
Health and Social Care Scrutiny Committee 26th September 2012

Report of the Director of Adult, Community & Housing Services

The Directorate of Adult Community and Housing, Statutory Adults Social Care Complaints Procedures - Annual Report 2011 - 12

1. Purpose of Report

- 1.1 To present to the Select Committee on Health and Social Care, the Directorate of Adult Community and Housing Annual Report on Adult Social Care Complaint and Compliments for the period 1st April 2011 to 31st March 2012. (attached as Appendix 1)
- 1.2 The Social Care procedure for Adult's complaints falls with the 'Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. Follow the link to:-
http://www.opsi.gov.uk/si/si2009/uksi_20090309_en_1
- 1.3 There is statutory Responsibility placed upon Local Authorities to produce an Annual Report on the workings of the Adult Social Care complaints and representations procedures.
- 1.4 This report provides Members with information about the nature, number and outcomes of Adult Social Care complaints and compliments received during the period 1st April 2011 to 31st March 2012.

2. Background

- 2.1 The information contained in this report highlights details of the number and nature Of complaints, location, timescales for resolution, outcomes and redress. In Dudley all service users and people who request a service are provided with information on how to complain, or make a compliment.
- 2.2 A complaint, or compliment can be made by
 - Letter/Card
 - Leaflet
 - Telephone/Text
 - Email
 - In person to any reception area
 - To any member of staff

3. Summary of Complaints relating to Adult Social Care services

- 3.1 The number of people receiving an adult social care service during 2011/12 was **14,745**; from that figure we received **209** formal complaints, compared to **134** complaints in 2009/10. Therefore this year 2011/12 we saw a decrease of 14 complaints compared to 2010/11.
- 3.2 The Complaint Regulations do not impose timescales, however the Directorate values the need to provide a timely response to all complaints and as a result it sets a response target timescale of 10 to 20 working days to conclude and resolve each complaint received. The timescales for resolving complaints during 2011/12 was satisfactory, with the majority of all complaints (70%) seeing a resolution with 10 to 20 working days. Despite the challenges we face, our aim will be to improve on this figure.
- 3.3 Our practice is to seek a resolution to the complaint at the first opportunity; this requires considerable time and actions in the first days/weeks of receiving the complaint by the services involved. A resolution at this stage prevents unnecessary 'formal investigations', which take on average three months to conclude and can be very costly. Such action also leads to greater likelihood of resolving matters satisfactorily for the complainant. This approach is evidenced by the fact that during 2011/12 **No** complaint proceeded to independent investigation.
- 3.4 In 2011/12 Adult Social Care maintained its long record of **No** findings of maladministration by the Local Government Ombudsman in relation to any complaints made to that office concerning Dudley Adult Social Care Services. The challenge in maintaining this position is increasing.
- 3.5 **Compliments:-** The total number of compliments received for 2011/12 is **119**. This figure is lower than previous years principally due to less capacity for the team to register compliments and to promote the necessity for services to send compliments in. The second factor is that nationally it appears local authorities are seeing reduced numbers of compliments as services are increasingly being provided on their behalf by independent/private agencies.
- 3.6 The annual report provides examples of where we are learning from complaints; the intention is to build on this throughout 2012/13.

4. Finance

- 4.1 There are no direct financial implications concerning this report.

5. Law

- 5.1.1 The Adult Social Care complaints procedures falls within 'The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. The procedure is designed to be compliant with the Health and Social Care (Community Health and Standards) Act 2003, the Care Standards Act 2000 and the Local Authority Social Services Act 1970. Follow the link to: - http://www.opsi.gov.uk/si/si2009/uksi_20090309_en_1

6. Equality Impact

- 6.1 Equality & Diversity: All complaints are registered by the Quality & Complaints Team who gather details relating to a person's ethnicity, disability, age, and gender; this is done in order to evidence that the process is accessible and responsive to any person wishing to raise a complaint, comment or compliment and to assist in continually developing services to local people.

7. Recommendations

1. That the Select Committee note and comment on the information contained in the Directorate of Adult Community and Housing annual report on Adult Social Care Complaints and Compliments for the period 1st April 2011 to 31st March 2012.
2. Subject to the Annual Report being accepted; the Select Committee are asked to approve that this report is made available as a public document as required by Regulations and guidance



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Director of Adult, Community & Housing Services

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List of Background Papers

Appendix 1:- Annual Report Adult Social Care Complaints & Compliments. April 2011 – 31st March 2012.

Produced by the Quality & Complaints Team, August 2012.

The Quality & Complaints team can be contacted for advice and information regarding making a Complaint, Compliment or Comment on 01384 813068, or by email at Complaints.DACHS@dudley.gov.uk or in writing to The Quality & Complaints Team, Ednam House, St. James's Road, Dudley, DY1 3JJ