



INDIVIDUALS OVERVIEW AND SCRUTINY COMMITTEE

10 December 2013

Subject Heading:

Adult Social Care Complaints Annual Report 2012-13

CMT Lead:

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Policy context:

Adult Social Care Statutory Complaints Policy & Procedure

SUMMARY

The 'Annual Report 2012-13 Adult Social Care Complaints, Comments & Compliments' attached as Appendix 1 is for consideration and outlines the complaints, enquiries, compliments and Members correspondence received during the period April 2012 – March 2013.

RECOMMENDATIONS a

1. That Members note the contents of the report and the continued work in resolving and learning from complaints and the challenges faced by the service with ever increasing pressure on budgets.
2. That Members note the actions identified to improve services are fed back to services and are monitored to ensure these are implemented to evidence service improvements.

REPORT DETAIL

3. Appendix 1 shows that complaints have decreased year on year with a 18% decrease from 2011-12. Local Government Ombudsman referrals continue at the same level as last year, and this is representative of the change in how the Local Government Ombudsman report on enquiries to the local

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authority.. The number of formal complaints have increased slightly from last year.

4. External provider complaints have decreased across both home care and residential/nursing homes from last year, with continued efforts in ensuring quality standards are maintained and improved where necessary. There has been increases in complaints within Adult Community Team North, Commissioning and Preventative Team.
5. The reasons for complaints have mainly been quality of service which is linked to disputing a decision and finance reasons. Although quality of service has increased overall from last year, there has been a decrease for external providers i.e. home care 11.6% and residential/nursing homes 1.5% from last year. However there has been an increase for Commissioning of 11.1% that reflects where quality of service and disputing decisions are linked. It does highlight where explanations and apologies are given as the main outcomes that staff need to ensure clear and concise information is given.
6. Response times have improved from last year for both formal and informal complaints responded to within 10 working days. There has been a slight increase in formal complaints responded to over 20 working days.
7. There has been an increase in complaints involving people between the ages of 25-74 and have decreased for those between the ages of 75-85+ from the previous year. Complaints involving people with physical disabilities and those of white british has dropped from last year. It is noted however that there has been an increase in monitoring information not being recorded.
8. The preferred methods of contact during 2012-13 were letters and emails, followed by telephone, with there being an increase in emails, but decrease in both letters and telephone.
9. Expenditure for complaints has increased substantially during 2012-13 which is mainly due to the increase in the number of independent investigations undertaken (7) and two compensation payments.
10. With the decreasing number of complaints year on year, there has been an increase in compliments. Many compliments are for the good service and help and support provided by staff.
11. The number of members enquiries responded to within the 10 working day timescale has decreased during 2012-13 by 15%, which will need to be addressed..
12. Complaints continue to help and assist in informing improvements within the service and staff need to be encouraged to continue to try and deal with complaints at an early stage and the confidence to do so.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no specific financial implications to this reports, which is for information only. Costs incurred through complaints will be contained within Adult Social Care allocated budgets.

Legal implications and risks:

There are no apparent direct legal implications arising from noting of this reports.

Human Resources implications and risks:

Adult Social Care are supporting a personalised approach to customer needs in the Havering community, targeted training around the required skills to effectively undertake this new focus will be important in ensuring that existing customers and potential customers receive the highest quality of service delivery possible.

As monitoring data from the complaints process will be used as an indicator of how well Adult Social Care is delivering its services to the community, continued upskilling of frontline and support staff in the new teams will be a key requirement to maintaining, and improving on, service standards. This will be an area included in the new workforce development plan for Adult Social Care staff and will be delivered with support from HR professionals from Internal Shared Services (ISS).

Equalities implications and risks:

We are regularly monitoring the equalities profile of our customers. The most recent monitoring information has evidenced that a small number of ethnic minorities are accessing the complaints process. We will therefore continue working towards raising awareness of and improving the access to our Complaints, Comments and Compliments Policy and Procedure.

BACKGROUND PAPERS

1. None