



Coventry City Council

Cabinet Member for Adult Services

5 October 2017

Name of Cabinet Member:

Cabinet Member for Adult Services – Councillor Abbott

Director approving submission of the report:

Deputy Chief Executive (People)

Ward(s) affected:

All

Title:

Adult social care complaints and representations annual report 2016/17

Is this a key decision?

No

Executive summary:

Adult services have a statutory duty arising from the Local Authority Social Services and National Health Services Complaints Regulations 2009, to provide a system for receiving complaints and representations from people who use its services, or those acting on behalf of users. There is also a duty under the regulations to produce and publish an annual report.

This report sets out the details of the complaints and representations across Coventry's adult services in 2016/17. It highlights the service improvements and learning from feedback and includes information on future developments in complaint handling and reporting.

Recommendations:

The Cabinet Member is recommended to:

- (1) Consider the Council's performance in relation to complaints and representations in adult social care in 2016/17.

List of appendices included:

Appendix I – Adult social care complaints and representations annual report 2016/17

Appendix II – Coventry City Council People Directorate and Social Care Complaints Handling Guidance

Background papers:

None

Other useful documents

Adult social care comments, compliments and complaints

<http://www.coventry.gov.uk/info/194/0/562/>

Complaints Managers' Group (May 2016) Good Practice guidance for handling complaints concerning adults and children social care services <https://www.adass.org.uk/media/5360/good-practice-guidance-final-09062016.pdf>

Has it been or will it be considered by Scrutiny?

No

Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

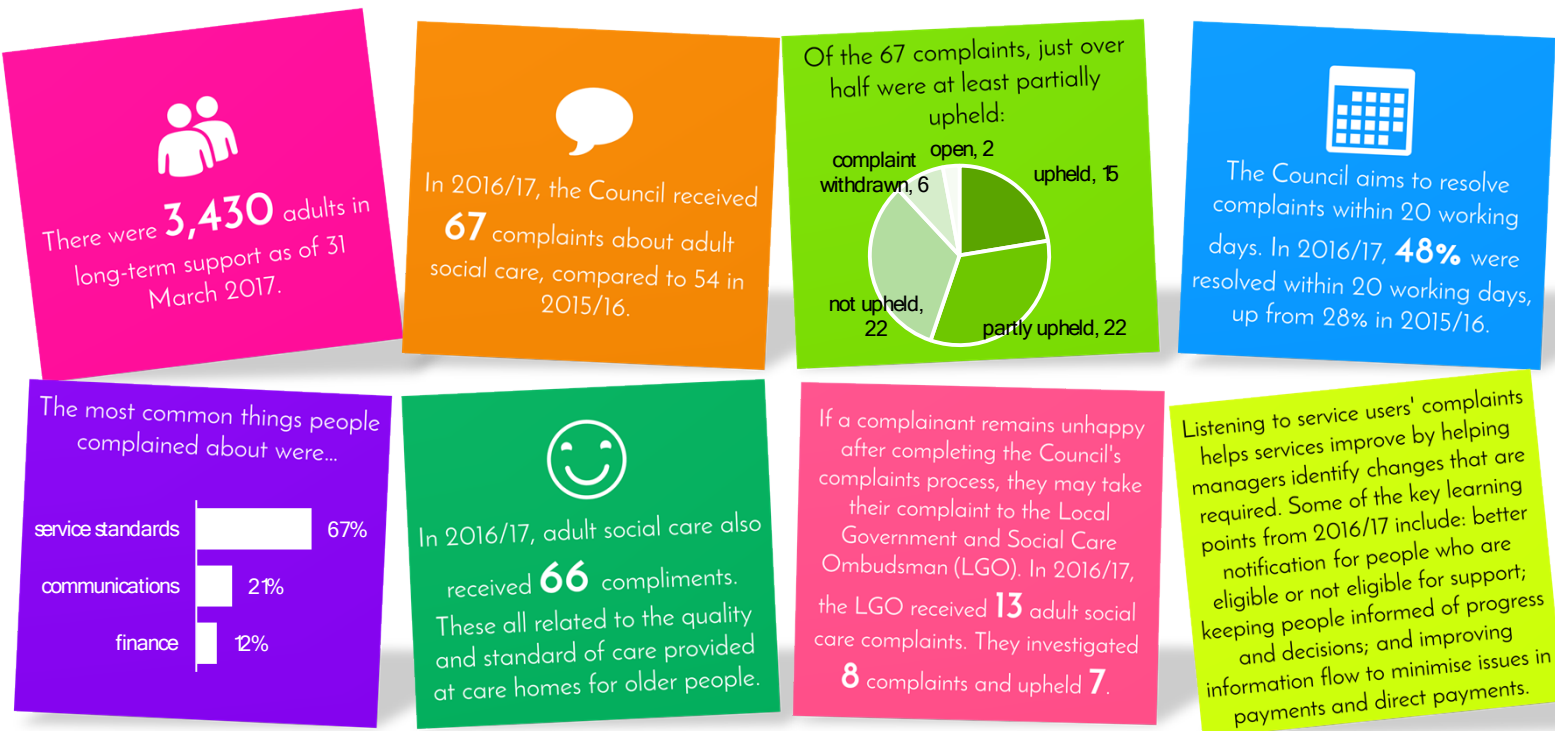
No

**Report title:
Adult social care complaints and representations annual report 2016/17**

1 Context (or background)

1.1 Adult services have a statutory duty arising from the Local Authority Social Services and National Health Services Complaints Regulations 2009, to provide a system for receiving complaints and representations from people who use its services, or those acting on behalf of users. The system provides a means for resolving issues and listening to the views of those who use or are affected by adult services. Where things have gone wrong it enables the Council to put things right, learn from the experience and make the necessary improvements.

2 Options considered and recommended proposal



Comments, compliments and complaints about adult social care

*You have the right to receive a good level of service. Listening to your views helps adult social care services to put things right and improve things for the future, so your comments, compliments, complaints and suggestions are important and always welcome. You can contact the adult social care complaints officer by phone to **0800 269851** or online at www.coventry.gov.uk/form_speakup/ or by email to AdultSocialCareCustomerRelations@coventry.gov.uk.*

- 2.1 There were 67 statutory complaints made within the year, compared to 54 in 2015/2016. 37 (55%) of these complaints were fully or partially upheld compared to 61% in 2015/16.
- 2.2 In addition to the figures above, 13 informal complaints were received during 2016/2017. These are complaints resolved/handled at the point of delivery.

- 2.3 In 2016/17, the Local Government and Social Care Ombudsman (LGO) considered 13 complaints or enquiries to adult social care, of which eight complaints were investigated and all but one upheld (88%).
- 2.4 Adult social care services are committed to learning from customer feedback. Where complaints highlight that things have gone wrong, managers must identify any remedial and developmental action required to improve service delivery. Feedback from compliments provides an equally valuable message; clearly affirming when services make a difference and personal qualities have added value to the outcome for users and carers.
- 2.5 Appendix I sets out the trends in complaints and representations across Coventry's adult services in 2016/17. It highlights the service improvements and learning from feedback and includes information on future developments in complaint handling and reporting.
- 2.6 Appendix II sets out the Council's internal guidance for handling People Directorate and social care complaints.

3 Results of consultation undertaken

- 3.1 None identified or undertaken.

4 Timetable for implementing this decision

- 4.1 Areas for development and improvement will be included within the divisional and relevant team plans.

5 Comments from Director of Finance and Corporate Services

5.1 Financial implications

There are no direct financial implications associated with this report. Financial remedies resulting from any complaints are typically paid out of service budgets. In 2016/17, seven adult social care complaints to the Local Government and Social Care Ombudsman were upheld, of which four resulted in some form of financial remedy or reimbursement. These were paid out of adult social care budgets. The amount paid out relating to 2016/17 was £632, of which £425 are financial remedies and £207 are reimbursements. In addition there is a further reimbursement relating to a case where the amount is currently subject to a dispute. In the event of the Council having to pay this reimbursement, these costs will be reported in next year's report.

5.2 Legal implications

This report meets the legal requirement for the Council to prepare an annual report for each year which must: (a) specify the number of complaints received; (b) specify the number of complaints which were decided to be well-founded; (c) specify the number of complaints which the responsible body has been informed have been referred to the Local Commissioner to consider under the Local Government Act 1974; and (d) summarise (i) the subject matter of complaints that the responsible body received; (ii) any matters of general importance arising out of those complaints, or the way in which the complaints were handled and (iii) any matters where action has been or is to be taken to improve services as a consequence of those complaints.

6 Other implications

6.1 How will this contribute to achievement of the Council Plan?

This annual report sets out the progress made by the service towards the Council Plan vision to be locally committed, by improving the quality of life for Coventry people, by contributing to the priority to protect our most vulnerable people.

6.2 How is risk being managed?

There are reputational as well as financial risks when things go wrong. It is, therefore, important that the Council takes action and learns from the outcome of complaints. The adult social care management team routinely considers complaints as part of regular performance reporting.

6.3 What is the impact on the organisation?

The co-ordination and management of complaints involves considerable officer time. Therefore, where things have gone wrong, it is important for the Council to put things right, learn from the experience and make the necessary improvements. The feedback that is received from complaints and other representations is reported to managers on a regular basis to inform service planning and improvements.

6.4 Equalities and equality and consultation analyses (ECA)

ECAs have been built into the delivery of work within adult social care services. As part of continuous improvement, the service will continue to review the integration of equality and diversity into operational practice and performance monitoring.

6.5 Implications for (or impact on) the environment

None

6.6 Implications for partner organisations?

Although the Council directly provides some adult services, the majority of provision is commissioned from independent organisations in the private or voluntary sector. Although the Council retains responsibility for the quality of contracted services, there is equally a responsibility of partner agencies to comply with specified quality standards and, in the case of regulated services meet the requirements of national care standards inspected by the Care Quality Commission.

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Andrew Errington	Head of Practice Development & Safeguarding (Adults Principal Social Worker)	People	31/07/2017	14/09/2017
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Gail Quinton	Deputy Chief Executive (People)	People	14/09/2017	25/09/2017
Pete Fahy	Director of Adult Services	People	08/09/2017	25/09/2017
Members: Councillor Faye Abbott	Cabinet Member (Adult Services)		08/09/2017	25/09/2017

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