
Select Committee on Health and Social Care 6th July 2010
Report of the Director of Adult, Community & Housing Services
Statutory Adults Social Care Complaints Procedures - Annual Report 2009 - 2010

Purpose of Report

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 Complaints and Compliments for the period 1st April 2009 to 31st March 2010. [Attached as Appendix 1]
2. The Social Care procedure for Adult's complaints falls within 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
 - a. There is a statutory responsibility placed upon Local Authorities to produce an Annual Report on the workings of the Adult Social Care complaints and representations procedures. The Regulations require each Local Authority to have in place a designated Officer to manage Social Care complaints and ensure the provision of a robust social care complaints and representations procedure.
 - b. 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 2009 to 31st March 2010.

Background

3. This report has been compiled by the Policy, Performance and Resource Division within the Directorate of Adult, Community and Housing .The Quality & Complaints Team is responsible for the management and administration of the statutory social care complaints procedure. The Team are available for any member of the public to contact regarding a social care complaint, compliment or comment.
4. All Social Care complaints and compliments are registered, monitored and reported to senior managers, by the Quality and Complaints team. The information reported includes details of the number and nature of complaints, gender and ethnicity of complainants, trends in the nature and location of complaints and compliments, and performance information about timescales for resolution, outcome 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.

5. 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

Summary of Key Points:-

6. The number of people receiving an adult social care service during 2009 / 10 was 12,121, from that figure we received **134** formal complaints, a decrease of **55** compared to 2008/09.
7. There are a number of factors for the reduced number of complaints, not least that the new Regulations provides greater focus and opportunities to find an early resolution to complaints made verbally, before they become a 'formal' complaint.
8. 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. Just over 80% of the complaints were satisfactorily concluded within the 10 to 20 days allowed, with 69 complaints resolved inside 10 working days. Please refer to 6.7 in the annual report for full details.
9. In 2009 /10 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.
10. **Compliments:-** The total number of compliments received for 2009/10 is **272**, a slight reduction to the record high of **291** for the period 2008/09. This figure can also be compared to **236** for 2007/08 and **232** for 2006/07.
11. The annual report provides examples of where we are learning from complaints; the intention is to build on this and provide increased evidence of learning throughout 2010 /11.

Finance

12. There are no direct financial implications concerning this report.

Law

13. The Adult Social Care complaints procedures are determined by Statutory Regulations, i.e. The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.
 - NHS & Community Care Act 1990 (section 50)
 - Health & Social Care Bill 2000
 - Local Government Act 2000

Equality Impact

14. 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.

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 2009 to 31st March 2010.
- 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 the Regulations and guidance



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List of Background Papers

Appendix 1:- Annual Report Adult Social Care Complaints & Compliments. April 2009 – 31st March 2010.

Produced by the Quality & Complaints Team May 2010. The Quality & Complaints Team can be contacted for advice and information regarding making a Complaint, Compliment or Comment on 01384 813067 / 813068, by email at Complaints.DACHS@dudley.gov.uk Or in writing to The Quality & Complaints Team, Ednam House, St James Road, Dudley, DY1 3JJ.