

Individual Executive Member Decision

Title of Report:	Adult Social Care Compliments and Complaints Annual Report 2013 - 14
Report to be considered by:	Individual Executive Member Decision on 19 March 2015
Forward Plan Ref:	ID2966

Purpose of Report: To provide statutory information about the number and type of complaints.
To highlight the number and nature of compliments received from April 2013 to March 2014.
To illustrate how compliments and complaints are logged and monitored, to view the actions taken as a result of lessons learned.

Recommended Action: To note the analysis of Adult Social Care Complaints function for the financial year 2013/14.

Reason for decision to be taken: For information only

Other options considered: None – for information only

Key background documentation: None

Portfolio Member Details	
Name & Telephone No.:	Councillor Keith Chopping - Tel 07825 733280
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Contact Officer Details	
Name:	Mary Page
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Implications

Policy: None

Financial: None

Personnel: None

Legal/Procurement: None

Property: None

Risk Management: None

Is this item relevant to equality?	Please tick relevant boxes	Yes	No
Does the policy affect service users, employees or the wider community and:			
• Is it likely to affect people with particular protected characteristics differently?		<input checked="" type="checkbox"/>	
• Is it a major policy, significantly affecting how functions are delivered?		<input checked="" type="checkbox"/>	
• Will the policy have a significant impact on how other organisations operate in terms of equality?		<input checked="" type="checkbox"/>	
• Does the policy relate to functions that engagement has identified as being important to people with particular protected characteristics?		<input checked="" type="checkbox"/>	
• Does the policy relate to an area with known inequalities?		<input checked="" type="checkbox"/>	
Outcome (Where one or more 'Yes' boxes are ticked, the item is relevant to equality)			
Relevant to equality - Complete an EIA available at http://intranet/EqIA			<input type="checkbox"/>
Not relevant to equality			<input checked="" type="checkbox"/>

Consultation Responses

Members:

Leader of Council: Councillor Gordon Lundie

Overview & Scrutiny Management Commission Chairman: Councillor Brian Bedwell

Ward Members: All Members

Opposition Spokesperson: Councillor Roger Hunneman

Local Stakeholders: n/a

Officers Consulted: Adult Social Care Management Team
Communities Directorate Leadership Team
Corporate Board

Trade Union: n/a

Is this item subject to call-in?	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
If not subject to call-in please put a cross in the appropriate box:		
The item is due to be referred to Council for final approval	<input type="checkbox"/>	
Delays in implementation could have serious financial implications for the Council	<input type="checkbox"/>	
Delays in implementation could compromise the Council's position	<input type="checkbox"/>	
Considered or reviewed by Overview and Scrutiny Management Commission or associated Task Groups within preceding six months	<input type="checkbox"/>	
Item is Urgent Key Decision	<input type="checkbox"/>	
Report is to note only	<input checked="" type="checkbox"/>	

Executive Summary and Report

1. Introduction

- 1.1 This report contains a summary of the data produced by the Adult Social Care Complaints procedure between 1 April 2013 and 31 March 2014.
- 1.2 In 2013-14, 112 complaints were received either directly from Service users, their families or representatives. 4 complaints went to the Local Government Ombudsman but none were upheld.
- 1.3 The complaints received during 2013-14 have identified the following specific service development needs:-
- 1.4 Communicate more proactively with clients whilst waiting for an assessment and review staff training. Communicate more effectively with individuals involved in meetings with professionals so families understand what is being discussed, feel able to contribute and understand the possible outcomes. Reassess individual every time they go into respite care to understand if their needs have changed. Revise information and simplify guidance notes provided to clients regarding potential charges for services.

Whist it is important to reflect on the themes and nature of complaints, we also need to recognise where the service has worked well. During 2013-14 West Berkshire Council received 136 compliments from service providers, families and partner agencies.

2. Proposals

- 2.1 The purpose of this report is to inform the Council and Elected Members of the complaints statistics and ongoing work and learning from complaints for 2013/14 for and on behalf of Adult Social Care.

3. Equalities Impact Assessment Outcomes

- 3.1 This item is not relevant to equality.

4. Conclusion

- 4.1 In 2013-14 112 complaints were received either directly from Service users, their families or representatives. Of the 112 4 x complaints progress to the Local Governments Ombudsman for review - however none were upheld.
- 4.2 This is the second consecutive year that the Local Government Ombudsman did not uphold any complaints referred to them - therefore this is evidence that the person centred approach to complaints, Listening, Responding, Improving achieves resolution at the earliest possible stage.

Appendices

Appendix 1 – Complaints Report for Adult Social Care which contains
Appendix A - Complaints Process