

# Individual Executive Member Decision

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## Adult Social Care Compliments and Complaints 2015/16

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**Committee considering report:** Individual Executive Member Decision

**Date ID to be signed:** 28 July 2016

**Portfolio Member:** Councillor Hilary Cole

**Forward Plan Ref:** ID3151

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### 1. Purpose of the Report

- 1.1 To provide statutory information about the number and type of complaints.
- 1.2 To highlight the number and nature of compliments received from April 2015 to March 2016.
- 1.3 To illustrate how complaints and compliments are logged and monitored, and review the actions taken as a result of the lessons learned.

### 2. Recommendation

- 2.1 To note the analysis of the Adult Social Care Complaints function for the financial year 2015/16.

### 3. Implications

- 3.1 **Financial:** None.
- 3.2 **Policy:** Local Authority Social Services and National Health Complaints (England) regulations 2009.
- 3.3 **Personnel:** None.
- 3.4 **Legal:** None.
- 3.5 **Risk Management:** None.
- 3.6 **Property:** None.

### 4. Consultation Responses

#### Members:

**Leader of Council:** Councillor Roger Croft

**Overview & Scrutiny Management** Councillor Emma Webster

**Commission Chairman:**

**Ward Members:** All  
**Opposition Spokesperson:** Councillor Mollie Lock

**Local Stakeholders:**

**Officers Consulted:**

**Trade Union:**

**5. Other options considered**

5.1 None

**6. Introduction/Background**

This report contains a summary of the data produced by the Adult Social Care complaints procedure between 1 April 2015 and 31 March 2016. It highlights how the service has performed in relation to statutory timescales as well as in respect of learning and service improvements identified through the analysis of the complaints process in previous years.

**7. Supporting Information**

7.1 Adult Social Care Complaints process

**8. Options for Consideration**

8.1 None

**9. Proposals**

9.1 For Members to accept and sign off the report.

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**Background Papers:**

Please find attached full report.

**Subject to Call-In:**

Yes:  No:

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"/>

**Wards affected:**

None

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**Strategic Aims and Priorities Supported:**

The proposals will help achieve the following Council Strategy aim:

**P&S – Protect and support those who need it**

The proposals contained in this report will help to achieve the following Council Strategy priority:

**P&S1 – Good at safeguarding children and vulnerable adults**

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**Officer details:**

Name: Mary Page  
Job Title: Complaints and Public Liaison Manager  
Tel No: 01635 503391  
E-mail Address: [mary.page@westberks.gov.uk](mailto:mary.page@westberks.gov.uk)

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## 10. Executive Summary

This report contains a summary of the data produced by the Adult Social Care complaints procedure between 1 April 2015 and 31 March 2016. It highlights how the service has performed in relation to statutory timescales as well as in respect of learning and service improvements identified through the analysis of the complaints process in previous years.

During this period 94 complaints were received, 74 were regarding Adult Social Care and 20 were concerning provider agencies. A total of 93 complaints were successfully investigated and resolved with 1 complaint progressing to the Local Government Ombudsman for consideration. This complaint is still being considered by the Ombudsman and therefore the outcome is as yet unknown.

## 11. Conclusion

In this reporting year there has been a small decrease in the number of complaints made. During this reporting year we have dealt with 94 complaints, with 1 complaint currently being progressed to the Local Government Ombudsman. This compared to 2014/15 when we received and dealt with 97 complaints with two progressing on to the Local Government Ombudsman.

The overall management of the complaints process is considered to be robust with 100% acknowledged within 3 days and 98% responded to within agreed timeframes, meeting the required regulations. Complaints are taken seriously and resolution is sought at the earliest opportunity with the intent that less stress is caused for the complainants and their families. However, the service is not complacent and recognises that good communication and standards of service delivery are areas of ongoing improvement.

Complaints are monitored and reported on quarterly to ensure good understanding and communication is in place across Adult Social Care with actions taken appropriately and in a timely manner.

Compliments currently exceed complaints and are used to establish areas of best practice in order to share across the system.

## 12. Appendices

### 12.1 Appendix A – Adult Social Care Compliments and Complaints Report 2015/16