

COMMITTEE: **DISABILITY ADVISORY & ACCESS
FORUM MEETING**

DATE: **3RD DECEMBER 2008**

SUBJECT: **HOUSING & COMMUNITY LIVING
COMPLAINTS REPORT**

REPORT BY: **KAM BHANGAL**

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IMPLICATIONS:

LEGAL

COMMUNITY SAFETY

EQUALITIES

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ENVIRONMENT

FINANCIAL

CONSULTATIONS

STAFFING

OTHER

WARDS AFFECTED:

PURPOSE

1. The purpose of this report is to inform the Forum on the complaints information and to seek comments and feedback as part of the consultation process.

RECOMMENDATION(S)

- 2. The Disability Advisory & Access Forum is recommended to note the report, and make known their comments and suggestions to officers.**

BACKGROUND

3. As an authority we monitor complaints and complaints, which is also a statutory requirement for adult social care.
4. There are 2 Complaints Procedures within Housing and Community Living. The first is the corporate complaints procedure and the second is the Adult Social Care Complaints Procedure, which is a statutory procedure under the Local Authorities Social Services Act 1970, as amended by the National Health Service and Community Care Act 1990.
5. Both Complaints procedures are monitored throughout the year and reported quarterly within the corporate performance monitoring report to executive. The performance monitoring report contains data on the numbers of complaints and the compliance to the acknowledgement times and completion times. However, the report does not capture information on satisfaction levels with the complaints process, or provide details of those accessing, or not accessing the complaint system. A satisfaction survey was carried out in August/September of 2005 capturing monitoring data e.g., ethnicity, age etc., of complainants over the previous year. The results of this survey showed complaints from disabled people were low.

REPORT

6. Attached is the report which details the numbers of complaints over the period April 2008 to August 2008. When we undertook the EIA in 2006 it was noted that there was low take up of BME communities and people with disabilities. I have undertaken visits to establishments and attended focus groups to make people more aware of the complaints process. I have ensured that further work has been undertaken with Social Workers and teams so that the message can be conveyed to all client groups.
7. A further complaints survey has been undertaken in early 2008. The results have shown that the action plan which was implemented after the 2006 survey has been effective. The new results show an increase of complaints from BME communities from 20% in 2006 to 42% in 2008. The results also show an increase in complaints from the disabled community from 27% in 2006 to 41% in 2008.
8. Complaints surveys are a rolling programme to monitor the complaints system.

EQUALITIES IMPLICATIONS

9. An EIA was not required at this time, as an equality impact was undertaken on the complaints procedure in 2006. Complaints are monitored using the corporate monitoring system.
10. Signed off by Sandra Legate Equalities Manager
Housing and Community Living 11.11.2008

Complaints Report April 2008 – September 2008

Total complaints - 204

Stage 1 – 186

Stage 2 – 16

Stage 3 – 4

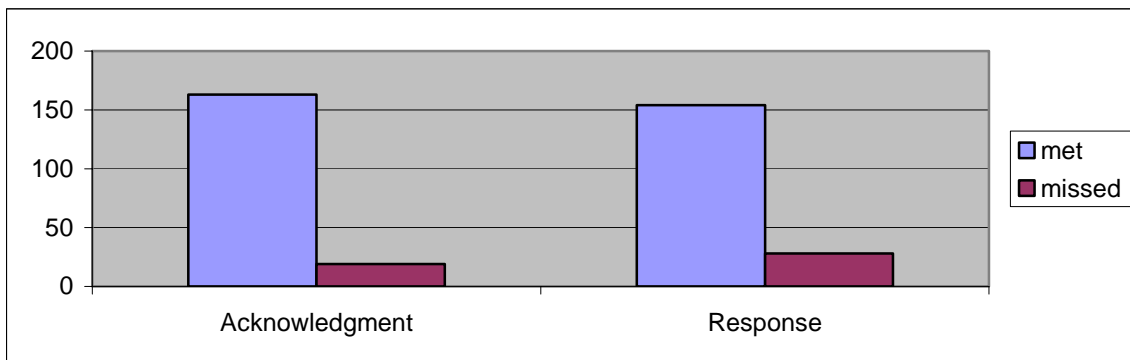
Complaint acknowledged in time = 184 (90.1%)

Acknowledgements out of time = 20 (9.8%)

Complaints full response in time = 173 (84%)

Full response out of time = 31 (15.1%)

Total Complaints Acknowledged - Timescales met / missed.



There is a lessons learnt process in place where a manager fills in a complaints analysis form to look at what the issues were and where we could improve our performance.

Complaints are logged under the following categories:

- A – Staff behaviour
- B – Management decision
- C – Service standard
- D – Failure to provide a service
- E – Inadequate Information
- F - Timeliness

An easy read complaints leaflet has been produced in Makaton.