

EXECUTIVE BOARD DECISION



REPORT OF:	Executive Member for Health and Adult Social Care
LEAD OFFICERS:	Director of Adult Social Services (DASS)
DATE:	8 December 2016

PORTFOLIO/S AFFECTED:	Health and Adult Social Care
----------------------------------	------------------------------

WARD/S AFFECTED:	All
-------------------------	-----

KEY DECISION:	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>
----------------------	---

SUBJECT: Summary report of the Adults Customer Care, Complaints and Representations Annual Report 2015/16
--

1. EXECUTIVE SUMMARY

This report presents to the Executive Board the summary of the contents of the Adults Customer Care, Complaints and Representations Annual Report for 2015/2016, which includes analysis of key issues, actions taken and development during this monitoring period.

2. RECOMMENDATIONS

That the Executive Board:
note the information in the Summary report for 2015/2016

3. BACKGROUND

The information in this report reflects complaints, representations and customer care activity in adult social care for the period April 2015 to March 2016. The majority of the information is presented in bar/pie charts to enable the reader to make an easy comparison across services and categories, and the data is supported by written commentary and analysis.

4. KEY ISSUES & RISKS

4.1 The 2015/2016 Executive Summary of the Customer Care, Complaints and Representations Annual report for Blackburn with Darwen Adult Services is presented to the Executive Board to be noted.

4.2 The overall number of complaints recorded for Adult Services has seen a slight increase from the previous year: 94 recorded in 2014/15 as opposed to 100 this year. However, levels have remained broadly similar over the last 5 years, with only minor fluctuations.

4.3 The percentage of complaints that are resolved at the first stage of the complaints procedures remain high at 98%.

4.4 Whilst almost half of the complaints in Adult Services were categorised as attributable to social work teams (45), these should be seen in context with the high number of contacts (16,361) and assessments and reviews (8440) undertaken. Therefore 45 complaints equates to 0.53% of the number of assessments/reviews undertaken. When compared to the complaints that were upheld (4)

this equates to only 0.047%.

4.5 A statistical breakdown of complaints, compliments and queries for 2015/2016 can be found on pages 4 to 6 of the report.

4.6 A range of initiatives have been undertaken during 2015/2016 to advertise the right of service users and carers to make comments, compliments or complaints about the assessments process or services they receive. Details of these initiatives can be found on pages 9 to 10.

4.7 The Customer Care Manager is responsible for the procedures and arranges for relevant investigations to be undertaken. This officer produces the management information required to compile this and other reports.

5. POLICY IMPLICATIONS

In cases where issues raised through a complaint or representation highlight challenges to existing policies or procedures in adult social care, these are taken into account in the future reviews and in service developments.

6. FINANCIAL IMPLICATIONS

Any financial implications are met from within existing budgets.

7. LEGAL IMPLICATIONS

The Annual report meets the legal requirements of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

8. RESOURCE IMPLICATIONS

The resource implications of implementing changes in service in response to user feedback are built into service planning processes. Where it has been established that an employee has acted inappropriately HR policies and procedures are followed.

9. EQUALITY AND HEALTH IMPLICATIONS

Please select one of the options below. Where appropriate please include the hyperlink to the EIA.

Option 1 Equality Impact Assessment (EIA) not required – the EIA checklist has been completed.

Option 2 In determining this matter the Executive Member needs to consider the EIA associated with this item in advance of making the decision. *(insert EIA link here)*

Option 3 In determining this matter the Executive Board Members need to consider the EIA associated with this item in advance of making the decision. *(insert EIA attachment)*

10. CONSULTATIONS

The Customer Care team undertook consultation with service users of the learning disability service, prior to the production of a revised DVD and easy read leaflet to advertise the complaints procedure.

11. STATEMENT OF COMPLIANCE

The recommendations are made further to advice from the Monitoring Officer and the Section 151 Officer has confirmed that they do not incur unlawful expenditure. They are also compliant with

equality legislation and an equality analysis and impact assessment has been considered. The recommendations reflect the core principles of good governance set out in the Council's Code of Corporate Governance.

12. DECLARATION OF INTEREST

All Declarations of Interest of any Executive Member consulted and note of any dispensation granted by the Chief Executive will be recorded in the Summary of Decisions published on the day following the meeting.

VERSION:	2.0
-----------------	------------

CONTACT OFFICER:	Lynda Henderson	tel: 01254 585755
-------------------------	------------------------	--------------------------

DATE:	02 November 2016
--------------	------------------

BACKGROUND PAPER:	Adults Customer Care, Complaints and Representations - Annual Report 2015/2016
--------------------------	--