
Health and Adult Social Care Scrutiny Committee 28th September 2011
Report of the Director of Adult, Community & Housing Services

The Directorate of Adult Community and Housing, Statutory Adults Social Care Complaints Procedures - Annual Report 2010 - 11

1. Purpose of Report

- 1.1 To present to the Health and Adult Social Care Scrutiny Committee, the Directorate of Adult Community and Housing Annual Report on Social Care Complaints and Compliments for the period 1st April 2010 to 31st March 2011. [Attached as Appendix 1]
- 1.2 To provide Members with information about the nature, number and outcomes of complaints and compliments received during the period 1st April 2010 to 31st March 2011.
- 1.3 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

- 1.4 To assist Members in reviewing the learning about service delivery, that is available from the monitoring of complaints and representations and the quality of the Directorates response.

2. Background

- 2.1 The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 requires that an annual report should be provided by each local authority to Members. The Complaints Manager for Dudley Adult Social Care Services is based within the Policy, Performance & Resources Division within the Directorate of Adult Community & Housing Services. The Complaints Team is available for any member of the public to contact regarding a social care complaint, compliment or comment.
- 2.2 In Dudley, all service users and people who request a service are provided with information on how to complain, or make a compliment.
- 2.3 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

- 2.4 Up to 10,000 Complaint and Compliment leaflets were distributed during the year either directly to service users or made available in public areas for people to use. They are the most used method for the public in raising issues of complaint, concern or praise.
- 2.5 All Social Care complaints and compliments are registered, monitored and reported on to senior managers, by the Quality and Complaints team. The information reported includes details of the number and nature of complaints, trends in the nature and location of complaints and compliments, and performance information about timescales for resolution, outcome and redress

3. Summary of Complaints relating to Adult Social Care services

- 3.1 The number of people receiving an adult social care service during 2010/11 was 14,086, from that figure we received **223** formal complaints, an increase of **89** compared to the **134** complaints received in 2009/10. In 2008/09 we registered **189** complaints as against **224** complaints for 2007/08
- 3.2 The overriding number of complaints refers to individual areas of complaint rather than a series of complaints around a single issue or event. The attached report provides details of the complaints, and the issues involved.
- 3.3 **Compliments:-** The total number of compliments received for 2010/11 is **272**, the same number as received for 2009/2010. This figure can also be compared to **291** for 2008/09 and **236** for 2007/08. The compliments received provide evidence of the quality services, high standards and performance delivered by members of staff throughout the service.
- 3.4 **Local Government Ombudsman:-** Dudley has maintained an excellent record of **no** findings of Maladministration by the Ombudsman concerning complaints made to Dudley Social Care Services for 2010/11.

4. Finance

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

5. Law

- 5.1 The Social Care complaints procedures are determined by Regulations, predominantly involving the:-
- 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

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 2010 to 31st March 2011.
- 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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List of Background Papers

Appendix 1:- **Annual Report April 2010 – 31st March 2011. Complaints & Compliments, Adult Services.**