



Date of Meeting	30 January 2019
Portfolio	Cabinet Member for Adult Care, Cabinet Member for Children's Services
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Public/Private Document	Public

## 1st & 2nd Quarter Social Care Complaints

### Executive Summary

1. The report provides Members with a summary of Adult and Children's Social Care complaints and compliments received during the first half of 2018/19.

### Recommendation

2. It is recommended that Members of the Committee consider and scrutinise the information contained in the report and assess whether further information or explanation is required regarding any of the issues raised in the report.

### Reason for Recommendation

3. Part of the Council's performance management process is to ensure the Authority's ambition to continuously improve services is realised, and actions or decisions may need to be taken to maintain improvement.

### Key Points for Consideration

4. Appendix 1 to the report provides a brief commentary relating to complaints dealt with under the relevant complaints procedure by Adult Social Care and Children's Social Care Services during the 1<sup>st</sup> and 2<sup>nd</sup> quarters of 2018/19.

Appendix 1 also includes examples of how an individual complaint has been dealt with from receipt to resolution as requested by Members at a previous Overview and Scrutiny Committee meeting.

Appendix 2 provides details of complaints in graph form. The format of the report includes information on trends, and the graphs display trend analysis for each quarter in the reporting period.

Adult Social Care complaint figures will also include details of any complaints regarding financial assessments received during the reporting period. This is a function carried out by the Revenues and Benefits Service.

The Customer Feedback Team are working with services to improve the quality of information recorded, and to ensure lessons are being learnt from

complaints and action taken is recorded and reported.

To improve complaints monitoring, the Customer Feedback Team also provides weekly status reports to Assistant Directors to enable closer monitoring of current complaints.

#### 4.1 **Alternatives Considered**

None. Information has been compiled from the complaints recording system which is used to record complaints and compliments received by social care services.

<b>Costs and Budget Summary</b>
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5. Outstanding care fees of £138.21 were waived as a gesture of goodwill following the outcome of an Adult Social Care complaint which was partially upheld.

Complaints considered at stage two or stage three of the Children's Social Care complaints procedure have financial implications due to the statutory requirement to appoint an external Independent Person and in some cases an external Investigating Officer at stage two, and three independent people to sit on a Review Panel at stage three. All costs associated with Children's Social Care complaints incurred throughout the year are included in the Children's Social Care Annual Complaints Report.

<b>Risk and Policy Implications</b>
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6. There are no specific risk issues for Members to consider arising from this report.

Complainants have the opportunity to refer their complaint to the Local Government & Social Care Ombudsman for up to twelve months from completion of the Council's complaints process; therefore there is a risk that the outcome of a future Ombudsman investigation into a complaint may result in a recommended financial remedy. Complaints considered by the Ombudsman are reported to Overview and Scrutiny Committee annually on receipt of the Ombudsman's annual report.

<b>Consultation</b>
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7. Not applicable.

<b>Background Papers</b>	<b>Place of Inspection</b>
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| 8. None. |  |
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<b>For Further Information Contact:</b>	
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