



INDIVIDUALS OVERVIEW & SCRUTINY COMMITTEE

REPORT

19 July 2011

Subject Heading:

ADULT SOCIAL CARE COMPLAINTS,
COMMENTS AND COMPLIMENTS
ANNUAL REPORT 2010-2011
Andrew Ireland

CMT Lead:

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Adult Social Care Statutory Complaints
Policy & Procedures

Policy context:

Financial summary:

There are no specific financial
implications, as costs are contained within
the Adult Social Care budget.

The subject matter of this report deals with the following Council Objectives

- | | |
|--|-------------------------------------|
| Clean, safe and green borough | <input type="checkbox"/> |
| Excellence in education and learning | <input type="checkbox"/> |
| Opportunities for all through economic, social and cultural activity | <input type="checkbox"/> |
| Value and enhance the life of every individual | <input checked="" type="checkbox"/> |
| High customer satisfaction and a stable council tax | <input checked="" type="checkbox"/> |

SUMMARY

1. It is a requirement for the annual report to be considered by Members and to be published under The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.
2. This report covers Adult Social Care complaints for the period between April 2010 – March 2011.

RECOMMENDATIONS

3. That Members note the contents of the annual report for 2010-11 regarding Adult Social Care complaints and the continued efforts to resolve complaints at an early stage.
4. That Members note the important role of complaints in identifying service improvements.

REPORT DETAIL

5. The number of complaints have decreased by 13% from last year and efforts will need to be made to ensure that publicity and accessibility is explored.
6. External providers are receiving the highest number of complaints, however this has continued to decrease from previous years, with a 44.8% decrease in homecare complaints and 22.2% decrease in complaints involving residential/nursing homes..
7. Adult Social Care Teams have had a slight increase in complaints from last year across most services.
8. The report has highlighted the increase in the complaints raised around quality, level and need of a service as well as behaviour of staff. This will need to be closely monitored over the following year.
9. Response times for complaints and member enquiries need to be improved, however it should be noted that where these have gone over the timescale, they have usually involved other factors, i.e. involvement of other external agencies or recording practices.
10. The monitoring information will be reviewed and will be focussing on service users as complainants monitoring information has been unreliable.

11. Compliments have increased in some areas, however the new teams need to be encouraged to provide this information. With no Provider Forums taking place this year, there has been a decrease in the number received from provider agencies.
12. The changes across Adult Social Care and Complaints will help to develop and lead to improvements in service delivery.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no specific financial implications to this report. Costs of providing the Adult Social Care Complaints, Comments and Compliments Services were contained within the 2010/11 Adult Social Care allocated budgets.

Legal implications and risks:

There are no apparent direct legal implications arising from noting of the Annual Report

Human Resources implications and risks:

With the introduction of the new structure in Adult Social Care to support 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:

Continued efforts will need to be made to interrogate the monitoring information to ensure that there is equal access to the complaints process and how this can be improved.

BACKGROUND PAPERS

1. Annual Report 2010-2011 Adult Social Care Complaints, Comments and Compliments