

Complaints To Services from the Asian Community Scoping Document

To be undertaken by an Adult Services OSC Working Group

<u>Membership</u>	<ul style="list-style-type: none"> • A task and finish Working Group of the Committee, membership to be agreed at the meeting • Consider co-option to the Working Group
<u>Purpose</u>	<ul style="list-style-type: none"> • To understand why there are so few complaints from members of Asian communities about Adult Social Care services • To identify whether there are any barriers to complaining or commenting on services, what they may be and how such barriers could be removed • To determine improvements that could be made to ensure people who are not happy about the services they receive feel able to complain
<u>Why this issue?</u>	<ul style="list-style-type: none"> • The Adult Services OSC identified this issue from their review into the complaints process. Whilst 2.6% of service users have an Asian or Asian British background, this group makes only 0.9% of complaints.
<u>Methodology</u>	<ul style="list-style-type: none"> • Meetings and visits to gather information and evidence from: <ul style="list-style-type: none"> ○ Groups of service users ○ Community representatives ○ Workers from charity and voluntary groups ○ Adult Social Care representatives
<u>Publicity</u>	<ul style="list-style-type: none"> • Article in Buckinghamshire times in January 2006 • Press release in January to invite views (including in media for minority ethnic communities) • Press release at the end of the review to explain results • Leaflet produced in English plus a few copies in Urdu, Gujarati and Hindi for circulation to key groups and contributors
<u>Timetable</u>	<ul style="list-style-type: none"> • Agree scoping and establish the membership of the working group at the OSC on 7 December 2005 • Evidence gathering through meetings and visits between January and March 2006 • Draft report and agree recommendations in March 2006 • Report back to Committee in April 2006 • Report to Cabinet in May 2006