

**TO: EXECUTIVE MEMBER FOR ADULT SERVICES, HEALTH & HOUSING
23 MAY 2016**

**ANNUAL COMPLAINTS REPORTS 2015-16 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 1 and 2 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 for Adult Social Care 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 1.

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 2.

3.4 As in the previous year, 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 about Adult Social Care services in 2015-16 (compared to 21 complaints in the previous year). Of the complaints, 9 were about Older People and Long Term Conditions Services, 4 were about Mental Health services, 3 were about Autistic Spectrum Disorder services, 1 was about Finance

Unrestricted

services, 1 was about Learning Disability services and 1 was about Emergency Duty services

5.3 Of the 19 complaints, 7 complaints were upheld, 3 complaints were partially upheld and 7 complaints were not upheld. 2 complaints were ongoing at the time of writing this report.

5.4 Concerning the nature of Adult Social Care complaints, 10 complaints were about standard of service, 8 were about communications and 1 was about access to services.

5.5 A total of 82 compliments were received for Adult Social Care in 2015-16.

Of these, the Team for Older People and People with Long Term Conditions received 62, the Learning Disability team received 14, the Autistic Spectrum Disorder team received 3, the Mental Health teams received 2 and the Drugs and Alcohol Action team received 1.

5.6 In the Housing service, there were 15 complaints in 2015-16 compared to 43 complaints in the previous year. A total of 40 compliments were received across the year compared to 63 the previous year. In Housing, 77% of customers surveyed rated the redesigned service as 10/10, which is comparable to last year's score of 78%.

5.7 The distribution of complaints in 2015-16 was as follows: The Housing Options service received 11 complaints, and the Benefits service received 4 complaints. The Forestcare service received no complaints. Of these complaints, 3 were upheld, 7 were partially upheld, and 5 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 20,000 customers' experiences 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

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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