

**TO: ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL
17 JUNE 2014**

**ANNUAL COMPLAINTS REPORTS 2013-14 FOR ADULT SOCIAL CARE AND
FOR HOUSING**

Director of Adult Social Care, Health & Housing

1 PURPOSE OF REPORT

- 1.1 To present the annual complaints reports for Adult Social Care and for Housing.

2 RECOMMENDATION

- 2.1 **That the reports set out in Annex A and B are noted by the Adult Social Care and Housing Overview and Scrutiny Panel.**

3 REASONS FOR RECOMMENDATIONS

- 3.1 The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 state that Complaints Services should provide an annual report for consideration.
- 3.2 The Complaints Service performs an important statutory role in assuring the quality and governance of responses to adults who make complaints. The annual report, which is also a statutory requirement, supports the continuing development and review of the service. The report also demonstrates how Adult Social Care is learning from complaints. The report is attached as Annex A.
- 3.3 A report is also written for Housing services. Housing complaints are dealt with under the Corporate complaints procedure. The report is attached as Annex B.
- 3.4 There were no complaints or recorded compliments for Public Health, and as such no additional report has been written for this area.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None considered.

5 SUPPORTING INFORMATION

- 5.1 The reports set out the number and nature of compliments, concerns and complaints received by Adult Social Care, Health and Housing across the year. Learning from complaints is incorporated to show where things have improved as a result of complaints received.
- 5.2 Overall, there were 19 complaints received for Adult Social Care during the period (compared to 21 complaints in the previous year). Of the complaints, 4 were about Community Response & Reablement, 3 were about Learning Disabilities, 3 were

Unrestricted

- about Mental Health for people aged 18 to 69, 4 were about Mental Health for Older Adults and 5 were about Older People & Long Term Conditions.
- 5.3 Of these 19 complaints, 1 complaint was upheld, 5 complaints were partially upheld and 10 complaints were not upheld. 3 complaints were ongoing at the time of writing this report.
- 5.4 On the subject of the nature of Adult Social Care complaints, 3 complaints were about communications, 11 complaints were about standard of service and 5 were about assessment / decisions made.
- 5.5 A total of 138 compliments were received for Adult Social Care in 2013-14.
- Of these, the Learning Disabilities team received 7, the Autism Team received 2, the Drugs and Alcohol Action team received 1, Community Mental Health team for Older Adults 3, Community Response & Reablement team 76 and Older People & Long Term Conditions team (including the Business Support team) 49.
- 5.6 In the Housing service, there were 49 complaints in 2013-14 compared to 32 complaints in the previous year. A total of 27 compliments were received across the year compared to 42 the previous year. In Housing, 75% of customers surveyed rated the redesigned service as 10/10.
- 5.7 The breakdown of complaints was as follows: Forestcare received 3 complaints, Housing Options received 24 complaints, and Benefits received 22 complaints. Of these complaints, 6 were upheld, 14 were partially upheld, and 29 were not upheld.
- 5.8 To put the complaints figures into context, in Adult Social Care over 2000 people are assessed or reviewed each year, of which over 1000 receive a package of care. In Housing there are over 20,000 customers a year.
- 5.9 The Local Government Ombudsman has released a report on Adult Social Complaints in 2013-14, looking at complaints that reached this stage. Bracknell Forest had 2 complaints that went to the Ombudsman, of which neither were upheld, significantly less than the average for most other authorities.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The relevant legal provisions are contained within the main body of the report.

Borough Treasurer

- 6.2 The Borough Treasurer is satisfied that there are no significant financial implications arising from this report.

Equalities Impact Assessment

- 6.3 Available upon request

Strategic Risk Management Issues

- 6.4 None identified

7 CONSULTATION

Principal Groups Consulted

7.1 None

Method of Consultation

7.2 Not applicable

Representations Received

7.3 Not applicable

Background Papers

Listening, Responding, Improving – A guide to Better Customer Care (2009)
Adult Social Care Policy – Procedure in making a Complaint (2009)
Principles of Good Complaint Handling 2009
Principles of Good Administration (2009)
Principles of Remedy (2009)
The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

Contact for further information

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