Social care complaints annual report 2023/24 noted.

2 There was submitted and noted a report by the Interim Chief Officer, Glasgow City Health and Social Care Partnership (HSCP) regarding complaints activity for social care complaints in the Glasgow City HSCP from 1st April 2023 to 31st March 2024,

(1) advising

(a) of complaints about social care services processed under the HSCP complaints procedure that involved 3 stages of complaints;

(b) that the figures in the report had been reported separately for social work (including homelessness) and care service complaints (home care, residential and day care) as they were currently processed under 2 different information systems;

(c) that whilst the development of a fully integrated complaints recording procedure continued, Business Development and Care Services staff were currently considering options for improved complaints recording and reporting across services; and

(d) that volumes of social work complaints in 2023/24 had increased substantially, rising by 28% from 528 in the previous year to 676, with care services complaints having increased by 60.7% from 277 to 445; and

(2) detailing, in an appendix to the report, the background and process for the complaints procedure, an analysis of complaints activity for the year and a summary of the main findings, customer outcomes and service improvements.