

Report to the Cabinet Member for Adult and Community Services
Report submitted by: Executive Director of Adult Services, Health and Wellbeing
Date: 12 November 2013

Part I

Electoral Divisions affected:
All

Adult Social Care Complaints and Representations Annual Report 2012/13
(Appendix 'A' refers)

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Executive Summary

The production of the Annual Complaints and Representations Report is a longstanding statutory requirement. It contains statistical information, analysis and learning for the organisation in relation to adult social care complaints, comments and compliments received from 1 April 2012 to 31 March 2013.

Recommendation

The Cabinet Member for Adult and Community Services is recommended to:

- (i) Note and approve the Adult Social Care Complaints and Representations Annual Report 2012/13 and the associated learning from complaints for the past year;
- (ii) Note that the Annual Report will be considered at a meeting of the Health Scrutiny Committee on 3 December 2013.

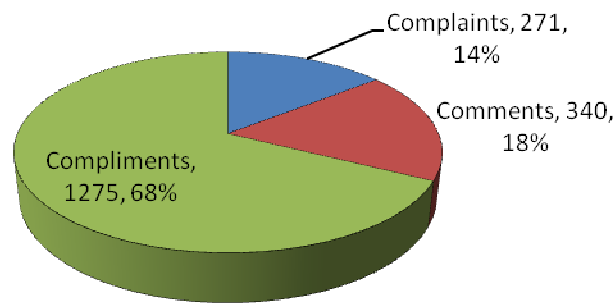
Background and Advice

The production of the Complaints and Representations Report is a longstanding annual statutory requirement. It contains statistical information and analysis in relation to complaints, comments and compliments received in 2012/2013 (Appendix 'A' refers). Once the report has been considered by the Cabinet Member and the Health Scrutiny Committee it is shared with other interested agencies such as the Care Quality Commission and Healthwatch Lancashire.

Summary

The chart below shows the total number of customer compliments, comments and complaints received in 2012/13.

Chart 1: Total Customer Feedback



Complaints represented **one percent** of active adult social care cases in 2012/13. This has increased by half a percent when compared to previous years. There has been an increase to feedback overall which has gone up from 1363 instances in 2011/12 to 1886 in 2012/13. This increase represents 38% and is as a result of administration teams in districts adopting a pilot project to capture more feedback (mainly compliments). However it should be noted that this work is no longer being undertaken. Early indications show a return to the trend of decreasing compliments feedback.

There has been a 60% increase in the number of complaints overall which has gone up from 169 in 2011/12 to 271 in 2012/13. About 40% of these complaints were either not upheld or withdrawn. It is believed that this increase is mainly due to a new 'front door' complaints procedure, implemented in April 2012, which has resulted in more robust complaints recording. There are more alleged perpetrators complaining about safeguarding processes.

There has been a 36% decrease in referrals from the Local Government Ombudsman (LGO) in 2012/2013 when compared to 2011/12 and no findings of maladministration with injustice. This is thought to be as a result of the new process, which has improved complaints support and quality checks on responses, resulting in greater customer satisfaction at the end of the complaint. However it should be noted that the number of complaint referrals from the LGO is returning back to previous levels in 2013/14.

Joint complaints with health have quadrupled from 5 in 2011/12 to 21 in 2012/13. Complaints investigations are increasingly involving many different parts of the council as well as health services, therefore adding complexity.

The main themes and areas of concern were about:

- Continuity among workers
- Safeguarding processes (which are often a subject of contention with alleged perpetrators)
- The behaviour of some staff
- Hospital discharge processes
- The changes to learning disability services with:
 - remodelling supported living;

- day service closures; and
- the introduction of a new learning disability resource allocation system.

Learning from complaints:

There have been improvements to systems and processes and learning from complaints in the areas of: safeguarding, staff continuity, public information, policies and procedures, information governance and data protection. The details are outlined on pages 7 and 8 of the report at Appendix 'A'.

Consultations

Consultation has taken place with Heads of Service who are Designated Complaints Officers, the Directorate Senior Leadership Team and advocacy organisations.

Implications

There are no financial, personnel, Human Rights or data protection issues or legal implications arising from this report

Risk management

The contents of the report may be of interest to the press, and the Communications Team will be aware of its contents.

List of Background Papers

Paper	Date	Contact/Directorate/Tel
The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009	2009	Angela Esslinger/ 01772 533950

Reason for inclusion in Part II, if appropriate

N/A