

London Borough of Bromley

PART 1 - PUBLIC

Briefing for Care Services Policy Development and Scrutiny Committee Thursday 26 June 2014

ANNUAL CARE SERVICES COMPLAINTS REPORT 2013/14

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1. SUMMARY

- 1.1 This briefing gives an overview of the complaints we dealt with in the Education, Care and Health Services Department over the 2013/14 financial year.
- 1.2 The Department received 312 complaints compared to 229 in the previous year and the proportion of complaints upheld remains the same. The number of compliments we receive across all services continues to rise and this year we received 93 compared to 78 last year.
- 1.3 The ombudsman enquires continue to rise and this was expected following the introduction of new processes by the LGO. This year LGO investigations often found no fault with LBB complaint handling. When fault was found it related to 2 cases out of 38, where in both cases learning points have been implemented. This year LBB has paid a total of £2,045 in financial remedy which is less than last year .

2. THE BRIEFING

- 2.1 The Complaints Annual Report 2013/14 (Appendix 1) details complaints information received by the Education, Care and Health Services Department under the Local Authority Services and National Health Services Complaints (England) regulations, 2009, 'Getting the Best from Complaints', the Children's Act 1989 and LBB corporate complaints procedure.

	Complaints			Compliments			MP Enquiries		
	2011-12	2012-13	2013-14	2011-12	2012-13	2013-14	2011-12	2012-13	2013-14
Adults	156	116	168	43	19	27	23	14	18
Children	69	59	63	14	22	24	9	7	12
Education	n/a	10	26	n/a	34	21	n/a	6	23
Housing	53	44	55	17	3	21	160	80	60

- 2.2 Commissioned services (adult social care) continue to attract very few complaints, but where a home care service misses a planned visit, the seriousness of this may require investigating under safeguarding procedures rather than a complaint. Commissioners continue to work with partners to deliver good services to our customers.
- 2.3 The main areas of concern highlighted in Adult Social Care related to, delays in service and financial disputes. The service will be addressing customer service standards and awareness of the importance of good communication.
- 2.4 Children's Social Care Services received a number of complaints from families who identified poor communication around sensitive issues and not taking sufficient account of their views, as areas for improvement. The service has learnt lessons by committing to work with staff to improve communications with families when making decisions that affect them.
- 2.5 Education Services priority is to improve the monitoring of Special Educational Needs Service, to convey the importance of using the annual review to make sure statements are being successfully managed and that the requirements in the statement are met.
- 2.6 Housing services received a number housing enquiries from MPs on behalf of their constituents, mainly in response to disputes over the outcome of homeless and banding appeals. Six residents took their complaint to the Ombudsman, which found the Council acted correctly in all cases.
- 2.7 We invite our customers to complete feedback questionnaires after a complaint has completed the process. We sent 120 questionnaires and of the 33 returned, 88% of respondents told us they hadn't experienced a re-occurrence of issues relating to their complaint.