%
<i>I was given a clear explanation of the decisions made</i>	14%	86%
<i>The information I was given was easy to understand</i>	29%	71%
<i>I am satisfied the investigation addressed my concern</i>	14%	86%
<i>My complaint was responded to within the appropriate time scales</i>	71%	29%
The procedure for taking my complaint to the next stage was clear	14%	86%

Analysis of the response received indicates:

### ***Things we are doing well***

Over two-thirds of our customers (71%) were satisfied that the Council had responded to their complaint within appropriate time scales and felt it had been easy to make their complaint to the Council. Over half the customers responding to our survey also either Strongly Agreed/Agreed that:

- The complaint was taken seriously
- That they were kept up-to-date with progress

### ***Things we could do better***

A number of respondents indicated their dissatisfaction in:

- Being provided with clear explanation to decisions made
- Being satisfied the investigation address their concerns
- We understood their complaint
- The complaint was thoroughly investigated
- The response was easy to understand, and
- The procedure for taking a complaint to the next stage was clear

The negative responses received were from customers who felt the Council did not provide the outcome to their complaint they hoped for or expected (i.e. was not upheld). Council services respond to complaints using standardised templates available on the



Intranet at the Lagan system, and advice is provided on a case by case basis to services by the Information Governance Team.

***SPSO Indicator 8 – Learning from Complaints***

Please see [Appendix 3](#) for further information on learning from complaints.

## Additional Complaints Information

Due to the impact of the Coronavirus upon the delivery of Council Services it has not been possible at this time to gather further information from the relevant Council services to inform the Panel as to the specific circumstances surrounding the undernoted. However, *further detailed analysis is outlined in [Appendix 2](#)*.

### **Most Common Reasons for Complaints**

The top 3 reasons for complaints received by the Council (as categorised within the Complaints Handling system) for reporting period 1 October 2019 to 31 March 2020 are:

	<b>01/10/18 to 31/01/19</b>	<b>01/10/19 to 31/01/20</b>
<b>Stage 1</b>	Quality of Service/Service Provision	Quality of Service/Service Provision
	Employee Behaviour	Other
	Other	Employee Behaviour
<b>Stage 2</b>	Quality of Service	Quality of Service
	Policy and Procedure	Policy and Procedure
	Employee Behaviour	Employee Behaviour

Please see [Appendix 2](#) for additional information.

### **Services with the Highest Volume of Complaints during reporting period 1 October 2019 to 31 March 2020:**

<b>2018/19</b>		<b>2019/20</b>	
Housing	47	Lets	94 ▲
Community Care	47	Property Maintenance	57 ▼
Property Maintenance	71	Housing	41 ▼
Neighbourhood Services	87	Community Care	35 ▼
Leisure	28	Neighbourhood Services	25 ▼

Please see [Appendix 2](#) for additional information.

**Additional Information – Breakdown of Complaints by Service:**

	2018/19	2019/20	
<b>Additional Support Needs</b>	-	1	▲
<b>Archives</b>	-	2	▲
<b>Asset Management</b>	-	2	▲
<b>Benefits</b>	7	2	▼
<b>Bereavement Services</b>	-	4	▲
<b>Children and Families</b>	18	24	▲
<b>Community Care</b>	47	35	▼
<b>Customer Services</b>	1	16	▲
<b>Early Years</b>	-	2	▲
<b>Education Central</b>	2	-	▼
<b>Enterprise</b>	-	1	▲
<b>Environmental Health</b>	4	1	▼
<b>Facilities</b>	2	2	◀▶
<b>Finance</b>	-	2	▲
<b>Housing</b>	47	41	▼
<b>Information Governance</b>	-	3	▲
<b>Legal</b>	3	-	▼
<b>Corporate Lets</b>	-	94	▲
<b>Insurance</b>	1	-	▼
<b>Leisure</b>	28	9	▼
<b>Libraries</b>	-	3	▲
<b>Licensing</b>	0	-	▼
<b>Museums</b>	-	1	▲
<b>Neighbourhood Services</b>	87	25	▼
<b>Other</b>	2	3	▲
<b>Planning</b>	9	4	▼
<b>Property Maintenance</b>	71	57	▼
<b>Registration</b>	-	1	▲
<b>Revenues</b>	5	6	▲
<b>SAMS</b>	3	1	▼
<b>Primary Schools</b>	22	9	▼
<b>Secondary Schools</b>	8	14	▲
<b>Scottish Welfare Fund</b>	4	-	▼
<b>Trading Standards</b>	-	-	◀▶

## Reasons for Complaints

Due to the impact of the Coronavirus upon the delivery of Council Services it has not been possible at this time to gather further information from the relevant Council services to inform the Panel as to the specific circumstances surrounding the undernoted.

The undernoted Table 1 provides a breakdown of reasons for complaints received and closed between 1 October 2019 to 31 March 2020 at Stage 1, in comparison to figures for the same reporting period in 2018/19. The categories allocated are based on pre-defined categories that can be allocated to a case within the Council's corporate complaints system, Lagan.

The categories reflect the high level categories stipulated by the SPSO.

**Table 1 – Reasons for Stage 1 Complaints**

<b>Subject</b>	<b>2018/19</b>		<b>2019/20</b>		
	<b>Number</b>	<b>% of Total Stage 1</b>	<b>Number</b>	<b>% of Total Stage 1</b>	
Quality of Service/ Service Provision	231	69%	246	80%	▲
Other	25	7%	21	7%	◀▶
Employee Behaviour	47	14%	14	4%	▼
Damage to Property/ Personal Injury	5	2%	4	1%	▼
Policy Procedure	17	5%	8	3%	▼
Lack of Information	2	1%	4	1%	◀▶
Waiting Times/ Missed App	3	1%	11	4%	▲
Case Unresolved					
Discrimination					
Service Cuts	3	1%			
<b>Total</b>	<b>333</b>	<b>100%</b>	<b>308</b>	<b>100%</b>	

The undernoted has been collated from the Council's Complaints Handling System (Lagan) using information entered by our Services showing which Council Services received the complaints referred to in Table 1 – Reasons for Stage 1 Complaints, above.

*Providing this level of information on the Lagan system is not a mandatory requirement and it is therefore not logged for all complaints in Table 1, although services are encouraged to provide this data:*

<b>Service</b>	<b>Subject</b>	<b>2018/19</b>	<b>2019/20</b>
<b>Community Care</b>	Arrol Park	3	-
	In House Homecare	21	12
	Older People Team Ayr North	1	1
	Older People Team Maybole Girvan	-	-
	Older People Team Troon	2	2
	Older People Ayr Hospital	-	1
	Older People Ayr South	1	3
	Older People Maybole & Girvan	-	2
	Older People Prestwick	1	2
	Occupational Therapy	1	-
	South Lodge	-	-
	Telecare	4	2
	<b>Customer Services</b>	Accuracy of Information	-
Customer Journey		-	3
Quality of Customer Service		1	1
Waiting Times		-	2
<b>Schools</b>	Ayr Academy	-	-
	Ayr Grammar	-	-
	Alloway Primary	-	-
	Barassie Primary	4	1
	Belmont Academy	-	3
	Braehead Primary	1	-
	Carrick Academy	1	3
	Dailly Primary	1	-
	Doonfoot Primary	-	-
	Dalmilling Primary	-	1
	Girvan Academy	-	-
	Girvan Primary	-	1
	Glenburn Primary	-	-
	Heathfield Primary	1	-
	Kingcase Primary	2	1
	Kyle Academy	1	1
	Marr College	-	1
	Muirhead Primary	-	-
	Newton Primary	1	-
	Prestwick Academy	-	-
Queen Margaret Academy	-	-	
Sacred Heart Primary	-	1	
St Johns Primary	-	-	

	Tarbolton Nursery	-	-
	Troon Primary	-	-
	Wallacetown Nursery	-	-
<b>Facilities</b>	Public Convenience	2	-
	School crossing patrol	-	-
<b>Children and Families</b>	Ayr North Locality Team	3	10
	Ayr South Locality Team	3	-
	Children and Families Disability Team	3	3
	Children's Houses	-	-
	Family Placement/Adoption Team	1	-
	Girvan and Maybole Locality Team	1	6
	Management Team	-	-
	Prestwick/Troon Locality Team	3	1
<b>Housing</b>	Housing Policy	1	2
	Housing Access	3	3
	Customer Landlord Relations	16	5
	Neighbour Communication	1	2
	Quality Maintenance	16	22
	Housing Service Value	4	-
	Travellers	-	-
<b>Leisure</b>	Citadel	7	-
	Golf	5	3
	Swimming Pools	8	-
	Other	6	2
	Town Hall	-	-
<b>Revenues</b>	Service Delivery	3	3
	Other	1	1
<b>Neighbourhood Services</b>	Missed Bin	18	6
	Cemeteries	-	-
	Fouling	-	-
	Grass Cutting	2	2
	Litter	8	2
	Other	4	4
	Recycling Facilities	10	1
	Special Uplifts	-	-
	Staff	1	1
	Street Sweeping	1	-
	Waste Collection	1	-
<b>Benefits</b>	Service Delivery	3	-
	Other	4	-
<b>Property Maintenance</b>	Quality Maintenance	-	2
	Staff	3	3
	Communication	2	5
	Dissatisfied with Repair	34	26
	Private Owner	4	2
	Other	1	4

The undernoted table provides an overview of reasons for complaints received and closed by the Council at Stage 2 between 1 October 2019 and 31 March 2020 compared to the same reporting period in 2018/19. These categories reflect the high level categories stipulated by the SPSO.

**Table 2 - Reasons for Stage 2 Complaints**

<b>Category</b>	<b>2018/19</b>		<b>2019/20</b>		
<b>Subject</b>	<b>Number</b>	<b>% of Total Stage 2</b>	<b>Number</b>	<b>% of Total Stage 2</b>	
Quality of Service/ Service Provision	8	47%	19	66%	▲
Policy and Procedure	7	41%	4	14%	▼
Employee Behaviour	1	6%	1	3%	▼
Damage to Property/ Personal Injury					
Case Unresolved					
Discrimination					
Lack of Information	0	0%	1	3%	▲
Waiting Times/Missed Appointments	0	0%	1	3%	▲
Other	1	6%	3	11%	▲
<b>Total</b>	<b>17</b>	<b>100%</b>	<b>29</b>	<b>100%</b>	

The undernoted has been collated from the Council's Complaints Handling System (Lagan) using information entered by our Services showing which Council Services received the complaints referred to in Table 2 – Reasons for Stage 2 Complaints, above. *Providing this level of information on the Lagan system is not a mandatory requirement and it is therefore not logged for all complaints in Table 2, although services are encouraged to provide this data:*

<b>Service</b>	<b>Subject</b>	<b>2018/19</b>	<b>2019/20</b>
Children and Families	Girvan/Maybole Team	-	1
	Disability Team	-	1
Community Care	Older People Ayr South	-	-
	Older People Ayr Troon	-	-
	Arrol Park	-	-
	Private Home Care	-	-
	Maybole/Girvan Team	-	1
Planning	Planning Applications	2	-
	Planning Objection	1	-
Housing	Quality Maintenance	1	1
	Customer Landlord Relations	-	-
Leisure	Swimming Pools	-	-
	Citadel	-	-
Property Maintenance	Employee Behaviour	1	-
	Dissatisfied with Repair	-	1
	Private Owners	-	2
	Other	-	1
Schools	Dalmilling Primary	-	-
	Glenburn Primary	3	-
	Kingcase Primary	2	-
	Belmont Academy	1	-
	Dundonald Primary	-	1
	Newton Primary	-	1
	Troon Primary	-	1
	Carrick Academy	-	1
	Kyle Academy	-	1
	Queen Margaret Academy	1	-



**Table 3 - Reasons for Escalated Complaints**

The following table provides a breakdown of the reasons for a complaint being escalated from Stage 1 to Stage 2. A customer can ask for their complaint to be escalated from Stage 1 to Stage 2 when they remain dissatisfied with our response at Stage 1:

<b>Category</b>	<b>2018/19</b>		<b>2019/20</b>		
<b>Subject</b>	<b>Number</b>	<b>% of Total Stage 2</b>	<b>Number</b>	<b>% of Total Stage 2</b>	
Quality of Service/ Service Provision	20	56%	19	64%	▲
Employee Behaviour	7	20%	0	0%	▼
Case Unresolved	2	6%	0	0%	▼
Damage to Property/Personal Injury					
Lack of Information	1	2%	1	3%	▲
Policy and Procedure	5	14%	9	30%	▲
Other	1	2%	1	3%	▲
<b>Total</b>	<b>36</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	

The undernoted has been collated from the Council's Complaints Handling System (Lagan) using information entered by our Services showing which Council Services received the complaints referred to in Table 3 – Reasons for Escalated Complaints, above.

*Providing this level of information on the Lagan system is not a mandatory requirement and it is therefore not logged for all complaints in Table 3, although services are encouraged to provide this data:*

<b>Service</b>	<b>Subject</b>	<b>2018/19</b>	<b>2019/20</b>
Community Care	Arrol Park	1	-
	In House Home Care	1	2
	Telecare	-	-
	Older People Ayr South	1	-
	Older People Maybole/Girvan	1	-
	Older People Prestwick	-	-
	Older People Troon	-	-
Housing	Customer Landlord Relations	5	-
	Quality Maintenance	-	3
	Access	-	1
	Value	-	1
Leisure	Other	-	-
Neighbourhood Services	Open Spaces	-	-
	Recycling Facilities	-	-
	Grass Cutting	-	-
	Bin Return	-	-
	Other	1	-
Property Maintenance	Dissatisfied with Repair	4	-
	Staff	-	1
Schools	Alloway Primary	-	-
	Braehead Primary	-	-
	Heathfield Primary	-	-
	Muirhead Primary	-	-
	Tarbolton Primary	-	-
	Ayr Academy	-	1
	Barassie Primary	1	-
	Dalmilling Primary	1	-
	Kingcase Primary	1	-
	Newton Primary	1	1
	Struthers Primary	1	-
	Symington Primary	1	-
	Kyle Academy	1	1
	Carrick Academy	-	1
Belmont Academy	-	1	

## **Service Improvement Case Studies**

### **Children and Families**

A service user complained about lack of communication from the Disability team prior to a child protection meeting. As a result of this complaint, the Champions Board now speak to all young people who are involved with the service, including child protection, to take their views in a non-threatening, independent way. Further to this, all parents are contacted prior to CP meetings to discuss what will happen and ensure parents are fully informed on the process.

### **Community Care**

A service user lodged a complaint about the amount of time taken for mobile attendants to arrive following a call. As a result of the investigation, it was concluded that lack of associated resources with the Mobile Responder Service (one vehicle/2 staff covering the whole of South Ayrshire at any time) and staff being deployed in the Girvan area at the time was the cause of the delay. As a result and in order to increase this resource, funding of £100k has been earmarked for improvements in the Responder service. There is also the possibility of further funding related to delayed discharges being made available for improvements. As this funding becomes available, consideration will be given to increasing the service to two vans and four staff on duty.

### **Museums and Libraries**

A customer complained during the trial of an updated classification system. Following this complaint and further feedback from library users on the updated system, a decision was taken that the new classification would not be taken forward when libraries re-open to the public.

### **Property Maintenance/Emergency Response Team**

A vulnerable service user complained about the length of time taken for a temporary heater to be provided, while they awaited an emergency boiler repair. An investigation found that, due to a high volume of requests for heaters, PH Jones had been unable to provide the service user with a heater within the 4 hour target for responding. As a result of this complaint, a new process has been put in place whereby the Emergency Response Team will work with Property Maintenance to ensure temporary heaters are provided to all service users in emergency situations.

## **Scottish Public Services Ombudsman Improvement Cases**

There have been no Scottish Public Services Ombudsman improvement cases during this time period.

## **Stage 2 Complaints Monitoring**

All Stage 2 complaints investigated by the Council are monitored and each quarter any complaints which are considered to be serious or high risk are reported to the Integrity Group.

The majority of Stage 2 complaints were undertaken at the Stage 2 level because they involved either a response from more than one service, or were too complex to resolve within 5 working days at Stage 1.

However, in reporting period 1 October 2019 to 31 March 2020 no Stage 2 complaints were identified as being serious or high risk, i.e. those that would have a serious impact on the Council's ability to provide services to the public.

## 1. Proposal details

Proposal Title <b>Complaints – Scrutiny Update</b>	Lead Officer <b>Wynne Carlaw</b>
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2. Which communities, groups of people, employees or thematic groups do you think will be, or potentially could be, impacted upon by the implementation of this proposal? Please indicate whether these would be positive or negative impacts

Community, Groups of People or Themes	Negative Impacts	Positive impacts
The whole community of South Ayrshire	-	-
People from different racial groups, ethnic or national origin.	-	-
Women and/ or men (boys and girls)	-	-
People with disabilities	-	-
People from particular age groups for example Older people, children and young people	-	-
Lesbian, gay, bisexual and heterosexual people	-	-
People who are proposing to undergo, are undergoing or have undergone a process to change sex	-	-
Pregnant women and new mothers	-	-
People who are married or in a civil partnership	-	-
People who share a particular religion or belief	-	-
Thematic Groups: Health, Human Rights, Rurality and Deprivation	-	-

3. Do you have evidence or reason to believe that the proposal will support the Council to:

General Duty and other Equality Themes	Level of Negative and/ or Positive Impact (high, medium or low)
Eliminate discrimination and harassment faced by particular communities or groups	Low impact
Promote equality of opportunity between particular communities or groups	Low impact
Foster good relations between particular communities or groups	Low impact
Promote positive attitudes towards different communities or groups	Low impact
Increase participation of particular communities or groups in public life	Low impact
Improve the health and wellbeing of particular communities or groups	Low impact
Promote the human rights of particular communities or groups	Low impact
Tackle deprivation faced by particular communities or groups	Low impact

## 4. Summary Assessment

<b>Is a full Equality Impact Assessment (EQIA) required?</b> (A full EQIA must be carried out on all high and medium impact proposals)		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>Rationale for decision:</b>  <b>This report is an analysis of performance that allows scrutiny. There are no proposals at this stage to alter the way we provide services or Council policies.</b>			
Signed :	Catriona Caves	Head of Service	
Date:	23 July 2020	Copy to equalities@south-ayrshire.gov.uk	