

Social care complaints annual report 2025/26 noted.

2 There was submitted and noted a report by the 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 2025 to 31st March 2026,

- (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 (primarily home care) as until early 2026 they had been processed under 2 different information systems;
 - (c) development had been completed on an integrated complaints recording solution, which went live on 21st January 2026, and the introduction of this new complaints system would have a significant impact in terms of improving management information around all complaints;
 - (d) that volumes of social work complaints in 2025/26 had increased, rising by 16% from 769 in the previous year to 895, with care services complaints having decreased by one from 290 to 289; and
 - (e) there had been no significant change in the distribution of Social Work complaints proportionately between the localities, although totals had gone up across every area, with the most notable increase in complaints activity relating to Subject Access Request delays;
 - (f) complaints regarding Homelessness issues had decreased very slightly and almost all Care Services complaints focussed on Home Care, with more in South locality than the other localities, in line with the greater population and scope of services in South area; and
 - (g) performance against timescale for Stage 2 complaint activities had improved in terms of volume, but had decreased in terms of percentage of the total number processed, indicating that in percentage terms, 58.5% of Stage 2 investigations were responded to on time during 2025/26 against 62% in the previous year, however the service had completed 73 more complaints within timescale than in the previous year.
- (2) detailing, in an appendix to the report, the background and process for the complaints procedure, an analysis of complaints activity for the year that included the client groups submitting complaints and a summary of the main findings, customer outcomes and service improvements.