

# Regulatory and Audit Committee

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<b>Title:</b>	<b>Making Experiences Count Annual Report – Adult and Family Wellbeing Social Care Complaints</b>
<b>Date:</b>	3 <sup>rd</sup> November 2014
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<b>Electoral divisions affected:</b>	All

**Summary:** This annual report of the Adults and Family Wellbeing Social Care Statutory Complaints Procedure, Making Experiences Count, covers the period between 1<sup>st</sup> April 2013 and 31<sup>st</sup> March 2014. The report provides information on complaints dealt with through the statutory adult social care complaints procedures.

**Recommendation:** Members should note the content of the report.

## **Adults and Family Wellbeing Social Care Making Experiences Count-Annual Report 2013/2014**

### **1. Background**

- 1.1 In April 2009 changes were made to the legislative framework regarding Health and Social Care Complaints. Guidance was issued at the time which focused on good customer care and the client experience, including a simple, consistent approach to complaints across services which were person centred.
- 1.2 Buckinghamshire County Council is required under statutory regulations to report annually to the relevant Council Committee on adult social care complaints.
- 1.3 The Council is required to operate a separate statutory complaints and representations procedure, in accordance with the Local Authority Social Services and National Health Services Complaints (England) Regulations 2009 and the Local Authority Social Services and National Health Service Complaints (England) (Amendment) Regulations 2009 (hereby referred to as 'the Regulations'). Any complaint which does not fall under these requirements will be considered under the Council's corporate complaints procedure.

### **2. Introduction**

- 2.1 This annual report covers the period 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014 and concerns the adult social care statutory complaint procedure.
- 2.2 This report deals with complaints which fall within the scope of the adult social care complaints legislation; it does not address complaints which are proper to the Corporate Complaints Procedure including complaints made by members of the public, who are not service users or their representatives, concerning adult social care.

- 2.3 Enquiries from Members of Parliament are separately recorded and do not form part of the complaint process but for transparency these have been included in the report.
- 2.4 The procedures are publicised in a leaflet about complaints, 'Listening, Responding, Improving', which is given to all service users. It is also available online.

### **3. Complaints Procedure**

- 3.1 The statutory adult social care complaints procedure is a one stage process. There is an expectation under both the legislation and by the Local Government Ombudsman that complaints will be locally resolved within reasonable time limits. Under the legislation, it is recognised that a final response should be issued within a 6 month period unless there is an exceptional reason why this cannot be done.
- 3.2 The 2009 regulations introduced a 'Responsible Person' role, which oversees and is responsible for ensuring compliance with the arrangements made under the regulations; particularly in relation to ensuring remedial action is undertaken as a result of a complaint. During 2013/14 the functions of the role were delegated by the Chief Executive to the Service Director, Commissioning and Service Improvement in Adults and Family Wellbeing. The regulations also introduced a 'Complaint Manager' role to be responsible for the consideration and handling of complaints under the procedure. The day to day duties of the role are undertaken by the Statutory Complaints Officer and overseen by the Complaints and Insight Analyst.
- 3.3 In May 2013 a revised internal process for managing adult social care complaints was put into practice. The new process encourages personal contact with the complainant to clarify the complaint and to agree mutually agreeable plans for consideration of the complaint and resolution of the complaint within locally agreed timescales. An internal timescale of 28 calendar days was put in place with recognition that there would be exceptional occasions where this timescale could not be met. Legislatively the timescale for responding to complaints regarding adult social care is 6 months.
- 3.4 The Local Government Ombudsman (LGO) is an independent organisation authorised to investigate complaints where the Council's own investigation has not resolved the issues raised.

The complainant may approach the Local Government Ombudsman at any time. The Local Government Ombudsman's policy is to allow the local authority to consider the complaint first and they will refer the complaint back to us unless there are exceptional reasons for not doing so.

### **4. Compliments**

- 4.1 All service areas continue to attract compliments and unless the Complaints and Information Team are alerted to compliments, they are unable to be centrally recorded. Overall there were 54 compliments recorded between during 2013/14. This figure compares with 24 in 2012/2013 and 27 in 2011/12.
- 4.2 Care assessment teams received the most compliments during the year followed by the In-Touch service. Most compliments referred to individual staff members providing a personalised, 'over and above' level of customer service. The table below denotes

service areas who have alerted the Complaints and Information Team to the compliments they received.

4.3 Although we received more compliments during this year, it is difficult to be sure we have received notification of all compliments received. There is still a need to raise awareness of centrally recording compliments. Due to the number received, it is difficult to draw any meaningful analysis from the data.

<b>Service</b>	<b>No. Received</b>
Direct Payments	2
In-Touch Service	18
Care assessment Teams	23
Domiciliary/Residential/Day Care	3
Strategic Commissioning and Service Improvement	7
Central Access Team	1
<b>Total</b>	<b>54</b>

4.4 The following is part of a compliment received by a Business Manager within Adult Social Care relating to the intervention of a social worker (names have been redacted).

- *Without fuss or favour, and with a totally professional, business like attitude along with a quiet but marked understated empathy she has supported and worked with us and our Mum to achieve what she needs and so deserves. I cannot praise her highly enough. I am well aware that we cannot be her only clients, but not once have we been made to feel as though we are. She is a young lady of few words and but quick, decisive action. I have no wish to criticise anyone in the very testing profession to which (social worker) belongs, but suffice to say, I have not so far over these 2 years met her like.*

## **5. Complaints Received**

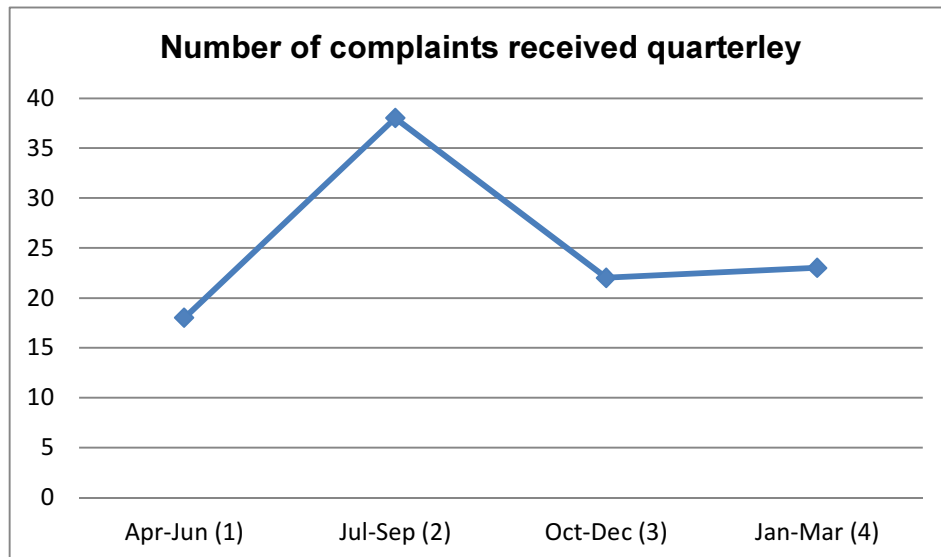
5.1 There were 101 formal complaints investigated in 2013/14; the corresponding figure for previous years is 108 in 2012/13 and 195 in 2011/12.

5.2 Multiple contacts by the same client, for example where follow up questions are asked by complainants relating to a complaint response, have been classed as one contact.

5.3 Adult Social Care carried out 10559 assessments in the year 2013/14 (inclusive of assessments and reassessments) and they received 33448 contacts regarding 13703 clients. Of the recorded number of clients about whom contact was made during 2013/14, 0.74% made a complaint about the service they received through Buckinghamshire County Council.

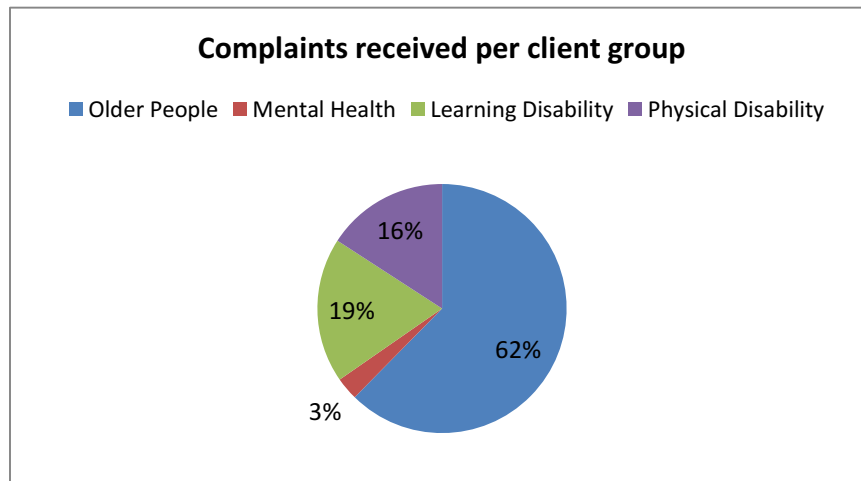
5.4 The number of complaints has decreased again this year even with the introduction of a more rigorous approach to the management of adult social care complaints. It is likely that our clients are now more familiar with the new ways of service delivery. 2011/12 saw a significant rise in complaints which was attributed to changes that were being made to service delivery during that period as change can be difficult for vulnerable adults, their families and their carers. It is likely that with changes being made to the

delivery of social care services through The Care Act 2014, we may again see a rise in the number of complaints received by the service over the next five years as proposed changes begin to affect service users. For further information please see section 11.

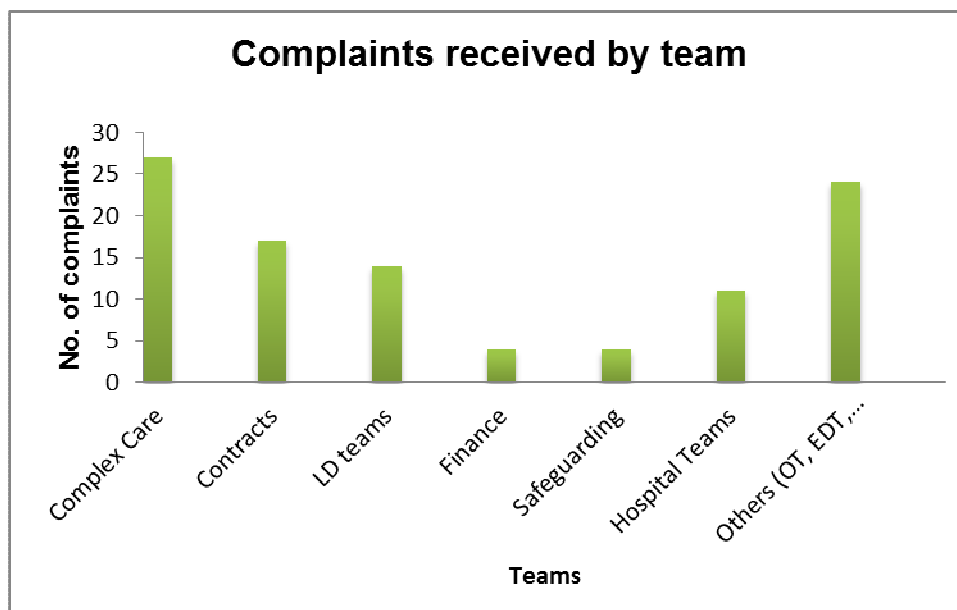


5.5 There was a significant spike in the number of complaints received during the second quarter of the year. Having looked at complaint issues and affected teams for that period, there was no clear reason for the increase at that time which can be attributed to service delivery. A new internal complaints procedure came into effect in May 2013 and a significant amount of training and communication was provided during this period which may have raised awareness amongst Adult Social Care colleagues about the management of complaints and may have contributed to an increased awareness of complaints correspondence from customers.

5.6 In addition to the number of complaints investigated through the complaints procedure this year, a further 56 contacts were received by the Complaints and Information Team. These issues were resolved to the satisfaction of our customers within a 48 hour period and have been classified as concerns in line with the regulations. Most of these concerns were regarding issues with communication or delay which were immediately rectified between the Complaints Team and the Adult Social Care service. This information has not been captured in previous years but highlights the importance of early intervention in the management of concerns and the importance of direct communication with our complainants in the pursuit of local resolution. Without a focus on early intervention, any of these contacts may well have led to a formal complaint resulting in increased workload for both Adult Social Care and Customer Contact.

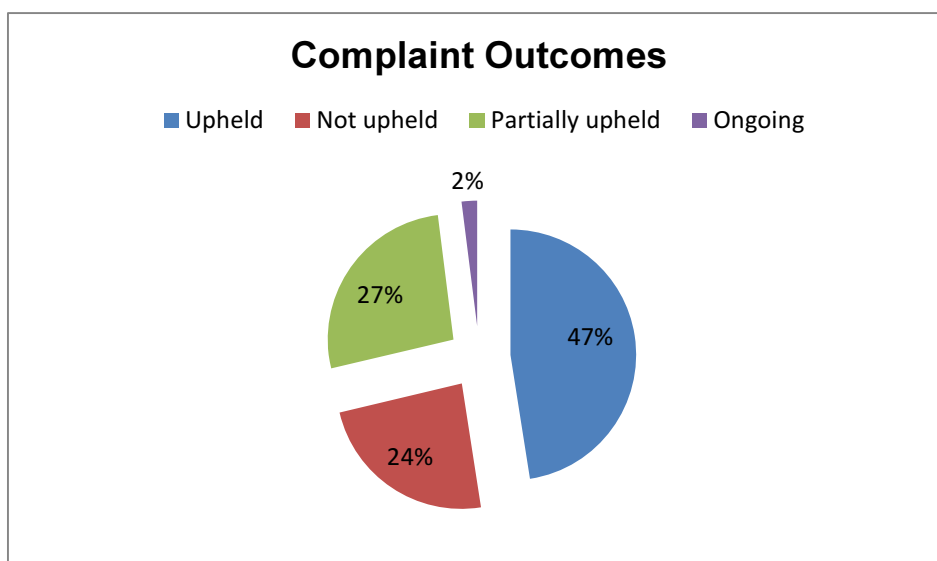


5.7 The table above shows the amount of complaints received by client group during this period. The majority of complaints concerned our older person client group and were, for the most part, raised by representatives on behalf of the client. For context, during the same year 7996 older clients, 928 clients with learning disabilities, 509 mental health clients and 1129 clients with physical disabilities were assessed or reassessed by the Adult Social care service.



5.8 The Complex Care teams received the highest number of complaints during the year with 27 complaints received. The majority of these complaints concerned decisions made during the assessment process and the outcome of assessments. Despite receiving the highest number of complaints, the Complex Care Teams have the lowest number of upheld or partially upheld complaints; 59% of complaints received by these teams were upheld or partially upheld. The Contracts Teams received 17 complaints during the year, most of which related to the provision of services through our contracted providers; 88% of these complaints were upheld in full or in part following investigation. The Learning Disability Teams also received higher numbers of complaints during the year with 14 received- these complaints were a mixture of delay in receiving services and issues with the care assessment process of which 86% were upheld or partially upheld. It is important to note that a significant number of complaints

received by the learning disability service related to care provided in years prior to 2013/14.



As you can see from the table above, the majority of all complaints received were upheld or partially upheld in some regard by the adult social care service. There is a tendency to reflect on this with a degree of negativity but upholding a complaint is a recognition that service received was not as it should have been in full or in part for the customer and could have been improved in some way. Learning as a result of complaints should be a more valuable way to measure the effectiveness of the services being provided to our customers than looking at statistics alone. We as an authority should expect to receive complaints as it is a valuable way for our customers to speak to us but we should endeavour across all complaints procedures to not receive the same complaints repeatedly.

## 6. Complaints Received-External Agencies

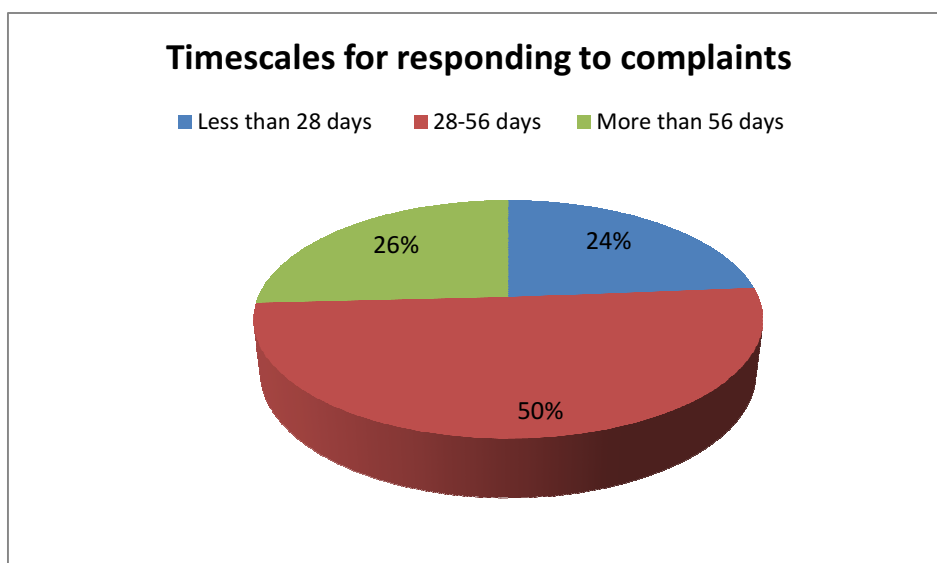
6.1 There is a statutory responsibility for providers of residential and domiciliary care services to have a complaints procedure that complies with the relevant national regulations. There is an expectation that the client pursues a complaint with provider organisations through their own complaints procedures. However, if the client is dissatisfied with the response from their provider or if they do not want to engage with the provider, they have the choice to pursue the complaint through the statutory adult social care complaints process. There were 17 complaints regarding domiciliary or residential care pursued through the statutory procedure in 2013/14.

6.2 There is a concurrent project outside of the adult social care complaints procedure being undertaken across Buckinghamshire County Council in respect of monitoring complaints received by contracted out services. With the increased likelihood of more commissioned services through our Future Shape Programme and wider commissioning powers under The Care Act 2014, it is important to note that Buckinghamshire County Council will still be accountable for those commissioned services delivering statutory social care functions and that through the statutory complaints procedures and legal regulations, the customer has a right for our consideration of their complaint should they choose not to engage directly with our provider.

## 7. Timescales for responding to complaints

7.1 During 2012/13, there were a significant number of cases logged where the record was not closed within an acceptable timescale. This, however, was not always a reflection on an increased response time. In many cases the complaint issues that were brought to our attention were resolved to the satisfaction of the complainant within an appropriate timescale but this action was not always recorded on our Respond system. This then led to a number of cases appearing to take an extended period of time and an average response time of 156 days. .

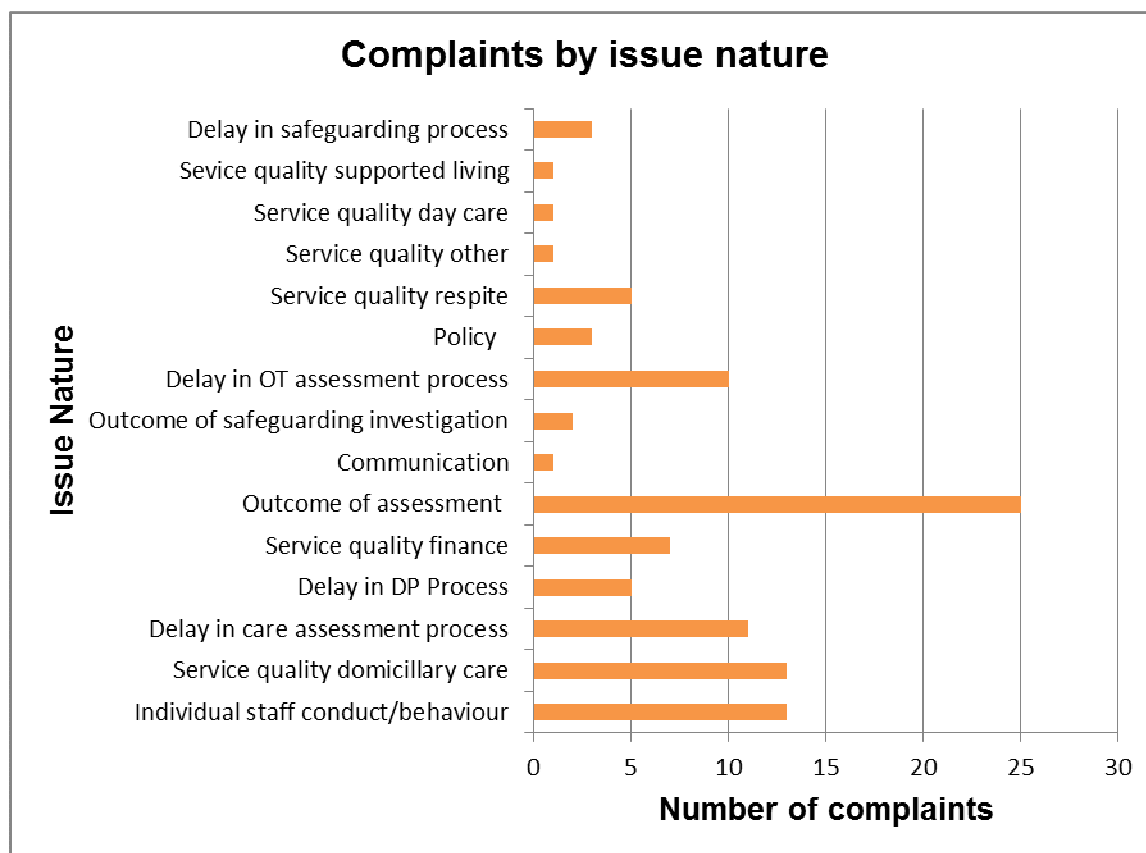
7.2 During 2013/14, the average response time for managing Adult Social Care complaints was 49.43 days. This is a significant decrease on the time taken in 2012/13 but is still in excess of our internal 28 day timescale.



7.3 The majority of complaints were concluded between 28 and 56 days. It is clear that the measures taken to reduce timescales have in part worked but have not been as effective as envisaged. In some cases, the complaints have been complex in nature, with ongoing remedial action necessary to resolve the issues presented before the complaint could be concluded. In other cases the complaints have not taken a priority to the day to day running of the service and time has passed without action before the complaint is responded to. In time, there will be a need to review the process introduced in May to potentially incorporate a triage system for the management of a complaint- with low risk complaints requiring shorter timescales and high risk complaints requiring longer timescales. A framework for this will be considered over the coming year.

7.4 We have also noted over the last year that the sign off process can sometimes delay the complaint response being sent. Each complaint response is reviewed by the Statutory Complaints Officer, Service Manager and the relevant Service Director before being sent by the 'responsible person' (functions of which were delegated to the Service Director for Commissioning and Service Improvement during this period). The intervention of senior management sign off is a benefit for the complainant in terms of quality assurance and a benefit to the service in terms of accountability but it can unintentionally cause delay for the complainant. This is something that we are aware of and will be taking actions to improve during 2014/15.

## 8. Complaints Analysis



8.1 There were a number of notable complaint issues that arose regarding our adult social care services in 2013/14 as highlighted in the table above.

8.2 The majority of complaints received concerned the nature of decisions made following or during the care assessment process. As the care assessment process is case specific to each client's needs, it is difficult to attribute any single factor to the prevalence of this type of complaint. There are, however, a number of overarching issues which have led to this type of complaint being received.

- There is a need to ensure that expectations are set at the beginning of our interactions with our clients and carers with particular emphasis on the financial implications of the provision of care. Most complaints concerned an element of communication difficulty which may have been prevented had we of been clear on what level of service we are able to provide and our process for delivering services.
- It is important to ensure that appropriate safeguards are in place to cover staff absence and to ensure that work is reallocated where necessary.
- There were occasions where the assessment process should have found appropriate ways to include a client's support network before decisions were taken regarding care provision which would have improved communication with family members throughout the customer journey. We have a duty to ensure we



share data appropriately and act in accordance to client wishes but on occasion the lack of inclusion of a client's support network appears to have been as a result of pressure within the service as opposed to the client directly refusing the presence of their carers/family.

8.3 There were 13 complaints received during the year regarding individual staff conduct or behaviour. For the most part, this type of complaint did not relate to staff members acting impolitely but instead concerned a staff member's adherence to due process.

- A complaint received this year regarding client with a learning disability concerned the way a review was undertaken by a member of staff and concerns that the social worker had preconceived recommendations for the level of support the client would need prior to the review taking place.

Following receipt of the complaint a reassessment was undertaken by a senior Care Manager and further training was delivered to the initial worker as well as to the wider team on the importance of needs led assessments and cost effective care delivery. A number of workshops were also held to address cost and relationship building with care providers.

8.4 Delay in Occupational Therapy (OT) assessments contributed to the number of complaints received this year.

- A client was waiting for a number of months between requesting an assessment and the allocation of an Occupational Therapist. At the point of assessment, the client was advised that some of the services they were expecting the Occupational Therapist to provide were only available through the Health Service. Adult social care recognised the need to improve waiting times and to provide a more comprehensive approach to screening and signposting at the initial point of contact.

There has been a continual increase in the volume of referrals for OT assessments and support services provided by Buckinghamshire County Council over the last year. As well as the increase in referral volume, the complexity of the referrals and level of need is also increasing. These facts, coupled with stretched resources have had an adverse impact on the ability of the OT service to respond as effectively as it would like.

In an effort to learn from the complaints received, the team are endeavouring to keep those people referred to the service better informed about the process and when their assessment is likely to take place. Initiatives such as the Trusted Assessor scheme have also been launched; this will enable the County Council's equipment partner, NRS, to undertake lower-level assessments and provide the appropriate equipment in one visit.

The OT team will increase levels of accountability and ownership to ensure that cases are tracked and delivered; recognising where there are likely to be delays and communicating these facts immediately in an effort to prevent complaints.

8.5 The delivery of care to clients within the home led to a number of complaints this year. The complaints concerned a variety of issues from missed or late calls to staff attitude and failure to provide necessary support. Our domiciliary care services are provided by external companies commissioned to deliver care on our behalf. It is important to note

that our responsibilities as a social care provider are not discharged by the commissioning of our services and the local authority remains the responsible body.

The Local Government Ombudsman published complaint statistics on English adult social care providers this year for the first time in addition to their statistics on all Local Authorities. The Local Government Ombudsman is beginning to exercise increased powers to issue adverse complaint notices directly against private care providers and has been working more closely with the Care Quality Commission during the last year. It is important that our contracted providers handle all complaints they receive directly in an appropriate way and to the standard we require as an organisation. Buckinghamshire County Council must ensure that it maintains oversight of complaints about the care we commission to ensure that we are learning from customer experience to shape services. The LGO is focussing increasingly on the care market.

- Buckinghamshire County Council received a complaint about repeated failure to administer medication. This resulted in a number of actions being taken by the provider and Buckinghamshire County Council including a revision of the medication reporting forms, increased spot inspections, additional training to carers and increased communication with the client.

8.6 There were a small number of high risk complaints regarding our Safeguarding Vulnerable Adults Service throughout the year. All of these complaints concerned safeguarding investigations exceeding the 28 day guidelines as well as a lack of communication with the client and client's family as well as the care provider throughout the investigation. All complaints received this year regarding the Safeguarding service (which were considered through the Adult Social Care complaints procedure) were upheld.

In recognition of some of the issues these cases highlighted, a number of measures have been undertaken to improve this service following an internal review.

The Safeguarding Adults Team is currently in the process of changing their operating model in line with developing a new Multi-agency Safeguarding Hub based at the Thames Valley Police Station in Aylesbury which aims to improve the service provided to some of the most vulnerable adults in Buckinghamshire. The Council has established the Safeguarding Improvement team as part of this and roles for two additional safeguarding social workers have been advertised to join the Safeguarding Improvement Team.

The Safeguarding Adults Team will be working under a new safeguarding procedure which includes additional resources, enhanced training and closer partnership working with all stakeholders.

In addition to the above, the Council is reviewing its policy for safeguarding to improve the process for how investigations are carried out. The Council maintains its commitment to providing a high performing safeguarding service and it is hoped that some of the measure currently being undertaken will reduce the amount of complaints received regarding this service.

## **9. Equalities Information**

9.1 Local Authorities are asked to provide summary information in the annual report on statistical data about the age, gender, disability, sexual orientation and ethnicity of service users. Please see Appendix 1 for the statistical table referring to this.

## **9. Enquiries from Member of Parliament**

9.1 Enquiries from Members of Parliament are not recorded as complaints. A number of clients and their families choose to write to Members of Parliament rather than pursue a formal complaint. During 2013/14 there were 77 enquiries from Members of Parliament recorded by the Complaints and Information Team.

## **10. Local Government Ombudsman**

10.1 In 2013/14 the Local Government Ombudsman carried out detailed investigations into 4 complaints related to Adult Social Care. For an additional 4 complaints, she made an early decision not to investigate the matter further. 1 of these complaints was later reclassified by the Local Government Ombudsman during their review as upheld on the basis that we as an authority had upheld the concerns following our internal investigation of the complaint. The Local Government Ombudsman had previously advised us that they were not going to investigate the matter as they were satisfied with the action we had taken in respect of the concerns raised. Of the 5 complaints the Local Government Ombudsman recorded decisions for; 2 were not upheld and 3 were upheld. The Local Government Ombudsman did not issue any maladministration reports against our Adult Social Care service this year.

10.2 Of the cases considered, the following were notable cases;

- One case found no fault on the part of the local authority and referred to a case where the client felt that the financial assessment had not been correctly conducted resulting in too high a contribution towards the cost of care. The Local Government Ombudsman found no fault and had calculated the client's contribution in accordance with guidance.
- Another complaint was partially upheld with a finding of fault which was remedied by the Council during investigation. The case concerned the care delivered to a client in a nursing home. There was no finding of fault in the delivery of care to the client within the nursing home, however, the Council took too long through its safeguarding vulnerable adults process to investigate the allegations of neglect made by the client's representative and did not fully address all the concerns that had been raised. The Council remedied the complaint during the investigation. It is important to note that the area of safeguarding remains a risk as a result of this finding and that this complaint was not considered through the complaints procedure prior to investigation by the Local Government Ombudsman. The Local Government Ombudsman investigated the complaint as it considered the Council had already investigated through its Safeguarding procedures. It is imperative that the Adult social Care department consider all associated risks regarding this case (and those cases raised directly with the authority) when reviewing its safeguarding procedures.

10.3 The Local Government Ombudsman published a review of Adult Social Care Complaints in May 2014.

<http://www.lgo.org.uk/publications/annual-reviews/>

The review urged local authorities to consider the accessibility of their complaints processes, barriers that may prevent or discourage service users from making complaints and the accountability of services at senior management/member level. Each of these areas has to be a driving factor in the future of complaint handling for Buckinghamshire County Council and will be the focus of improvements to our practice over the coming year.

## **11. Review of past year and future plans**

11.1 As mentioned previously, the response time for complaints has decreased significantly but is still considerably longer than the agreed standard for responding. It was also noted that there were a significant number of complainants who were unhappy with the initial response and investigations that took place in respect of their concerns. This led to further, protracted complaints. In recognition of these areas of concern we will be considering in 2014/15 ways of strengthening the existing internal process for the management of Adult Social Care complaints and whether it is more fitting to apply a framework of triaging complaints on risk. This will lead to greater personalisation in complaint handling and a 'horses for courses approach' to customer service. We will also seek to strengthen the sign off and quality assurance process to ensure a consistently high quality of complaint investigation.

Since the end of this reporting year, a Cabinet Member decision has taken place to delegate the functions of the 'Responsible Person' role to the Service Director for Service Provision. It is hoped that this will assist in greater quality assurance and timelier responses for complainants.

11.2 The main aim of the centralised Complaints and Information team is to collate data in a consistent format in respect of all complaints. Once this data has been collated, we hope to analyse the information and provide valuable customer insight to services which can improve the customer experience. There is also a requirement within the adult social care complaints regulations to report on the learning achieved from the complaints received. The introduction of a new internal complaints process in May 2013 was the first step in assisting in the delivery of customer insight. As part of our focus on customer insight, we are continuously reviewing the way we as an authority communicate with all stakeholders. We are also reviewing the way in which we capture information to deliver the most valuable and accurate learning to all services.

As there is now an increased awareness of the centralised team within the authority and with the increased level of control over the adult social care complaints process, we are beginning to look at ways to ensure there is full governance over the learning process for adult social care complaints. 2014/2015 will see the introduction of a governance strategy with measures to include additional formal reporting on learning outcomes and regulated feedback to the Complaints team on actions taken in light of complaint issues.

11.3 In 2013/2014 we began to undertake training to both frontline staff and senior level staff on the complaints process. We would like to improve across the authority the recognition of complaints and the delivery of timely, well-informed and reasoned responses. We would also like to improve the communication between customers and

staff to help resolve concerns before they become formal complaints. We also want to ensure that there is a consistently high level of customer service for those who wish to complain.

Although training has been delivered in adult social care complaints to some frontline staff and to most investigating managers, there are still areas where further training needs to be delivered. We have received feedback from some Service Managers regarding the training needs of those officers asked to investigate complaints and there is a recognised need to deliver a more in depth training sessions focussing on real life case studies. We will be designing a training package to meet these needs in 2014/15.

The quality of responses has also highlighted a need for increased training in areas which extend the complaints process (such as letter writing).

11.4 The Statutory Complaints Officer will review the process for dealing with enquiries made by Members of Parliament and Councillors to minimise the risks involved in the provision of responses which fall out of the same considerations that would be made when dealing with complaints. An example of this would be taking forward enquiries made without the consent of the client. At the time of presenting this report to the Committee, an options paper regarding this issue has been circulated to the senior management teams on ways to improve this process. Once a decision is taken in respect of this issue, internal processes will be amended accordingly.

11.5 Buckinghamshire County Council is part of the North West London Complaints Managers (NWLCM) Group which uses a pool of Independent Officers. In practice, the team commission these officers in respect of Adult Social Care Complaints when it is felt the risk of the complaint is significant. There were two investigations for Adult Social Care during this year where pool investigators were commissioned. It has been noted that the quality of the investigations commissioned were not as high as had been expected and that there were areas of concern over the ability of the pool to conduct investigations regarding Adult Social Care.

Over the coming year, the Centralised Complaints Team will be looking at ways to improve the quality and costs of independent investigations in conjunction with our colleagues in the NWLCM. We will also be looking at alternative options for independent investigations outside of the pool as there is no legal duty for Adult Social Care to conduct independent investigations. There will be considerations made in respect of sourcing alternative companies, arrangements with other local authorities or in house investigations by another Business unit.

11.6 The current complaint regulations for Adult Social Care apply to both social care functions and health functions. Recommendations for change to complaints handling cited in the Francis and Clwyd-Hart reviews as well as those in The Department of Health report Hard Truths are now being considered and there may be changes made to our existing regulations by March 2015. Our regional and national complaint manager's networks are feeding into these discussions and early indications are that there will be an increased statutory need for reporting and increased levels of accountability at senior level to ensure that we are learning from complaints as an organisation.

11.7 The Care Act 2014 which came into law earlier this year represents significant reforms to care and support across the adult social care service. The impact of the changes on our complaints procedures are not yet known but as we have previously seen, any changes to care services can be an unsettling time to service users and has in the past led to an increase in complaint numbers as the effect of the changes start to become known. In late 2014 the Government will announce its plans for local authorities to consider an appeals process for decisions taken. The details of this have not yet been announced but will almost certainly impact on the management of the complaints procedure. The Statutory Complaints Officer is currently undertaking a piece of work to look at the impact of The Care Act 2014 on complaints to ensure that we are as prepared and resilient as possible.

## **12. Recommendations and Management Actions**

12.1 We will review our existing internal complaints process to assist in timelier responses and quality investigations.

12.2 We will be designing and introducing a governance strategy for learning from complaints to assist the Adult Social Care service in shaping service delivery. We will also be working closely with the senior management to help identify trends and make recommendations. The changes will also allow us to capture a more complete audit trail when dealing with complaints and ensure that appropriate legislative complaint requirements are completed.

12.3 We will continue to engage with training staff on recognising complaints, complaint investigations and providing appropriate responses. This will lead to a consistent standard of customer service across the Adults and Family Wellbeing portfolio.

12.4 We will be looking at alternative arrangements for conducting independent complaint investigations as well as alternative dispute resolution options.

12.5 We will be considering the impact of The Care Act 2014 and ensuring that we are as prepared as possible for potential increases in complaint numbers and responsive in highlighting complaint trends to the adult social care service.

## Appendix 1

	No of Complaints				
	Older People	Physical & Sensory Disabilities	Learning Disabilities	Other <sup>1</sup>	Total
No. of complaints	63	16	19	3	101
Male	19	7	10		36
Female	44	9	9	3	65
White British	56	14	17	2	89
Any other White background	5		1		6
Indian (Asian or Asian British)					
Pakistani (Asian or Asian British)					
Other (Asian or Asian British)	1	2			3
Caribbean (Black or Black British)					
African (Black or Black British)					
Other (Black or Black British)	1				1
Chinese					
Mixed White and Asian					
Mixed White and Black Caribbean			1		1
Mixed White and Black African					
Other ethnic group					
Not Stated				1	1

6

1. Commissioning and Service Improvement, Mental Health, Communications and finance.
2. The figures may not correspond to complaints received figures as this data may not have been available in every case.