

# Individual Executive Member Decision

---

## Adult Social Care Compliments and Complaints 2016/17

---

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

**Date ID to be signed:** 11 September 2017

**Portfolio Member:** Councillor Rick Jones

**Forward Plan Ref:** ID3362

---

### 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 2016 to March 2017.
- 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 2016/17.

### 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 Graham Jones

**Overview & Scrutiny Management Commission Chairman:** Councillor Emma Webster

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

**Local Stakeholders:**

**Officers Consulted:**

**Trade Union:**

## 5. Other options considered

5.1 None.

## 6. Introduction/Background

6.1 This report contains a summary of the data produced by the Adult Social Care complaints procedure between 1 April 2016 and 31 March 2017. 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.

---

**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 type="checkbox"/>

---

**Wards affected:** None.

### 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**

---

**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)

---

## 10. Executive Summary

- 10.1 This report contains a summary of the data produced by the Adult Social Care complaints procedure between 1 April 2016 and 31 March 2017. 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.
- 10.2 During this period 111 complaints were received, 84 were regarding Adult Social Care and 25 were concerning provider agencies. A total of 108 complaints were successfully investigated and resolved with 3 complaints progressing to the Local Government Ombudsman for consideration.

## 11. Conclusion

- 11.1 During this reporting year we have seen a slight rise in the number of complaints being received in Adult Social Care. Major changes to the way we work within Adult Social Care (ASC) came into place during part of this reporting year – where specialist teams have been embedded into 3 x Locality Teams, giving each team a greater overall general knowledge of the complexities ASC care provision brings. In time the changes implemented will equip each team with a much broader knowledge and expertise across all areas of Adult Social Care which in turn will benefit those we serve.
- 11.2 Overall Adult Social Care worked with 2,034 people. Compare the number of clients we serve with the number of complaints received this equates to 4% of clients or their families who have complained about the service.
- 11.3 With any transformation within an organisation it is inevitable that change brings uncertainty and anxiety. As a result of these changes it was anticipated that the number of complaints would rise.
- 11.4 Learning from complaints has helped and continues to assist in the shaping of the service as we move forward in an ever changing environment, where the population of elderly and those with increased complex needs continues to rise, for example:
- 11.5 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.
- 11.6 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.
- 11.7 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 2016/17