

Department of Adult Social Services

2010-11 Quarterly Complaints and Customer Feedback Report

Quarter 1, 2 & 3 – 1 April 2010 to 31 December 2010

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1. Introduction

- 1.1 This report details the volume of complaints and other customer feedback including political contacts and compliments and how they have been managed across the Department during the period April to October 2010.
- 1.2 A new Complaints, Compliments and Comments procedure was implemented on 1 June 2010. A briefing and a summary of the procedure was distributed to all staff by email. Briefings were offered and delivered to teams on request by the Complaints Manager.

2. Complaints Activity

2.1 Complaints Received

- 2.1.1 The complaints received in Quarters 1, 2 and 3 are analysed by issue (Table 1) and by Team (Table 2) as follows:

Table 1 - Complaint Issues

Issue	Quarter 3	Quarter 2	Quarter 1
Abuse/Discrimination/Harassment	1	2	
Accommodation Query		2	
Adaptation Issue	2	4	
Carer Issues / Assessment	1	2	n/a
Complaint Process		2	
Delay in Service Delivery	4	1	2
Direct payment		2	1
Disputed Assessment	5	3	7
Failed / Late Visit		2	2
Financial Issues	10	12	7
Home Closure		2	
ILF		1	
Independent Home Care Issues	5	5	
Lack of consultation/ communication			2
Lack of support	6	2	2
Personal Budgets	5	3	
Poor Communication	5	7	
Provision of Service	1		2
Quality of Care	1	5	3
Quality of Service	5	2	4
Residential issue		3	
Respite Assessment		2	
Review of Package of Care			4
Staff Conduct	4	7	
Transport Issue	4	5	1
Other	8	2	4
Total	67	78	41

Table 2 - Complaints by Team

Team	Quarter 3		Quarter 2		Quarter 1	
	No.	%	No.	%	No.	%
Access and Assessment –Bebington & W Wirral (excluding MH)	8	12%	12	15%	8	20%
Access and Assessment –Birkenhead Locality (excluding LD)	12	18%	8	10%	6	15%
Access and Assessment –Wallasey Locality (excluding Integrated Discharge)	6	9%	4	5%	2	5%
Access and Assessment – Learning Disabilities	12	18%	13	17%	4	10%
Access and Assessment –Mental Health	1	1%	1	1%	n/a	n/a
Access and Assessment – Integrated Discharge	n/a	n/a	2	2%	n/a	n/a
Direct Support Locality Services - Bebington & W Wirral	2	3%	4	5%	1	2%
Direct Support Locality Services - Birkenhead	n/a	n/a	1	1%	n/a	n/a
Direct Support Locality Services - Wallasey	n/a	n/a	1	1%	n/a	n/a
Direct Support Locality Services – Transport	4	6%	5	6%	n/a	n/a
Integrated Communities and Well Being	1	1%	3	4%	2	5%
Finance and Performance	5	7%	8	10%	9	22%
Commissioned Services*	11	16%	16	20%	7	17%
Other	5	7%	0	0%	2	5 %
Total	67	100%	79	100%	41	100%

* Commissioned services relate to services provided by external agencies under contract to Wirral DASS

2.1.2 There has been a noticeable increase in complaints received in the second and third quarter compared to the first quarter. This is the beginning of a trend and it is forecast that complaints will exceed 300 for the full year.

2.1.3 The main source of complaints continues to relate to the outcome of assessments, reviews and financial assessments. Further analysis of complaints in these areas indicates that where people have not been kept informed and communication has been poor, dissatisfaction with the outcome of the assessment, review or financial assessment is then pursued further as a formal complaint.

2.2 *Complaints Closed*

2.2.1 There is a statutory expectation that complaints are fully responded to within 6 months of receipt. An analysis of the complaints closed in Quarter 1, 2 and 3 is provided in Table 3.

Table 3 - Complaints Closed by Team

Team	Closed in initial timescale			Average days to respond			Closed in 6 months		
	Q3	Q2	Q1	Q3	Q2	Q1	Q3	Q2	Q1
Access and Assessment –Bebington & W Wirral (excl. MH)	22%	23%	0%	63	48	42	89%	88%	100%
Access and Assessment –Birkenhead Locality (excl. LD)	43%	50%	50%	44	27	27	93%	100%	100%
Access and Assessment –Wallasey Locality (excl. Integ'd Discharge)	60%	50%	40%	13	16	84	100%	100%	80%
Access and Assessment – Learning Disabilities	54%	22%	14%	25	40	50	100%	100%	86%
Access and Assessment –Mental Health	100%	100%	n/a	15	10	n/a	100%	100%	n/a
Access and Assessment – Integrated Discharge	n/a	0%	n/a	n/a	21	n/a	n/a	100%	n/a
Direct Support Locality Services - Bebington & W Wirral	100%	40%	n/a	4	31	n/a	100%	100%	n/a
Direct Support Locality Services - Birkenhead	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Direct Support Locality Services - Wallasey	0%	100%	n/a	25	6	n/a	100%	100%	n/a
Direct Support Locality Services - Transport	n/a	66%	n/a	n/a	42	n/a	n/a	83%	n/a
Integrated Communities & Well Being	100%	100%	n/a	8	11	n/a	100%	100%	n/a
Finance and Performance	100%	42%	75%	5	40	16	100%	92%	100%
Commissioned Services (Dom/Res/Nur/AT)	38%	46%	22%	35	32	48	93%	92%	89%
Other	100%	n/a	50%	7	n/a	23	100%	n/a	100%
Total	53%	40%	37%	32	36	39	96%	91%	93%

2.2.2 Whilst there has been a increase in response times compared with the equivalent period for 2009-10 this has improved noticeably as the year has progressed. Quarter on quarter there has been improvement in response times

2.2.3 Over half of complaints are now responded to within the initial agreed timescale but there is room for further improvement. It remains the case that in the majority of cases where timescales are missed, no reason is offered by the operational manager dealing with the complaint to the Quality Assurance Unit, and by extension the complainant, for delay, and this exacerbates customer dissatisfaction.

2.2.4 Table 4 shows the number of complaints closed in this quarter for each of the methods used to investigate and the average number of days these complaints were open.

Table 4 - Method of dealing with complaints

	Completed within initial timescale			Average days to respond			Completed within 6 months		
	Q3	Q2	Q1	Q3	Q2	Q1	Q3	Q2	Q 1
Case Review (only)	56%	44%	36%	26	27	31	98%	94%	97%
Comm'd Investigation	0%	0%	0%	150	109	89	50%	60%	0%
Review Panel	n/a	n/a	100%	n/a	n/a	348	n/a	n/a	0%
Provision of Information	n/a	n/a	100%	n/a	n/a	18	n/a	n/a	100%
Management Review	n/a	0%	n/a	n/a	223	n/a	n/a	0%	n/a
Meeting	n/a	0%	n/a	n/a	74	n/a	n/a	100%	n/a
Total	53%	40%	37%	32	36	39	96%	91%	93%

2.2.4 Commissioned Investigations (formerly Stage 2) are in-depth investigations that typically require longer to complete. These have not been conducted by a dedicated Investigation Officer during this year, and this has led to a significant increase in the time taken to conclude investigations.

3. Political Contact Activity

3.1 Political Contacts Received

3.1.1 This section of the report highlights the number of political contacts received in quarters 1-3 of the year broken down by issue (Table 5) and locality (Table 6).

Table 5 - Political Contact Issues

Main Complaint	Q3	Q2	Q1
Accommodation		1	1
Adaptation Issue	4	3	2
Adult Protection		1	1
Assessment of Need		4	
Blue Badge	1		1
Carer Issues	2	1	
Change in Home Care Provision		2	
Delay in Assessment	2		
Delay in OT Equipment/Adaptation		4	
Delay in Service Delivery	1		6
Disputed Assessment			5
Financial Issues	4	3	2
Independent Home Care	2		
Independent Living Fund		2	2
Lack of Support	4	3	2
Personal Budgets / SDA	2		
Policy / Resource Issue	3	2	
Political Enquiry - Support/Referral		4	
Provision of Service	2		2
Residential Issue	2	1	
Respite Assessment		1	
Review of Package of Care	1		3
Transport Issue		2	
Other	4		1
Total	34	34	28

3.1.2 Political contact issues in the first two quarters of this year broadly reflect the issues raised as complaints.

3.1.3 Table 6 highlights that the majority of political contacts relate to Access and Assessment Locality Teams - 63% in Quarter 1 and 57% in Quarter 2.

Table 6 - Political contacts by Team

Team	Quarter 3		Quarter 2		Quarter 1	
	No.	%	No.	%	No.	%
Access and Assessment –Bebington & W Wirral (excluding MH)	5	15%	10	29%	6	22%
Access and Assessment –Birkenhead Locality (excluding LD)	6	18%	6	17%	3	11%
Access and Assessment –Wallasey Locality (excl. Integrated Discharge)	3	9%	4	11%	8	30%
Access and Assessment – Learning Disabilities	7	21%	5	14%	3	11%
Access and Assessment –Mental Health	1	3%	1	3%	2	7%
Access and Assessment – Integrated Discharge	n/a	n/a	n/a	n/a	n/a	n/a
Direct Support Locality Services - Bebington & W Wirral	n/a	n/a	n/a	n/a	n/a	n/a
Direct Support Locality Services - Birkenhead	n/a	n/a	n/a	n/a	1	4%
Direct Support Locality Services - Wallasey	n/a	n/a	n/a	n/a	n/a	n/a
Direct Support Locality Services - Transport	n/a	n/a	2	6%	n/a	n/a
Integrated Communities and Well Being	3	9%	4	11%	2	7%
Finance and Performance	n/a	n/a	1	3%	n/a	n/a
Commissioned Services	3	9%	1	3%	2	7%
Other	6	18%	1	3%	n/a	n/a
Total	34	100%	35	100%	27	100%

3.2 Political Contacts Closed

3.2.1 The corporate standard requires all political contacts to be responded to within 10 working days. Where this is not possible the responsible officer must advise the Complaints Manager so that a letter of explanation can be sent. All letters must state the reasons for the delay and provide a deadline by which the final response will be made.

3.2.2 Table 7 and Table 8 details performance against the corporate standard; this is now separated for Councillor and MP contact. Performance in the first quarter was poor with only 46% of Political Contacts from MP's being closed within 10 days and an average response time of 40 days. However, the new procedures have addressed this issue and the third quarter shows 79% responded to within 10 days and an average response time of 22 days.

3.2.3 The average response times have also improved with Councillors now responded to on average within 7 days. For MP's the average in the third

quarter is 27 days, but this was distorted by one response which took 275 days. If that response is excluded the average response is 8 days.

Table 7 – Political Contacts (Councillors) Closed by Team

Team	Average days to respond			% responded to in 10 days		
	Q3	Q2	Q1	Q3	Q2	Q1
Access & Assessment –Beb'n & W Wirral (excl. MH)	1	42	96	100%	75%	66%
Access & Assessment –Birkenhead (excl. LD)	4	39	83	100%	0%	0%
Access & Assessment –Wallasey (excl. Integrated Discharge)	5		13	66%		0%
Access and Assessment – Learning Disabilities	8	79		66%	50%	
Access and Assessment –Mental Health	30		1	0%		100%
Access and Assessment – Integrated Discharge						
Direct Support Locality Services – Beb'n & W Wirral						
Direct Support Locality Services - Birkenhead						
Direct Support Locality Services - Wallasey						
Direct Support Locality Services - Transport		3			100%	
Integrated Communities and Well Being	12	2	1	0%	100%	100%
Finance and Performance		4			100%	
Commissioned Services			2			100%
Other	3	16		100%	0%	
Total	7	33	43	66%	62%	66%

Table 8 – Political Contacts (MP's) Closed by Team

Team	Average days to respond			% responded to in 10 days		
	Q3	Q2	Q1	Q3	Q2	Q1
Access & Assessment –Beb'n & W Wirral (excl. MH)		12	63		71%	33%
Access & Assessment –Birkenhead (excl. LD)	6	28	106	75%	60%	50%
Access & Assessment –Wallasey (excl. Integrated Discharge)		3	11		100%	57%
Access and Assessment – Learning Disabilities	64	15	11	60%	33%	75%
Access and Assessment –Mental Health		3			100%	
Access and Assessment – Integrated Discharge						
Direct Support Locality Services – Beb'n & W Wirral						
Direct Support Locality Services - Birkenhead			2			
Direct Support Locality Services - Wallasey						
Direct Support Locality Services - Transport						
Integrated Communities and Well Being	8	8	22	100%	100%	0%
Finance and Performance						
Commissioned Services	2	19	12	100%	0%	0%
Other	8	4	17	100%	100%	0%
Total	27	13	43	79%	72%	46%

4. Compliments and other Feedback

4.1 Compliments

4.1.1 56 compliments were received in the third quarter of which 43% related to the Access and Assessment Branch and reflects well on performance in this area.

Table 8 – Compliments Received

Team	No. of Compliments		
	Q3	Q2	Q1
Access & Assessment –Bebington & W Wirral (excl. MH)	7	25	15
Access & Assessment –Birkenhead (excl. LD)	9	9	4
Access & Assessment –Wallasey (excl. Integ'd Discharge)	8	8	11
Access and Assessment – Learning Disabilities	2	1	5
Access and Assessment –Mental Health	n/a	0	n/a
Access and Assessment – Integrated Discharge	1	0	1
Direct Support Locality Services - Bebington & W Wirral	2	6	n/a
Direct Support Locality Services - Birkenhead	n/a	1	2
Direct Support Locality Services - Wallasey	21	35	25
Direct Support Locality Services - Transport	n/a	0	n/a
Integrated Communities and Well Being	1	6	7
Finance and Performance	3	4	2
Reform Unit	2	2	
Total	56	97	82

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