

**Department of
Community Services**

**Compliments and Complaints
Annual Report
2009 -2010**

April 2010 v3. Approved.

Index

Introduction	3
Summary of Activity and Demand.....	4
Looking Forward 2010-2011	4
 Compliments	5
Sample of compliments received	5
Complaints.....	7
Number of recorded complaints proceeding to next stage	7
Outcome of Recorded Complaints	8
Complaints Distribution	9
Time taken to deal with complaints.....	7
Diversity monitoring	9
Learning from complaints	9

Introduction

This report covers feedback about the Adult Care service received during the period 1st April 2009 to 31st March 2010.

2009-2010 – Complaints approach

From 1st April 2009, there has been a revised approach to dealing with complaints.

There are now two stages. The first is local resolution by the Department and the second referral to the Local Government Ombudsman. This allows a greater emphasis on achieving early resolution to complaints.

We have made it easier for customers to provide feedback and we respond within agreed timescales. We also seek to identify the learning points from all customer feedback we receive.

We continue to strengthen our relationship with our health and social care partners so that we are able to provide where agreed a single response to complaints.

The new regulations do not impose timescales; however we work with individual customers to agree a time frame to deal with their complaint.

An increase in the number of complaints, (95 in 09/10 up from 68 the previous year), was recorded.

We actively encourage all feedback and see this report as a positive endorsement that our compliments and complaints process is open and accessible.

We share learning points through monthly senior management and team meetings.

We maintained the level of compliments, (240), about the services we provided. In addition the changes to the way services are delivered have shown that customer's perception and satisfaction with our services or contact with them has greatly improved.

In June 2009 we celebrated those staff and teams who received the most compliments at the Annual Adult Social Care Awards. A similar event is planned for June 2010.

Summary of Activity & Demand in 2009-2010

We have seen an increased demand for Adult Care services during the year.

The number of referrals was **32892** in 2009/2010 up from **22255** in 2008/2009. Of these **10217** were classified as new referrals up from **9733** last year.

The number of assessments carried out was **8933** in 2009/2010 up from **8423** in 2008/2009. We carried out assessments with **5572** Females and **3361** Males.

The number of reviews carried out was **11749** in 2009/2010 up from **11108** in 2008/2009.

Looking forward 2010-2011

The department will continue to actively encourage feedback from all our customers, partners and our staff.

A new pre-paid feedback card is to be launched which will allow customers to provide feedback on any aspect of the service they receive at a time convenient to them.

Capturing customer feedback will be included in the work themes around Help to Live at Home and Self Directed Support.

Our goals for the coming year are:

- Raise the awareness around compliments and complaints and ensure that all our customers are able to provide feedback on the services we provide.
- Implement a Learning from Feedback protocol for the department
- Improve on the time it takes to achieve local resolution of complaints.
- Ensure that Complaints plans and local resolution responses are person centred.
- Improve equality & diversity recording
- Take part in regional benchmarking of compliments and complaints

Compliments

The number of compliments forwarded to the department between 1 April 2009 and 31 March 2010 was **240**.

Year	Number of Compliments
2009-2010	240
2008-2009	240
2007-2008	124

In addition **24** internal compliments from colleagues or partner organisations were also received.

We continue to actively encourage customers to provide feedback and staff to record feedback given to them about the services and support they provide.

The chart below shows the demographic breakdown by category of those who have provided compliments.

Demographic Received on behalf of:	Number Recorded 2009-2010	Number recorded 2008-2009	Number recorded 2007-2008
Older people (over 65s)	127	122	108
People with a learning disability	33	31	7
<65 (physical disability)	24	15	
Customer group not recorded	56	72	9
Total	240	240	124

Sample of compliments received

Examples of feedback receive include:

I just felt that I had to write to say how much your support has changed our family life. Since first receiving the funding, in October last year, and now again in March, our lives have been much better. My husband has been able to enjoy his "former" hobby of fishing. On his own fishing is out of the question, as it's too dangerous even if he could get "help" to carry his fishing tackle. He has also been able to go shopping and has had help to do jobs, such as sorting out his shed, and doing the recycling. Things that make him feel that he's still the man of the house. I've had some "valuable" me time, at home during his trips out, which was helped us both immensely. I've had the

opportunity to enjoy my own hobbies, knowing that he is OK and I don't feel "guilty" or worried about him. The girls have found that he is happier in himself. We are planning a short break with the money soon. Thank you so much. (Direct Payment)

I would like to acknowledge the support and kindness you have provided. You have been extremely helpful in dealing with the provision of care for my mother. You have struck an unprecedented victory for local carers in arguing the case for a piece of medical equipment in my home as a carer so I can fully provide for my mother. You acted with professionalism and concern beyond the norm. In these days of increasing needs for carers to support their relatives it is wonderful to have people like you who genuinely make carers feel valued and enabled (South Locality)

I write to commend and thank you for the assessment you carried out for my mother. You arrived on time and were extremely professional in your approach, a balance between sympathy and objectivity, which I found extremely reassuring. You treated my mother with respect and kindness and at the same time managing to obtain the detail needed for the assessment. You provided a first class service to both my mother and her immediate family. You were absolutely superb and gave the reassurance that we needed. (North Locality)

I feel I must take the opportunity to tell you how wonderful you have been to me. You knew what I needed in the way of appliances to help me cope with my disability. To crown it all you arranged for me to have a "wet room". It is great and I feel much safer than when I was struggling with a shower on the bath taps. I have been so lucky and I do appreciate this. You are certainly very good at your job - I shall miss you popping in. (West Locality)

We must tell you that our experiences with your department have been quite excellent and, quite frankly better than we ever expected. We feel you have got something right, and it cannot just be isolated individuals who are so good but a process that works. Somehow the staff you have and I feel that perhaps you do not have enough, are both professional and care deeply: a combination that does not always sit together too well. (CTPLD).

On behalf of the family, we would like to thank you for all your help, efforts and assistance you and social services gave to Dad in his final few months. We very much appreciate your help and your professional caring attitude. Also for the extra attention you gave, even noticing that his apartment lights were on when he was resident at Coombe End. People are quick enough to complain about social services, but I can only endorse that the family are very appreciative for all the help and caring attention that you gave to Dad. Once again thank you for all your kindness. (East Locality)

Complaints

The number of complaints reported to the complaints manager between 1 April 2009 and 31 March 2010 was **95**.

The number of concerns recorded in the above period was **104**.

The number of provider related complaints was **20**.

The number of MP Letters received was **9**

In previous years we recorded:

Year	Number of Complaints
2008-2009	68
2007-2008	81
2006-2007	131

Complaints were from the following groups of customers:

Demographic Complaints received on behalf of:	Number recorded 2009-2010	Number recorded 2008-2009	Number recorded 2007-2008
Older people (over 65s)	40	26	44
People with a learning disability (LD)	23	17	19
People with a physical or sensory disability (PD)	18	17	10
Mental Health (MH)	6	6	7
Carers	8	2	1
Total	95	68	81

Number of recorded complaints proceeding to next stage

Ombudsman 2009-2010	As at 31 st March 2010
Number of cases 4	1 Withdrawn 1 No case to answer 2 being reviewed

Time taken to deal with complaints

The average time to get a complaint to local resolution is 32 calendar days.

The new Complaint regulations do not specify a time limit but ask that a time frame is agreed with the Complainant.

The number of recorded complaints asked to proceed to stage 2 and 3 of the procedure (carried over from 2008-2009):

Complaints	2009-2010	2008-2009	2007-2008
Stage 2	2	4	19
Stage 3	0	2	1

Categories of recorded complaints by group:

Complaint Category	>65	LD	PD	MH	Carer
Communication	15	6	5	1	3
Delay	9	4	1	2	1
Eligibility	3	0	1	0	0
Equipment	1	0	2	0	0
Funding	9	5	4	0	2
Placement	1	1	0	2	0
Procedures	1	0	0	0	0
Support	1	6	5	1	2
Other	0	1	0	0	0
Total	40	23	18	6	8

Outcome of Recorded Complaints

Complaint Category	Upheld	Not Upheld	Partially Upheld	Withdrawn	Open
>65	1	16	23	0	0
LD	0	12	11	0	0
PD	0	10	7	1	0
MH	2	0	4	0	0
Carer	1	3	4	0	0
Total	4	41	49	1	0

Diversity monitoring –

Gender and Equality Recording – complained for person – only a small number of monitoring forms were received during the year.

Diversity information was gathered from the Adult Care First computer system. The aim is to increase the number of respondents who complete an equality and diversity form over the next financial year by ensuring that forms are completed during the complaint review process.

Gender range	Female	63	Male	32		
Origin	White British	84	Asian or Asian British	0	Declined to say	9
	White Irish	1	British Black Caribbean	1		
Age Range	18-30	19	31-64	21	>65	50
	Not Recorded	5				

Post complaint feedback

A limited number of complaint feedback forms have been returned. Where a negative response was given further follow up contact was made.

Learning from complaints

Blue Badges – The Council stopped issuing temporary blue badges. These were reinstated following feedback from customers who were affected by the change in policy. The Council wrote to local MP's asking them to support a change in government policy.

Delay to Assessments – The department has received an increased number of referrals and requests for assessment. Action plans have been developed to reduce the waiting times to the minimum. Each locality team is keeping in touch with customers and regularly monitoring and prioritising the waiting list.

Delays to provision of Disabled Facility Grant funded adaptations - A number of residents in council owned properties were experiencing delays due a shortfall in funding for adaptations. The Council sought further funding and prioritised urgent cases.

Financial/Funding Information – Complaints were received that customers and their families were not informed about the possible need for a third party

top up for care or nursing home fees. The department has reminded front line staff of the importance of discussing home fees at the earliest opportunity and will write to outline the gross funding required.

A factsheet is being written for those who self fund their care costs.

Contact details

Department of Community Services
Wiltshire Council
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

By Telephone 01225 713953

Document prepared by:
Mark Edwards – Programme Lead – Customer Service
Wiltshire Council
Telephone: 01225 713953
Email: mark.edwards@wiltshire.gov.uk