



STANDARDS COMMITTEE
9 May 2011

Adult Social Care Annual Complaints Summary Report
2010/2011

Purpose of Report

To provide Standards Committee with an initial report for review that details complaints handling performance for Adult Social Care.

Introduction

1. This initial report provides an analysis of complaint handling performance for the year 2010/11. An in-depth report will be available for the next meeting, if required.
2. Annex 1 provides a breakdown of:
 - a. Quarterly and year end complaints figures and performance
 - b. Year end Local Government Ombudsman (LGO) complaints figures and performance

Background

From 1st January 2011 the complaints handling process for Adult Social Care transferred back to the Directorate from the Families Customer Relations Team (FCRT). Significant resources have been allocated to review, revise and implement a new outcome focused complaints handling procedure with customer care and learning as its core elements to ensure continuous development and improvements.

In addition, legislative and business changes, including those governing response timescales and new partnership working developments with Health (Health Watch) and Right 2 Control on complaints handling have provided a timely opportunity for Adult Social Care to holistically review their complaints handling process.

As a result new procedures and processes have been developed with the aim of pro-actively managing complaints. New performance monitoring and reporting tools have been developed to support rigorous monthly reporting to senior management centred on learning from complaints and embedding learning outcomes into good practice across Adult Social Carer.

Adult Social Care Annual Performance

Adult Social Care has made significant progress bedding-down the new complaints handling procedures and processes since the function transferred back to the Directorate on the 1st January 2011. During 2010/11 72% of complaints were responded to against timescales agreed between Adult Social Care and the complainant (see Annex 1). In quarter 4, since the transfer of this function back to the service, performance in respect of responding to complaints within agreed timescales rose to 94% (against a challenging target of 90%) as a result of recent changes and a pro-active approach to managing complaints [see table 1 below].

Table 1: Adult Social Care Complaints Handling Performance 2010/11

	Qrt 1	Qrt 2	Qrt 3	Qrt 4	Full Yr
Responses required	38	77	73	31	219
Responded within agreed timescales	28	56	45	29	158
Performance (target 90%)	74%	73%	62%	94%	72%

In total 228 complaints were received during 2010/11, of which 219 required a response during year. Complaints volumes remain at a consistent level with 2009/10 during which 226 complaints were received, of which 213 were due a response during the year.

Of the 228 complaints received during the 2010/11 9% (22 cases) progressed to the Local Government Ombudsman (LGO) for investigation (see annex 1). This compares to just 8 in the previous year. nb Figures are provisional and taken from the LGO and are subject to change.

Compliments

A total of 453 unsolicited written compliments have been received during 2010/11 [see Table 2 for extracts from compliments]. Compliments received via the extensive Adult Social Care Survey & Feedback programme are excluded from this count as they are classified as 'solicited' under the new procedure.

Table 2: Extracts from Compliments Database

Mrs E stated that the pictorial sequences that the OT has made is supporting her daughters independence and have been extremely useful. Mrs E reported that the OT input had been extremely valuable.
May I express my gratitude and respect to you and your team, everyone who attended my wife showed the utmost care, kindness and respect to both my and my wife. She is a very private person who abhors interference in her life but your team, from day one made her feel comfortable and able to retain her dignity. They coaxed, suggested and gently enabled her in her routine. You have a truly professional team who should be help up as in example in their field in the way in which their difficult and sensitive duties were carried out with sensitivity and dedication. Would you please, from the bottom of my heart, pass on my thanks to every member of your team you have by your leadership and their dedication and caring manner, a team to be proud of.
Just a quick word of thanks to both you and your team for your exceptional care and conscientiousness in looking after my mother, SW, upon her discharge from hospital following repair to a fractured hip. I can only compliment your team, the service has been outstanding, not only as far as the physical and task-based help to my mother is concerned by also in the warmth and personable approach displayed by all those who visited her.

Compensation

During 2010/11 a total of £2,900 has been paid to four separate complainants in compensation as a consequence of service failure identified through the Adult Social Care complaints procedure. Compensation levels range from £50 to £1,500 for an individual.

Conclusions / Learning from Complaints

The following learning points have been identified since 1st January 2011:-

- Appropriate resourcing levels combined with **active and timely management of the complaints** handling and performance reporting process has driven up performance on complaints handling significantly.
- A **new database and form designed** to capture all the essential elements to effectively manage a complaints has been designed and implemented for Adult Social Care.
- **New monthly performance reports for the Adult Leadership Team** to be used to highlight complaint handling issues with their management teams to ensure continuous development through learning from complaints. These reports will also include the **financial costs** of complaints (compensation payments and LGO costs) as well as providing details of **compliments** to provide a 'balanced' picture.
- A more **holistic 'partnership working' approach** is required for complaints handling to ensure a co-ordinated 'one stop shop' approach is implemented for people accessing care services with our key partners and stakeholders
- Learning from our internal Adult Social Care procedure should be extended to incorporate the monitoring of complaints received to our contracted providers to assist with **the wider quality assurance framework**.
- **Learning from information requests, including freedom of information (FOI) requests** should be used to continually develop the newly designed database to ensure it can capture and report on essential elements of complaints.
- Learning from complaints should be used to actively inform the **staff training** programme to ensure adult social care staff are equipped to deal effectively and efficiently with complaints.
- It is essential that the complaints process is **fully accessible** to all who wish to raise a complaint and that complainants can **feel supported** in making their concerns heard.
- Specific details on the nature and learning from individual complaints will be supplied in the full annual report.

Recommendations

Standard's Committee to note the performance information within the report, some of which is 'provisional' and still subject to minor changes.

Standard's Committee to be aware that from the 1st April 2011 new monthly performance reports will be produced for the Adult Leadership Team to be used to highlight complaint handling and management issues with their management teams as appropriate.

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Sources/background papers: Annex 1