



<b>Meeting of East Renfrewshire Health and Social Care Partnership</b>	Integration Joint Board
<b>Held on</b>	23 June 2021
<b>Agenda Item</b>	4
<b>Title</b>	Matters Arising and Rolling Action Log
<b>Summary</b>	
<p>The purpose of this paper is to update IJB members on progress regarding matters arising from the discussion which took place at the meeting of 12 May 2021.</p>	
<b>Presented by</b>	Julie Murray, Chief Officer
<b>Action Required</b>	
<p>Integration Joint Board members are asked to note the contents of the report.</p>	

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**EAST RENFREWSHIRE INTEGRATION JOINT BOARD**

**23 June 2021**

**Report by Chief Officer**

**MATTERS ARISING**

**PURPOSE OF REPORT**

1. To provide the Integration Joint Board with an update on progress regarding matters arising from the discussion that took place at the IJB meeting.

**RECOMMENDATION**

2. Integration Joint Board members are asked to note the contents of the report.

**REPORT**

**IJB Complaints Handling Procedure**

3. We have yet to receive feedback from the Scottish Public Services Ombudsman on our internal procedure for complaints handling. The SPSO have however shared draft guidance on the key performance indicators (KPIs) to be reported against in line with the Complaints Handling Procedure. There are five mandatory KPIs which all organisations should report against in their annual complaints performance report. Should we ever receive complaints regarding the Integration Joint Board we will report on the mandatory key performance indicators which are:-

- Learning from complaints
- The total number of complaints received
- The number and percentage of complaints at each stage which were closed in full<sup>1</sup> within the set timescales of five and 20 working days
- The average time in working days for a full response to complaints at each stage
- The outcome of complaints at each stage

**RECOMMENDATIONS**

4. Integration Joint Board members are asked to note the contents of the report.

**REPORT AUTHOR AND PERSON TO CONTACT**

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June 2021

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<sup>1</sup> This is where a full response has been given to customer / resolution has been reached – and includes those complaints where action is still to be taken once complaint is closed.

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