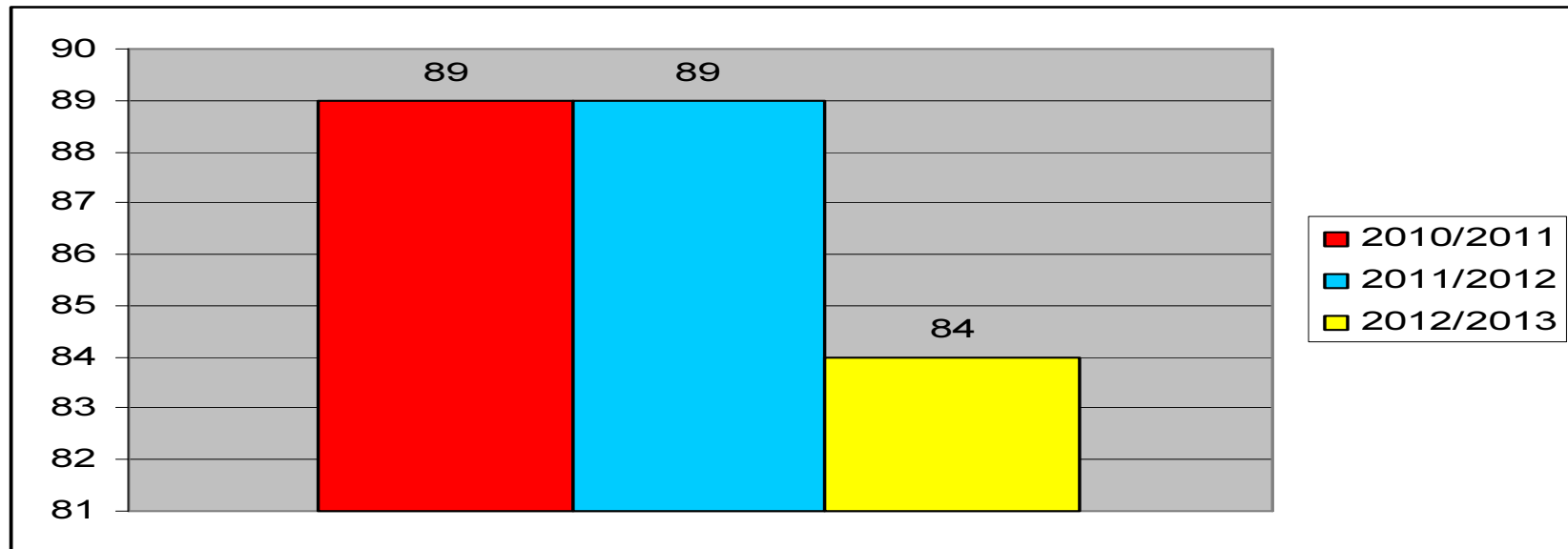


Adult Care Services Complaints Annual Report
1st April 2012 – 31st March 2013

Figure 1

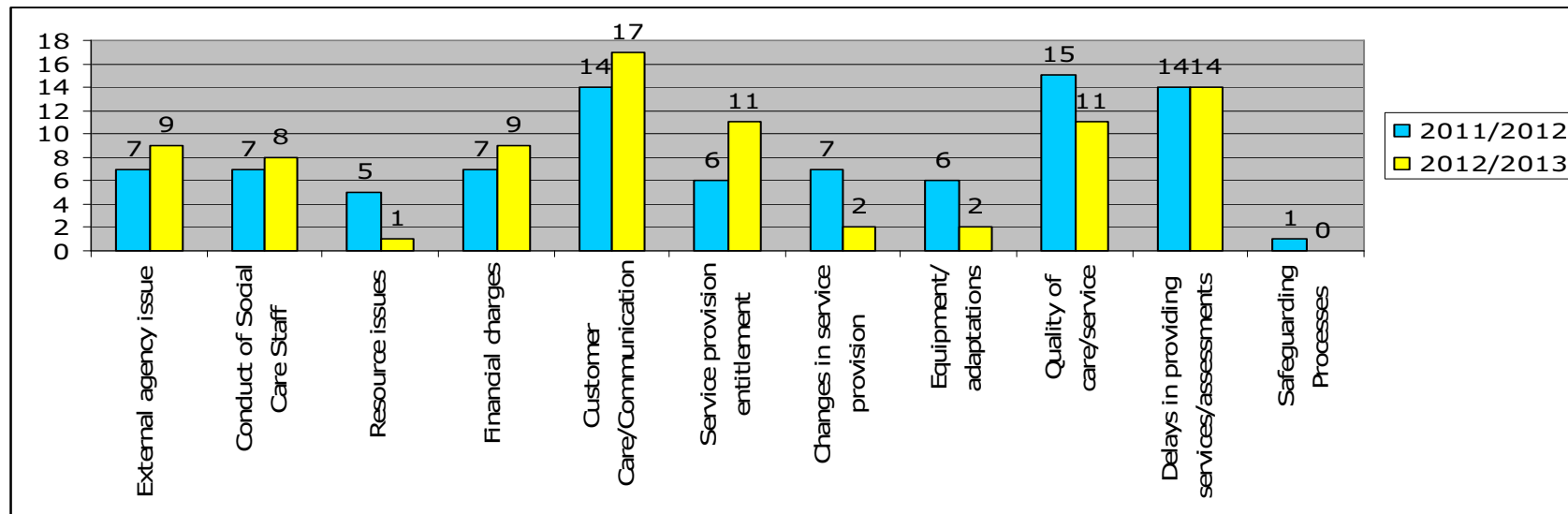
A comparative study of the number of complaints received for the period 01/04/2010 – 31/03/2011, 01/04/2011 - 31/03/2012 and 01/04/2012 - 31/03/2013.



- The total number of complaints in 2012/2013 has decreased when compared to the previous two years.

Figure 2

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



Key Findings

- 20% (17) of complaints received related to Customer Care/Communication
- 16% (14) of complaints received related to Delays in providing services/assessments

Increased Number of Complaints

- 22% (2) increase in complaints relating to External Agency Issues
- 12% (1) increase in complaints relating to Conduct of Social Care Staff
- 22% (2) increase in complaints relating to Financial Charges
- 17% (3) increase in complaints relating to Customer Care/Communication
- 45% (5) increase in complaints relating to Service Provision/Entitlement

Decreased Number of Complaints

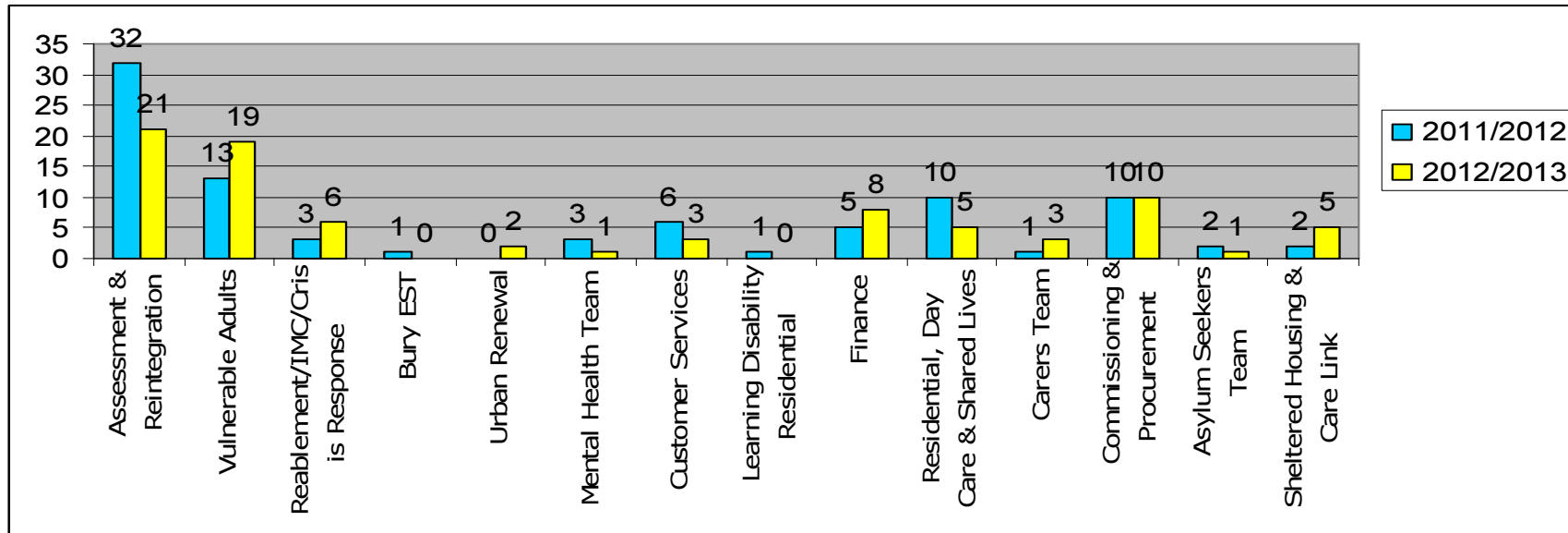
- 80% (4) decrease in complaints relating to Resource Issues
- 71% (5) decrease in complaints relating to Changes in Service Provision
- 66% (4) decrease in complaints relating to Equipment/Adaptations

- 26% (4) decrease in complaints relating to Quality of Care/Service
- 100% (1) decrease in complaints relating to Safeguarding Processes

The number of complaints remained static for delays in providing services/assessments (14)

Figure 3

Complaints received in respect of Adult Care Services by teams for the period 01/04/2011 – 31/03/2012 and 01/04/2012 – 31/03/2013.

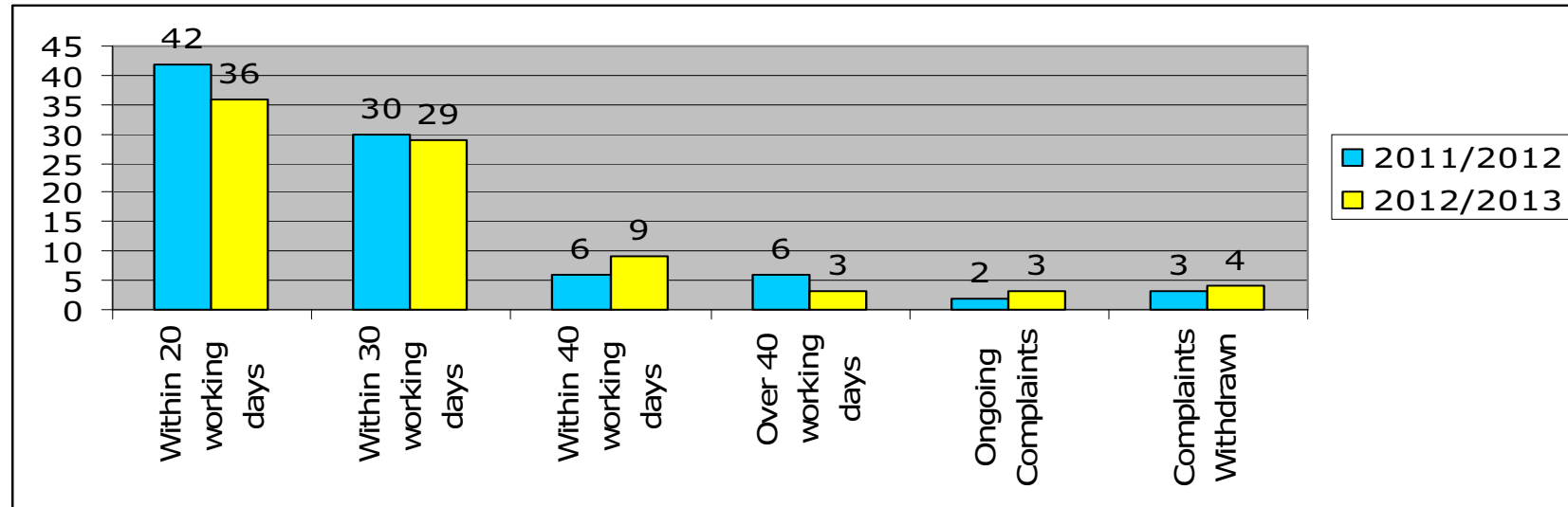


Key Findings

- 17% of complaints (21) related to the Assessment and Reintegration Team
- 8% of complaints (10) related to the Commissioning and Procurement Team

Figure 4

Timescales for complaints for the period 01/04/2011 – 31/03/2012 and 01/04/2012 – 31/03/2013.

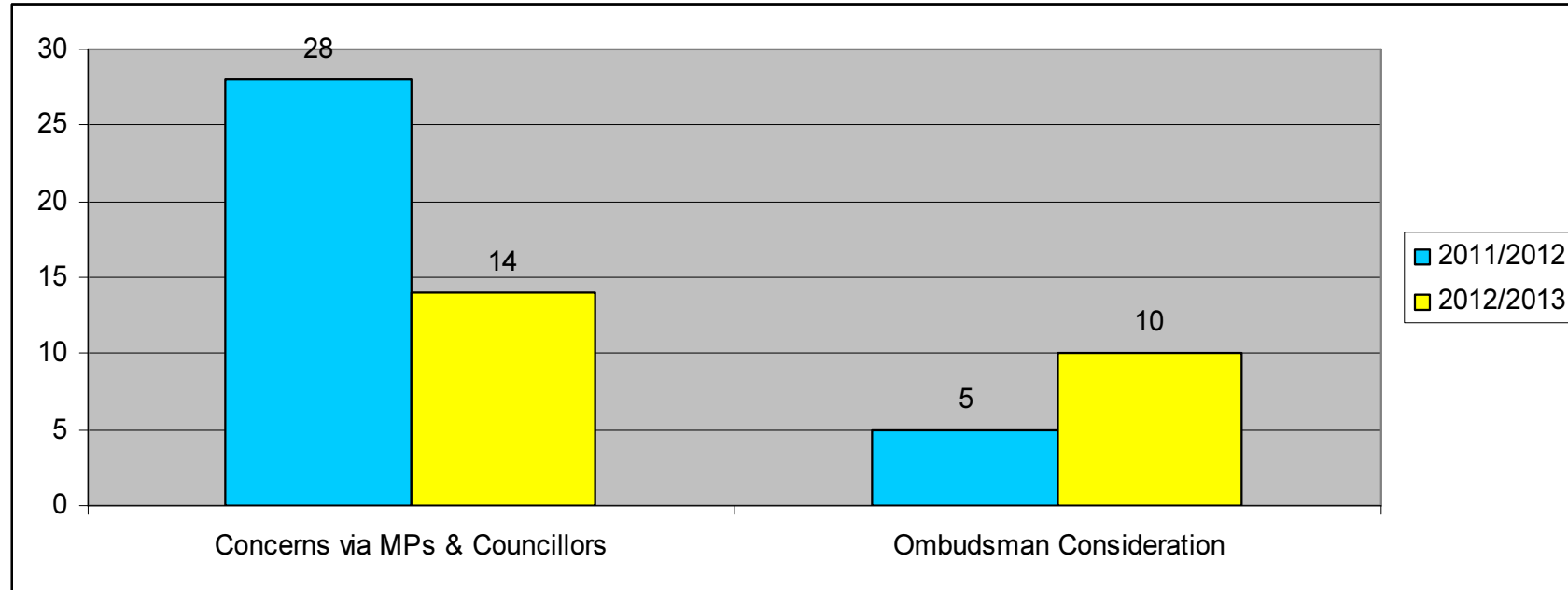


Key Findings

- Total number of complaints dealt with within 20 working days has decreased by 14% (6)
- Total number of complaints dealt with within 30 working days has decreased by 3% (1)
- Total number of complaints dealt with within 40 working days increased by 33% (3)
- Total number of complaints dealt with over 40 working days has decreased by 50% (3)
- Total number of ongoing complaints has increased by 33% (1)
- Total number of complaints withdrawn has increased by 25% (1)

Figure 5

Number of MP and Councillors concerns and Ombudsman considerations/enquiries for the period 01/04/2011 – 31/03/2012 and 01/04/2012 – 31/03/2013.

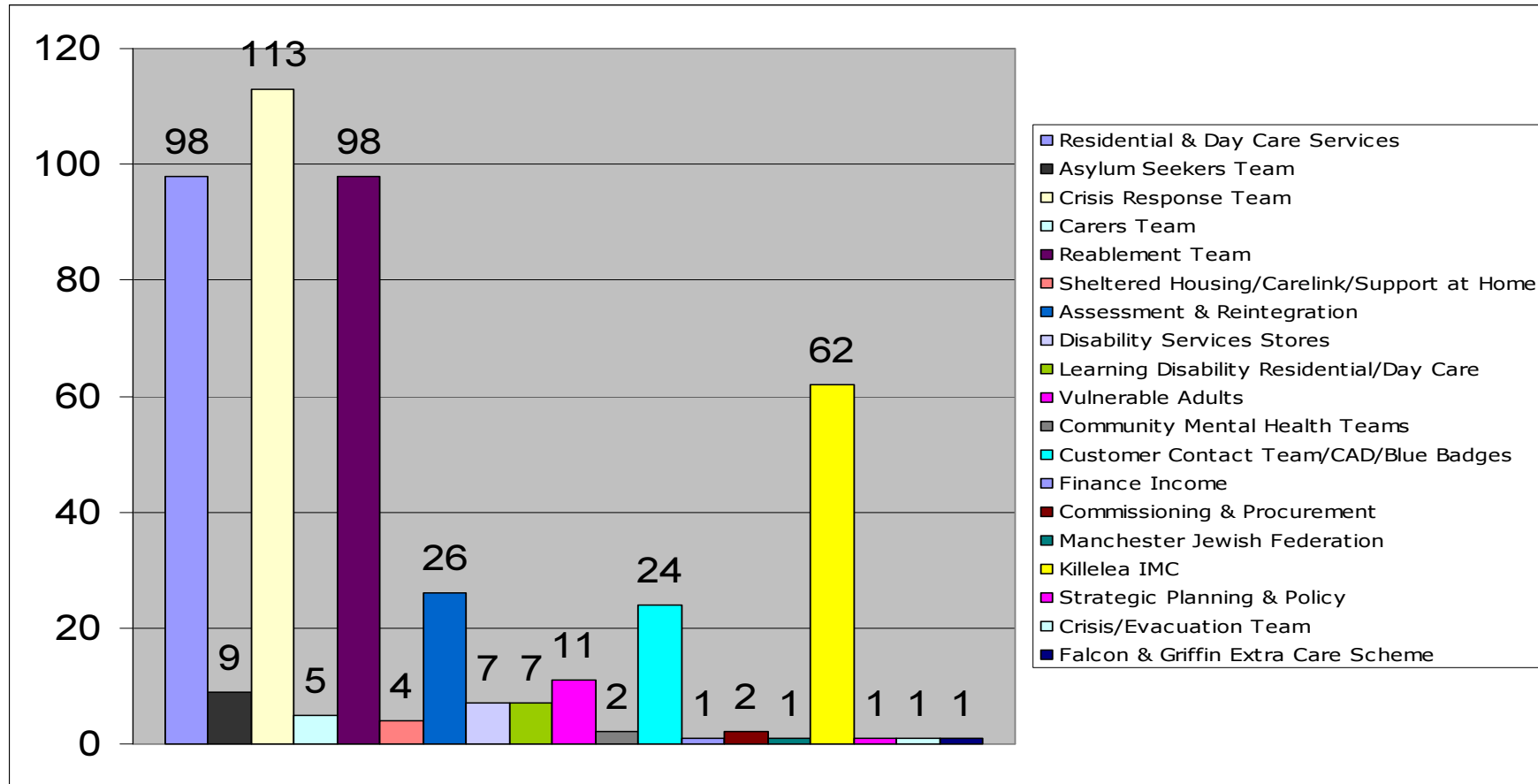


Key Findings

- Total number of concerns via MP's & Councillors has decreased by 50% (14)
- Total number of Ombudsman Consideration/Enquiries has increased by 50% (5)

Figure 6

473no. of compliments received and the service area they relate to for the period 01/04/2012 – 31/03/2013.



Key Findings

- 23% (113) of compliments received were in respect of the Crisis Response Team
- 389 more compliments than complaints were received.