

AUDIT COMMITTEE	AGENDA ITEM No. 5
25 NOVEMBER 2024	PUBLIC REPORT

Report of:	Cecilie Booth, Director of Corporate Resources		
Cabinet Member(s) responsible:	Cllr Mohammed Jamil, Deputy Leader and Cabinet Member for Finance and Corporate Governance		
Contact Officer(s):	Belinda Evans, Complaint Manager	07944 444639	

ANNUAL COMPLAINT REPORT 2023-24

RECOMMENDATIONS	
FROM: Cecilie Booth, Director of Corporate Resources	Deadline date: 25 November 2024
It is recommended that the Audit Committee reviews the report (detailed in Appendix A, B, C & D) and provides any comments or recommend areas for future scrutiny.	

1. ORIGIN OF REPORT

- 1.1 This report has been an annual item, which was moved under the remit of Audit Committee since 2022. The Chief Executive requested that going forward this report should include the data from the two statutory complaint reports (Children Social Care and Adult Social Care) also.

2. PURPOSE AND REASON FOR REPORT

- 2.1 The effective management of complaints is important to ensure action is taken when customers express dissatisfaction about the delivery of any of our services. Complaints are also an important factor to aid in the identification of service improvements. Failing to take customer concerns seriously would impact the reputation of the Council and Scrutiny of the complaints process and performance on complaint handling across the Authority helps to identify areas for further scrutiny.

- 2.2 This report is for Audit Committee to consider under its Terms of Reference No. 4.1
To review any issue referred to it by the Chief Executive or a Director, or any Council body.

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	NO
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4. BACKGROUND AND KEY ISSUES

- 4.1 There are four separate complaints process in use by the council to facilitate complaints made by members of the public. Two of them are statutory complaints processes which are set at a national level, and these govern the complaints process for both Adult Social care and Children Social care. The two remaining processes are the main corporate complaints process which is applied to complaints in most non-statutory services and the Peterborough Limited complaints

process covering services provided by Aragon and the leisure sites, including libraries and sports sites.

The management and monitoring of the complaints process is carried out by the Central Complaints office which has recently relocated to be part of the newly formed Digital and Customer Access service. The complaints team is responsible for receiving complaints from the public, registering complaints, and arranging for response by the appropriate service area. They also handle all contact with the Local Government & Social Care Ombudsman who provides an annual letter detailing the council's performance on complaints with the Ombudsman - a link to which is provided under Background documents.

The report detailed across Appendices A, B, C & D provides detailed performance information for each of the four processes for the 12-month period from April 2023 to March 2024.

5. CORPORATE PRIORITIES

- 5.1
1. The Economy & Inclusive Growth
 - Environment
 - Homes and Workplaces
 - Jobs and Money
 2. Our Places & Communities
 - Places and Safety (including any rural implications)
 - Lives and Work
 - Health and Wellbeing

Many complaints are about problems with the physical environment and processing requests promptly helps support the council's ambition to provide a safe and healthy environment.

3. Prevention, Independence & Resilience
 - Educations and Skills for All
 - Adults
 - Children

Receiving complaints from the vulnerable sections of our community helps us to intervene early and signpost customers to forms of support.

4. Sustainable Future City Council
 - How we Work
 - How we Serve
 - How we Enable
 -

Complaints give us rich data & insight into how services are experienced by the people we serve and improvements that can be made.

Further information on the Council's Priorities can be found here - [Link to Corporate Strategy and Priorities Webpage](#)

6. CONSULTATION

- 6.1 Corporate Leadership Team was consulted on 5 November 2024.

7. ANTICIPATED OUTCOMES OR IMPACT

- 7.1 Areas for further scrutiny may be identified.

8. REASON FOR THE RECOMMENDATION

- 8.1 Further scrutiny of complaints data can help to identify areas for service improvement, increase customer satisfaction with council services and may help to reduce service failures and inefficiencies.

Annual reporting on Children and Adult Social Care are a statutory requirement.

9. ALTERNATIVE OPTIONS CONSIDERED

- 9.1 None Considered

10. IMPLICATIONS

Financial Implications

- 10.1 There are no financial implications.

Legal Implications

- 10.2 There are no legal implications.

Equalities Implications

- 10.3 There are no equality implications.

- 10.4 Children Social Care Statutory complaints process is aimed at ensuring that children in care and leaving care young people are supported to make complaints and that concerns they raise are comprehensively investigated. This report (at Appendix C) illustrates how the council performs against these requirements.

11. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 11.1 Local Government and Social Care Ombudsman Annual Letter 2024 – Peterborough City Council
<https://www.lgo.org.uk/documents/councilperformance/2024/peterborough%20city%20council.pdf>

Local Government and Social Care Ombudsman Review of Local Government Complaints 2023/24

<https://www.lgo.org.uk/assets/attach/6627/Annual-Review-of-Local-Government-Complaints-2023-24.pdf>

Annual Review of Adult social care complaints 2023/24

<https://www.lgo.org.uk/assets/attach/6657/ASC-Review-2023-4.pdf>

12. APPENDICES

- 12.1 Appendix A – Corporate Complaints and overall summary 2023-24
- Appendix B – Annual Report – ASC Complaints 2023-24
- Appendix C – Annual Report – CSC & Education Complaints 2023-24
- Appendix D - Peterborough Limited complaints 2023-24

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