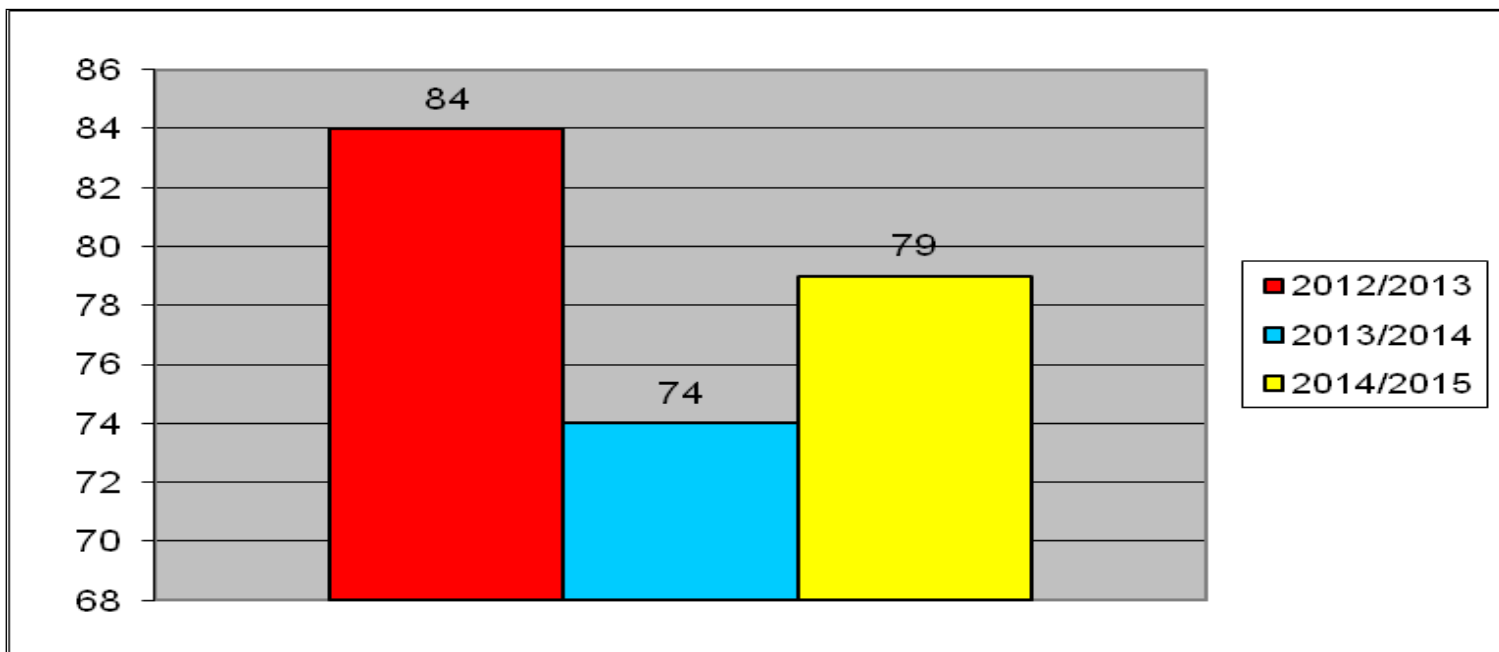


Appendix 1

Adult Care Services Annual Complaint Report
1st April 2014 – 31st March 2015

Figure 1

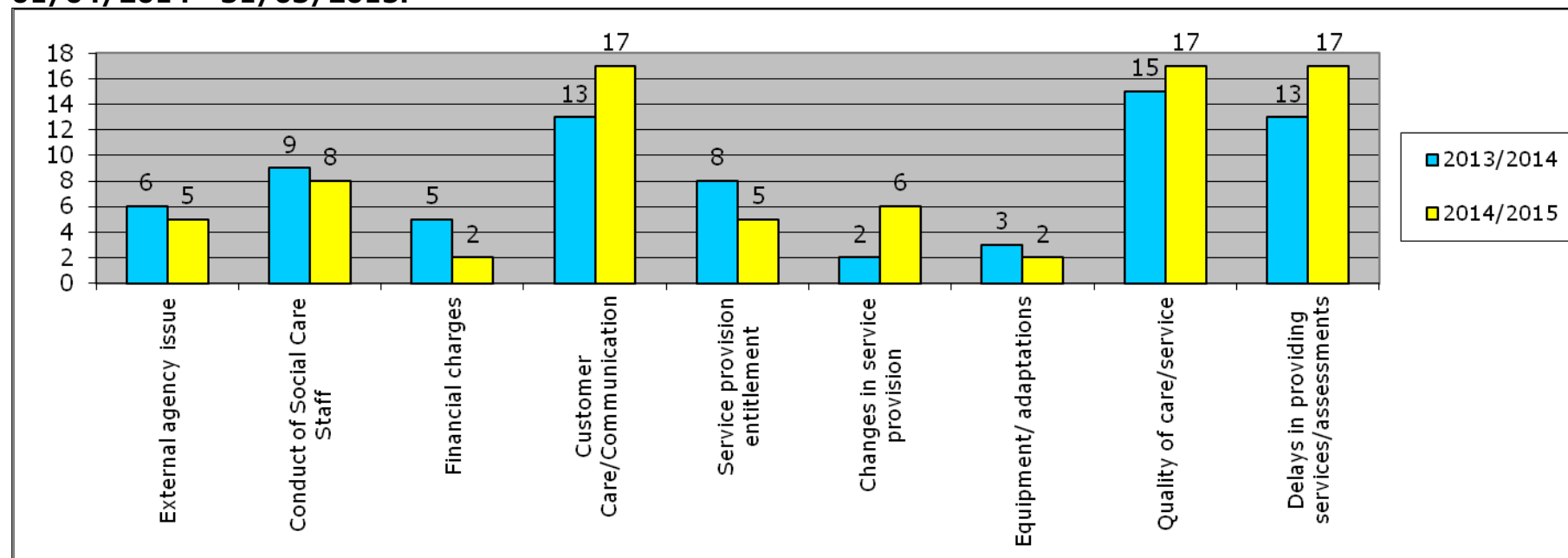
A comparative study of the number of complaints received for the period 01/04/2012 – 31/03/2013, 01/04/2013 - 31/03/2014 and 01/04/2014 - 31/03/2015.



- The total number of complaints in 2014/2015 has increased slightly by 6% (5) when compared to the previous year 2013/14
- The Department provided a service to approximately 4,886 individuals in 2014/15 and 79 complaints equates to approximately 1.5% of customers

Figure 2

A comparative study of the nature of complaints received for the period 01/04/2013 - 31/03/2014 and 01/04/2014 - 31/03/2015.



Key Findings

- 22% (17) of complaints received related to Customer Care/Communications
- 22% (17) of complaints received related to Quality of Care/Service
- 22% (17) of complaints received related to Delays in Providing Services/Assessment

Increased Number of Complaints

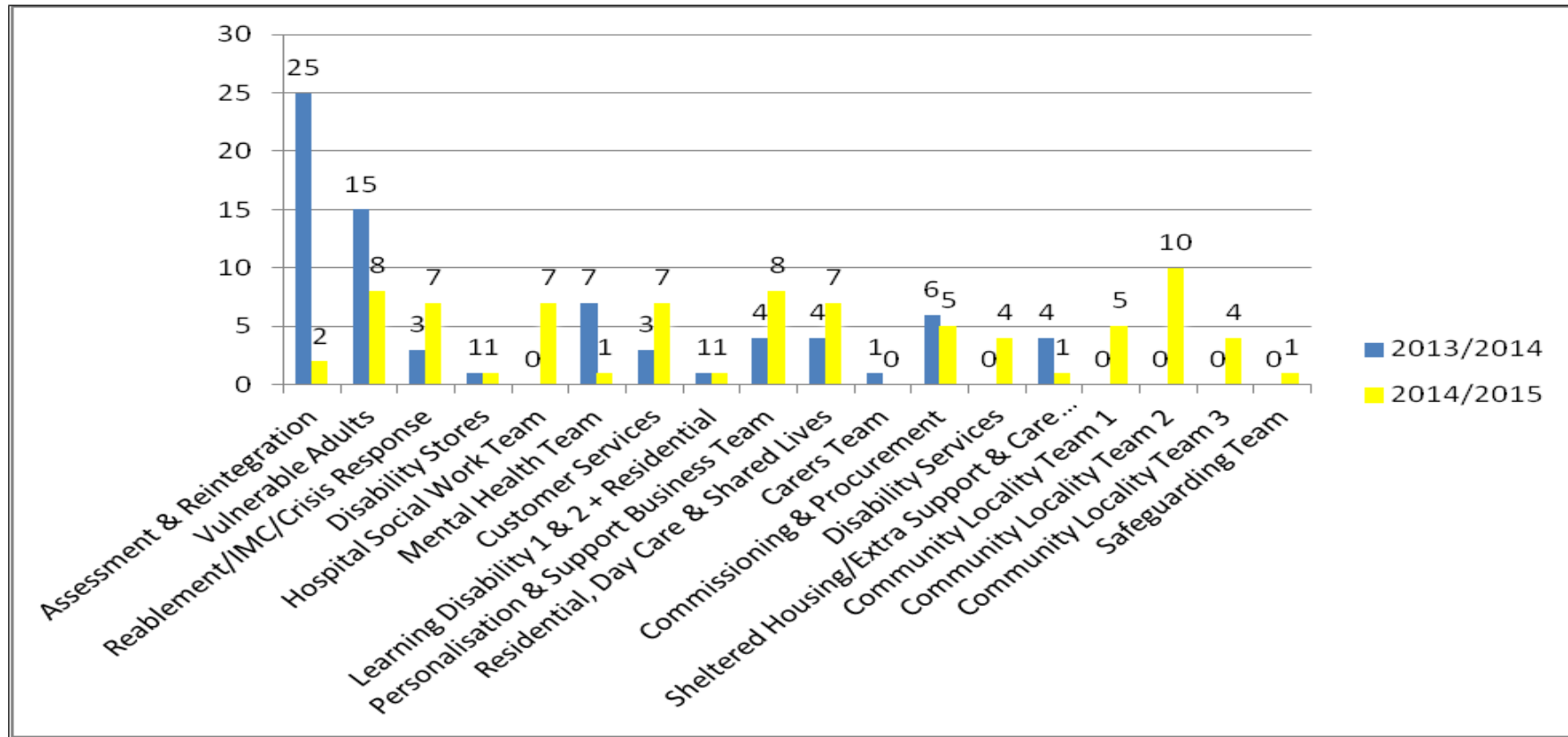
- 24% (4) increase in complaints related to Customer Care/Communications
- 66% (4) increase in complaints related to Changes in Service Provision
- 12% (2) increase in complaints related to Quality of Care/Service
- 24% (4) increase in complaints related to Delays in Providing Services/Assessments

Decreased Number of Complaints

- 17% (1) decrease in complaints related to External Agency Issues
- 11% (1) decrease in complaints related to Conduct of Social Care Staff
- 60% (3) decrease in complaints related to Financial Charges
- 37% (3) decrease in complaints related to Service Provision Entitlement
- 33% (1) decrease in complaints related to Equipment/Adaptations

Figure 3

Complaints received in respect of Adult Care Services by teams for the period 01/04/2013 – 31/03/2014 and 01/04/2014 – 31/03/2015.

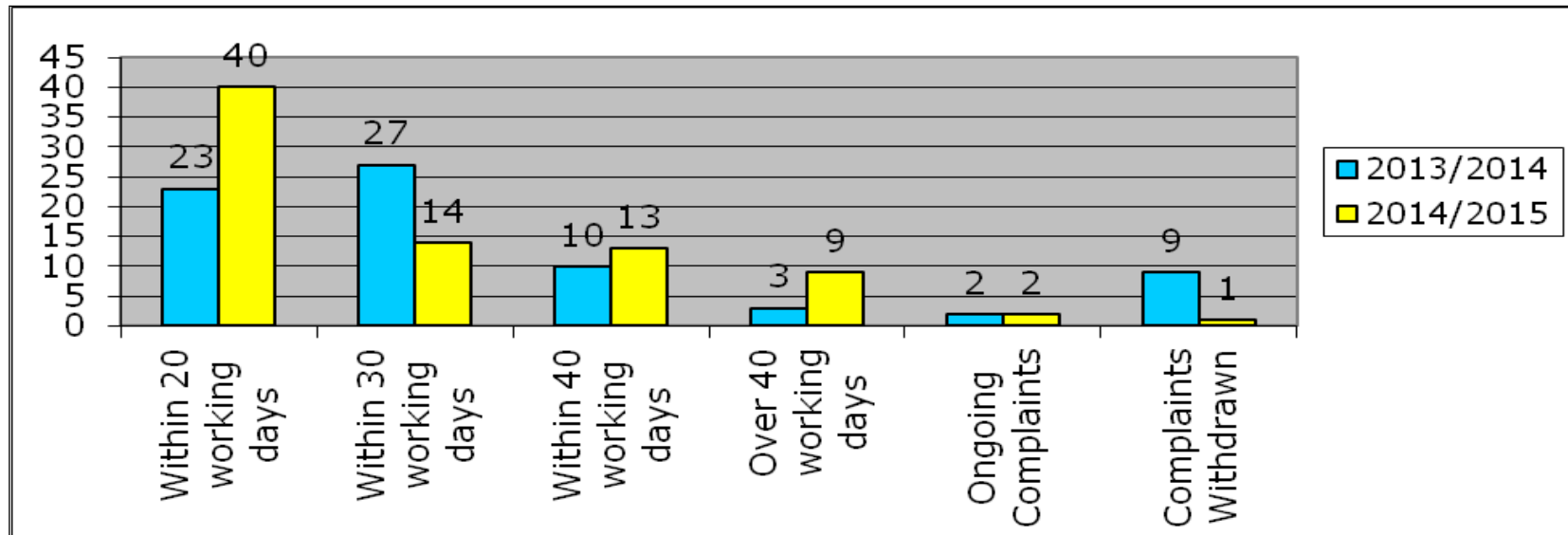


Key Findings

Due to the re-configuration of the Social Work Teams which took place in July 2014 it is not possible to draw objective comparative findings until next year.

Figure 4

Timescales for complaints for the period 01/04/2013 – 31/03/2014 and 01/04/2014 – 31/03/2015.

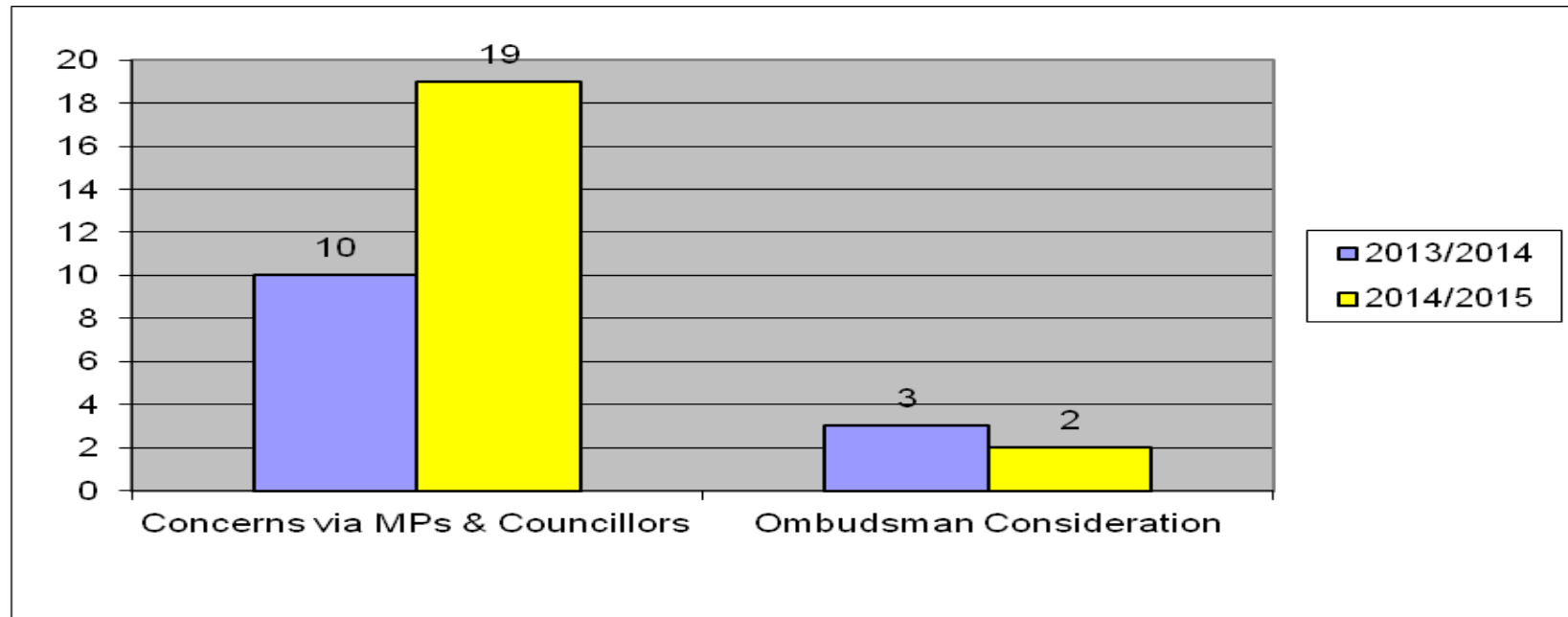


Key Findings

- Total number of complaints dealt with within 20 working days has increased by 42% (17)
- Total number of complaints dealt with within 30 working days has decreased by 48% (13)
- Total number of complaints dealt with within 40 working days increased by 23% (3)
- Total number of complaints dealt with over 40 working days has increased by 66% (6)
- Total number of ongoing complaints has remained the same
- Total number of complaints withdrawn has decreased by 89% (8)

Figure 5

Number of MP and Councillors concerns and Ombudsman considerations/enquiries for the period 01/04/2013 – 31/03/2014 and 01/04/2014 – 31/03/2015.

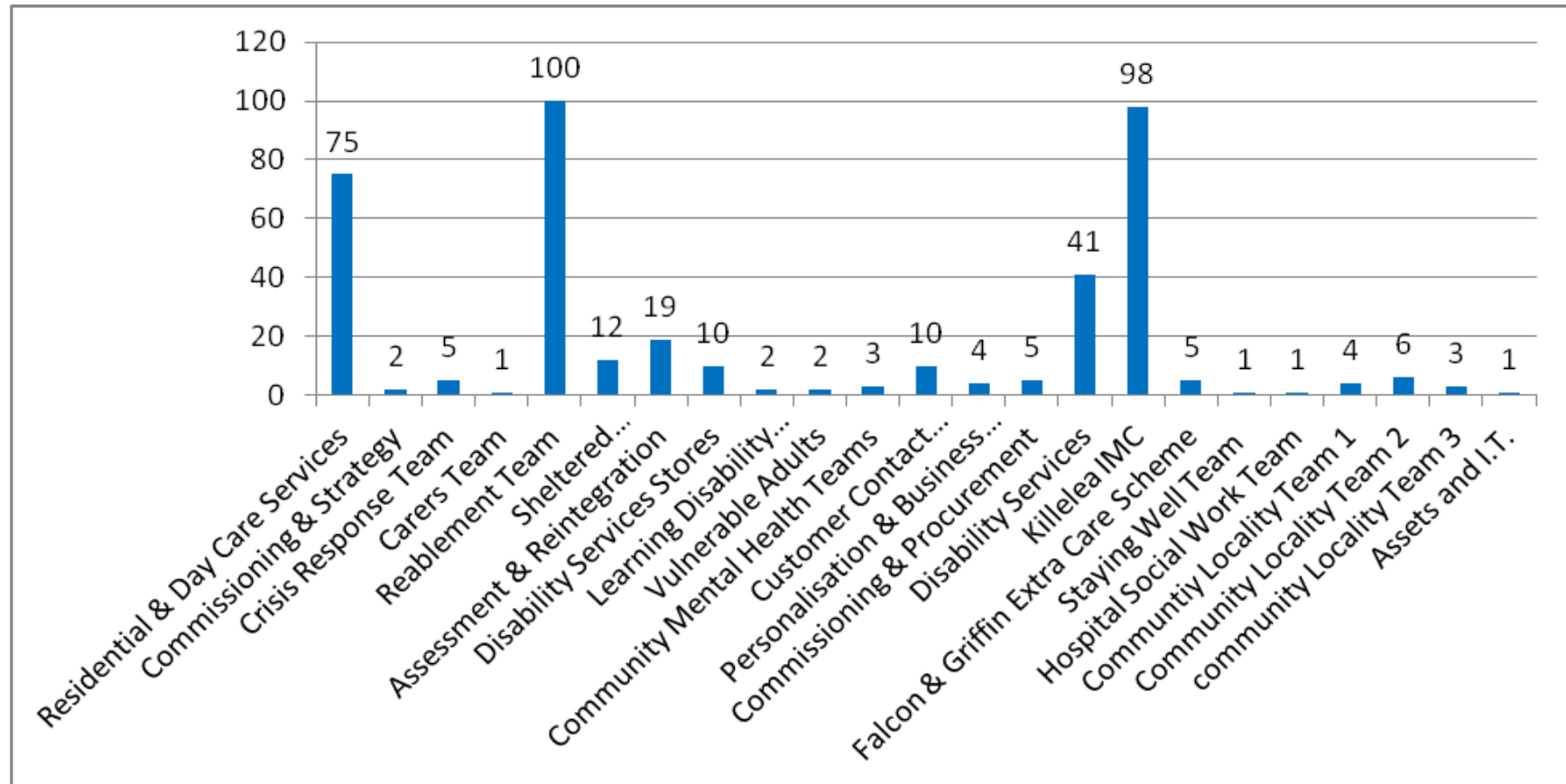


Key Findings

- Total number of concerns via MP's & Councillors has increased by 47% (9)
- Total number of Ombudsman Consideration/Enquiries has decreased by 33% (1)

Figure 6

410no. of compliments received and the service area they relate to for the period 01/04/2014 – 31/03/2015.



Key Findings

- The highest number of compliments received was by the Re-ablement Team closely followed by Killelea IMC facility
- 331 more compliments than complaints were received in 2014/15
- In 2013/14, 424 compliments were received, a slight decrease in the number received in 2014/15 (10)