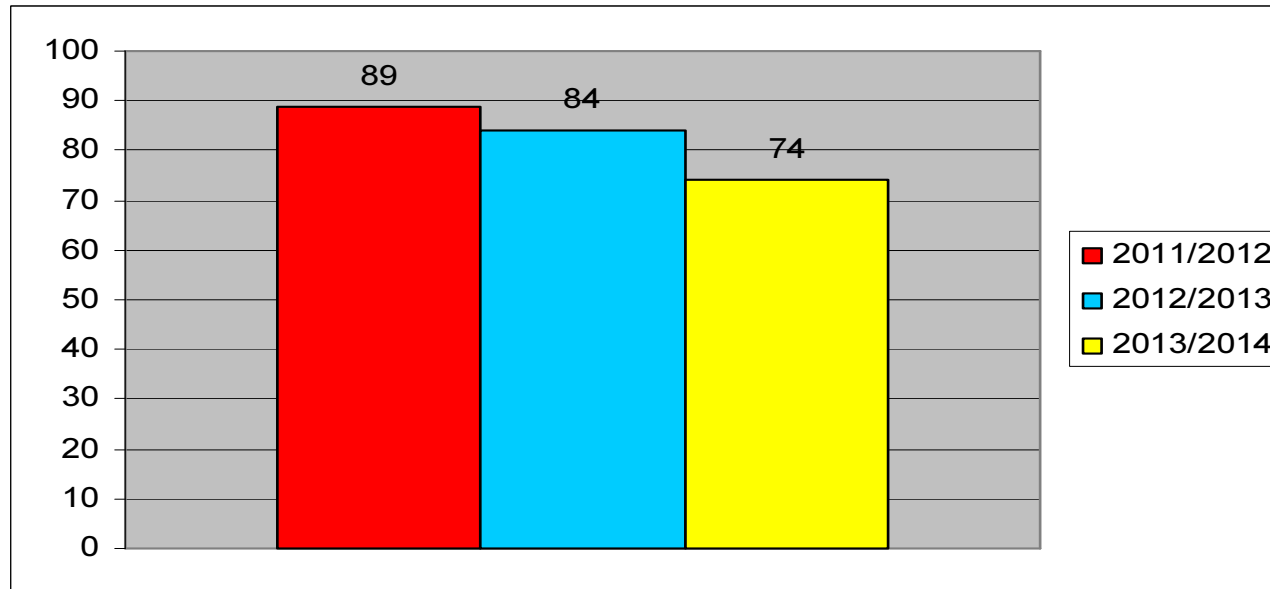


Appendix 1

Adult Care Services Annual Complaint Report
1st April 2013 – 31st March 2014

Figure 1

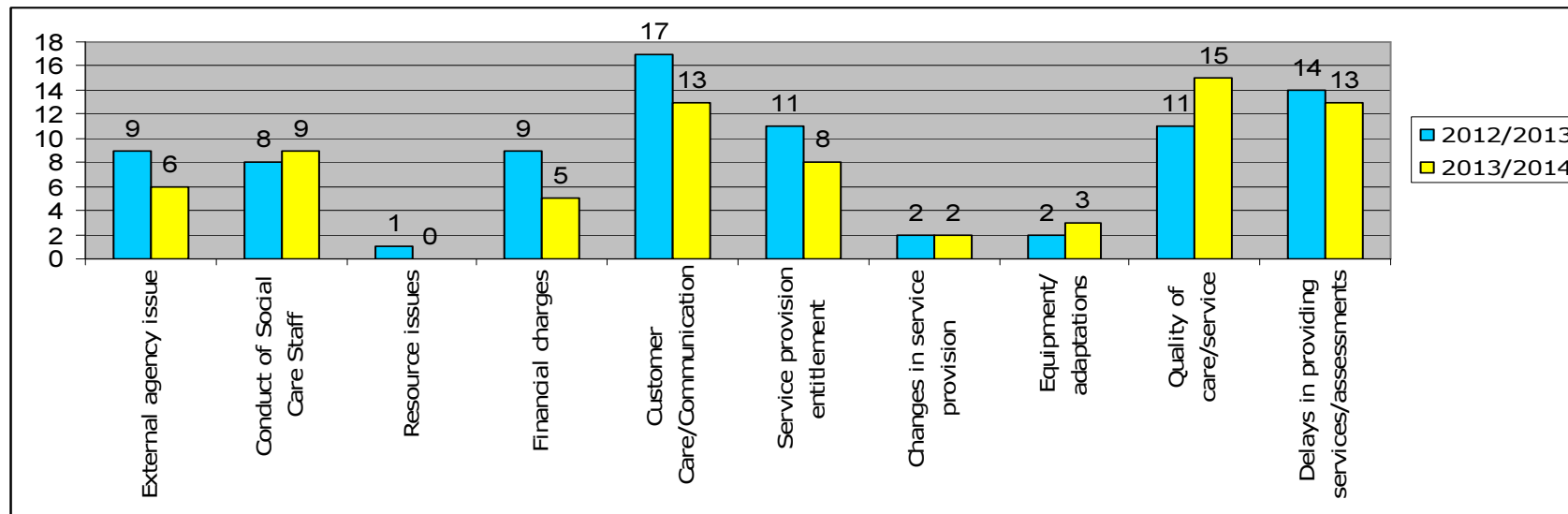
A comparative study of the number of complaints received for the period 01/04/2011 – 31/03/2012, 01/04/2012 - 31/03/2013 and 01/04/2013 - 31/03/2014.



- The total number of complaints in 2013/2014 has decreased by 12% when compared to the previous year and by 17% when compared to 2011/2012.
- The number of customers the Department provided a service to in 2013/14 was 5,069 and 74 complaints equates to 1.4%

Figure 2

A comparative study of the nature of complaints received for the period 01/04/2012 - 31/03/2013 and 01/04/2013 - 31/03/2014.



Key Findings

- 20% (15) of complaints received related to Quality of Care/Service
- 17% (13) of complaints received related to Delays in providing services/assessments
- 17% (13) of complaints received related to Customer Care/Communication

Increased Number of Complaints

- 27% (4) increase in complaints relating to Quality of Service

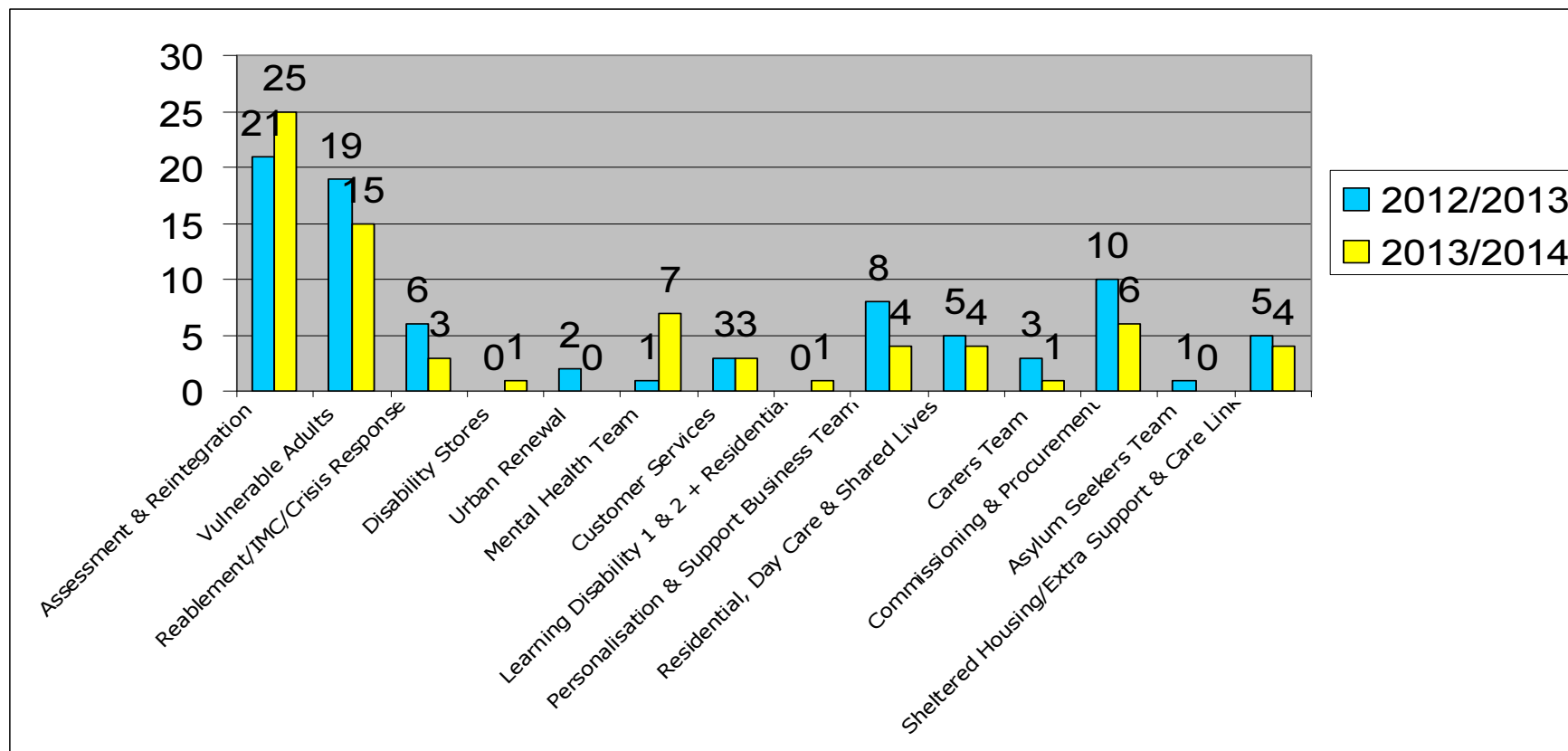
Decreased Number of Complaints

- 33% (3) decrease in complaints received relating to External agency Issues
- 45% (4) decrease in complaints received relating to Financial Charges
- 24% (4) decrease in complaints received relating to Customer Care/Communication
- 27% (3) decrease in complaints received relating to Service Provision Entitlement

- The number of complaints remained static for Changes in Service Provision (2)

Figure 3

Complaints received in respect of Adult Care Services by teams for the period 01/04/2012 – 31/03/2013 and 01/04/2013 – 31/03/2014.

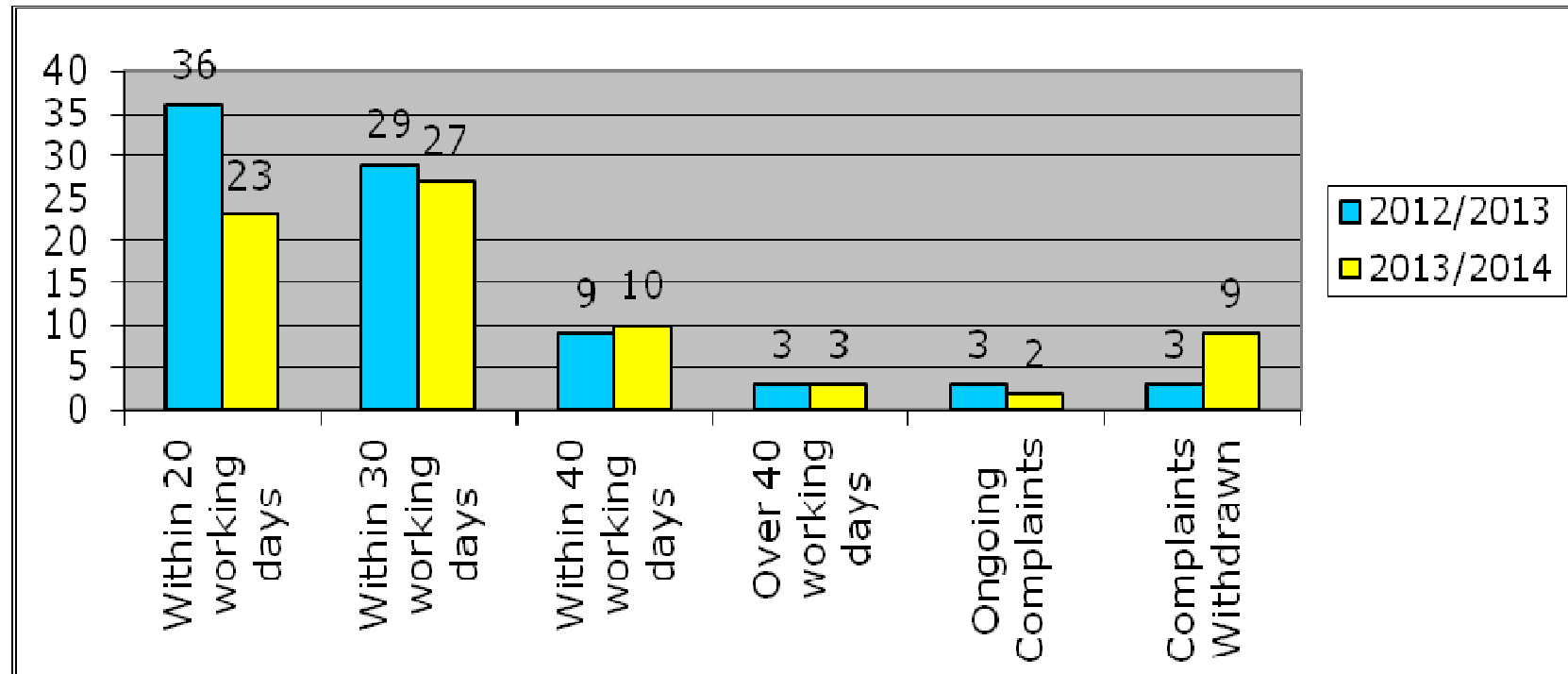


Key Findings

- 33% of complaints (25) related to the Assessment and Reintegration Team
- 20% of complaints (15) related to the Vulnerable Adults Team

Figure 4

Timescales for complaints for the period 01/04/2012 – 31/03/2013 and 01/04/2013 – 31/03/2014.

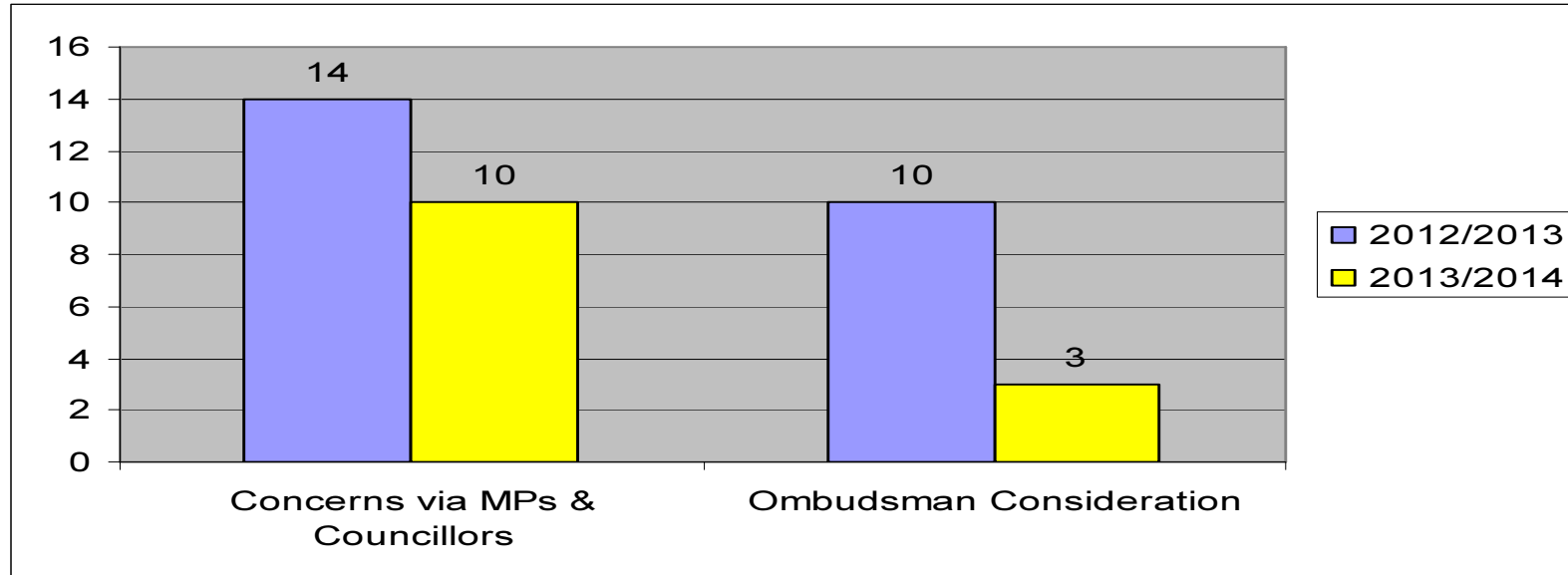


Key Findings

- Total number of complaints dealt with within 20 working days has decreased by 36% (13)
- Total number of complaints dealt with within 30 working days has decreased by 7% (2)
- Total number of complaints dealt with within 40 working days increased by 10% (1)
- Total number of complaints dealt with over 40 working days remained static at 3
- Total number of ongoing complaints has decreased by 33% (1)
- Total number of complaints withdrawn has increased by 66% (6)

Figure 5

Number of MP and Councillors concerns and Ombudsman considerations/enquiries for the period 01/04/2012 – 31/03/2013 and 01/04/2013 – 31/03/2014.

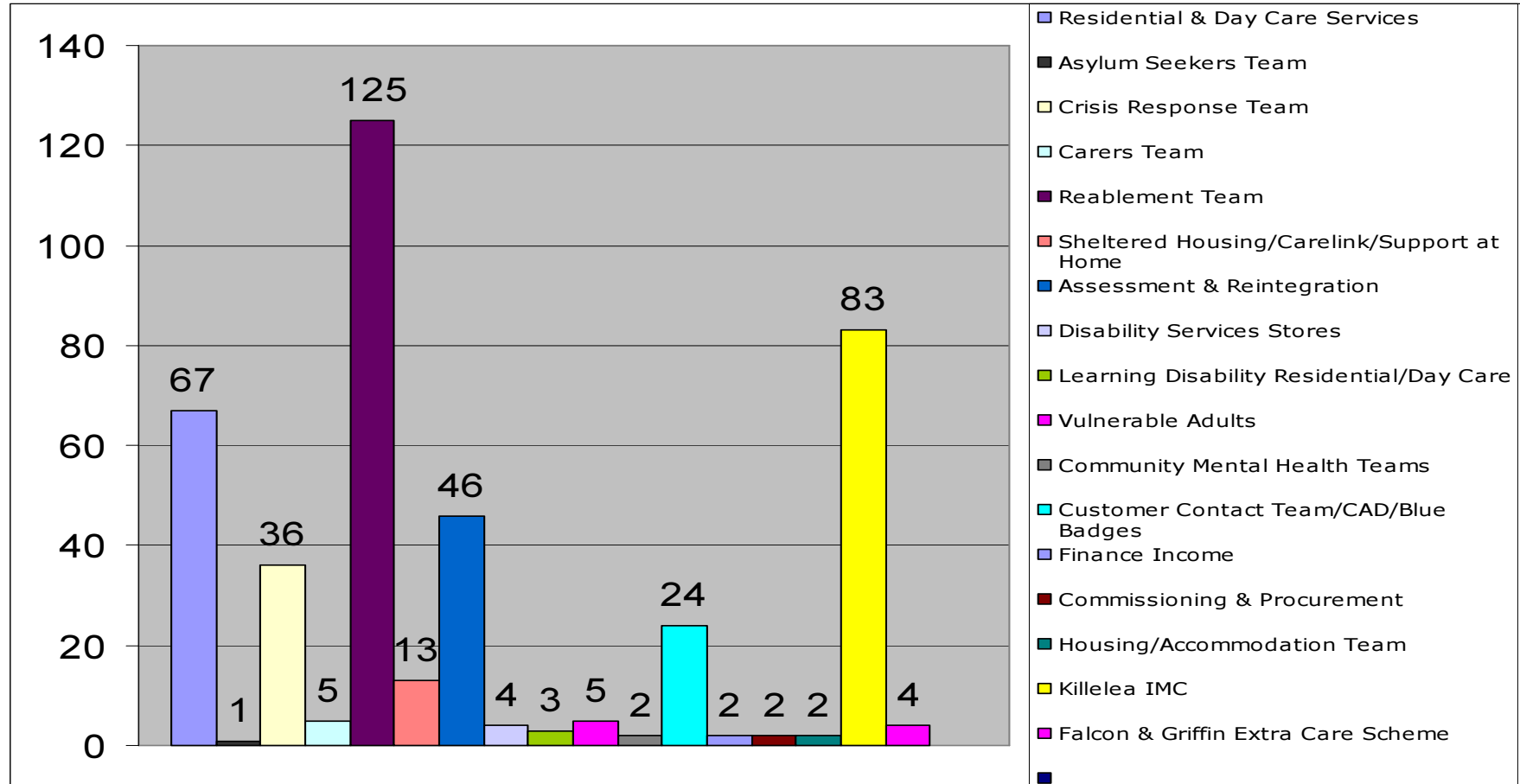


Key Findings

- Total number of concerns via MP's & Councillors has decreased by 29% (4)
- Total number of Ombudsman Consideration/Enquiries has decreased by 30% (7)

Figure 6

424 no. of compliments received and the service area they relate to for the period 01/04/2013 – 31/03/2014.



Key Findings

- 30% (125) of compliments received were in respect of the Reablement Team
- 350 more compliments than complaints were received over the year