

## STOCKPORT COUNCIL

### REPORT TO CABINET– SUMMARY SHEET

**Subject:** Q2 2018-19 Complaints Report

**Report to Cabinet**

**Date:** 18 December 2018

**Report of:** (a) Cabinet Member for Reform & Governance

**Key Decision:** (b) N

Forward Plan ☒ General Exception ☐ Special Urgency ☐ (Mark with a Y if applicable)

#### **Summary:**

The purpose of this report is to provide an overview of complaints, as at the 2<sup>nd</sup> quarter (July – September) 2018/19.

- There has been a rise in overall complaints received compared with the previous quarter. In particular, Stage 1 Corporate Complaints increased. Statutory Adult Social Care Complaints also rose sharply this quarter. Underlying the complaints is a growing dissatisfaction with social care charges. There was a similar increase in complaints about the quality of care provided
- Under a third of Stage 1 Corporate Complaints were upheld and roughly a quarter of Stage 2 were upheld
- 91% Stage 1 Corporate Complaints were responded to within the agreed timescale and 70% at Stage 2
- The Local Government & Social Care Ombudsman upheld 1 complaint this quarter relating to Services to People (Children's), which is detailed in section 7 of the report.
- The Council and Stockport Homes continue to provide evidence of lessons learnt from complaints, as detailed in section 8 of the report

**Comments/Views of the Cabinet Member:** (c)

**Recommendation(s) of Cabinet Member:** (d)

- a) Review performance information contained in this report, and
- b) Comment on the performance measures reported and suggest any additional information that might be collected in future.

**Relevant Scrutiny Committee** (if decision called in): **(e)**  
Corporate, Resource Management & Governance

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**Background Papers** (if report for publication): **(f)**

Contact person for accessing  
background papers and discussing the report

**Officer:** Anwar Majothi  
**Tel:** 0161 474 3182

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**'Urgent Business':** **(g)**

***No (Please circle)***

**Certification** (if applicable)

This report should be considered as 'urgent business' and the decision exempted from 'call-in' for the following reason(s):

The written consent of Councillor \_\_\_\_\_ and the Chief Executive/Monitoring Officer/ Borough Treasurer for the decision to be treated as 'urgent business' was obtained on /will be obtained before the decision is implemented.

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