

**TO: EXECUTIVE MEMBER FOR ADULT SERVICES, HEALTH & HOUSING  
8 JUNE 2015**

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**ANNUAL COMPLAINTS REPORTS 2014-15 FOR ADULT SOCIAL CARE AND 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 Executive Member for Adult Services, Health & Housing.**

**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 21 complaints received about Adult Social Care services in 2014-15 (compared to 19 complaints in the previous year). Of the complaints, 4 were about Community Response & Reablement services, 4 were about Learning Disabilities services, 3 were about Mental Health services, 6 were about Older

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People and Long Term Conditions services, 2 were about Autism services, 1 was about Brokerage services and 1 was about Finance services.

- 5.3 Of these 21 complaints, 5 complaints were upheld, 7 complaints were partially upheld and 9 complaints were not upheld.
- 5.4 On the subject of the nature of Adult Social Care complaints, 14 complaints were about standard of service, 4 complaints were about access to services, 1 complaint was about communications, 1 complaint was about finance and 1 complaint was about other issues.
- 5.5 A total of 67 compliments were received for Adult Social Care in 2013-14.
- Of these, the Learning Disabilities team received 4, the Drugs and Alcohol Action team received 7, the Community Response & Reablement team including Bridgewell 36, Older People & Long Term Conditions team (including the Business Support team) 11, Emergency Duty Services 2, Finance 6 and Safeguarding 1.
- 5.6 In the Housing service, there were 43 complaints in 2014-15 compared to 49 complaints in the previous year. A total of 63 compliments were received across the year compared to 27 the previous year. In Housing, 78% of customers surveyed rated the redesigned service as 10/10.
- 5.7 The breakdown of complaints was as follows: Forestcare received 7 complaints, Housing Options received 28 complaints, and Benefits received 8 complaints. Of these complaints, 4 were upheld, 16 were partially upheld, and 23 were not upheld.
- 5.8 To put the complaints figures into context, in Adult Social Care over 2,000 people are assessed or reviewed each year, of which over 1,000 receive a package of care. In Housing there are over 10,000 customers a year.

## **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

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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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