

Individual Decision

The attached reports will be taken as
Individual Portfolio Member Decisions on:

Thursday 19 March 2015

Ref:	Title	Portfolio Members	Page No.
ID2805	West Berkshire Council Forward Plan - 22 April 2015 to 31 July 2015	Councillor Gordon Lundie	3 - 24
ID2960	Annual Report on Complaints Activity in Children's Social Care 2013-14	Councillor Irene Neill	25 - 54
ID2966	Adult Social Care Compliments and Complaints Annual Report 2013-14	Councillor Keith Chopping	55 - 72



This page is intentionally left blank

Individual Executive Member Decision

Title of Report:	West Berkshire Council Forward Plan - 22 April 2015 to 31 July 2015
Report to be considered by:	Individual Executive Member Decision
Date on which Decision is to be taken:	19 March 2015
Forward Plan Ref:	ID2805

Purpose of Report: To advise Members and residents of items to be considered by West Berkshire Council over the next four months.

Recommended Action: That the Leader of the Council agrees and where appropriate amends the West Berkshire Council Forward Plan.

Reason for decision to be taken: It is a statutory requirement that a Forward Plan be produced.

Other options considered: Not applicable.

Key background documentation: None

Published Works: None

Portfolio Member Details	
Name & Telephone No.:	Councillor Gordon Lundie
E-mail Address:	glundie@westberks.gov.uk

Contact Officer Details	
Name:	Moira Fraser
Job Title:	Democratic Services Manager
Tel. No.:	01635 519045
E-mail Address:	mfraser@westberks.gov.uk

Implications

Policy:	The Forward Plan details the Policies to be adopted by West Berkshire Council.
Financial:	The Forward Plan has no financial implications.
Personnel:	The Forward Plan has no personnel implications.
Legal/Procurement:	The Forward Plan has no legal or procurement implications.
Environmental:	The Forward Plan has no environmental implications.
Property:	The Forward Plan has no property implications.
Risk Management:	The Forward Plan has no risk management implications.

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 type="checkbox"/>	<input checked="" type="checkbox"/>
• Is it a major policy, significantly affecting how functions are delivered?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Will the policy have a significant impact on how other organisations operate in terms of equality?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Does the policy relate to functions that engagement has identified as being important to people with particular protected characteristics?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Does the policy relate to an area with known inequalities?	<input type="checkbox"/>	<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 www.westberks.gov.uk/eia	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Not relevant to equality	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Consultation Responses

Members:

Leader of Council:	Councillor Gordon Lundie
Overview & Scrutiny Management Commission Chairman:	Councillor Brian Bedwell at Overview and Scrutiny Commission Meetings
Ward Members:	All Members.
Opposition Spokesperson:	Councillor Jeff Brooks at Overview and Scrutiny Commission Meetings.
Local Stakeholders:	The West Berkshire Forward Plan will be published the first working day after the Individual Decision is signed.
Officers Consulted:	Nick Carter, John Ashworth, Rachael Wardell, Heads of Service, Group Executives.
Trade Union:	Not sought.

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

Supporting Information

1. Background

- 1.1 West Berkshire Council's Forward Plan, which is published monthly, sets out the key decisions that the Executive (either collectively or by Individual Executive Members) are expected to take over the next four months.
- 1.2 Key decisions are defined by the Government (Regulation 8 of the Local Authorities (Executive Arrangements)(Access to Information)(England) Regulations 2001) as:
- (1) Those which result in the Local Authority incurring expenditure which is, or the making of savings which are, significant having regard to the Local Authority's budget for the service or function to which the decision is related.
 - (2) Those which are significant in terms of its effect on communities living or working in an area comprising two or more wards or electoral divisions in the area of the Local Authority.
- 1.3 The introduction of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 in September 2012 include a requirement to publish 28 clear days' notice of any intended key decision. It should be noted that "clear days" means working days, from midnight to midnight, and excludes weekends and public holidays, so 28 clear days equates to around 5½ normal weeks.
- 1.4 On occasions, however, situations may arise where an urgent decision needs to be made in respect of an item that does not appear on the Forward Plan. There are two different ways in which this can be done:
- (i) the authority can take an urgent key decision without giving 28 days' notice where it is impracticable to give the full notice, provided that the authority gives at least five days' clear notice to all Members of the Overview and Scrutiny Management Commission, which can then call in the decision to check that it was genuinely urgent; or
 - (ii) where a key decision is so urgent there is not even time to give five clear days' notice, the authority can take the decision if the Chairman of the Overview and Scrutiny Management Commission has agreed that the key decision is urgent and cannot reasonably be deferred.
- 1.5 In addition The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 have introduced an entirely new requirement for the Council to publish 28 clear days' notice of the intention to hold a private meeting (or part of a meeting) of the Executive. This 28 day notice must be reinforced by a five day notice which sets out the reasons for the meeting to be held in private, details of any propositions received as to why the meeting should be open, and the Council's response. The response will be provided by the Monitoring Officer. The regulations again provide for an urgency procedure, under which the Council can decide the matter with shorter than 28 or five days' notice, provided that it has first obtained the consent of the Chairman of the Overview and Scrutiny Management Commission.

- 1.6 There are currently three confidential items scheduled for the 23 April 2015 Executive meeting and the required notice is attached as an appendix and will be displayed at the Council. If any representations are received the five day notice will be issued on 15 April 2015. The items are:
- West Berkshire-wide Broadband Provision for Schools
 - A339/Fleming Road Junction Compulsory Purchase Order
 - Royal Berkshire Fire and Rescue Service – Provision of Monitoring Officer Support
- 1.7 The following items have been added to the Forward Plan for the 23 April 2015 Executive meeting or Individual Decision in April, since it was last published:
- EX2957 Royal Berkshire Fire and Rescue Service - Provision of Monitoring Officer Support (item delayed until 23 April 2015)
 - EX2982 Health Visitor Contract Authorisation (new item)
 - EX2955 A339/Fleming Road Junction Compulsory Purchase Order (new item)
 - ID2972 Designation of Tilehurst Neighbourhood Area (new item)
 - ID2975 Care Act 2014 - Policy Decisions (new item)
 - ID2984 Members ICT Policy (new item)
 - EX2983 West Berkshire-wide Broadband Provision for Schools (new item)
- 1.8 Details of decisions that Full Council, the Governance and Audit Committee, Standards Committee and the Personnel Committee are going to take are also included for ease of reference. It should, however, be noted that the new requirements only apply to Executive meetings.
- 1.9 Publication of the Forward Plan remains a statutory requirement of the Local Authority. The Forward Plan, any General Exception Decisions Notices and Notices of Private Decisions have to be available for inspection and also has to be published on the Council's website.

Appendices

Appendix A – West Berkshire Council Forward Plan – 22 April 2015 to 31 July 2015
Appendix B - Notice of confidential items for 23 April 2015 Executive meeting

West Berkshire Council Forward Plan



This page is intentionally left blank

West Berkshire Council Forward Plan -22 April 2015 to 31 July 2015

Reference	Decision and Purpose	Decision Body	Decision Path	Directorate	Contact	Lead Member (Porfolio Holder for . . .)	Part II	Date Report Published	Consultee(s)	Notes	Decision Month
22 April 2015 to 30 April 2015											
ID2972	Designation of Tilehurst Neighbourhood Area <i>To Designate the Tilehurst Neighbourhood Area</i>	ID	01/04/15	Environment	Bryan Lyttle	Planning, Transport (Policy), Culture, Customer Services, Countryside AND Partnerships, Equality, Communities, Hungerford and Eastern Area Visions		Tbc		Provisional date	
ID2975	Care Act 2014 - Policy Decisions <i>To set policy in respect of Deferred Payment Agreements and Self Funders</i>	ID	23/04/15	Communities	Steve Duffin	Adult Social Care		15/04/15			April 2015

The items included in the Forward Plan were correct at the time of publication. The Forward Plan may, however, change and you are advised to contact Moira Fraser – Tel: 01635 519045 or e-mail: mfraser@westberks.gov.uk to confirm the contents of any agenda before attending a meeting.
Executive decisions may be taken by the Executive acting as a collective body or by officers acting under delegated powers.

KEY:	
ID =	Individual Executive Member Decision
EX =	Executive
C =	Council
GA =	Governance & Audit Committee
S =	Standards Committee
PC =	Personnel Committee

West Berkshire Council Forward Plan -22 April 2015 to 31 July 2015

Reference	Decision and Purpose	Decision Body	Decision Path	Directorate	Contact	Lead Member (Porfolio Holder for . . .)	Part II	Date Report Published	Consultee(s)	Notes	Decision Month
EX2983	<p>West Berkshire-wide Broadband Provision for Schools (Paragraph 3 – information relating to financial/business affairs of particular person) <i>To inform of the outcome of a recent tendering exercise and to seek permission to award the two-year contract.</i></p>	EX	23/04/15 EX	Communities	Thomas Ng	Children and Young People, Youth Service, Education, Safeguarding	Yes	15/04/15	Schools' nominated representative in the re-procurement process, School ICT Strategy Group, Individual Council Officer - Legal Services; Procurement Services, Corporate ICT Services, Council ICT Programme Board, Council Procurement Board		April 2015

The items included in the Forward Plan were correct at the time of publication. The Forward Plan may, however, change and you are advised to contact Moira Fraser – Tel: 01635 519045 or e-mail: mfraser@westberks.gov.uk to confirm the contents of any agenda before attending a meeting.
Executive decisions may be taken by the Executive acting as a collective body or by officers acting under delegated powers.

KEY:	
ID =	Individual Executive Member Decision
EX =	Executive
C =	Council
GA =	Governance & Audit Committee
S =	Standards Committee
PC =	Personnel Committee

West Berkshire Council Forward Plan -22 April 2015 to 31 July 2015

Reference	Decision and Purpose	Decision Body	Decision Path	Directorate	Contact	Lead Member (Porfolio Holder for . . .)	Part II	Date Report Published	Consultee(s)	Notes	Decision Month
EX2982	<p>Health Visitor Contract Authorisation (Paragraph 3- information relating to financial/business affairs of particular person) (Paragraph 5 – information relating to legal privilege) (Paragraph 6 – information relating to proposed action to be taken by the Local Authority) <i>To ask that the Health Visitor contract which is being transferred from NHS England to the Local Authority be excepted from going out to tender.</i></p>	EX	23/04/15 EX Procurement Board	Resources	Lesley Wyman	Health and Wellbeing	Yes	15/04/15	Berkshire Healthcare Foundation Trust, West Berkshire Council - Public Health and Wellbeing, Elected Members, Youth service, childrens services, Youth Offending Team, West Berkshire Mencap, Nurseries, Preschools, Oral Health Promotion Team, Royal Berkshire Foundation Trust, Newbury College, Family Links, Swings and Smiles, Berkshire Youth, Homestart		April 2015
EX2954	<p>Funding Options for Replacing the Council's Street Lighting Stock with LED Lighting Units <i>To set out funding options for replacing the Council's street lighting stock with LED lighting units.</i></p>	EX	23/04/15 EX	Environment	Mark Edwards	Highways, Transport (Operations), Emergency Planning, Newbury Vision		15/04/15	All Members and Parish/Town Councils will be notified in advance of work commencing.		April 2015

The items included in the Forward Plan were correct at the time of publication. The Forward Plan may, however, change and you are advised to contact Moira Fraser – Tel: 01635 519045 or e-mail: mfraser@westberks.gov.uk to confirm the contents of any agenda before attending a meeting.
Executive decisions may be taken by the Executive acting as a collective body or by officers acting under delegated powers.

KEY:	
ID =	Individual Executive Member Decision
EX =	Executive
C =	Council
GA =	Governance & Audit Committee
S =	Standards Committee
PC =	Personnel Committee

West Berkshire Council Forward Plan -22 April 2015 to 31 July 2015

Reference	Decision and Purpose	Decision Body	Decision Path	Directorate	Contact	Lead Member (Porfolio Holder for . . .)	Part II	Date Report Published	Consultee(s)	Notes	Decision Month
EX2957	<p>Royal Berkshire Fire and Rescue Service – Provision of Monitoring Officer Support (Paragraph 3 – information relating to financial/business affairs of a particular person)</p> <p><i>To advise Members of a proposal to provide Monitoring Officer support to the RBFRS for an initial two years.</i></p>	EX	23/04/15 EX	Resources	David Holling	Strategy & Performance, Housing, ICT & Corporate Support, Legal and Strategic Support	Yes	15/04/15	Head of Strategic Support, Head of Human Resources, Chief Executive, RBFRS		April 2015
C2955	<p>A339/Fleming Road Junction Compulsory Purchase Order (Paragraph 5 – information relating to legal privilege) (Paragraph 6 – information relating to proposed action to be taken by the Local Authority)</p> <p><i>To obtain permission from full Council to purchase private land using compulsory purchase powers under the Highways Act 1980 to enable a new junction to be built from the A339 onto Fleming Road in Newbury.</i></p>	C	23/04/15 EX 19/05/15 C	Environment	Jon Winstanley/David Holling	Highways, Transport (Operations), Emergency Planning, Newbury Vision	Yes	15/04/15			May 2015
C2838b	<p>West Berkshire Council Strategy 2015/16 <i>To present the Council Strategy for adoption post consultation</i></p>	C	23/04/15 EX 19/05/15 C	Resources	Nick Carter	Strategy & Performance, Housing, ICT & Corporate Support, Legal and Strategic Support		15/04/15			May 2015

The items included in the Forward Plan were correct at the time of publication. The Forward Plan may, however, change and you are advised to contact Moira Fraser – Tel: 01635 519045 or e-mail: mfraser@westberks.gov.uk to confirm the contents of any agenda before attending a meeting.
Executive decisions may be taken by the Executive acting as a collective body or by officers acting under delegated powers.

KEY:
ID = Individual Executive Member Decision
EX = Executive
C = Council
GA = Governance & Audit Committee
S = Standards Committee
PC = Personnel Committee

West Berkshire Council Forward Plan -22 April 2015 to 31 July 2015

Reference	Decision and Purpose	Decision Body	Decision Path	Directorate	Contact	Lead Member (Porfolio Holder for . . .)	Part II	Date Report Published	Consultee(s)	Notes	Decision Month
C2984	Members IT Policy <i>To agree the updated version of the Members IT Policy</i>	C	27/04/15 GA 19/05/15 C	Resources	Kevin Griffin	Strategy & Performance, Housing, ICT & Corporate Support, Legal and Strategic Support		17/04/15			May 2015
GA2985	KPMG Audit Plan	GA	27/04/15 GA	Resources	Peter Deverill	Finance, Economic Development, Health & Safety, Human Resources, Pensions, Property		17/04/15			April 2015
GA2986	Internal Audit Plan <i>To outline the proposed internal audit work programme for the next three years.</i>	GA	27/04/15 GA	Resources	Ian Priestley	Finance, Economic Development, Health & Safety, Human Resources, Pensions, Property		17/04/15			April 2015
May 2015											
ID2971	Speed Limit Review March 2015 <i>To approve the statutory consultation for altering the speed limit on a number of roads following a meeting of the speed limit task group</i>	ID	01/05/15	Environment	Glyn Davis	Highways, Transport (Operations), Emergency Planning, Newbury Vision		tbc	Ward Members	Provisional date	May 2015
ID2970	Mill Lane and Boundary Road, Newbury Proposed 20mph Speed Limit <i>To consider the responses received during statutory consultation</i>	ID	01/05/15	Environment	Glyn Davis	Highways, Transport (Operations), Emergency Planning, Newbury Vision		tbc	Statutory consultees, general public, Town Council and Ward members	Provisional date	May 2015

The items included in the Forward Plan were correct at the time of publication. The Forward Plan may, however, change and you are advised to contact Moira Fraser – Tel: 01635 519045 or e-mail: mfraser@westberks.gov.uk to confirm the contents of any agenda before attending a meeting. **Executive decisions may be taken by the Executive acting as a collective body or by officers acting under delegated powers.**

KEY:
ID = Individual Executive Member Decision
EX = Executive
C = Council
GA = Governance & Audit Committee
S = Standards Committee
PC = Personnel Committee

West Berkshire Council Forward Plan -22 April 2015 to 31 July 2015

Reference	Decision and Purpose	Decision Body	Decision Path	Directorate	Contact	Lead Member (Porfolio Holder for . . .)	Part II	Date Report Published	Consultee(s)	Notes	Decision Month
ID2935	West Berkshire Forward Plan - 17 June 2015 - 30 September 2015 <i>To agree the Forward Plan for the next four months.</i>	ID	14/05/15	Resources	Moira Fraser	Leader of the Council		06/05/15	All Heads of Service		May 2015
C2843	Members Allowances Scheme <i>To consider the recommendations of the Independent Remuneration Panel</i>	C	19/05/15 C	Resources	Jo Watt	Leader of Council		09/05/15			May 2015
C2685	Annual Scrutiny Report 2014/15 <i>To provide members with an update on Scrutiny activity during the previous Municipal Year.</i>	C	19/05/15 C	Resources	David Lowe	Chairman of Scrutiny		09/05/15			May 2015
C2853	Election of Chairman for the Municipal Year 2015/16 <i>To elect a Chairman of the Council for the 2015/16 Municipal Year.</i>	C	19/05/15 C	Resources	Moira Fraser	Leader of the Council		09/05/15			May 2015
C2857	Appointment of and Allocation of Seats on Committees for the 2015/16 Municipal Year <i>To consider the appointment of and allocation of seats on Committees and associated bodies for the 2015/16 Municipal Year and to agree the Council's Policy Framework for 2015/16.</i>	C	19/05/15 C	Resources	Moira Fraser	Leader of the Council		09/05/15			May 2015
C2969	Amendment to the Constitution – Parts 11 (Contract Rules of Procedure) and Part 4 (Council Rules of procedure) <i>To agree changes to Parts 4 and 11 of the Constitution arising from changes to legislation.</i>	C	19/05/15 C	Resources	Shiraz Sheikh	Leader of Council		09/05/15	Finance and Governance Group		May 2015

The items included in the Forward Plan were correct at the time of publication. The Forward Plan may, however, change and you are advised to contact Moira Fraser – Tel: 01635 519045 or e-mail: mfraser@westberks.gov.uk to confirm the contents of any agenda before attending a meeting.

Executive decisions may be taken by the Executive acting as a collective body or by officers acting under delegated powers.

KEY:	
ID =	Individual Executive Member Decision
EX =	Executive
C =	Council
GA =	Governance & Audit Committee
S =	Standards Committee
PC =	Personnel Committee

West Berkshire Council Forward Plan -22 April 2015 to 31 July 2015

Reference	Decision and Purpose	Decision Body	Decision Path	Directorate	Contact	Lead Member (Porfolio Holder for . . .)	Part II	Date Report Published	Consultee(s)	Notes	Decision Month
C2968	Appointment of Representatives to Outside Bodies <i>To appoint the Council's Representatives to the RBFRS Fire Authority and the Thames Valley Police and Crime Panel.</i>	C	19/05/15 C	Resources	Moira Fraser	Leader of Council		09/05/15			May 2015
C2855	Appointment of the Strong Leader <i>The Council to appoint a Strong Leader for the next four years.</i>	C	19/05/15 C	Resources	Moira Fraser	Leader of the Council		09/05/15			May 2015
C2856	Appointment of the Executive by the Leader of the Council for the 2015/16 Municipal Year <i>To receive notification from the Executive Leader on the Members appointed to the Executive.</i>	C	19/05/15 C	Resources	Moira Fraser	Leader of the Council		09/05/15			May 2015
C2854	Appointment of Vice Chairman for the 2015/16 Municipal Year <i>To appoint a Vice Chairman for the 2015/16 Municipal Year.</i>	C	19/05/15 C	Resources	Moira Fraser	Leader of the Council		09/05/15			May 2015
C2838b	West Berkshire Council Strategy 2015/16 <i>To present the Council Strategy for adoption post consultation</i>	C	23/04/15 EX 19/05/15 C	Resources	Nick Carter	Strategy & Performance, Housing, ICT & Corporate Support, Legal and Strategic Support		15/04/15			May 2015

The items included in the Forward Plan were correct at the time of publication. The Forward Plan may, however, change and you are advised to contact Moira Fraser – Tel: 01635 519045 or e-mail: mfraser@westberks.gov.uk to confirm the contents of any agenda before attending a meeting.
Executive decisions may be taken by the Executive acting as a collective body or by officers acting under delegated powers.

KEY:
ID = Individual Executive Member Decision
EX = Executive
C = Council
GA = Governance & Audit Committee
S = Standards Committee
PC = Personnel Committee

West Berkshire Council Forward Plan -22 April 2015 to 31 July 2015

Reference	Decision and Purpose	Decision Body	Decision Path	Directorate	Contact	Lead Member (Porfolio Holder for . . .)	Part II	Date Report Published	Consultee(s)	Notes	Decision Month
C2955	<p>A339/Fleming Road Junction Compulsory Purchase Order (Paragraph 5 – information relating to legal privilege) (Paragraph 6 – information relating to proposed action to be taken by the Local Authority)</p> <p><i>To obtain permission from full Council to purchase private land using compulsory purchase powers under the Highways Act 1980 to enable a new junction to be built from the A339 onto Fleming Road in Newbury.</i></p>	C	23/04/15 EX 19/05/15 C	Environment	Jon Winstanley/David Holling	Highways, Transport (Operations), Emergency Planning, Newbury Vision	Yes	15/04/15			May 2015
C2984	<p>Members IT Policy <i>To agree the updated version of the Members IT Policy</i></p>	C	27/04/15 GA 19/05/15 C	Resources	Kevin Griffin	Strategy & Performance, Housing, ICT & Corporate Support, Legal and Strategic Support		17/04/15			May 2015
EX2967	<p>Reshaping the Integrated Youth Support Service (IYSS) (Paragraph 1 - information relating to an individual) (Paragraph 2 - information identifying an individual) <i>To approve the new structure of the IYSS and to agree that the structure can be implemented to meet the savings required within Children's Services</i></p>	EX	28/05/15 EX	Communities	Dave Wraight	Children and Young People, Youth Service, Education, Safeguarding	Yes	18/05/15			May 2015

The items included in the Forward Plan were correct at the time of publication. The Forward Plan may, however, change and you are advised to contact Moira Fraser – Tel: 01635 519045 or e-mail: mfraser@westberks.gov.uk to confirm the contents of any agenda before attending a meeting.
Executive decisions may be taken by the Executive acting as a collective body or by officers acting under delegated powers.

KEY:
ID = Individual Executive Member Decision
EX = Executive
C = Council
GA = Governance & Audit Committee
S = Standards Committee
PC = Personnel Committee

West Berkshire Council Forward Plan -22 April 2015 to 31 July 2015

Reference	Decision and Purpose	Decision Body	Decision Path	Directorate	Contact	Lead Member (Porfolio Holder for . . .)	Part II	Date Report Published	Consultee(s)	Notes	Decision Month
EX2965	<p>Staffing implications associated with the 2015 restructure of IYSS (Integrated Youth Support Services): approval to pay redundancy payments (Paragraph 1 - information relating to an individual) (Paragraph 2 - information identifying an individual) <i>To seek approval to make the redundancy payments associated with the 2015 restructure of IYSS.</i></p>	EX	28/05/15 EX	Resources	Robert O'Reilly	Finance, Economic Development, Health & Safety, Human Resources, Pensions, Property	Yes	18/05/15			May 2015
June 2015											
ID2901	<p>Annual Report 2014/15 and Statement of Purpose 2015/16 of the West Berkshire Adoption Service</p>	ID	01/06/15	Communities	Sandra Dopson	Children and Young People, Youth Service, Education, Safeguarding		tbc		Provisional date	June 2015
ID2973	<p>Home to School Transport Consultation <i>To seek approval to consult on the Home to School Transport Policy for 2016/17 (statutory requirement)</i></p>	ID	01/06/15	Communities	Caroline Corcoran	Child and Young People, Youth Service, Education, Safeguarding		tbc		Provisional date	June 2015
ID2921	<p>Parking Amendment 18 <i>To consider the responses received during statutory consultation</i></p>	ID	01/06/15	Environment	Andrew Garratt	Highways, Transport (Operations), Emergency Planning, Newbury Vision		tbc		Provisional date	June 2015
ID2902	<p>Annual Report 2014/15 and Statement of Purpose 2015/16 of the West Berkshire Fostering Service</p>	ID	01/06/15	Communities	Sandra Dopson	Children and Young People, Youth Service, Education, Safeguarding		tbc		Provisional date	June 2015

The items included in the Forward Plan were correct at the time of publication. The Forward Plan may, however, change and you are advised to contact Moira Fraser – Tel: 01635 519045 or e-mail: mfraser@westberks.gov.uk to confirm the contents of any agenda before attending a meeting.
Executive decisions may be taken by the Executive acting as a collective body or by officers acting under delegated powers.

KEY:	
ID =	Individual Executive Member Decision
EX =	Executive
C =	Council
GA =	Governance & Audit Committee
S =	Standards Committee
PC =	Personnel Committee

West Berkshire Council Forward Plan -22 April 2015 to 31 July 2015

Reference	Decision and Purpose	Decision Body	Decision Path	Directorate	Contact	Lead Member (Porfolio Holder for . . .)	Part II	Date Report Published	Consultee(s)	Notes	Decision Month
ID2913	Outside Body nominations	ID	01/06/15	Resources	Moira Fraser	Leader of Council		tbc		Provisional date	June 2015
ID2956	Parking Amendment 19 <i>To consider the responses received during statutory consultation</i>	ID	01/06/15	Environment	Andrew Garratt	Highways, Transport (Operations), Emergency Planning, Newbury Vision		tbc		Provisional date	June 2015
ID2936	West Berkshire Forward Plan - 22 July 2015 - 31 October 2015 <i>To agree the Forward Plan for the next four months.</i>	ID	18/06/15	Resources	Moira Fraser	Leader of Council		10/06/15	All Heads of Service		
July 2015											
EX2922	Schools Waste Contract (Paragraph 3 – information relating to financial/business affairs of particular person) <i>To inform Members of the intention to tender for the Provision of School Waste.</i>	EX	23/07/15 EX	Communities	Caroline Corcoran	Strategy & Performance, Housing, ICT & Corporate Support, Legal and Strategic Support	Yes	15/07/15			July 2015
EX2923	Building Cleaning Services Contracts (Paragraph 3 – information relating to financial/business affairs of particular person) <i>To inform Members of the intention to tender for the Provision of Building Cleaning Services</i>	EX	23/07/15 EX	Communities	Karen Felgate	Strategy & Performance, Housing, ICT & Corporate Support, Legal and Strategic Support	Yes	15/07/15			July 2015

The items included in the Forward Plan were correct at the time of publication. The Forward Plan may, however, change and you are advised to contact Moira Fraser – Tel: 01635 519045 or e-mail: mfraser@westberks.gov.uk to confirm the contents of any agenda before attending a meeting.
Executive decisions may be taken by the Executive acting as a collective body or by officers acting under delegated powers.

KEY:
ID = Individual Executive Member Decision
EX = Executive
C = Council
GA = Governance & Audit Committee
S = Standards Committee
PC = Personnel Committee

West Berkshire Council Forward Plan -22 April 2015 to 31 July 2015

Reference	Decision and Purpose	Decision Body	Decision Path	Directorate	Contact	Lead Member (Porfolio Holder for . . .)	Part II	Date Report Published	Consultee(s)	Notes	Decision Month
EX2832	Financial Performance Report - Year End 2014/15 <i>To inform Members of the latest financial performance of the Council.</i>	EX	23/07/15 EX	Resources	Melanie Ellis	Finance, Economic Development, Health & Safety, Human Resources, Pensions, Property, Insurance		15/07/15			July 2015
EX2780	Key Accountable Measures and Activities 2014/15. Update on progress: Year End outturns <i>To report year end progress against the key accountable measures and activities for West Berkshire Council for 2014/15 and to report by exception those measures/activities not achieved/expected to be achieved and cite remedial action that is being taken.</i>	EX	23/07/15 EX	Resources	Catalin Bogos	Strategy & Performance, Housing, ICT & Corporate Support, Legal and Strategic Support		15/07/15			July 2015
EX2974	Progress with Adverse Weather Debrief Actions <i>To provide an update on progress</i>	EX	23/07/15 EX	Resources	Carolyn Richardson	Emergency Planning		15/07/15			July 2015
ID2937	West Berkshire Forward Plan - 2 September 2015 - 31 December 2015 <i>To agree the Forward Plan for the next four months.</i>	ID	30/07/15	Resources	Moira Fraser	Leader of the Council		22/07/15			

The items included in the Forward Plan were correct at the time of publication. The Forward Plan may, however, change and you are advised to contact Moira Fraser – Tel: 01635 519045 or e-mail: mfraser@westberks.gov.uk to confirm the contents of any agenda before attending a meeting.
Executive decisions may be taken by the Executive acting as a collective body or by officers acting under delegated powers.

KEY:	
ID =	Individual Executive Member Decision
EX =	Executive
C =	Council
GA =	Governance & Audit Committee
S =	Standards Committee
PC =	Personnel Committee

This page is intentionally left blank

NOTICE OF A PRIVATE MEETING OF A DECISION-MAKING BODY TO WHICH THE CHAIR OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION HAS AGREED¹

Notice of an imminent occasion when the public may be excluded from a meeting due to the likelihood that if members of the public were present during an item of business confidential or exempt information would be disclosed to them and which the Chair of the Overview and Scrutiny Management Commission has agreed is urgent and cannot reasonably be deferred.

¹ In accordance with Regulation 5(7) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

1. At least 28 clear days before a private meeting² of a decision-making body, public notice³ must be given which must include a statement of reasons for the meeting to be held in private.
2. At least 5 clear days before a private meeting of a decision-making body, further public notice⁴ must be given which must include a statement of reasons for the meeting to be held in private, details of any representations received by the decision-making body about why the meeting should be open to the public and a statement of the Council's response to such representations.
3. Where the date by which a meeting must be held makes compliance with the above requirements impracticable, the meeting may only be held in private where the decision-making body has obtained agreement from the Chair of the Overview and Scrutiny Management Commission.
4. Compliance with the requirements for the giving of public notice has been impracticable in relation to the business detailed below.

Page 24

Date of Decision or period within which the decision is to be made	Ref No:	Matter in respect of which the decision is to be made	Short Description	Decision maker	Executive Member & Lead Officer	List of documents to be submitted to decision maker	Public or Private meeting. Statement of reasons if private.
23/04/15	EX2983	West Berkshire-wide Broadband Provision for Schools	<i>To inform of the outcome of a recent tendering exercise and to seek permission to award the two-year contract</i>	Executive	Children and Young People, Youth Service, Education, Safeguarding Thomas Ng	Report and Associated Appendices	(Paragraph 3 – information relating to financial/business affairs of particular person)
23/04/15	EX2957	Royal Berkshire Fire and Rescue Service – Provision of Monitoring Officer Support	<i>To advise Members of a proposal to provide Monitoring Officer support to the RBFRS for an initial two years.</i>	Executive	Strategy and Performance, Housing, ICT and Corporate Support, Legal and Strategic Support David Holling	Report and Associated Appendices	(Paragraph 3 – information relating to financial/business affairs of particular person)

² A 'private meeting' means a meeting or part of a meeting of a decision making body which is open to the public except to the extent that the public are excluded due to the confidential or exempt business to be transacted.

³ In accordance with Regulation 5(2) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

⁴ In accordance with Regulation 5(4) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

23/04/15	EX2982	Health Visitor Contract Authorisation	<i>To ask that the Health Visitor contract which is being transferred from NHS England to the Local Authority be exempted from going out to tender.</i>	Executive	Health and Wellbeing	Report and associated appendices	(Paragraph 3 – information relating to financial/business affairs of particular person) (Paragraph 5 – information relating to legal privilege) (Paragraph 6 – information relating to proposed action to be taken by the Local Authority)
19/05/15	C2955	A339/Fleming Road Junction Compulsory Purchase Order	<i>To obtain permission from full Council to purchase private land using compulsory purchase powers under the Highways Act 1980 to enable a new junction to be built from the A339 onto Fleming Road in Newbury.</i>	Council but will be considered at the Executive meeting on the 23 April 2015	Highways, Transport (Operations), Emergency Planning, Newbury Vision Jon Winstanley and David Holling	Report and Associated Appendices	(Paragraph 5 – information relating to legal privilege) (Paragraph 6 – information relating to proposed action to be taken by the Local Authority)

5. The Chair of the Overview and Scrutiny Committee has agreed that the Executive may hold a private meeting to consider the business referred to in paragraph 4 above because the meeting is urgent and cannot reasonably be deferred for the reasons stated below.

Date of Chair's agreement	Matter in respect of which the decision is to be made	Reasons why meeting urgent and cannot reasonably be deferred

Andy Day
Head of Strategic Support
West Berkshire Council

Date: 11 March 2015

Individual Executive Member Decision

Title of Report:	Annual Report on Complaints Activity in Children's Social Care 2013-14
Report to be considered by:	Individual Executive Member Decision on 19 March 2015
Forward Plan Ref:	ID2960

Purpose of Report: To report on the statutory complaints process for 2013/2014.

Recommended Action: To consider and approve the report, including lessons learned and actions.

Reason for decision to be taken: Local authorities must, each financial year, publish an annual report in order to keep the local authority informed about the operation of its complaints procedure. The report should be 'presented to staff, the relevant local authority committee, and to the regulator and general public.'

Other options considered: None

Key background documentation:

- 'Getting the Best from Complaints' DfE - social care complaints and representations for children, Young People and Others.'
- Statutory guidance to accompany the Children Act 1989 Representations Procedure (England) Regulations 2006 (Statutory Instrument 2006/1738)

Portfolio Member Details	
Name & Telephone No.:	Councillor Irene Neill - Tel 07825 364741
E-mail Address:	ineill@westberks.gov.uk

Contact Officer Details	
Name:	Rachel Brickman
Job Title:	Complaints Manager
Tel. No.:	01635 519787
E-mail Address:	rbrickman@westberks.gov.uk

Implications

Policy:	The complaints policy for Children & Young People (Social Care) is compliant with the requirements of the relevant legislation.
Financial:	Non specific to this report
Personnel:	Non specific to this report
Legal/Procurement:	This report ensures the Council meets its legal duty to report and publish an Annual Report.
Property:	Non specific to this report
Risk Management:	Non specific to this report

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 type="checkbox"/>	<input checked="" type="checkbox"/>
• Is it a major policy, significantly affecting how functions are delivered?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Will the policy have a significant impact on how other organisations operate in terms of equality?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Does the policy relate to functions that engagement has identified as being important to people with particular protected characteristics?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Does the policy relate to an area with known inequalities?		<input type="checkbox"/>	<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 David Allen

Local Stakeholders: None

Officers Consulted: Children's Services 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"/>
<p>If not subject to call-in please put a cross in the appropriate box:</p> <p>The item is due to be referred to Council for final approval <input type="checkbox"/></p> <p>Delays in implementation could have serious financial implications for the Council <input type="checkbox"/></p> <p>Delays in implementation could compromise the Council's position <input type="checkbox"/></p> <p>Considered or reviewed by Overview and Scrutiny Management Commission or associated Task Groups within preceding six months <input type="checkbox"/></p> <p>Item is Urgent Key Decision <input type="checkbox"/></p> <p>Report is to note only <input checked="" type="checkbox"/></p>		

Executive Summary and Report

1. Introduction

- 1.1 This report contains a summary of the data produced by the Children's Social Care complaints procedure between 1 April 2013 and 31 March 2014. It highlights how the service has performed in relation to statutory timescales and key principles as well as in respect of learning and service improvements identified through the analysis of the complaints process in previous years.

2. Findings

- 2.1 During this period 87 initial contacts were received either from adults complaining on behalf of a child or by a child or young person accessing the complaints procedure on their own behalf. Of these 61 Complaints and 14 Representations were made by adults and 9 Complaints and 3 Representations were made by young people. This is directly comparable to 73 contacts received in 2012-2013.
- 2.2 Of the 87 complaints raised in 2013/14, 9 were upheld. This represents 13% of all cases where a decision was reached. 18 cases did not reach a conclusion, of which 14 were not completed and 4 were frozen due to litigation. This represents a drop of 18% from 2012/13 and 25% from 2011/12. However, for these earlier years issues rather than complaints were used to measure the figures.
- 2.3 95% of Stage 1 complaints were acknowledged within 3 working days, compared to 91% in 2013/13. In 6 cases this information was not recorded : if these all fell outside the 3 day period then only 88% of acknowledgements were within statutory requirement. 46% of Stage 1 complaints were responded to within 10 working days, compared to 59% in 2012/13.
- 2.4 A further 32% of Stage 1 Complaints were responded to within the 20 day period which is permitted by Legislation for responding to complex cases.
- 2.5 The key themes identified from complaints which were upheld were:
- Communication/Information
 - Standard of service delivery
 - Assessment/decision issues
 - Attitude of staff/staff conduct
- 2.6 In 2013/14, one Complaint was progressed to Stage 2.
- 2.7 No Complaints were referred to the Local Government Ombudsman during 2013/14.
- 2.8 Over 70 compliments were received ranging from comments from families, children, professionals and other partner agencies.

3. Lessons Learned and Actions

3.1 The Complaints report is considered by the QA Board, who will monitor and evaluate practise against the required lessons learned and actions. This will include identifying lead officers and timescales for any further remedial actions.

3.2 The actions relating to social work practise and administration practise cover 6 areas:

- Workers need to be clear with clients about the services which can be offered.
- The Complaints Manager and Team Managers need to be clear with complainants about which issues form the basis of a Complaint which can be progressed.
- Consideration needs to be given to why some complaints withdraw from the complaints process.
- Workers need to maintain openness with clients/family when recording information about them as helps to facilitate accurate recording and provides the client/family with reassurance.
- A consistent method for monitoring the progress of Complaints and Access to Records Enquiries needs to be implemented.
- The use of electronic calendar/task to keep track of allocated Complaints tasks

4. Conclusion

4.1 There has been a slight increase in the overall number of Complaints and Representations made during 2013/14. This slight increase does not appear to demonstrate a decrease in the level of service being provided, with only 13% of the complaints which were received during this year having been fully upheld. Analysis demonstrates that by far the greatest number of complaints received were not upheld. However, in 23% of the complaints made in 2013/14, the complaints investigation demonstrated that some aspect or aspects of the complaint should be upheld. This suggests that a more detailed focus on complaints which have been partially upheld could help to identify on-going issues with service provision.

Appendices

Appendix 1 – Complaints Report for Children’s Social Care which contains:

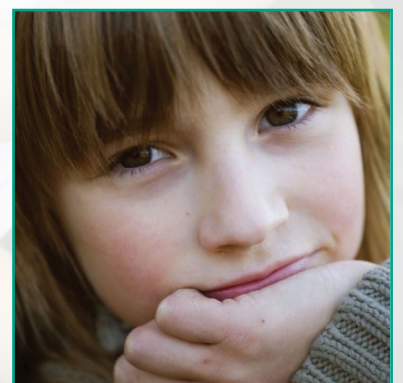
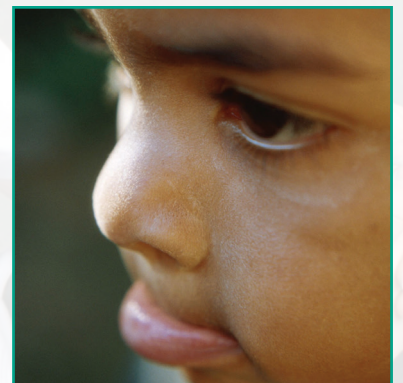
- Appendix A – Children’s Social Care Complaints Process
- Appendix B – Corporate Complaints Process
- Appendix C – How to Complain
- Appendix D - Advocacy Support

This page is intentionally left blank

Children's Social Care

Complaints, Compliments & Representations

Annual Report
2013/14



Contents

Executive Summary	2
1. Complaints; Definition and Service Provision	4
2. Complaints Process.....	5
3. Analysis.....	5
Complaints Received.....	6
Nature of Stage 1 Complaints & Issues.....	7
Breakdown of Outcomes by Nature of Complaint.....	9
Complaints brought by Adults.....	9
Complaints brought by Children.....	9
Outcomes and the use of Advocacy.....	10
Outcome of Stage 1 Complaints.....	11
Timescale for Responses to Stage 1 Complaints.....	12
Complainants Profile.....	13
Stage 2 Complaints.....	14
Local Government Ombudsman.....	14
4. Lessons Learned and Actions.....	15
Service Provision	15
Improvements in record keeping and recording.....	15
5. Compliments.....	16
6. Conclusion.....	18
Appendix A – The Children’s Social Care Complaints Process.....	18
Appendix B – The Corporate Complaints Process.....	19
Appendix C – How to Complain.....	20
Appendix D – Advocacy support.....	21

Executive Summary

This report contains a summary of the data produced by the Children's Social Care complaints procedure between 1 April 2013 and 31 March 2014. It highlights how the service has performed in relation to statutory timescales and key principles as well as in respect of learning and service improvements identified through the analysis of the complaints process in previous years.

During this period 87 initial contacts were received either from adults complaining on behalf of a child or by a child or young person accessing the complaints procedure on their own behalf. Of these 61 Complaints and 14 Representations were made by adults and 9 Complaints and 3 Representations were made by young people. This is directly comparable to 73 contacts received in 2012/13. The number of Service Users in 2013/14 was approximately 1400.

The Complaints/Representations received represent multiple issues, the key themes of these are as follows;

- **Communication/Information**
- **Standard of service delivery**
- **Attitude of staff/Staff conduct**
- **Dissatisfaction with Social Worker**
- **Child Protection Issues**

Of the 87 complaints raised in 2013/14, 9 were upheld. This represents 13% of all cases where a decision was reached. 18 cases did not reach a conclusion, of these 14 were not completed and 4 were frozen due to litigation. This represents a drop of 18% from 2012/13 and 25% from 2011/12. However, for these earlier years issues rather than complaints were used to measure the figures.

95% of Stage 1 complaints were acknowledged within 3 working days, compared to 91% in 2013/13. In 6 cases this information was not recorded: if these all fell outside the 3 day period then only 88% of acknowledgements were within statutory requirement.

46% of Stage 1 complaints were responded to within 10 working days, compared to 59% in 2012/13.

A further 32% of Stage 1 Complaints were responded to within the 20 day period which is permitted by Legislation for responding to complex cases.

22% of the complaints brought in 2013/14 exceeded the 20 day period. Where a resolution has been extensively delayed this is often associated with Complaints having been frozen as a result of court proceedings.

In 2013/14, one Complaint was progressed to Stage 2.

No Complaints were referred to the Local Government Ombudsman during 2013/14.

1. Complaints; Definition and Service Provision

A complaint is defined as an expression of dissatisfaction with the service the Council has provided. Feedback from service users is important to the Council as it provides not only an opportunity to identify why people have found our services unsatisfactory, but also a means of identifying how the services being provided can be improved.

West Berkshire Council considers the views of the young people who use our services to be important and understands that these young people may wish to complain on their own behalf. Every young person who makes use of the complaints procedure is advised of their right to assistance from an independent advocate and is given information about how to access the advocacy service if they wish to do so.

All Complaints received by West Berkshire Council are addressed using either the Children's Services statutory Complaints Procedure or the Council's Corporate Complaints Procedure. Complaints may be received at any of the Council offices, via any employee at any level of West Berkshire Council. Once received Complaints are directed to the relevant department depending on the nature of the complaint.

Issues regarding the delivery of Social Care Services are dealt with under the Children's Services Complaints Procedure, whilst all other Complaints are addressed through the Corporate Complaints Procedure.

Representations are written queries or matters which require a response, but which are not deemed to be a Complaint, by the complainant. As with Complaints, Representations are acknowledged within 3 working days and responded to within 10 working days.



2. Complaints Process

The framework for managing complaints is set out within the Children Act (1989) Regulations 2006. The complaints process for Children's Social Care Complaints consists of three stages;

- **STAGE 1: Local Resolution**
- **STAGE 2: Independent Investigation**
- **STAGE 3: Review Panel**

The fundamental principles that underpin the Children's Social Care Complaints Procedure are:

- **Using clear and straightforward systems to capture complaints**
- **Ensuring that the complaints process is readily accessible to users**
- **Ensuring that Complaints are managed effectively at all stages of the procedure**
- **Making considered decisions as quickly as possible**
- **Using lessons learnt to inform service improvements**
- **Helping to ensure that people are not harmed as a result of their involvement with Children's Services.**
- **Helping to ensure that appropriate redress is offered where the need for redress has been demonstrated.**

Complaints are received via a number of routes which include by telephone or letter, in person, and online or by email. West Berkshire Council aims to resolve all Complaints at the earliest possible stage and at the lowest possible level. If a Complaint cannot be resolved at Stage 1, the complainant may request a Stage 2 Investigation. Occasionally the Authority may decide to escalate a Complaint of a particularly serious nature directly to Stage 2.

If having exhausted all reasonable avenues within the Council's Complaints Procedure the complainant still remains dissatisfied they may ask the Local Government Ombudsman (LGO) to consider their complaint. A complaint lodged with the LGO before a Council has had reasonable opportunity to respond will be deemed 'premature' and will be referred back to the Local Authority Complaints Process by the LGO.

As part of the Council's Quality Assurance process, the Annual Complaints Report is presented to the Quality Assurance Board and the Corporate Board for review and action.

A summary of the Children's Social Care Complaints Process is at Appendix A.

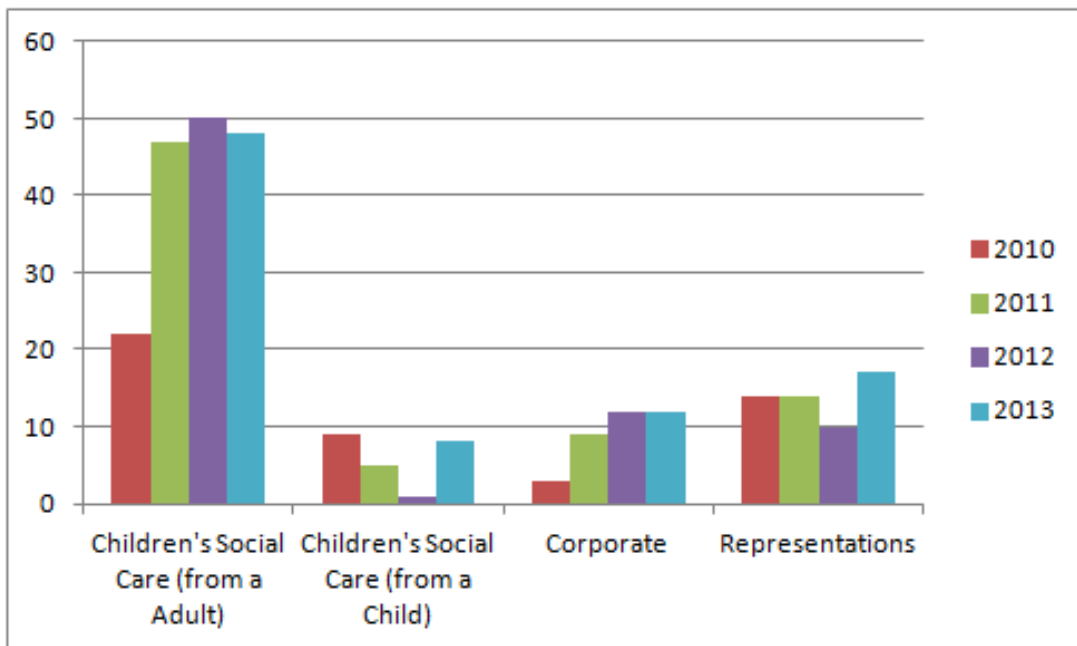
A summary of the Corporate Complaints Process is at Appendix B.
Appendix C outlines how complaints are received by the Council.

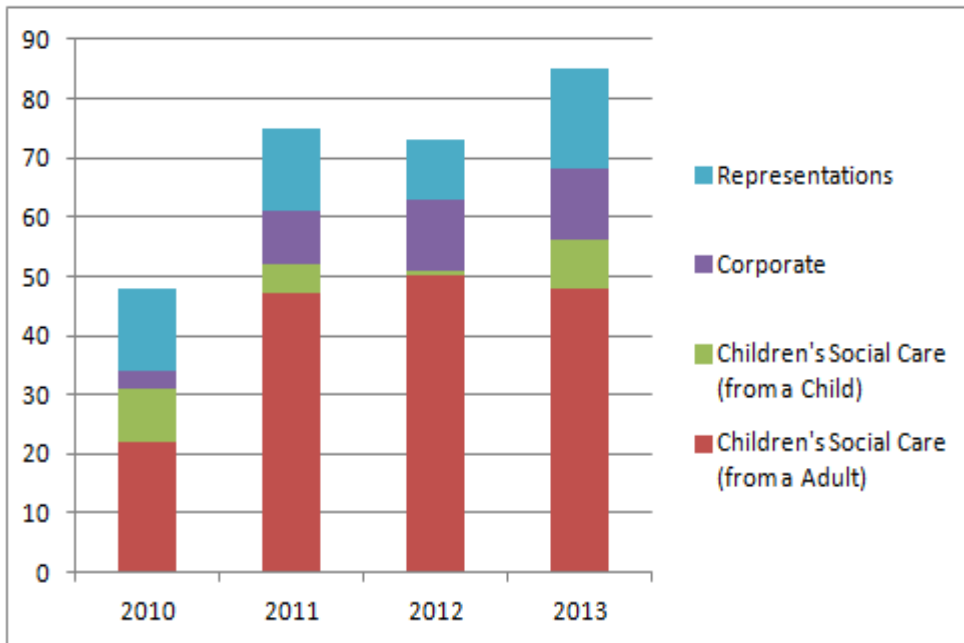
3. Analysis

Complaints Received

During 2013/14, 87 initial contacts were received either from adults complaining on behalf of a child or by a child or young person accessing the complaints procedure on their own behalf. Of these 61 Complaints and 14 Representations were made by adults and 9 Complaints and 3 Representations were made by young people. This is comparable to 73 contacts received in 2012/13. The number of Services Users during 2013/14 was approximately 1400.

As can be seen below, there was a slight decrease in the number of Complaints received from adults in 2013/14 while the number of Complaints received from young people rose. The number of Corporate Complaints has remained static, and the number of Representations has increased.





The total number of Complaints and Representations received during 2013/14 by Children's Services can be seen to have increased in comparison to the previous 3 financial years.

Of the Stage 1 Complaints received in 2013/14 only one progressed to a Stage 2 Investigation as compared to two in the previous year.

Nature of Stage 1 Complaints & Issues

As in 2012/13 the following broad categories were used to define the complaints:

- **Service Provision**
- **Professionalism of staff**
- **Communication**
- **Confidentiality**
- **Contact**
- **Assessment**
- **Fostering**
- **Referral**
- **Care planning**
- **Delay in paper work**
- **Family problems**
- **Child Protection Measures**
- **Other**
- **Not known**

75 complaints were raised by adults during 2013/14 and 12 complaints were raised by children. The split by these categories, and their resulting outcomes is shown in the tables included in the section "Breakdown of Outcomes by Nature of Complaint"

Multiple issues can be included in a single Complaint the split between these categories is shown in the graph below, which includes figures from the last 4 years. Whilst this appears to show some significant changes over prior years, the total number of issues identified in 2013/14 was sharply lower than in previous. This may undermine any trends identified by issue. The significant changes were:

- 1) Accommodation/ Placement fell from 16% to 9% (including Contact which is now separated)
- 2) Assessment decisions fell from 12% to 6%
- 3) Child Protection issues rose from 3% to 8%

Breakdown of Outcomes by Nature of Complaint

Complaints brought by Adults in 2013/14

Nature of Complaint	Not Known	Another Agency	Client failed to progress	Client Withdrawn	Court determined	Justified	No finding	Not justified	Partly justified	Upheld	Went to litigation	Grand Total
Service Provision	3	3	1	2	4	1	16	6				36
Professionalism of Staff	1						8	2				11
Communication			1	1			4		1	1		8
Confidentiality			1		1		2	1				5
Contact							3	2				5
Other	1						1					2
Family Problems							1					1
Assessment		1										1
Care Planning							1					1
Fostering									1			1
Delay in Paperwork									1			1
Enquiry Referral							1					1
Not Known							1					1
CP Measures							1					1
Grand Total	5	1	3	3	3	5	1	39	13	1	1	75

Complaints brought by Children in 2013/14

Nature of Complaint	Client failed to progress	Justified	Not justified	Partly justified	Grand Total
Service Provision			3	1	4
Other	1	1	1		3
Contact		1	1		2
Professionalism of Staff				1	1
Confidentiality		1			1
Fostering				1	1
Grand Total	1	3	5	3	12

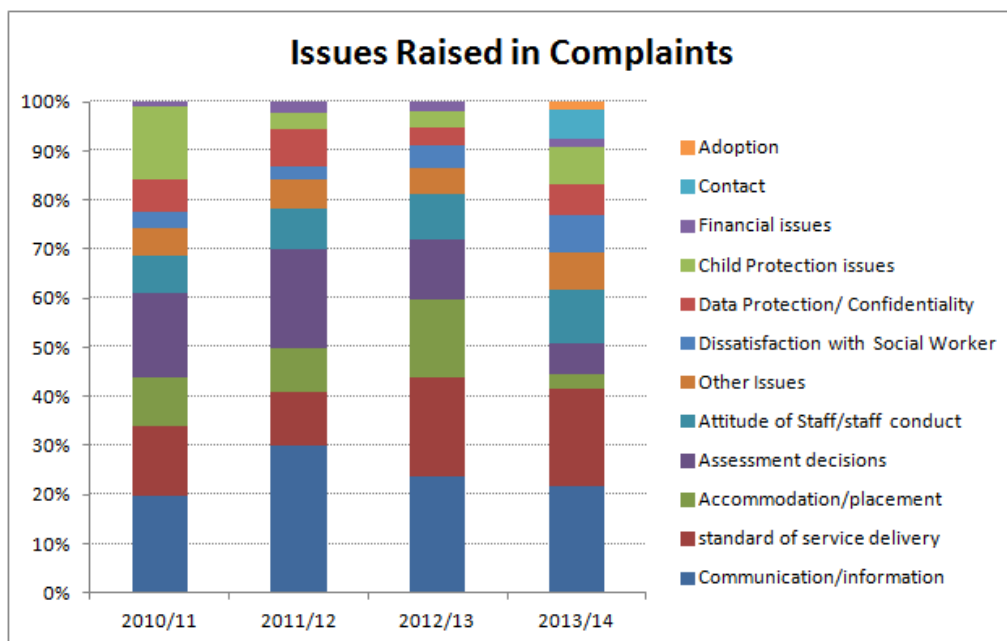
9 of the Complaints brought by complainants in 2013/14 were upheld or found to be justified and a further 16 Complaints were judged to be partly justified. 44 of the complaints raised were not deemed to be justified.

As can be seen from the figures above by far the greatest number of Complaints from both adults and children related to service provision, this was also the area in which the greatest number of Complaints were found to be unjustified.

Where cases become subject to litigation they are removed from the Councils Complaints Procedure and only those issues which have not been subject to a court ruling can be re-activated following the conclusion of the proceedings.

The increase on complaints in relation to Child Protection issues, may reflect the increasing numbers of children and young people who are part of the Child Protection process.

Two further issue categories were separated out this year to reflect their growing importance: Contact and Adoption. They account for 6% and 2% of issues in 2013/14.



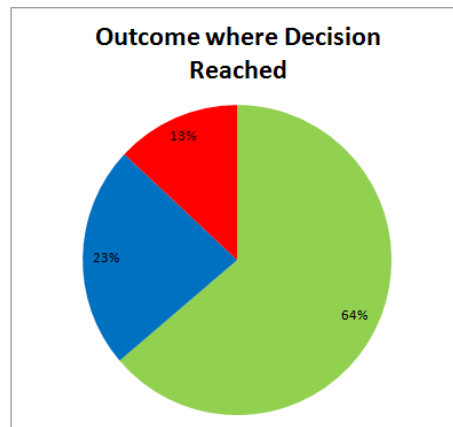
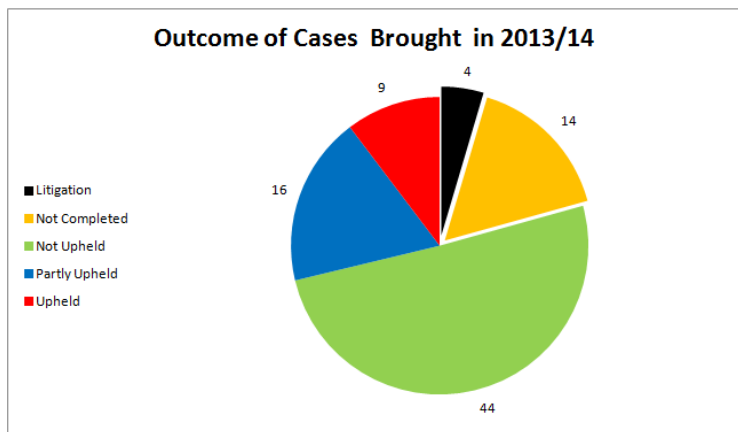
Outcomes and the use of Advocacy

In cases where the Advocacy Service was used by young people making complaints it can be seen that the outcomes were more often upheld (justified). It is a statutory right for all young people making a complaint to have an advocate, so this service is offered to all young complainants.

Advocate Offered?	Client failed to progress	Justified	Not justified	Partly justified	Grand Total
No			3	3	6
Yes	1	3	2		6
Grand Total	1	3	5	3	12

Outcome of Stage 1 Complaints

The outcome of complaints has been categorized by whether they were upheld. The cases subject to litigation or not yet completed have been separated out.

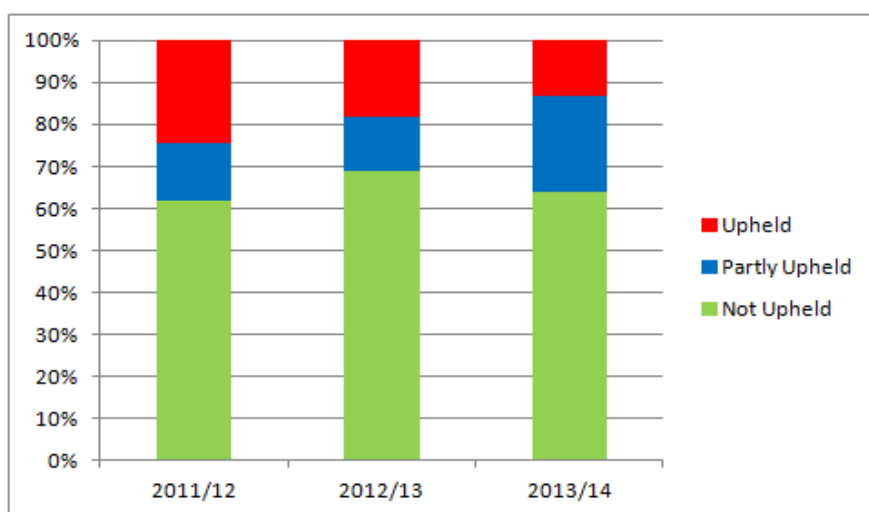


Breakdown of Cases where Decision Not Reached

Another Agency	1
Client failed to progress	4
Client Withdrew	3
No finding	1
Not Known	5

In 7 cases the complainant either withdrew or failed to progress their Complaint, this is an area which might benefit from further analysis in 2014/15.

Comparison of outcome for cases for the last 3 financial years is shown below. Note that earlier years used issues rather than Complaints to provide the split.



Timescale for Responses to Stage 1 Complaints

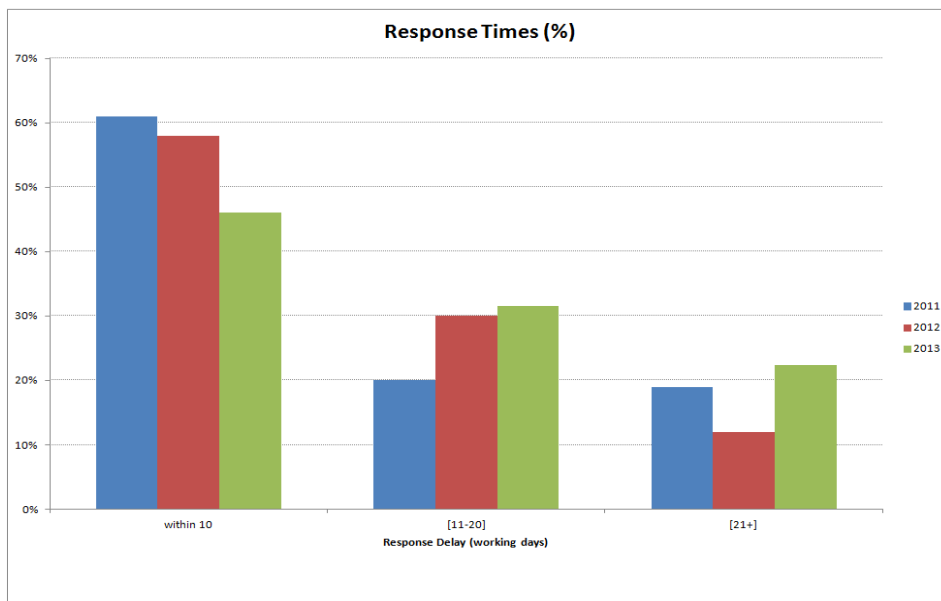
An improvement was seen where 95% of Stage 1 Complaints were acknowledged within 3 working days, compared to 91% in 2012/13.

There has however been a decrease in the percentage of Stage 1 Complaints which were responded to within 10 working days, when compared to 2012/13 (46% versus 58%)

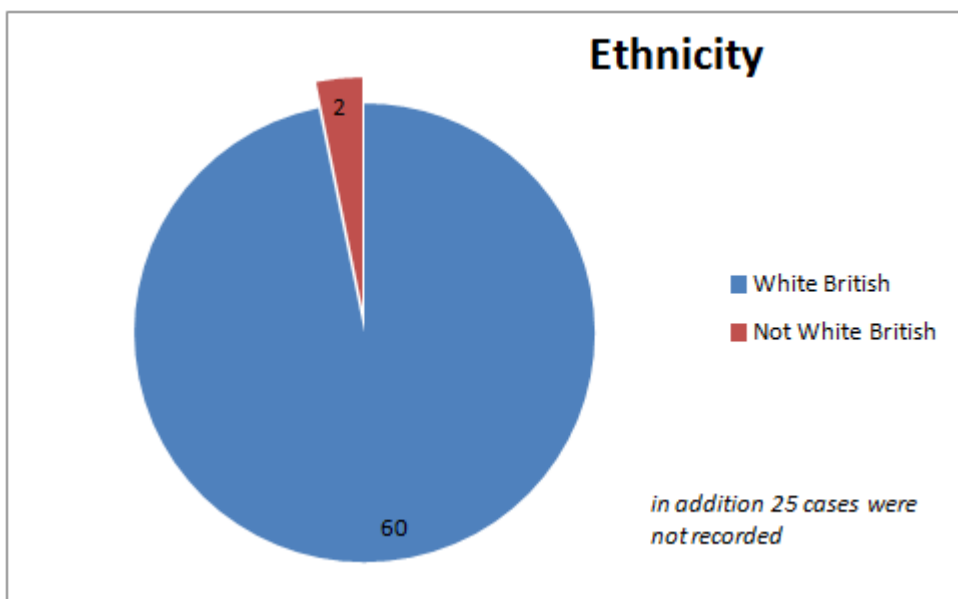
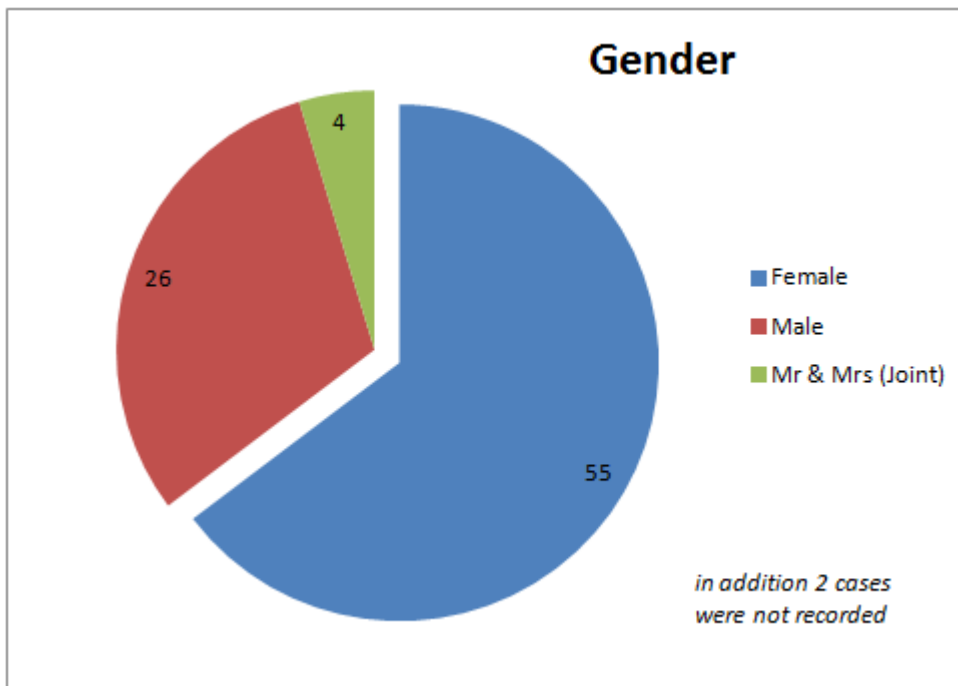
Legislation allows for an extension to 20 days response time in complex cases.

In 2013/14, there have been a similar number of more complex complaints to 2012/13 and this is reflected in the centre column in the chart below.

In 17 cases the timescales were significantly exceeded. This is a sharp deterioration of 10% on 2012/13. In some cases this can be due to the client not attending meetings or not providing additional detail to enable a full consideration of the issues.



Complainants Profile



There were 2 complaints from people from ethnic minority backgrounds (3%), compared to the overall ethnicity profile for West Berkshire (5%)**.

**Source 2011 census

Stage 2 Complaints

In 2013/14, one complaint was escalated to Stage 2.

The number of Stage 2 complaints continues to be very low, due to concerted efforts by staff to provide effective written responses, to mediate and follow up in those cases with the potential to escalate and to achieve resolution. Whilst time consuming, the outcome is more satisfactory for the complainant. This approach also relies on the complainant being willing to engage in dialogue and negotiation, and the issues being such that there is room for negotiation.

Local Government Ombudsman

Complainants sometimes refer their complaints direct to the Local Government Ombudsman (LGO) without using our local procedures, and in these cases the Ombudsman usually refers the complaint back to us as 'premature'.



4. Lessons Learned and Actions

The Complaints report is considered by the Children's Services Quality Assurance Board, who will monitor and evaluate practice against the required lessons learned and actions. This will include identifying lead officers, audits and timescales for any further remedial actions.

The lessons learned are outlined in the bullet points below. They include some issues that were specific to an individual complaint, whilst others were relevant to more than one complaint and consequently formed significant themes.

Service Provision

The information gathered from complaints is used to improve service provision on an ongoing basis; however, analysis of complaints responses demonstrates that, in a number of the cases, where service provision is cited as an issue, it appears that complainants have unrealistic expectations of the service which can be provided.

- **Workers need to be clear with clients about the services which can be offered.**
- **The Complaints Manager and Team Managers need to be clear with complainants about which issues form the basis of a Complaint which can be progressed.**
- **Consideration needs to be given to why some complaints withdraw from the complaints process.**

Improvements in record keeping and recording

- **Workers need to maintain openness with clients/family when recording information about them as this helps to facilitate accurate recording and provides the client/family with reassurance.**
- **A consistent method for monitoring the progress of Complaints needs to be implemented.**
- **The use of electronic calendar/task to keep track of allocated Complaints tasks**
- **Case recording should be regular, up-to-date and clear enough for someone new to the case to understand the detail.**

5. Compliments

Whilst it is important to reflect on the themes and nature of complaints, we also need to recognise where the service has worked well ; below is a small selection of the many compliments we receive about the service our staff provide.

“I have received my results and achieved a 2.1 honours degree in business management. Thank you for all your support and help throughout my studies, I wouldn't have done it otherwise.”

“The support and guidance that West Berkshire has provided us through the adoption process has been invaluable. From prep course through to home study we have been given the tools which we hope will enable us to be supportive, empathetic and most of all loving parents to our beautiful son.

Too often the media present the adoption process as one filled with delays and dramas and a journey that is not for the faint hearted. With West Berks we found these perceptions unfounded. Were able to talk about our life history with empathetic Social Workers in a process that was enlightening and positive.

Thank you West Berks, we truly hope that you continue with your fantastic work and find loving homes for all those children in need.

Your objectivity and straight talking were appreciated.

“Thank you all so much for your support, kindness and excellent advice over the past 4 months. It's made such an impact G's future looks really bright and happy!!

I really appreciated your initial assessment where you asked lots of questions, some very difficult ones, especially the abuse question. This has never been asked before by any of the professionals involved with us and I recognise and respect the strength and maturity you showed as a professional to handle it sensitively.”

“Thank you for giving back my happy boys and my freedom, we no longer need your expert help but I know its there and again that truly is a gift of reassurance is needed.”

“Thank you for everything. Thanks for showing me all the positive things about our family. Thanks for setting us small, achievable goals and helping us to make such a massive difference to our children's lives.”

I wish to pass on my compliments regarding H's quality of work she came to the meeting last week with a clear plan that was already underway and that ensured that the children's needs do not drift. Her method of communication with parents was excellent and all participants in the meeting were clear what they needed to do and what was happening. Most importantly she knew the children and what their individual needs are.”

“We are so blessed to have you as a social worker, the children trust you and the way you explained the situation sensitively, but with honesty really softened the blow.

I was impressed by her ability to answer questions and give messages that might not be what people want to hear in a way that lets them know that their view is understood but there are other things that need to be considered.

“I would like to feedback that Queen’s Counsel in the case has advised that M’s final statement was ‘absolutely outstanding’ the best he has read in a long time’.

I just wanted to feedback how child focused her practice was.

The Local Authority’s presentation and conduct of the B case was outstanding. Highly impressed with quality of the Social Work in the case and the oral and written evidence

6. Conclusion

There has been a slight increase in the overall number of Complaints and Representations made during 2013/14. This slight increase does not appear to demonstrate a decrease in the level of service being provided, with only 13% of the complaints which were received during this year having been fully upheld. Analysis demonstrates that by far the greatest number of complaints received were not upheld. However, in 23% of the complaints made in 2013/14, the complaints investigation demonstrated that some aspect or aspects of the complaint should be upheld. This suggests that a more detailed focus on complaints which have been partially upheld could help to identify on-going issues with service provision.



Appendix A

The Children's Services Complaints Process

The complaints procedure has three stages with a strong emphasis on resolving complaints at the first stage.

Stage 1 – Local Resolution

This is the most important stage of the complaints procedure. Service Managers or Team Managers provide a written response to the complainants within 10 working days. This can be extended up to 20 workings if the complaint involves complex matters or to allow time for appointing an advocate where a vulnerable person is involved. Teams are expected to resolve as many complaints as possible at this initial point. The Complaints Manager works in partnership with managers to ensure that quality responses are made within the stipulated timescales.

Stage 2 - Investigation

This stage is usually implemented where the complainant is dissatisfied with the findings of Stage 1, they have not received a response within the timescales or due to the Service agreeing with them that Stage 1 is not appropriate. Stage 2 is an investigation conducted by an external Investigating Officer together with an Independent Person who oversees the fairness and transparency of the investigation process. Investigators are drawn from a pool of consultants. These individuals are appointed according to their experience and expertise.

Following an investigation the findings and any recommendations are set out in a report to the Head of Service, who would then provide a written response on behalf of the Council. Subsequently, the response and a copy of the report are sent to the complainant and relevant individuals within the Service. The Complaints Manager monitors any recommendations and ensures that they are implemented. The timescales for responding to a complaint at this stage is 25 working days, with an extension of up to 65 working days for complex cases.

Stage 3 - Independent Review Panel

Where complainants wish to proceed with complaints about statutory social services functions, the Council is required to establish a complaints Review Panel (within 30 working days). Complaints Review Panels are made up of three independent panellists (external individuals appointed from a pool of consultants). The Panel reviews the investigation carried out at Stage 2; it does not re-investigate the issues or look at any new evidence. The Panel produce their report and make recommendations within 5 working days. The Director of Children's Services produces the Council's response to the Panel's findings within a further 15 working days.

Local Government Ombudsman

If the complainant is not satisfied with the outcome of the Independent Review Panel they have the right to take their complaint to the Local Government Ombudsman (LGO). Complainants, however, can refer their complaint to the LGO at any time, although the Ombudsman normally refers the complaint back to the Council if it has not been considered under the relevant procedure in the first instance.

Appendix B – The Corporate Complaints Process

Complaints not covered by the statutory procedure may be dealt with under the Council's Corporate Complaints Process.

Stage One

Informal complaint to a member of staff at the first point of contact. The response time for this Stage is within 10 working days.

Stage Two

If the complainant is dissatisfied with the Stage 1 response, the complaint moves to Stage 2, which is a formal complaint to the appropriate manager, who will initiate an investigation into the complaints made and respond within 20 working days.

Local Government Ombudsman

If the complainant is not satisfied with the outcome of the Stage 2 investigation, they have the right to take their complaint to the Local Government Ombudsman (LGO).

Appendix C – How to Complain

West Berkshire Council operates an open and visible Complaints Procedure, which is promoted in two complaints leaflets, one for adults, and one for young people. A Makaton version is also available for young people with communication difficulties. All clients are given details of the Complaints Process when they first engage with the Council and a copy of the Complaints leaflet is included alongside the other core information given to young people in the information pack they receive when they come into care.

Complaints can be submitted in writing, via the reply slip in the complaints leaflet, by email, or letter. Complaints can also be presented by telephone to any member of the Council staff. Where a young person has an allocated worker concerns can also be raised directly with a young person's worker or team manager. Where Complaints are dealt with by email the Council communicates via a secure link with the complainant to ensure the safety of personal data.

Foster carers are proactive at encouraging young people to raise their problems, and the Reviewing process also ensures that young people are asked about issues they want to raise or have dealt with when they meet with their Independent Reviewing Officer (IRO). The IRO and the Complaints Manager work closely together to ensure young people's voices are heard and dealt with swiftly, often resulting in issues being dealt with immediately without recourse to the Complaints Procedure.



Appendix D – Advocacy Support

The Council offers independent advocacy support to any child indicating a wish to complain or make a representation. A contract with Action for Children “Here4me” service provides this advocacy support. Every young person under 18, and those still receiving support under the Children Leaving Care Act, are offered support. Here4me has respond immediately to request for support .If a translator is required, advocacy support is still offered as well, as the translator cannot advocate under the rules.

Some young people choose not to use advocacy support, or select a friend/ acquaintance instead (and the Council provides the friend/acquaintance with written advice about the role to ensure they are a voice for the child). Young people may also choose their foster carer as their advocate.

Advocacy support has the potential to delay progression of a complaint whilst a rapport is established, and extra time can be permitted for this if needed.

Advocacy support is also available to young people going through Child Protection conferences and for LAC Reviews. Advocates continue to support young people to raise a number of issues through these forums, which are then resolved without formal recourse to the complaints process (usually dealt with direct with the case worker or with the IRO).

Feedback indicates that young people really appreciate this support. Advocacy input helps the young person understand the process and the findings, and often contributes to the resolution at an early stage.

If you require this information in an alternative format or translation, please call 01635 42400 and ask for the (insert name of person or service area).

West Berkshire Council

Insert Service area

Market Street
Newbury
Berkshire
RG14 5LD

T 01635 42400
www.westberks.gov.uk

WBC/EDU/JS/0413

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

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
E-mail Address:	kchopping@westberks.gov.uk
Contact Officer Details	
Name:	Mary Page
Job Title:	Adult Complaints and Public Liaison Manager
Tel. No.:	01635 503391
E-mail Address:	mpage@westberks.gov.uk

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

This page is intentionally left blank

Adult Social Care

Compliments and Complaints

Annual Report
2013 -14



CONTENTS

Executive Summary Page.4

Complaints: A definition Page 4

Complaints Process Page 5

Analysis Page 6

Volume of complaints

Nature of Complaints

Timescales for response to Complaints

Lessons Learned Page 8

Compliments Page 9

Conclusions Page 9

Appendix A - Complaints Procedure – Adult Social Care

1. Executive Summary

This report contains a summary of the data produced by the Adult Social Care Complaints procedure between 1 April 2013 and 31 March 2014.

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.

The complaints received during 2013-14 have identified the following specific service development needs:-

- 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.

Whilst 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. Complaints: A definition

A complaint is defined as an expression of dissatisfaction with the service the Council has provided. Feedback from users is important to the Council as it provides not only an opportunity to identify why people have found our services unsatisfactory, but also a means of identifying how the services being provided can be improved.

Any adult receiving care by West Berkshire Council is entitled to use the complaints process. We also accept complaints from their family or representatives who support them. Every person who makes use of the complaints procedure is advised of their right to assistance from an independent advocate and is given information about how to access the advocacy service if they wish to do so.

Issues regarding the delivery of social care services are dealt with under the Adult Social Care Complaints Procedure.

3. Complaints Process

The National framework for managing complaints about adult social care is set out within the Department of Health's guidance 'Listening, Responding, Improving – A guide to better customer care', published in February 2009, and the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

West Berkshire Council's Complaints Procedure for Adult Social Care can be found in Appendix A.

The statutory complaints process is structured around three main principles:

- Listening
- Responding
- Improving

These principles focus on taking a more active approach to asking for people views, to allow us to deal with complaints more effectively and use the information received to learn and improve services for all its service users.

These three principles are embedded within our Complaints process, as we endeavour through dealing with complaints, to improve services for people who use them as well as for the staff working in them.

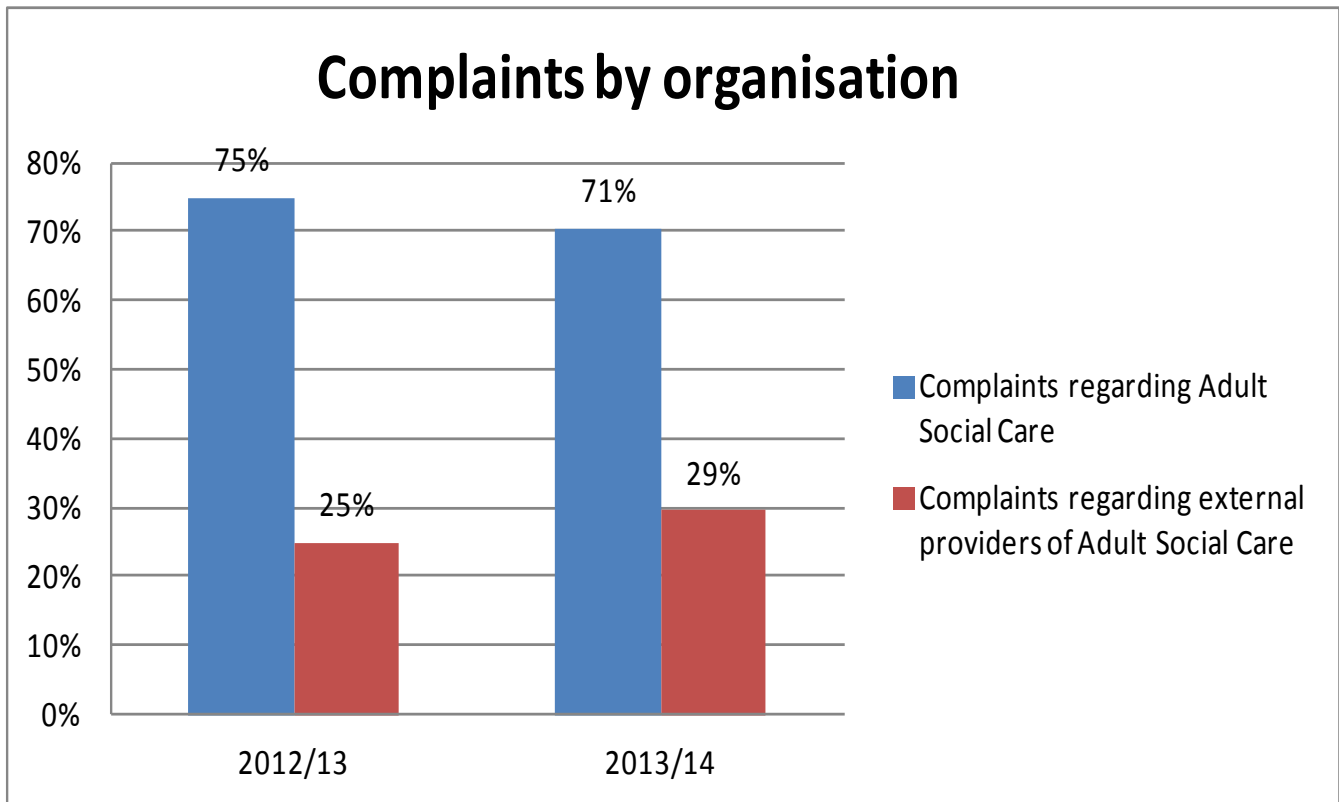
If having exhausted all reasonable avenues within the Council's complaints procedure, a complainant remains dissatisfied; they may ask the Local Government Ombudsman (LGO) to consider their complaint. A complaint lodged with the LGO before a Council has had reasonable opportunity to respond will be deemed 'premature' and will be referred back to the Local Authority complaints process.

4. Analysis

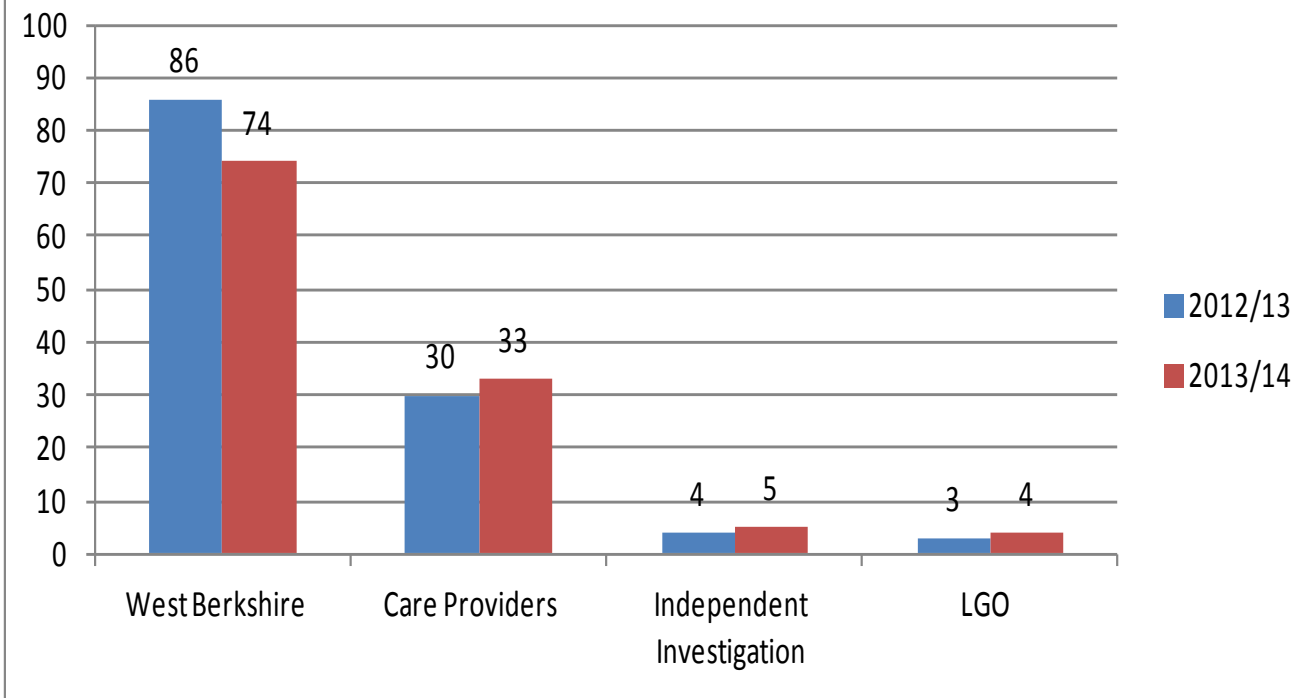
Volume of complaints Received

During 2013 -14, a total of 112 complaints were received. 71% (79) were about Adult Social Care and 29% (32) were about external service providers. 4% (4) of complaints were investigated via an Independent Investigation and 3.5% (4) of complaints went to the Local Government Ombudsman (LGO). None were upheld, this is evidence that the person centred approach to complaints achieves resolution at the earliest possible stage.

In comparison to 2012-13, a total of 120 complaints were received. 75% (90) were about Adult Social Care and 25% (30) were about external service providers. 3 % (4) of complaints were investigated via an Independent Investigation and 2.5% (3) of complaints went to the Local Government Ombudsman (LGO). None were upheld

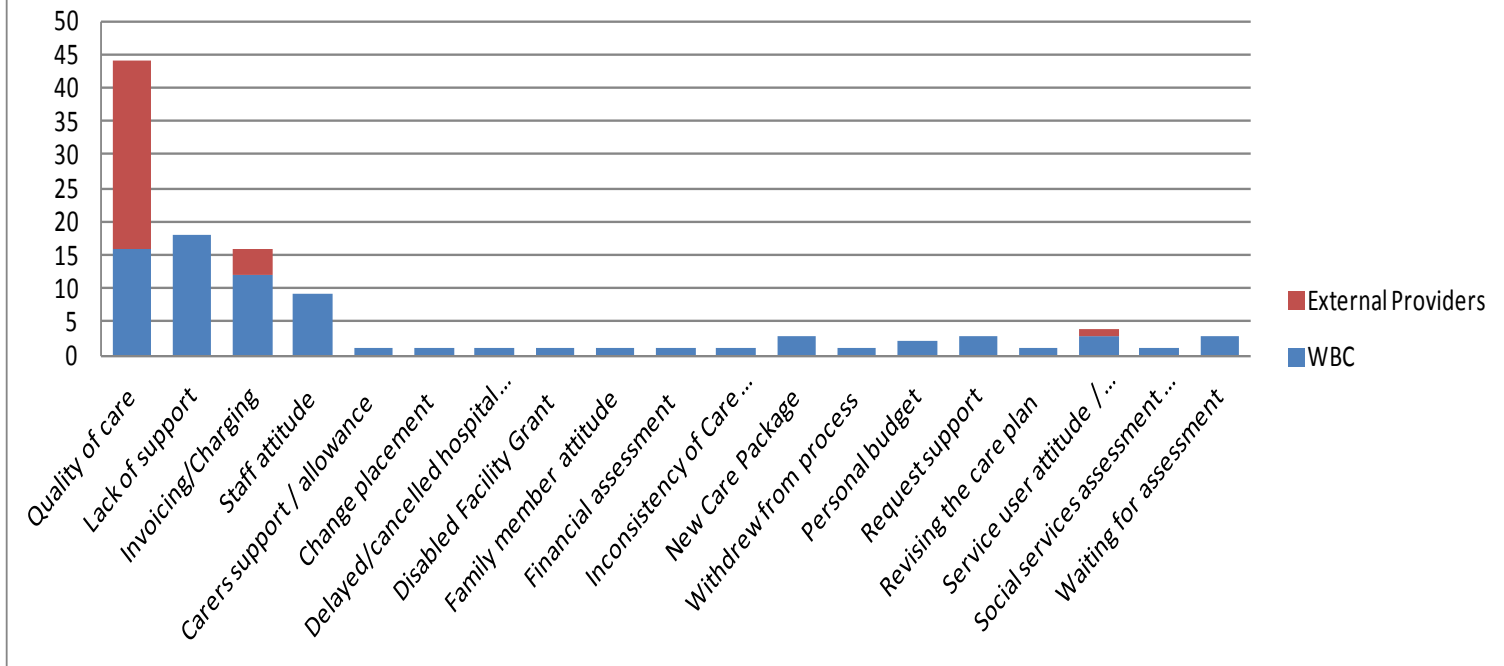


Complaint by resolution



Nature of Adult Social Care Complaints

Nature of Complaint by organisation



Timescale for responses

100% of Complaints were acknowledged in 3 working days. As outlined in the Adult Social Care Complaints procedure timescales are negotiated and agreed with the client before the investigation commences. 3.57% (4) of complaints went beyond the original agreed timescales, but met the revised agreed timescale.

5. Lessons Learned

The Complaints report is considered by the senior management team, who will monitor and evaluate practise against the required lessons learned and actions. This will include identifying lead officers and timescales for any further remedial actions.

Example of lessons learned are outlined below.

Complaint 1:

Invoices for care were delayed being sent to clients, this was primarily due to changes in internal financial systems, and more robust monitoring of provider services to ensure care being delivered accurately reflects care being charged.

Lessons Learnt:

Although clients received communications to advise them their invoices may be late, a number of vulnerable clients found it difficult to manage and plan their finances if they do not receive monthly invoices.

Management Action:

A review of the invoicing process to ensure that clients impacted by late or incorrect invoices are notified as soon as possible to allow them to budget accordingly and payment plans set up.

Complaint 2:

Client from the Learning Disability Group became upset when they made contact with the Team to be told that their allocated Care Manager / Social worker had left the Authority.

Lessons Learnt:

Clients form a trusting relationship with their Care Manager / Social Worker and find it difficult to build new relationships with staff.

Management Action:

For the staff member to notify their client that they are leaving and advise them of the name and contact details of their new Care Manager / Social Worker.

Complaint 3:

Care Plan had not been updated when client went into respite, this resulted in them having food that was inappropriate for their changing dietary needs

Lessons Learnt:

Although care plans are reviewed and updated annually, when clients go into respite a new review is needed to ensure changing medical needs are met.

Management Action:

Management to consider a mechanism to be implemented to review clients needs before each respite session.

6. Compliments

Whilst it is important to reflect on the themes and nature of complaints, we also need to recognise where the service has worked well; below is a small selection of the 136 compliments we received about the service our staff provide from families and partner agencies.

<p>"Your staff provided the best support and actual therapy that I have ever received. I felt I was able to express my feelings to someone who understood and was completely non judgmental. Talking with her has continued to sustain me during what have been trying and emotional circumstances."</p>
<p>"It was lovely to meet in your offices and chat yesterday. I asked for someone to support my husband and myself. Wow we got the jackpot!!! You are great and all through my stay in hospital I was so happy knowing that he was taken care of so well."</p>
<p>"It's always a joy to see you. You are so funny and honest. I smile when I think of you. Thank you for being you and continuing to support my husband and myself."</p>
<p>"I don't know where you find your team members from but I found her to be extremely efficient, honest and have a complete understanding of the work we do! The MARD assessment that was carried out by her was spot on! It was accurate in every detail and left us feeling completely confident in her views/opinions..... A really positive meeting with a lady that I feel the trust can work really well with."</p>
<p>" I am very grateful to West Berks for all they have done in making my life as a carer to my wife so much easier". I was worried about letting her go to begin with because I do miss her, but have had a good rest and felt able to carry on supporting her because of these respite breaks.</p>
<p>My family want to give a massive THANK YOU to your office. We want to compliment your staff, who have been outstanding, have been willing to go that extra mile and are a credit to West Berks Council. Once again I cannot thank you all enough for what you have done for my family.</p>
<p>We continue to have excellent working relationships with all your team and this situation has yet again highlighted this relationship in the way in which this review has been conducted... in a sensible and well considered manner... thanks to you all.</p>
<p>The best support and actual therapy that I have ever received. I felt I was able to express my feelings to someone who understood and was completely non judgmental. Talking to your staff has continued to sustain me in trying emotional circumstances.</p>
<p>. Wow we got the jackpot!!! You are great and all through my stay in hospital I was so happy that my son was taken care of so well. It's always a joy to see you. You are so funny and honest. I smile when I think of you. Thank you for being you and continuing to support us.</p>
<p>Just want to take this opportunity to say how impressed I have been by your commitment and determination in making things happen for us.</p>
<p>I have to say what a proactive a person centered team they are! Their enthusiasm for the service, staff morale, and consideration of customers was so obvious that their enthusiasm rubbed off on us, and we wanted to work there too :-)</p>

7. Conclusion

There has been an increase in the number of issues raised within the detail of complaints, despite the overall number of complaints remaining fairly static. This has affected the overall response times, although effective written responses, mediation and follow up has resulted in complaints being thoroughly investigated and resolved.

The overall management of complaints is robust and undertaken with sensitivity, which meets the requirements of the relevant guidance and regulations.

However, the Council is not complacent and recognises that good communication and standard of service delivery are areas for ongoing improvement in order to meet the expectations of our clients.

Appendix A

Adults Social Care Procedure

From 1st April 2009, a single approach to handling complaints across Health and Adult Social Care was introduced.

The new regulations:

- 1- enable organisations to develop more flexible and responsive complaints process, providing a more **personalised response**
- 2- Introduce single local resolution stage, replacing the tiered stages
- 3- Introduce a new single system for independent review (Health Service Ombudsman or Local Government Ombudsman)

The statutory complaints procedure is structured around three main principles:

‘LISTENING’, ‘RESPONDING’, ‘IMPROVING’

These principles help the Authority to take a more active approach to deal with complaints more effectively and use the information received to learn and improve services for all its service users.

LISTENING

A proactive approach will be taken to LISTEN to people about their complaint, to:-

- make sure that we really understand the issues
- find out what they want to happen as a result
- obtain the right information to assess the seriousness of a complaint

In doing this, people will feel more valued, they will have more confidence in our organisation, and we will be able to manage their expectations, so that the outcome is more likely to be to the satisfaction of everyone involved.

It is a statutory requirement for all complaints to be acknowledged within **3 working days**. A clear statement of the complaint and **Action Plan** of how it is proposed to investigate the complaint will be sent to complainant.

The Complaints Manager will negotiate timescales for responses on an individual basis.

RESPONDING

The Complaints manager will risk assess the seriousness of each complaint, to assist in ensuring the right action is taken.

The Investigating Manager will respond to the complainant within the agreed timescales.

If a complaint is established as very serious or of high complexity or has not been resolved by a local investigation an independent investigator/ mediator will be appointed.

If after completion of the independent investigation the complainant is still not happy they have the right to ask the Local Government Ombudsman to consider their complaint.

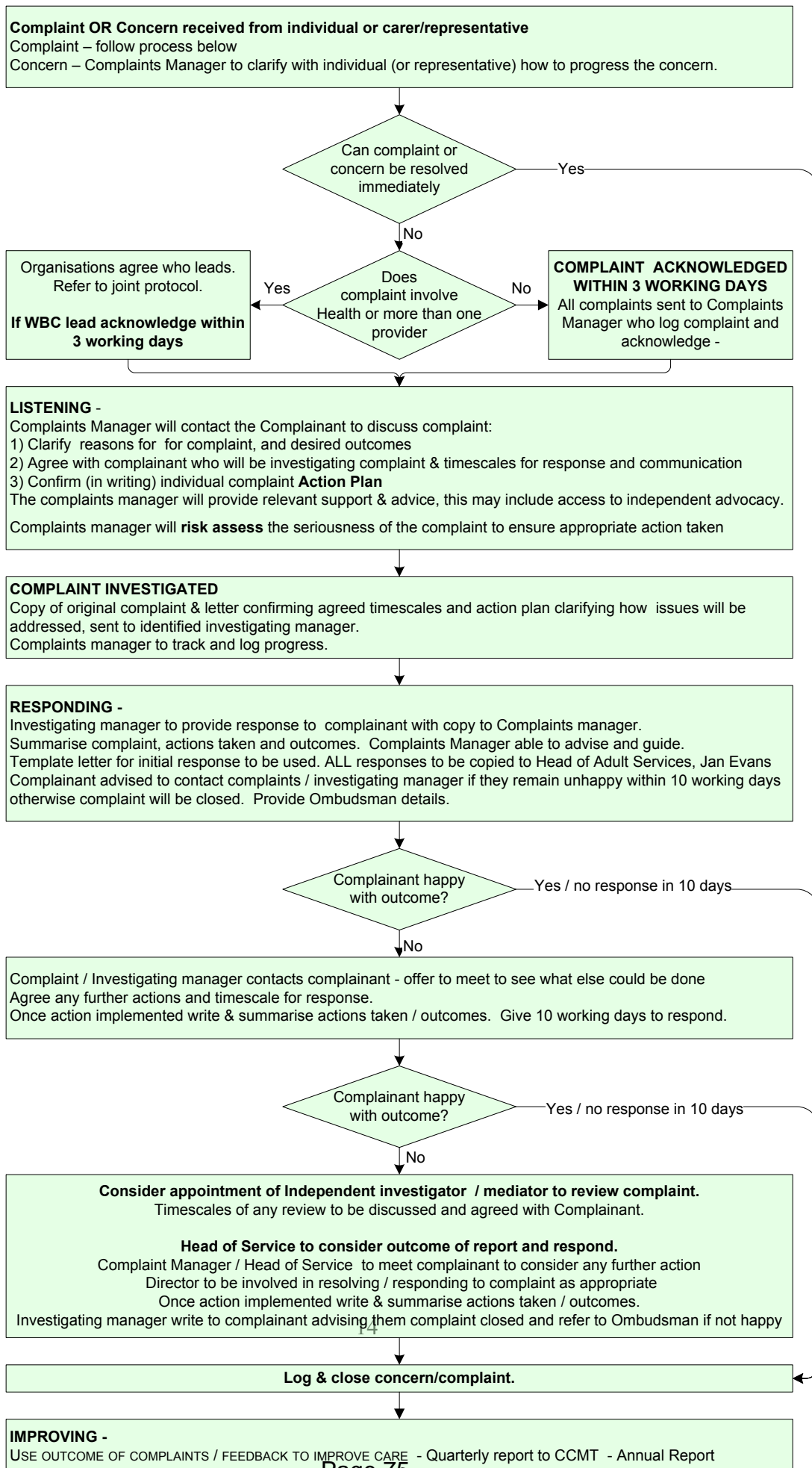
IMPROVING

Complaints provide a vital source of insight about peoples experiences. We will use this feedback to assist in making improvements to the service we work in and improve staff learning and professional development.

The resolution of any complaint is seen as a continuous process responding to individual needs, ***please refer to the flowchart overleaf***

Listening, Responding, Improving – WBC Adult Social Care complaints process

LISTENING
RESPONDING
IMPROVING



Safeguarding Adults

If any Safeguarding issues are identified then the Safeguarding process is activated & the complaints process frozen until the Safeguarding issues are resolved.

Complaints Manager to notify complainant in writing.

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank