

**South Ayrshire Council**

**Report by Chief Executive  
to Service and Performance Panel  
of 5 June 2018**

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**Subject: Complaints – Scrutiny Update**  
**Period: 1 October 2017 to 31 March 2018**

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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 2017 to 31 March 2018 and compares performance to the same reporting period in 2016/17. It reflects the statutory reporting categories required by the Scottish Public Services Ombudsman (SPSO), as well as information on how we improve our services following Stage 2 and Ombudsman complaints.

**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 to 31 September 2018.**

**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 2017 to 31 March 2018 and is based on SPSO reporting indicators, including a breakdown per service of complaints performance.
- 3.3 [Appendix 1](#) provides an analysis of our complaints data measured against the SPSO's reporting indicators, for the period 1 October 2017 – 31 March 2018 and compares our performance to the same reporting period in 2016/17.

- 3.4 [Appendix 2](#) provides a breakdown of the reasons why complaints were raised against the Council, for the period 1 October 2017 – 31 March 2018 and compares our performance to the same reporting period in 2016/17.
- 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 to 31 September 2018.

#### **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 Peter Henderson, Portfolio Holder for Resources and Performance, and the contents of this report reflect any feedback provided.

**Background Papers**    **None**

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**Date:**    **30 May 2018**

## 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 2017 – 31 March 2018, with comparison to the same reporting period in 2016/17:

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

<b>2016/17</b>	01/10 – 31/03	3 per 1,000
<b>2017/18</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 2016/17 and 2017/18, with 3 complaints per 1,000 received in both years.

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

		<b>Total</b>	<b>Stage 1</b>	<b>Stage 2</b>	<b>Escalated</b>
<b>2016/17</b>	01/10 – 31/03	<b>375</b>	<b>329 (87%)</b>	<b>16 (5%)</b>	<b>30 (8%)</b>
<b>2017/18</b>	01/10 – 31/03	<b>363</b>	<b>322 (89%) ▲</b>	<b>10 (3%) ▼</b>	<b>31 (8%) ◀▶</b>

The number of complaints received by the Council has decreased by a total of 12 in reporting period 2017/18 compared to the same period in 2016/17. The number received varies across most services. There has been no specific trend in complaints to indicate a specific issue that has resulted in this decrease, but it is anticipated that the receipt of fewer complaints means more customers are satisfied with Council services.

It is also noted more complaints are being dealt with to the satisfaction of our customers at Stage 1, with 89% being closed at this stage. This is an increase of 2% (a total of 6 cases) from the same reporting period in 2016/17.

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

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

		<b>Upheld</b>	<b>Partially Upheld</b>	<b>Not Upheld</b>
<b>2016/17</b>	01/10 – 31/03	<b>113 (34%)</b>	<b>77 (24%)</b>	<b>139 (42%)</b>
<b>2017/18</b>	01/10 – 31/03	<b>76 (23%) ▼</b>	<b>67 (21%) ▼</b>	<b>179 (56%) ▲</b>

From the 322 Stage 1 complaints received, 44% were either upheld or partially upheld in 2017/18, compared to 58% in 2016/17. While this number has reduced, it indicates that almost half of our customers have raised genuine concerns regarding the provision of Council services. It is anticipated that the decrease of 14% between 2016/17 and 2017/18

is attributed to services learning from complaints received and improving services as a result.

### Outcome of Complaints Closed at Stage 2

		<b>Upheld</b>	<b>Partially Upheld</b>	<b>Not Upheld</b>
<b>2016/17</b>	01/10 – 31/03	1 (6%)	5 (31%)	10 (63%)
<b>2017/18</b>	01/10 – 31/03	1 (10%) ▲	4 (40%) ▲	5 (50%) ▼

In 2016/17 16 of our complaints were investigated at Stage 2, with only 5 investigated at Stage 2 in 2017/18.

63% of Stage 2 cases were not upheld in 2016/17, in comparison to 50% in 2017/18. While there is a decrease of 13% it continues to indicate that over half of our customers are raising genuine concerns about service provision, allowing us to fully investigate and make improvements for the future.

### Outcome of Escalated Complaints

		<b>Upheld</b>	<b>Partially Upheld</b>	<b>Not Upheld</b>
<b>2016/17</b>	01/10 – 31/03	7 (23%)	8 (27%)	15 (50%)
<b>2017/18</b>	01/10 – 31/03	7 (23%)	10 (32%) ▲	14 (45%) ▼

In 2016/17 50% of complaints that were escalated from Stage 1 to Stage 2 were either upheld or partially upheld, compared to 55% of the escalated complaints in 2017/18. This indicates that when our Stage 2 investigations are undertaken the Council continues to ensure that genuine concerns raised by our customers are fully investigated with a view to improving services.

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

		<b>Stage 1</b>	<b>Stage 2</b>	<b>Escalated</b>
<b>2016/17</b>	01/10 – 31/03	6	29	24
<b>2017/18</b>	01/10 – 31/03	5 ▼	22 ▼	17 ▼

The average time to investigate and respond to a Stage 1 complaint has improved by one day between 2016/17 and 2017/18, with the Council meeting SPSO statutory time scales. A significant improvement has also been noted for Stage 2 complaints, where the time taken to investigate and respond has reduced from 29 to 22 days, and for escalated complaints from 24 to 17 days.

### SPSO Indicator 5 – Performance against Timescales

		<b>Stage 1</b>	<b>Stage 2</b>	<b>Escalated</b>
<b>2016/17</b>	01/10 – 31/03	79%	88%	83%
<b>2017/18</b>	01/10 – 31/03	85% ▲	60% ▼	84% ▲

Improvements are shown in the Council's response against SPSO statutory time scales for both Stage 1 complaints and complaints escalated from Stage 1 to Stage 2. 85% of our Stage 1 complaints were investigated and resolved within time scales in 2017/18 compared to 79% for the same reporting period in 2016/17, an improvement of 6%. 84% of our escalated complaints were also resolved within time scales, an improvement of 1%.

While a significant reduction of 28% is noted for the response time to our Stage 2 complaints, Council services are encouraged to investigate Stage 2 complaints fully and thoroughly, to ensure we are working with customers to resolve their complaint.

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

		<b>Stage 1</b>	<b>Stage 2</b>	<b>Escalated</b>
<b>2016/17</b>	01/10 – 31/03	20	0	3
<b>2017/18</b>	01/10 – 31/03	20	1 ▲	4 ▲

For the reporting period 2017/18 24 complaints were subject to an authorised extension compared to 23 for the same period in 2016/17, an increase of 1 case. Where it is established a complaint is complex and requires additional investigation time an extension, when required, is undertaken in consultation with the complainant.

The number of extensions agreed at Stage 2 has increased from 3 in 2016/17 to 5 in 2017/18. Services are encouraged to ensure complaints are investigated thoroughly and the increase in the request for escalated complaints reflects the Council continuing to work with customers to ensure a full investigation is undertaken.

### SPSO Indicator 7 – Customer Satisfaction

A Customer Satisfaction survey is issued to a random selection of customers who made a complaint to gauge their satisfaction using the Council's complaints procedure. Between October 2017 and March 2018, 60 requests were issued to members of the public inviting them to participate in our Customer Satisfaction Survey.

20% of those contacted participated in the survey, which is a decrease in the same reporting period of 2016/17 when 37% of customers provided a response. Of the 20% who participated it is noted that:

	<b>Strongly Agree/ Agree</b>	<b>Neither Agree or Disagree</b>	<b>Disagree or Strongly Disagree</b>
<i>It was easy for me to make a complaint to the Council</i>	58%	8%	34%
<i>My Complaint was understood by the Council</i>	50%		50%
<i>I was treated fairly and with respect by the Council</i>	58%	8%	34%
<i>The response to my complaint was easy to understand</i>	67%		33%

	<b>Strongly Agree/ Agree</b>	<b>Neither Agree or Disagree</b>	<b>Disagree or Strongly Disagree</b>
<i>The procedure of taking my complaint to the next stage was clear</i>	58%	8%	34%

Analysis of the responses received indicates:

66% of the customers received a positive experience and felt they were treated fairly and with respect by the Council during the complaints process. In 2016/17 this figure was 45%, showing an improvement of 21%.

From these responses, the majority of complainants who either Disagreed or Strongly Disagreed raised concerns regarding a lack of communication or feeling that the Council failed to resolve their complaint to their full satisfaction. This feedback will be filtered to all Directorate Complaints Co-ordinators by the Information Governance Team, to allow services to consider where improvements in this area can be made.

66% of our customers also indicated that the procedure for taking their complaint to the next stage was clear. This has improved from 2016/17 when 50% of those surveyed indicated the procedure was clear. The Information Governance Team has provided clear guidance to customers on the escalation process, and this is incorporated into the Stage 1 response and information is also provided on the Council web site.

The Complaints team continue to monitor responses received to establish trends or areas where improvements in the complaints handling process can be made and consideration is being given to adapting the customer satisfaction survey to elicit further valuable feedback from our customers to assist in service improvement.

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

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

### ***Additional Information – Most Common Reasons for Complaints***

The top 3 reasons for complaints received by the Council (as categorised within the Complaints Handling system) are:

	<b>2016/17</b>	<b>2017/18</b>
<b>Stage 1</b>	Quality of Service/Service Provision	Quality of Service/Service Provision
	Employee Behaviour	Employee Behaviour
	Other	Other
<b>Stage 2</b>	Quality of Service	Quality of Service
	Employee Behaviour	Employee Behaviour
	Case Unresolved	Other

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

**Additional Information - Services with the Highest Volume of Complaints during reporting period 1 October 2017 to 31 March 2018:**

Position/Volume in 2016/17			Position /Volume in 2017/18		
Service		No. Complaints	Service		No. Complaints
1	Housing	<b>87</b>	1	Housing	<b>75 ▼</b>
2	Property Maintenance	<b>74</b>	2	Community Care	<b>56 ▲</b>
3	Community Care	<b>50</b>	3	Property Maintenance	<b>55 ▼</b>
4	Neighbourhood Services	<b>49</b>	4	Neighbourhood Services	<b>37 ▼</b>
5	Schools	<b>40</b>	5	Children and Families	<b>29▲ *</b>

\*Children and Families received 21 complaints for the same period in 2016/17, with an increase of 8 complaints for 2017/18. This may be attributed to Children and Families receiving additional complaints training and being pro-active in logging complaints on our corporate complaints system Lagan.



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

	2016/17	2017/18	
<b>Benefits</b>	7	3	▼
<b>Children and Families</b>	21	29	▲
<b>Communications</b>	1	0	▼
<b>Community Care</b>	50	56	▲
<b>Criminal Justice</b>	1	0	▼
<b>Customer Service Centre</b>	12	16	▲
<b>Early Years</b>	3	1	▼
<b>Education Central</b>	3	3	◀▶
<b>Elections</b>	1	0	▼
<b>Environmental Health</b>	5	2	▼
<b>Facilities</b>	2	6	▲
<b>Housing</b>	87	75	▲
<b>Legal</b>	0	2	▲
<b>Insurance</b>	1	0	▼
<b>Leisure</b>	23	11	▼
<b>Libraries</b>	3	2	▼
<b>Licensing</b>	0	1	▲
<b>Neighbourhood Services</b>	49	37	▼
<b>Planning</b>	7	18	▲
<b>Property Maintenance</b>	74	55	▼
<b>Registration</b>	3	0	▼
<b>Revenues</b>	18	20	▲
<b>SAMS</b>	1	2	▲
<b>Primary Schools</b>	16	10	▼
<b>Secondary Schools</b>	8	3	▼
<b>Scottish Welfare Fund</b>	7	7	◀▶
<b>Trading Standards</b>	0	1	▲
<b>Other</b>	1	0	▼

## Reasons for Complaints

The undernoted Table 1 provides a breakdown of reasons for complaints received and closed by the Council at Stage 1 between 1 October 2017 – 31 March 2018 in comparison to figures in the same reporting period in 2016/17. 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>2016/17</b>		<b>2017/18</b>		
	<b>Number</b>	<b>% of Total Stage 1</b>	<b>Number</b>	<b>% of Total Stage 1</b>	
Quality of Service/ Service Provision	252	77%	235	73%	▼
Other	13	4%	29	9%	▲
Employee Behaviour	31	9%	29	9%	◀▶
Damage to Property/ Personal Injury	9	3%	2	1%	▼
Policy Procedure	9	3%	5	2%	▼
Lack of Information	5	1%	11	3%	▲
Waiting Times/ Missed App	9	3%	11	3%	◀▶
Case Unresolved	1	0%	0	0%	▼
Discrimination					
Service Cuts					
<b>Total</b>	<b>329</b>	<b>100%</b>	<b>322</b>	<b>100%</b>	

The following categories have been collated from the Council's Complaints Handling System (Lagan) based on information entered by Services handling complaints at a service level. This gives an overview of the Categories of Stage One complaints.

There is not a mandatory requirement for services to input this information when completing cases on our Lagan system but they are encouraged to complete these fields.

<b>Service</b>	<b>Subject</b>	<b>2016/17</b>	<b>2017/18</b>
Community Care	Arrol Park	1	4
	In House Homecare	10	19
	Kyle Support	1	-
	Older People Team Ayr North	1	1
	Older People Team Maybole Girvan	2	-
	Older People Team Troon	1	3
	Older People Ayr Hospital	1	1
	Older People Ayr North	1	1
	Older People Ayr South	5	-
	Older People Maybole & Girvan	1	-
	Older People Prestwick	1	2
	Occupational Therapy	3	1
	South Lodge	1	1
	Telecare	4	5
Customer Services	Accuracy of Information	3	6
	Customer Journey	1	2
	Quality of Customer Service	4	3
Schools	Ayr Academy	4	-
	Ayr Grammar	-	1
	Alloway Primary	-	1
	Barassie Primary	1	-
	Braehead Primary	2	-
	Carrick Academy	1	2
	Doonfoot Primary	1	-
	Girvan Academy	-	1
	Girvan Primary	-	1
	Glenburn Primary	-	2
	Heathfield Primary	2	-
	Muirhead Primary	1	-
	Newton Primary	1	-
	Prestwick Academy	1	-
	Queen Margaret Academy	3	-
	St Johns Primary	1	-
	Tarbolton Nursery	1	-
	Troon Primary	-	1
	Wallacetown Nursery	1	-
Facilities	Public Convenience	4	2
	School crossing patrol	2	-
Children and Families	Ayr North Locality Team	1	2
	Ayr South Locality Team	2	2
	Children and Families Disability Team	3	3

<b>Service</b>	<b>Subject</b>	<b>2016/17</b>	<b>2017/18</b>
	Children's Houses	1	3
	Family Placement/Adoption Team	-	6
	Girvan and Maybole Locality Team	3	6
	Management Team	1	1
	Prestwick/Troon Locality Team	-	5
Housing	Housing Policy	1	-
	Housing Access	1	16
	Customer Landlord Relations	27	6
	Neighbour Communication	7	2
	Quality Maintenance	29	36
	Housing Service Value	3	4
	Travellers	-	1
Leisure	Citadel	8	3
	Golf	2	1
	Swimming Pools	7	4
	Other	2	-
	Town Hall	-	1
Revenues	Service Delivery	2	10
	Other	1	3
Neighbourhood Services	Missed Bin	10	5
	Cemeteries	1	-
	Fouling	1	-
	Grass Cutting	2	1
	Litter	2	4
	Other	8	7
	Recycling Facilities	5	1
	Special Uplifts	1	-
	Staff	3	1
	Street Sweeping	1	1
	Waste Collection	2	1
Benefits	Service Delivery	2	1
	Other	9	2
Property Maintenance	Quality Maintenance	4	3
	Staff	1	4
	Communication	13	6
	Dissatisfied with Repair	44	26
	Private Owner	2	2
	Other	4	12

The undernoted table provides an overview of reasons for complaints received and closed by the Council at Stage 2 between 1 October 2017 and 31 March 2018 compared to the same reporting period in 2016/17. These categories reflect the high level categories stipulated by the SPSO.

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

<b>Category</b>	<b>2016/17</b>		<b>2017/18</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	13	81%	4	40%	▼
Policy and Procedure	0	0%	1	10%	▲
Employee Behaviour	3	19%	2	20%	▲
Damage to Property/ Personal Injury					
Case Unresolved					
Discrimination					
Lack of Information*	0	0%	1	10%	▲
Other	0	0%	2	20%	▲
<b>Total</b>	<b>16</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	

<b>Service</b>	<b>Subject</b>	<b>2016/17</b>	<b>2017/18</b>
Children and Families	Ayr South Locality Team	1	-
	Management Team	-	1
Community Care	Older People Ayr South	1	1
	Older People Ayr Troon	-	1
	Arrol Park	-	1
	Private Home Care	-	2
	In House Home Care	-	1
Planning	Planning Applications	-	1
Housing	Quality Maintenance	1	-
	Customer Landlord Relations	1	-
Leisure	Swimming Pools	1	-
	Citadel	1	-
Property Maintenance	Employee Behaviour	1	-
Schools	Dalmilling Primary	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>2016/17</b>		<b>2017/18</b>		
<b>Subject</b>	<b>Number</b>	<b>% of Total Stage 2</b>			
Quality of Service/ Service Provision	24	80%	22	71%	▼
Employee Behaviour	3	10%	4	13%	▲
Case Unresolved	3	10%	3	10%	◀▶
Damage to Property/Personal Injury					
Lack of Information					
Policy and Procedure	0	0%	1	3%	▲
Other	0	0%	1	3%	▲
<b>Total</b>	<b>30</b>	<b>100%</b>	<b>31</b>	<b>100%</b>	

The following has been collated from the Council's Complaints Handling System (Lagan) using information entered by Services handling complaints at a service level. Providing this information on the Lagan system is not a mandatory requirement and it is therefore not logged for all complaints. However, services are actively encouraged to provide this information.

<b>Service</b>	<b>Subject</b>	<b>2016/17</b>	<b>2017/18</b>
Community Care	Arrol Park	-	1
	In House Home Care	-	2
	Telecare	1	-
	Older People Ayr South	1	-
	Older People Maybole/Girvan	-	2
	Older People Prestwick	-	1
	Older People Troon	-	2
	Housing	Customer Landlord Relations	6
Quality Maintenance		4	8
Access		-	1
Leisure	Other	1	-
Neighbourhood Services	Open Spaces	1	-
	Recycling Facilities	-	1
	Grass Cutting	-	1

<b>Service</b>	<b>Subject</b>	<b>2016/17</b>	<b>2017/18</b>
	Bin Return	-	2
Property Maintenance	Dissatisfied with Repair	2	1
Schools	Alloway Primary	-	1
	Braehead Primary	1	-
	Heathfield Primary	3	-
	Muirhead Primary	1	-
	Tarbolton Primary	1	-
	Ayr Academy	2	-
	Belmont Academy	1	-

## **Service Improvement Case Studies**

### **Facilities Management**

Facilities Management received a complaint relating to the enforcement of the Parking Management Strategy at Marr College All Weather Pitches. The complainant felt the Strategy was not being sufficiently enforced. As a result of the investigation, further measures have been implemented to ensure compliance with the conditions of the planning consent and the Parking Management Strategy. These include the Service amending their letting procedures to introduce additional monitoring and reporting of the parking and the introduction of more stringent measures if groups fail to adhere to the Parking Strategy; enhanced communications will be sent to the groups who let the pitches; and an assessment of signage in the area to identify where enhanced signage can be erected.

### **Housing**

Housing received a complaint following modernisation works carried out at a property raising concerns regarding the quality of work carried out. The investigation established that the works carried out by the contractor fell below the standard of work expected by the Council and that the timescales for this work had not been met. The service met with the contractor and the managing agent to request that fundamental improvements are made when undertaking future works. The service will monitor future modernisation works carried out and how these are managed to ensure these improvements are in place. They will also endeavour to increase personal contact between tenants and their Housing Officers during modernisation works.

### **Property Maintenance**

A tenant raised a complaint about the timescales surrounding the completion of repairs at her home. She also felt that lack of communication between services had led to the delays in carrying out the repairs. The investigation established that due to a lack of internal communication, the service were not initially made aware of additional repairs required which delayed the overall completion of this work. The service has now reviewed how information is processed between their maintenance inspectors and their multi-trade supervisors. It was also agreed that clear notes must be added to the case system to identify where additional inspections or repairs work is required, as it was felt that this would be instrumental in capturing any additional information relating to repairs.



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

There has been one complaint investigated by the Ombudsman during this reporting period. In this case, a complaint was submitted about the Council's handling of reports of anti-social behaviour that had been made about a neighbouring property. The complainant felt that the Council had failed to take sufficient steps to address a neighbour's behaviour based on the information that was available to them.

The Ombudsman found that the Council was limited in the action we could take, as the complainant's neighbour was at that time believed to be a private homeowner. During the investigations, it came to the complainant's attention that the neighbour may be privately renting the property and she reported this to the council. She did not have contact details for her neighbour's landlord and there was no record that the property was privately rented under the landlord registration scheme. This meant that the only options available to the Council were to ask the complainant to continue reporting any further incidents to build a body of evidence and refer both parties to mediation. However, the complainant chose not to make any reports and did not feel it was appropriate to take part in mediation, so the case was closed.

The Ombudsman found that the Council had correctly followed our policies and procedures and appropriately investigated the complainant's reports, and they therefore did not uphold this complaint.

## **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 April to 30<sup>th</sup> September 2017 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.

The majority of Stage 2 complaints were undertaken by the Council's Housing and Community Care teams, both services which are constrained by legislation and complaints investigations tend to involve visits and multiple interviews.

## 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 : Eileen Howat	Chief Executive
Date: 21 May 2018	Copy to <a href="mailto:equalities@south-ayrshire.gov.uk">equalities@south-ayrshire.gov.uk</a>