

Listening To & Learning From Our Customers

2017/18 Annual Report on Customer Feedback
including Complaints for Children, Adults &
Health Department

Executive Summary

This executive summary highlights key points from the analysis of Customer Feedback 2017/18. The report looks at the range of customer feedback (Compliments, Comments, Concerns and Complaints).

Compliments

The total number of compliments received increased compared to the previous year (302 compared to 297 in 2016/17). Overwhelmingly the compliments continue to demonstrate the high level of customer service and professionalism provided by staff. Customers have explained how appreciative they are of the service provided and the big difference their input has had on their lives.

Comments

The Department actively gathers feedback from our customers; e.g. stakeholder events, consultations, focus groups. This is vital in understanding our existing and potential customers' views and shaping the way we deliver services. Appendix two provides examples of feedback and what we did with the comments.

Concerns

The number of MP enquiries received decreased compared to the previous year (196 compared to 254 in 2016/17 and 220 in 2015/16).

The number of concerns received has also reduced in comparison to previous years (146 compared to 175 in 2016/17 and 172 in 2015/16). Of the 146 concerns 5 moved into the complaints process, which compares to 8 out of 175 concerns moved into the complaints process in the previous year. Concerns are issues raised by the service user or carer where they are happy to resolve the problem directly with the key team or service. They are advised that if they remain dissatisfied they should contact the Complaints & FOI Team to register their complaint.

Complaints

The Department saw a further fall in the number of complaints received (228 compared to 274 in 2016/17 and 324 in 2015/16). Of the complaints which reached completion during the period, 21% were upheld (compared to 20% in the previous year), 29% partially upheld (compared to 28% in the previous year), and 46% were not upheld (compared to 43% in the previous year) and no conclusions could be reached in 4% of complaints. There were also six formal enquiries to the Local Government Ombudsman (compared to three in 2016/17 and eight in 2015/16).

Communication issues remain the most frequently raised reason for complaint. The report provides examples of the service improvements arising from complaints. It also includes information about progress with implementation against actions identified in 2017/18 and sets further actions for improving the complaints process in 2018/19.

This report focuses on customer feedback from 1st April 2017 to 31st March 2018. It includes feedback on Children's and Adults Social Care services, as well as Education and Housing services. It is important that the Department gathers people's views about the services they receive. Feedback can be broadly divided into four types – Compliments, Comments, Concerns and Complaints.

It is necessary in some parts of this report to separate the adult and children's social care complaints from those which are handled under the council's corporate complaints procedures (for example, complaints about education and housing services). This is because they are handled under slightly different complaints procedures:

- the statutory procedure for Children's Social Care is issued under the Children Act 1989 Representations Procedure (England) Regulations 2006 and accompanying Statutory Guidance *Getting the Best from Complaints*.
- the statutory process for Adult Social Care issued under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 and accompanying Statutory Guidance *Listening, Responding, Improving*.
- the statutory process for Public Health issued under the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.
- South Gloucestershire Council Public Complaints Procedure (corporate complaints procedure).

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Compliments Overview

1. This section looks at compliments received from customers. Figure 1 compares the compliments received in 2017/18 with those received in previous years. Overall the total number of compliments has decreased from the previous year.

Fig 1: Compliments by year	2014/15	2015/16	2016/17	2017/18
Totals	360	289	297	302

2. Appendix one shows a breakdown of the compliments figures across teams and services.
3. Overwhelmingly the compliments demonstrate the high level of customer service and professionalism provided by staff. Customers have explained how appreciative they are of the service provided and the big difference their input has had on their lives.

What positive things are people saying?

“Have appreciated your help and thoughtfulness since my father has needed a care package. JP was particularly helpful. The ladies who visit are very kind and without their help, he would be unable to remain in the home he loves”

“C is absolutely amazing!! & the best social worker we have ever had... He has so much energy and passion for his role which is very evident in his working practices and his involvement with both our sons... He is very organised and completely committed to assist and help in any way he can... He is very proactive in his suggestions and really does promote a self-help ethic to assist in helping you see how to solve issues... He always approaches everything with a positive outlook and helps to make even the most difficult of situations manageable... We could not ask for a better social worker and we just felt as parents that we should inform of this feedback.”

“Brilliant service that is a lifeline for parents with [children who have] special needs, can't thank you enough T for all the time & dedication you've spent on N's EHCP. I can say that you personally have shown a thorough determination to make sure N will receive the education & care he deserves and needs to fulfil his future dreams and aspirations. Thank you T”

Appendix one also provides a further selection of some of the compliments received for each service / team.

Comments Overview

4. The Children, Adults & Health Department is committed to seeking the views and experiences of a variety of stakeholders about the services it provides and commissions. Considerable efforts are made across the Department to gather this feedback. Examples of service improvements from customers' comments can be found in appendix two.
5. Comments are suggestions of ways to improve services. This section also focuses on the results of service user engagement where people's views of current services, or plans for future services, are sought.
6. The following are examples of different ways feedback is gathered from our customers:
 - stakeholder events / workshops
 - quality assurance monitoring
 - consultations
 - satisfaction surveys
 - focus groups and forums
 - comments books
 - course evaluations
 - during reviews and reassessments
 - contact with advocacy services in relation to children and young people's views
7. The annual statutory *Personal Social Services Adult Social Care Survey, England 2016/17* (published 5th October 2017). This national survey takes place every year and is conducted by Councils with Adult Social Services Responsibilities (CASSRs) The survey seeks the opinions of service users aged 18 and over in receipt of long-term support services funded or managed by the social services and is designed to help the adult care sector understand more about how services are affecting the lives to enable choice and for informing service development. A report on the findings from the survey is available from the [NHS Digital website](#). Publication of the 2017/18 survey is due in October 2018.
8. The *Quality Assurance Survey of Home Care Service Users 2017* (Non-statutory survey) was completed and showed an improved position compared with 2016. New information, advice and guidance software platform has been purchased with optional functionality to allow service users to give online feedback or reviews of providers.
9. The Local Offer in South Gloucestershire was implemented in September 2014 and continues to be developed. In 2017/18 consultation was undertaken on the next phase of the strategy for children and young people aged 0-25 years with Special Educational Needs. The final version, which covers the period from 2018-2023, has

now been published. Details of feedback, comments and progress can be found within Local Offer annual reports. The 2016/17 report is available at <http://edocs.southglos.gov.uk/localoffer17/> and the 2017/18 report will be published by December 2018.

- Young people in care aged 4-18 were invited to provide feedback via the annual customer satisfaction survey and also the Promises survey gives a voice to looked after children. Some of the feedback is included in appendix two. An analysis of all the feedback was reported to the Corporate Parenting Steering group to assist in setting areas for action for the forthcoming year and is used to update the Promises Charter. The Children in Care Council also used the report to set their business priorities for the 2017/18.

What people told us and what we did with their feedback

<i>They Said</i>	<i>We Did</i>
<i>People with Sight Loss who live in South Gloucestershire found accessing the Yate Cinema Complex very challenging.</i>	<i>With the support of members of the Low Vision Services Committee and in partnership with the Manager of Yate Shopping Centre, access was improved, including the introduction of improved paving and a zebra crossing.</i>
<i>We were asked to make youth work training more accessible to organisations or Town & Parish Councils that provide youth work activities and upskill the workforce.</i>	<i>We allocated an annual budget of £3,000 for the next 3 years as part of the Youth Activities Offer to support training opportunities for youth activity providers. We will work with our providers on how best to use this.</i>
<i>We were asked to provide better information about local mental health supports and services for children and young people.</i>	<i>We launched the new Mind You website with a range of information aimed at young people, parents/carers and professionals</i>

Appendix two provides further examples of some of the comments we received.

MP Enquiries and Concerns Overview

- Figure 2 provides a comparison of the number of MP enquiries and concerns received over the last three years.

Fig 2: MP Enquiries & Concerns	2014/15		2015/16		2016/17		2017/18	
	MP	Concerns	MP	Concerns	MP	Concerns	MP	Concerns
Totals	227	175	220	172	254	175	196	146

12. Overview of MP Enquiries

The main service areas receiving enquiries from MPs were fairly similar to last year. The majority of enquiries related to Homechoice, with 0-25 Service, Children's

Services, Education, and Adult Social Care also receiving enquiries. The enquiries received related to:

- Requests to review housing banding decisions or for further housing advice particularly around homelessness
- Disputing education, health and care (EHC) needs assessment panel decisions or dissatisfaction with the time taken for the EHC needs assessment and planning process
- Disputing decisions regarding care provision

13. Concerns Overview

Concerns that come in through the Complaints & FOI Team have continued to be recorded. Concerns are issues raised by the service user or carer where they are happy to resolve the problem directly with the key team or service. They are advised that if they remain dissatisfied they should contact the Complaints & FOI Team to register their complaint.

Of the 146 concerns received 5 moved into the complaints procedure, while the rest were resolved without the need to escalate the matter.

This approach to catching concerns early on is highlighted in the statutory complaints guidance *Getting the Best from Complaints* (children) and *Listening, Responding and Improving* (adults).

Solving the problems that generate complaints should be at the forefront of the local authority's approach to responding to children and young people. Involving people and agencies in the community who provide independent advice can assist problem solving and may prevent dissatisfaction developing into complaints. (Getting the Best from Complaints, 2006)

The initial contact an organisation has with a person who is unhappy about their service is key. It is crucial to obtain all the information that will allow you to assess someone's concerns correctly, resolve them quickly if you can and build a good ongoing relationship with them. (Listening, Responding, Improving, 2009)

Complaints Overview

14. One of the main changes to the statutory complaints regulations for adult social care in April 2009 resulted in the removal of references to 'stages'. However for parity with the different complaints procedures in operation across the department reference has been made below to Local Resolution (Stage One), Independent Investigation (Stage Two) and Review Panel (Stage Three).

15. The Department saw a decrease in the number of complaints received (228 compared to 274 in 2016/17 and 324 in 2015/16).

Fig 3: Complaints by year	2015/16			2016/17			2017/18		
	one	two	three	one	two	three	one	two	three
<i>Adult Social Care</i>	93	1	0	79	2	0	56	2	0
<i>Children's Social Care</i>	45	8	1	46	7	2	62	3	1
<i>Public Health</i>	0	0	0	3	0	0	1	0	0
<i>Corporate</i>	173	3	0	129	6	0	100	3	0
Total	324			274			228		

Ombudsman	2015/16	2016/17	2017/18
<i>Adult Social Care</i>	5	2	3
<i>Children's Social Care</i>	0	0	1
<i>Corporate (Education & Housing)</i>	3	1	2

16. There were 7 complaints requiring formal investigation (stage 2), compared to 15 in the previous year. The investigation outcomes are set out below.

Procedure	Outcome				
	Upheld	Partially upheld	Not upheld	Ongoing	Withdrawn
One was for the Adult Social Care procedure			1		
Three were investigated under the Children's Social Care procedure	1	1	1		
Three were investigated under the Council's Corporate procedure	1		1	1	

17. Six formal enquiries were received from the Ombudsman during 2017/18 (three in 2016/17 and eight in 2015/16). A summary of these is provided below.

Service	Complaint summary, Ombudsman's decision and actions
Children's services	Issues raised concerning the Council's involvement with the complainants' children in 2012, when it made them subject to child protection plans. The Council was not at fault for refusing to investigate the complaint as the events complained about were too old. The Ombudsman decided not to investigate for the same reason.
Housing	An individual complained about the way the Council dealt with and his family when he asked for help when they became homeless. The Ombudsman found fault in the Council's actions and the Council agreed to apologise to the complainant; pay £250 for the distress caused to the family as a result of the failure to provide sufficient beds and the delays in carrying out repairs; pay the complainant £250 for

	<p>distress caused by serving incorrect notice to remove the belongings from storage and failing to reserve property notice when rehoused in unfurnished accommodation; review policies and practices on protecting personal possessions to ensure they are in line with relevant legislation; and ensure it has procedures in place to ensure its contractors provide suitable accommodation and that repairs are carried out properly and in a timely manner.</p>
Adult care	<p>A complaint that the Council was wrong to charge someone for her first four weeks' care in her care home after she was discharged from hospital. The Ombudsman found fault and the Council agreed to apologise for the poor handling of the matter and for the distress and inconvenience caused; ensure there would be no charge for the first four weeks of the placement; offer a payment of £250 in recognition of the time and trouble in pursuing the complaint. In addition the service area informed the Ombudsman that having reflected upon the handling of the case, it had been identified that guidance for staff and the public was necessary.</p>
	<p>A complaint that the Council failed to give proper information about the cost of care after it made the care home placement. The Ombudsman found fault and as a result recommended that the Council pay the outstanding amount of care charges, which the Council agreed to.</p>
Adult care	<p>The council is awaiting a decision relating to a complaint that the Council failed to properly consider the law and guidance in deciding that the complainant and his wife had deliberately deprived themselves of capital in order to avoid care charges. Although the final decision has not yet been issued, the Ombudsman has found fault against the Council and is currently in the process of publishing a Public Report.</p>
Education	<p>A complaint that the Council failed to provide the complainant with detailed information about how their child's Education, Health and Care Plan (EHCP) was implemented, and that it failed to acknowledge its responsibility and accountability for securing provisions specified in an EHCP. The Ombudsman found that the Council should have provided the complainant with all information it had available about how the school implemented the provisions and acknowledged it has ultimate responsibility for ensuring that education and training provisions specified in an EHCP are put in place. To remedy the fault the Ombudsman recommended that the Council apologise to the complainant, send a copy of the school report and pay the complainant £300 for her time and trouble in making the complaint. Although this enquiry was received during 2017/18 the decision was not issued until 2018/19.</p>

Analysis of complaints

18. This section of the annual report analyses the reasons for complaint and identifies any trends.

19. The volume of complaints should be viewed in the context of the work of the Department as shown below.

Adult Services

- 4,545** people receiving adult social care assessments (4,565 in 2016/17)
- 3,439** people in receipt of adult social care services on 31/03/2018 (3,481 on 31/03/2017)
- 2,095** people in receipt of 'self-directed support' on 31/03/2018; they were provided with a budget and chose services themselves (1,970 on 31/03/2017)
- 2,414** people in receipt of community based services that the Council commissioned on 31/03/2018 (2,435 on 31/03/2017)
- 952** people received Home Care in an average week (982 in 2016/17). 36% (343) of people received intensive home care (10 or more hours per week). In 2016/17 37% (364) of people received intensive home care.
- 2,202** Home Choice applications received (2,992 in 2016/17)
- 1,813** households contacting us for housing advice (1,813 in 2016/17)
- 2,938** people were provided with additional support to remain in their own homes through aids and adaptations (2,929 in 2016/17)

Children's Services

- 58,166** young people (0-17) in South Gloucestershire (57,452 in 2016/17)
- 195** young people were in care (120 male and 75 female as at 31/03/2018) (179 as at 31/03/2017)
- 238** where subject to a children protection plan as at 31/03/2018 (119 male, 115 female and 4 unborn) (186 in at 31st March 2017)
- 1,230** young people assessed as children in need as at 31/03/2017 (1081 at 31/03/2017)
- 13,246** contacts received compared with 14,423 in the previous year
- 501** assessments opened within the Common Assessment Framework compared with 634 in 2016/17
- 2,417** Single assessment undertaken (2,182 in 2016/17)

20. The number of complaints received by team or service during 2017/18 was 230 (appendix three shows the full breakdown of complaints by service / team). This compares to 291 in the previous year. Where a complaint concerns more than one service area it will be counted more than once, which will account for the difference with the figures shown in figure 3.

21. There was a notable reduction in complaints from young people at Vinney Green Secure Unit (VGSU). With regard to VGSU the Head of Secure and Emergency Services meets the young people on a regular basis (week days and at weekends) so that any complaints, comments or compliments are less likely to be written down by the young people because they tell her directly and they are resolved there and then. There have also been a slightly higher number of longer sentences amongst the young people, most of whom feel settled and made less complaints.

Young people also have the young people's forum where they can express their views and an independent advocate (Coram VOICE) that they have access to weekly.

22. There was also a fall in complaints received for adult social care, finance and service providers. A slight fall in the number of assessments undertaken and services provided may account for this.

23. HomeChoice have been proactively working at an early stage to deal with customer concerns which may account for the reduction in complaints received.

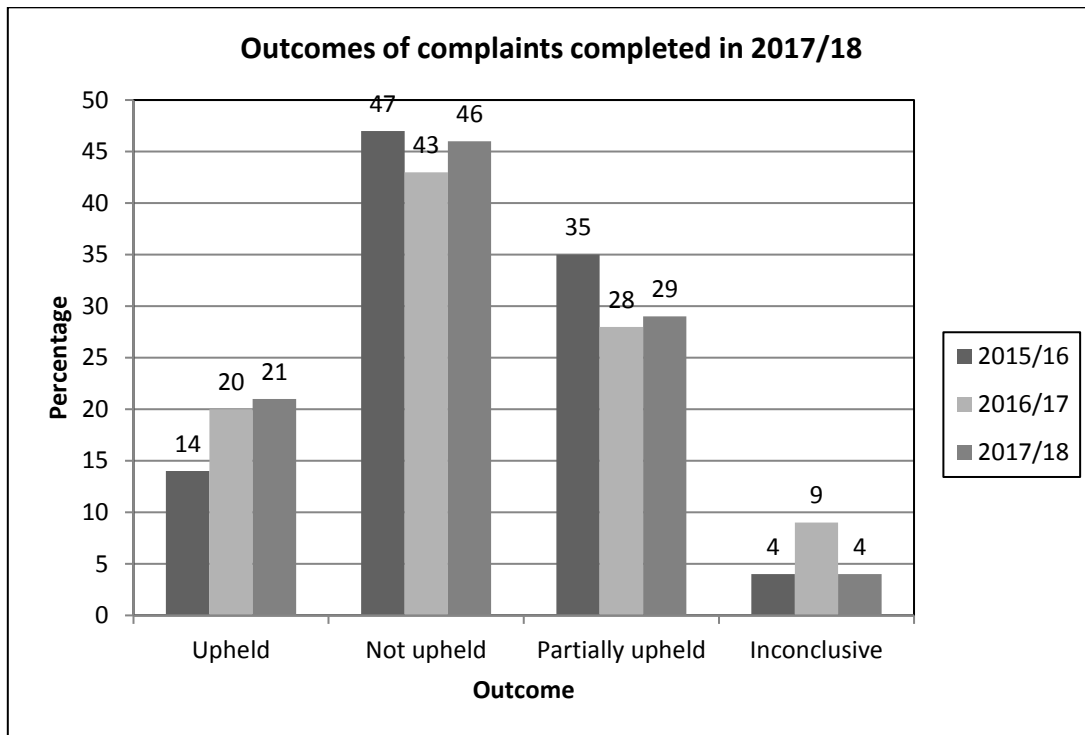
24. Complaints about the 0-25 Service (social work) also fell and a more stable management team has assisted with this.

25. Whilst there has been a slight reduction in complaints for the SEND service and work continues to identify ways of proactively addressing concerns before they become complaints.

26. There were increases in complaints for Looked After Children's services and this may be due to an increase in the number of complaints directly from young people (7 in 2017/18 compared to 2 the previous year). Feedback has been received from one young person about their experience of making a complaint and we're reviewing our approach in light of this. Ofsted view complaints from young people positively as this is an indicator that young people feel empowered to speak up.

27. Appendix three provides a summary of the key themes of complaint along with examples of service improvements.

28. The graph below shows the outcome of the 129 complaints, which reached completion during the period compared to previous years.



Improving Services from complaints

29. This section looks at what action the Department has taken to improve service delivery as a result of the feedback received. Many of the actions resulting from complaints are to do with improving outcomes for individuals. Complaints are also used as a reminder to individual staff and teams on improving performance with regard to effective communication / customer care and to draw attention to current procedures and best practice. During 2017/18 work was undertaken to better capture learning from complaints and in 2018/19 we will focus on how we share the learning more widely across the department.

Below are examples of service improvement that have come from complaints. There are more examples to be found at appendix three. This is the learning which helps to improve services by responding positively to feedback received, it may relate to a particular situation or be more far reaching and impact on several service users. It has also been helpful to share some of these ideas with colleagues and partner organisations to increase the impact of the improvements.

Issue	Action
<i>Customers are receiving the outcome of the financial assessment after a care act assessment is undertaken- customers are providing the information about charges for care services too late – when services are already in place. Possibility that Service User would be charged for services not adequately explained or noted on the customer record</i>	<ul style="list-style-type: none"> • We have undertaken a review of procedures and guidance for staff in situations where deprivation of assets may have occurred. • Reminder sent to staff that staff should be clear (avoiding ambiguous statements like “Funding has been agreed” when further financial assessment is necessary) about the possibility of being charged and that this should be noted on customer record.

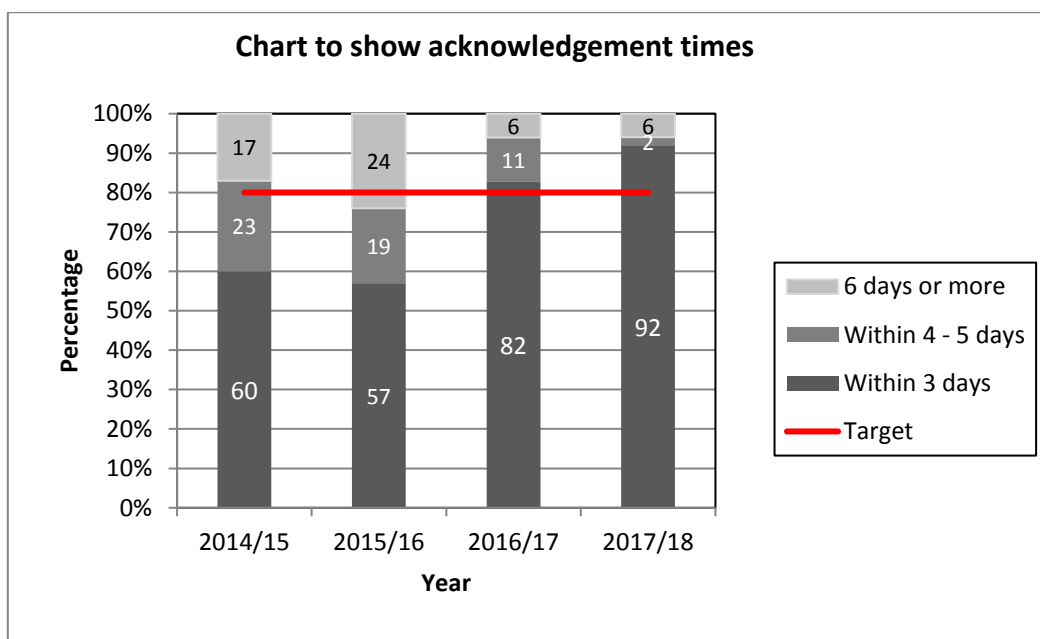
30. Changes were made to improve the way learning from complaints is extracted and recorded to enable us to better analyse and identify trends. Further improvements are planned for 2018/19 to improve the way that learning from complaints is cascaded across the department.

How quickly are we responding to complaints?

31. This section looks at how we perform against the standards for responding to complaints. Our aim is to acknowledge all complaints within three working days and respond to most complaints within 10 working days or up to working 20 working days for more complex cases.

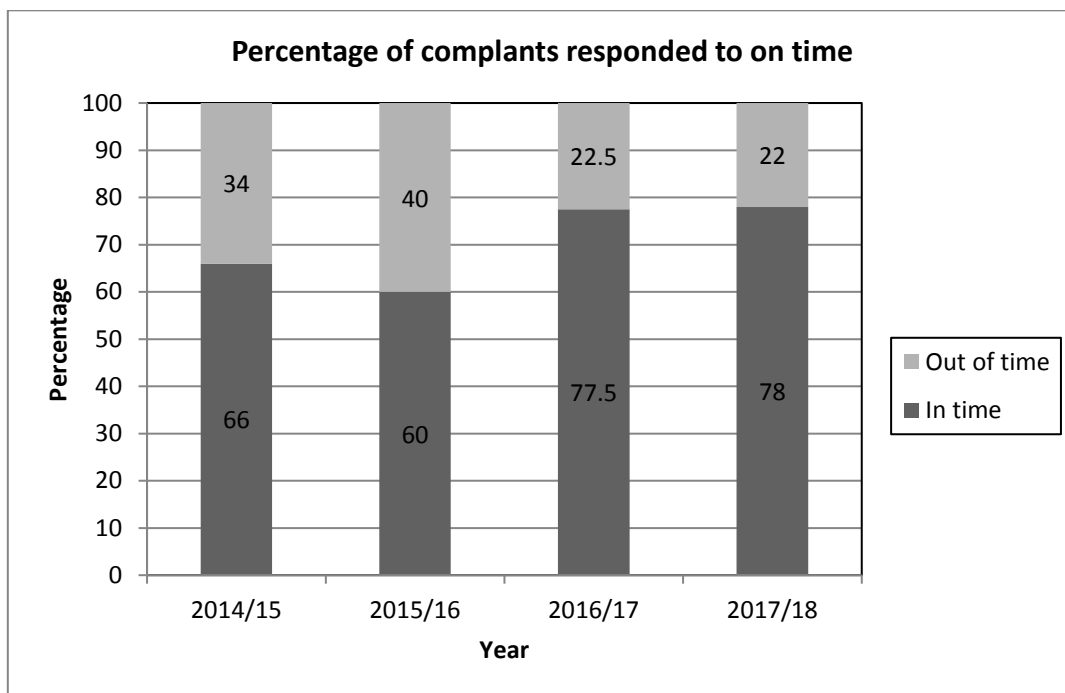
Acknowledging receipt

32. The target set for 2017/18 of 80% of complaints received would be acknowledged within the agreed times has been achieved as can be seen from the graph below. Please note 'days' refers to working days.



Responding to Complaints

33. Of the complaints which reached completion in the period, 78% were responded to within timescales (154/198), this is relatively similar to last year when 77.5% were responded to within agreed timescales (217/280).



34. Reasons for late responses include:

- the complexity of the complaint requiring a significant number of people to be interviewed and records read
- working to the complainant's own timescales or timescales agreed with the complainant in the circumstances of the case

35. It is important to note that the volume of complaints responded to in time by the Secure Service has improved the overall timeliness of responses across the Department. One of the reasons for the increased number of complaints escalating to Stage Two over the last two years is due to the quality of the responses and the delays in responding to complaints. Whilst there is still work to do to improve the timeliness of complaint responses the proportion of complaints escalating has fallen. It is likely that this is due to the improvements made to improve the quality of the response by ensuring a more robust complaint investigation. The programme of training for managers will continue into 2018/19.

Who is using the Complaints Procedure?

36. This section looks at who has been making complaints, whether they have come from service users or their relatives and some analysis of equalities and diversity data. Analysis provides an opportunity to check the accessibility of the complaints process for all protected characteristic groups in order to identify where further improvement is required. The data analysis is provided in full at appendix four and this shows:

- a) Gender – complaints relating to services to males and females is broadly proportionate with the census data for the district.

- b) Age – complaints are received across all age groupings with more complaints generally being made on behalf of younger children by parents and family members supporting an elderly relative. Complaints information should therefore continue to be made available via the variety of communication channels.

More complaints were received directly from young people than in previous years (approximately 3.5% of children in local authority care). Reconstruct Advocacy Service provided support to more young people to successfully resolve concerns or problems directly with services.

We're currently reviewing our approach to responding to complaints from young people in light of feedback received from one young person about her experience of making a complaint.

- c) Disability – The analysis at appendix 4(c) indicates that there is a slight disparity in complaints from those in receipt of mental health services. This may be due to inconsistent equalities data collection issues within the Complaints & FOI Team. Further analysis is required regarding those service users in receipt of mental health support.
- d) Race – the analysis shows that complaints were received across a range of ethnic backgrounds and this is broadly comparable to the South Gloucestershire population ethnic profile as outlined in the 2016 census figures.

There is a need to further improve consistency of equalities data collection by Complaints & FOI Team members.

Financial aspects of complaints

37. There are three aspects of financial costs concerning complaints. The staff and training costs; redress in respect of reimbursement (putting people back in the financial position they should have been if it were not for the fault, i.e. monies we should have paid out anyway) and goodwill gestures.

38. There are hidden costs for staff and manager time in investigating concerns and complaints as these are absorbed by the teams and services involved. The time and cost associated with handling complaints increases as a complaint escalates so early resolution and learning lessons from complaints can help to reduce this.

39. The Complaints & FOI team budget is £191,200; £178,200 represents 5.88FTE staffing costs. There is a budget of £37,510 to cover the cost of appointing external investigators and providing some advocacy provision.

40. The cost of commissioning Stage Two equivalent complaints investigations in 2017/18 was £40,120.78 (£53,279.36 in 2016/17); this includes the cost of appointing external investigators and independent person (the latter is a requirement of the children's social care complaints regulations). The closure of Stage Two and Three complaints from the previous reporting year has had an impact on the investigation costs again in 2017/18. However the cost compared to last year has fallen due to the measures put in place to improve the quality of the complaints investigations at stage one. Stage Two complaints investigations tend to be more complex involving multiple services and/or a more in-depth investigation is required. Despite the cost, the appointment of external knowledgeable and experienced investigators is a more effective use of resources than using an internal manager.

Training

41. Usually two complaints one-day training sessions for managers are run each year. These were held in May and October 2017 with a total of 23 people attending. In addition, a 90 minute coaching style session was developed in 2017/18 to support managers. There were 17 people who took up the extra support and more targeted support is planned in 2018/19.

42. The quality of responses and issues around the timeliness of the response are some of the reasons for complaints escalating over recent years. The proportion of complaints escalating has fallen and this is a good indicator that the quality of investigations and responses is improving. There is a need to continue the coaching style training for managers into 2018/19. This will also be provided to new managers as part of their induction.

Monitoring effectiveness and customer satisfaction

43. The Complaints & FOI Team monitors the effectiveness of the complaints process on a number of levels:

- a) *Monitoring of complaints on an individual basis* with investigating officers. This includes providing support and advice on investigation, problem solving and quality assurance. All Team Managers and Service Managers are informed about relevant feedback for their service / team as they are received.
- b) *Regular reports are produced for senior management.* These provide information on the volume of complaints by service, reason for complaint and performance against timescales.
- c) *This annual report* forms an element of the monitoring and is produced for Members and Officers and is publicly available on the council website.

- d) *Monitoring of actions* required following complaints. This enables the Department to consider service improvements as a result of complaints.
- e) *Number of complaints escalating including those which the Ombudsman considers* and the outcome of those complaints. The number of complaints escalating can provide an indication of satisfaction especially if the outcome of further consideration shows that the complaint could have been resolved at an earlier stage. In addition to the information provided in this report the Corporate Customer Relations Team provides a separate report to Members regarding Ombudsman complaints across the Council.
- f) *Feedback from compliments* following a complaint demonstrates the positive experience for someone who has gone through the complaints process.

Reporting on achievements of actions from 2017/18

Actions for 2017/18	What we achieved
1. In order to improve on our performance for acknowledging complaints we will aim for 80% of all complaints being acknowledged within five working days.	92% of complaints were acknowledged within 3 working days
2. We will work with key services to improve the quality and timeliness of complaint responses thereby hopefully reducing the proportion of complaints escalating.	The proportion of complaints escalating has fallen but there is a need to continue the coaching style training for managers
3. We will continue to monitor key complaint trends and themes with senior managers to identify organisational service improvements.	A new system was introduced in 2017/18 to better capture the learning identified from complaints. Further work is planned for 2018/19 to build on this to ensure actions are implemented and that learning is shared as widely as possible across the department
4. We will identify those staff requiring mandatory complaints training in 2017/18 and those who would benefit from an additional complaints coaching session	23 people attended the one day course run in May and October 2017. 19 people attended the coaching style training. Training needs of managers continues to be kept under review
5. Promote accessibility of the complaints process amongst children and young people, particularly those in local authority care.	More complaints were received directly from young people than in previous years
6. Review the reporting mechanisms with Avon & Wiltshire Mental Health Partnership NHS Trust (AWP) in respect of complaints about the mental health social care service they are providing on behalf of the council.	Regular complaints reports are now being received from Avon & Wiltshire Partnership (AWP) NHS Trust. Relevant AWP data is now incorporated into this report. Appendix 4(c) shows there is still a slight disparity but this may be due to inconsistent recording issues within the Complaints & FOI Team since new members joined the team. Further analysis will be provided in the 2018/19 annual report.

Actions for 2018/19

44. Below is an outline of actions which the Children, Adults & Health Department will seek to address in 2018/19 and these will be reported upon in the subsequent Annual Report.

- Maintain our performance for acknowledging complaints; aiming for 80% of all complaints being acknowledged within five working days.
- Continue working key services to improve the quality and timeliness of complaint responses.
- Continue to identify those staff requiring complaints training in 2018/19 and those who would benefit from an additional complaints coaching session.
- Review our approach to responding to complaints from young people.
- Building on the work to better capture learning from complaints in 2017/18, we will continue to identify ways to improve how we share learning across the organisation.
- Continue to monitor the accessibility of the complaints process for those with mental health support needs with AWP.
- Ensure a more consistent approach to equalities data collection across the Complaints & FOI Team.

COMPLIMENTS

Compliments received year on year by service / team

Appendix one

Breakdown by Service / Teams	2014/15	2015/16	2016/17	2017/18
<i>Adult Social Care & Housing</i>				
Adult Social Care	119	114	134	161
Housing	6	9	12	19
<i>Business Support</i>				
Business Support	0	0	0	1
Complaints & FOI	9	4	8	0
Finance	8	6	8	4
<i>Commissioning, Partnerships & Performance</i>				
Planning & Partnerships	3	0	3	3
Safeguarding, Quality Audit and Review	0	0	2	7
<i>Health & Wellbeing</i>				
Health Improvement	21	7	5	10
<i>Education, Learning and Skills</i>				
Admissions	0	1	0	1
Education Psychology	0	1	0	3
SEND	*	*	*	18
School Improvement	6	0	0	0
<i>Integrated Children's Services</i>				
Early Intervention and Preventative Services	7	5	5	1
Children's Social Care	3	5	6	3
Specialist Services	124	66	47	30
0-25 Service	1	2	10	30
<i>Service Providers (adult social care)</i>				
Day Services	11	5	4	5
Home Care	32	49	25	5
Residential Care	10	15	28	2
Totals	360	289	297	302

*SEND was previously included in 0-25 and was managed as part of Integrated Children's Services – it has moved to Education, Learning and Skills

Examples of Compliments received in 2017/18

Service	Compliment
Adult social care including Occupational Therapy	You have been efficient, professional and supportive but most of all caring, which makes you a truly special person you are a true ambassador to your profession.
	I have just spoken with Mrs Ms daughter who wanted to express how fantastic she felt P and L have been, she said she could not have asked for better with the support they showed her and her Mother. Anne said, 'they were amazing, the care, attention and kindness they showed.
	The whole council team first class service, considerate, polite, helpful. A compliment for NT, her help and knowledge was exemplary.
	I can only pass on my deep and sincere thanks for the care and support we received from you. You made me feel my concerns and worries were valid. It's obvious that you really care. Your directness and compassion really helped me. I hope you understand, you made a real difference.
	Thanks for giving me hope! What a lovely person you are, I'm lucky i got you assigned to me! Once again, I wish you could remain my long-term social worker, for you truly are a diamond.
	I cannot even begin to put into words how much we appreciate all of your help. You have truly made a difference and you should be proud of your part in that.
	From the bottom of my heart THANK YOU so very much. What you wrote was absolutely outstanding. It was so detailed, extremely professional and above all, it really touched me.
Housing services	I am sure sometimes in your job, You may not be shown appreciation very much, But I have to say you have been absolutely amazing with myself and my uncle, What started out let's just say a shaky start, Meeting with you really helped turn my uncles life around. I truly believe that you went above and beyond for us, I am sure you will say you were just doing your job, But the fact that you treated my uncle with compassion where some people haven't recently, really has made a difference to his well-being.
	I would like to use this opportunity to offer my sincerest thanks and appreciation to you both for your help when needed in the past. The professionalism shown and help given by yourselves has eased a somewhat difficult situation on more than one occasion and has been invaluable to myself.
	Words cannot even begin to describe our gratitude for all you did for P, nothing was too much trouble- you really were wonderful.
Day Service	To all the wonderful staff, too many to mention, who went above and beyond to care for my mum. We are very grateful for your time and dedication.
	Thank you for looking after M. Genuine care and kindness appreciated.
Home Care	Thank you for all the wonderful care staff that helped to look after Dad these past few years. You enabled him to stay at home throughout his illness, which was his wish. He had such wonderful care and for that we truly thank you.

	Thank you for all your help and support for me. The silver lining to admission to hospital was being able to meet so many lovely care workers who treated myself and my husband with such patience and respect.
Residential Care	Thank you for your love and care throughout X' stay. We could not have asked for any more than you have given her to make her time with you so warm and caring. You have definitely been her family and our friends. We will all miss you very much.
	Many thanks for all the help my mother had in her old age. Woodleaze was a wonderful last home for her and I shall miss all the lovely staff who became almost part of my family.
	Father was loved and cared for by all staff. He was happy and felt safe. Care home is one of the best around and staff deserve a medal.
Business Support / Finance	Thank you for making carer's break possible.
	Thank you so much for all the help provided for Mum's care. You have gone above and beyond your role and certainly made the whole process a lot easier.
Public Health	South Gloucestershire has been our shining star in the way you look at services provided to meet local need and we are very happy to showcase the thoroughness of your approaches as well as the innovation you bring to addressing local need.
	I would like to say thanks Breakthrough. You have been so supportive helping my daughter. Her mentor has I would like to say thanks Breakthrough. You have been so supportive helping my daughter. Her mentor has helped her so much and over time grown to become her friend, she enjoys her time with her mentor and is learning new life skills. She has done so many different activities helping her in areas she struggles with. I can't believe how much help we have had from you all at breakthrough just wanted to say thank you for all your help and support helped her so much and over time grown to become her friend, she enjoys her time with her mentor and is learning new life skills. She has done so many different activities helping her in areas she struggles with. I can't believe how much help we have had from you all at breakthrough just wanted to say thank you for all your help and support.
	Good Morning. I just wanted to message you and thank you so much. Last night I put a little boy full of beans to bed, with a massive grin on his face truly looking forward to his day- That's the first time in months. Thank you so much for organising A - she's fab! I have my happy boy back again - after a really rubbish couple of years. You deserve medals - I'm really grateful. Please share - you should all know what a difference you are making
Integrated Children's Service	I just wanted to contact you to let you know that L S has been amazing and has resolved the uncertainty over N's school placement for next term. I would like to say a big thank you to L, she approached the situation with N's best interest in mind, reached a resolution very quickly and kept me informed along the way. I am incredibly grateful for her help.
	Brilliant service that is a lifeline for parents with special needs can't thank you enough T for all the time & dedication you've spent on N's EHCP. I can say that you personally have shown a thorough determination to make sure N will receive the education & care he

	<p>deserves and needs to fulfil his future dreams and aspirations. Thank you T.</p> <p>We have received the final plan, thank you. I just wanted to say a huge thank you to you for your help, support and empathy while supporting A's application. We are absolutely thrilled with the outcome.</p> <p>T has, for the last 5/6 months, worked tirelessly to provide my son N with an EHCP that meets his needs appropriately and that will support his future in education at his choice of College. He has kept me informed throughout the whole process and taken into account and actioned where reasonable any amendments as suggested by myself. I want to ensure that T's involvement in 0-25 team is identified as bringing a caring & human element to what is often a very distanced and emotionless procedure for young people and their families. It has been a privilege to have T overseeing N's EHCP and felt the need to have those outstanding members of staff in the 0-25 team recognised.</p> <p>C is absolutely amazing!! & the best social worker we have ever had...He has so much energy and passion for his role which is very evident in his working practices and his involvement with both our sons...He is very organised and completely committed to assist and help in any way he can...He is very proactive in his suggestions and really does promote a self- help ethic to assist in helping you see how to solve issues...He always approaches everything with a positive outlook and helps to make even the most difficult of situations manageable... We could not ask for a better social worker and we just felt as parents that we should inform of this feedback.</p> <p>I just want to express my gratitude to you for your care, compassion and dedication towards vulnerable children. Thank you for being an exceptional manager who listen and care. Thank you for using your time and voice for my daughter when she most needed to be heard.</p> <p>I was overwhelmed by the time and effort that went into giving us a Christmas. "You completely made my Christmas day. Thank you to everyone who made this so special - I especially loved the presents and having my own sack, which I now have on display in my flat!"</p>
Commissioning	<p>Have appreciated your help and thoughtfulness since my father has needed a care package. JP was particularly helpful. The ladies who visit are very kind and without their help, he would be unable to remain in the home he loves.</p> <p>Would like to compliment Star Care for their excellent carer services, continue to be a great team of cheerful ladies. They help mother with a variety of chores but more importantly my mother values their friendship.</p> <p>Again, thank you for your continued support. We really value the time and consideration extended to us, from yourself and some of your team.</p>
ELS	<p>My daughter is leaving Warmley Park school next week after a wonderful fourteen years. The care and dedication of all the staff involved with her has been truly remarkable, what's even more astounding is that in all that time of her being there I haven't once felt unhappy with any of the provision provided. This is a gem of a school and feel so privileged that my daughter has been looked after by the fantastic staff there. They have above all kept her safe and given her the best care I could (have) ever wished for.</p>

	Thank you so much for your work with EW family on Monday. My colleague H said you were brilliant with the family, very supportive, constructive and the meeting went well.
	We have had a parent - Mr C who would like to contact someone in the LEA about the wonderful care that his son Joshua received on Yr6 camp after an injury. He said that people are always quick to complain about things but rarely give praise.

COMMENTS

Examples of Comments received in 2017/18

You said (feedback)	We did
We needed better representation of older people at the Older People's Programme Group (recently renamed the Ageing Better Group).	The Chair of the Over 50's Forum has always been a member of the Ageing Better Group. The Chair of the Over 50's Forum now jointly chairs the Ageing Better Group with Head of Commissioning, Partnerships and Performance at the Council. A Commissioning Manager also attends quarterly meetings to hear about the issues affecting older people. These are reported back to the Ageing Better Group for discussion and action on.
People with Sight Loss who live in South Gloucestershire found accessing the Yate Cinema Complex very challenging.	With the support of members of the Low Vision Services Committee and in partnership with the Manager of Yate Shopping Centre, access was improved, including the introduction of improved paving and a zebra crossing.
First Contact partners said that there needed to be an increase in opportunities for people to go out in their local communities and therefore help reduce loneliness and isolation.	New partners were recruited to the First Contact scheme, who have a focus on working with people to help them access their local communities and support them to gain confidence to access activities.
We were asked to provide free training for staff and volunteers in youth clubs to improve the advice and support we give to young people.	Free half day training sessions were held for youth club staff and volunteers covering mental health and drugs & alcohol.
We were asked to make youth work training more accessible to organisations or Town & Parish Councils that provide youth work activities and upskill the workforce.	We allocated an annual budget of £3,000 for the next 3 years as part of the Youth Activities Offer to support training opportunities for youth activity providers. We will work with our providers on how best to use this.
We were asked to provide youth activities specifically aimed at LGBTQ young people.	We allocated an annual budget of £9,000 for the next 3 years as part of the Youth Activities Offer for support to LGBTQ young people.

In 2017 we revised our direct payment public information, to make it more informative. Practitioners have fed back from service users potentially interested in direct payments that the length of the information can be off-putting.	We are about to finalise a new shorter introductory leaflet, which has had input from practitioners and uses quotes from service users about how receiving support through a direct payment has benefitted them.
We received feedback that communication with family members following a call to the Carers Emergency Card could be improved, in scenarios where the emergency services had made the call on the carers behalf to the Carers Emergency Line.	We have re-written the processes for call handlers, which means that any calls that are made by emergency services are alerted to the council Rapid Response Team for follow up, to ensure that support is in place for the cared for person.
In 2017 we changed the provider that we use for the Direct Payment Card. Service users' feedback was that they would benefit from some guidance on using the online system for payments. Also that the statement information was rather basic and didn't have a starting balance or an end balance	We have developed an online guide for service users which is available from our webpages and have worked with the card provider to supply improved statements with the requested information.
South Gloucestershire residents asked to be able to apply to the council to close their local streets so that they could hold Play Streets events.	We launched the South Gloucestershire Play Streets pilot project enabling residents to apply for Temporary Play Street Orders to hold Play Streets in their neighbourhoods.
We were asked to provide better information about local mental health supports and services for children and young people.	We launched the new <i>Mind You</i> website with a range of information aimed at young people, parents/carers and professionals
We were told that people were worried about the emotional wellbeing of young people moving from primary to secondary school.	We've worked with <i>Off the Record</i> to develop a pilot that supports year 6 students from one secondary school cluster. The pilot gives all students some basic skills but also makes sure students with additional needs have continuity of care between primary and secondary school.
We were asked if we could provide more information about eating disorders.	We've agreed a joint eating disorder conference with North Somerset and Bristol City councils for October 2018
We were told that poor transport links was a barrier to some people accessing local wellbeing sessions.	We've added transport support to some local sessions to see if it leads to increased attendance.
Service users told us that they didn't know where to get their Healthy Start vitamins.	We made all the local children's centres, Kingwood and Patchway Hubs and Yate Westgate Centre the distribution points for eligible families to access Healthy Start vitamins.
Schools asked for an online audit tool rather than the paper version we use for the <i>health in schools audit</i> for the bronze award.	We now have an online version and will be using this exclusively from September.
After completing six months in the service, service users told us they felt "left in limbo" with no clear weight loss pathway and a lack of information regarding future treatment, particularly those waiting for bariatric surgery. Service users and	New information sheets/flyers will be developed for GPs and patients for them to better understand the service and prevent inappropriate referrals and reduce patient attrition rates. The Smoking Cessation and Tobacco Control team organised training sessions for the multi-

<p>GPs (referrers) reported a misconception about the purpose of the Tier 3 service.</p>	<p>disciplinary weight management team so that patients receive all the support they need to achieve weight loss.</p>
<p>Family Nurse Partnership (FNP) service users wanting to start NRT (Nicotine Replacement Therapy) said they felt embarrassed to attend a pharmacy for risk of being judged by health professionals or seen by family or friends, especially when pregnant. They wanted to start the therapy as soon as they were prescribed it, didn't want to wait, or couldn't afford to get transport to collect NRT prescription or felt anxious about travelling into town to collect the prescription.</p>	<p>We have set up a pilot with the FNP service which allows the FNP nurse to prescribe and directly give NRT medication to vulnerable mothers and their significant others within their own homes.</p>
<p>Young people in care told us that they do not always feel involved in decisions about their life.</p>	<p>Work is currently under way to further ensure that young people's voices are heard and used during their looked after reviews. This includes working with the Teen Care Council and Experienced Panel in Care, independent reviewing officers and social workers as well as exploring the use of technology to capture feedback.</p>
<p>Young people also told us that they did not always feel they spent enough time with members of their birth family.</p>	<p>7 young people in care took part in a workshop to create materials for the 'Making Contact Better' training for foster carers and workers. These materials helped adults understand what young people need for contact with families to be positive.</p>
<p>Young people said they wanted more opportunities to develop life skills.</p>	<p>In November 2017 a Care Leavers drop-in was established at the Kingswood Centre to help young people develop skills such as cooking as well as give them a support network as they transition to leaving care.</p>
<p>Young people aged 12-18 told us that they needed to have more understanding of why they are in care.</p>	<p>In July 2018 we appointed an officer to carry out life story work with young people. This post should help young people better understand why they are in care and support staff to help young people understand these explanations.</p>

COMPLAINTS received year on year by service / team¹

Breakdown by Service / Teams	2015/16	2016/17	2017/18
<i>Adult Social Care & Housing</i>			
Adult Social Care	52	52	38
Home Choice	21	16	6
<i>Business Support</i>			
Finance	14	14	10
Business Support	0	1	0
<i>Commissioning, Partnerships & Performance</i>			
Strategic Safeguarding	1	2	3
Commissioning / Direct Payments support	2	4	7
<i>Education, Learning & Skills</i>			
Admissions & Transport	3	7	3
Education Welfare	2	0	2
Special Educational Needs & Disability	4	22	18
School related	n/a	2	1
<i>Public Health & Wellbeing</i>			
Drug & Alcohol Services	0	0	0
Health Improvement inc Active Lifestyles	0	5	2
Breakthrough	n/a	1	0
<i>Integrated Children's Services</i>			
Early Help	2	0	2
Children's Social Care (ART & Locality)	38	33	33
0-25 Service (social care)	20	16	9
Looked After Children Services	11	13	17
EDT	4	2	2
VGSU	137	81	69
<i>Service Providers</i>			
Day Services & Supported Living	1	0	2
Support at home or in the community	29	16	2
Residential Care	4	4	4
Totals	345	291	230

¹ N.B. figures differ from fig.3 as complaints are counted more than once when they relate to multiple services

Examples of Learning from Concerns and Complaints in 2017/18

The information below is a summary of the key themes from complaints along with identified service improvements.

Adult Social Care, 0-25 Service and Housing		
Team	Issue	Action taken
Adult Social Care	Inaccurate information and poor communication at discharge around charging and arrangements for residential placements (this includes a complaint that went to the Local Government and Social Care Ombudsman)	<ul style="list-style-type: none"> Staff and public guidance issued to clarify the circumstances when discharge to a care home is appropriate (and funded for up to six weeks) and those where an interim placement would be made from hospital (chargeable) Review information given verbally and in written form to ensure it is clear and accurate Ensure financial implications of care home choices are clear- discussion with staff at team meetings. Training with staff about communication with relatives - Clear communication with families needed especially in this situation
	Customers are receiving the outcome of the financial assessment after a care act assessment is undertaken- customers are providing the information about charges for care services too late – when services are already in place. Possibility that Service User would be charged for services not adequately explained or noted on the customer record	<ul style="list-style-type: none"> We have undertaken a review of procedures and guidance for staff in situations where deprivation of assets may have occurred. Reminder sent to staff that staff should be clear (avoiding ambiguous statements like “Funding has been agreed” when further financial assessment is necessary) about the possibility of being charged, and that this should be noted on customer record.
	Stage 2 complaint about the appropriateness of accommodation for an adult with specific complex needs	<ul style="list-style-type: none"> Liaison with housing providers to ensure they are meeting communication needs of service users from the beginning of the tenancy Meeting to identify improvements in cross agency working Handover/protocol form developed to ensure essential case information is transferred between social workers, including pending/future actions. Files should contain chronologies and ongoing summaries.
	Attitude of staff (Mentioned in Stage 2 complain and 3 complaints)	<ul style="list-style-type: none"> Appropriate training given by managers Review of quality of standard letters sent out across the Council. Disability awareness training implemented for some staff and discussed for all staff.
	Delay in providing service (allocating a social worker)	This complaint has highlighted a need to investigate how we can better manage our

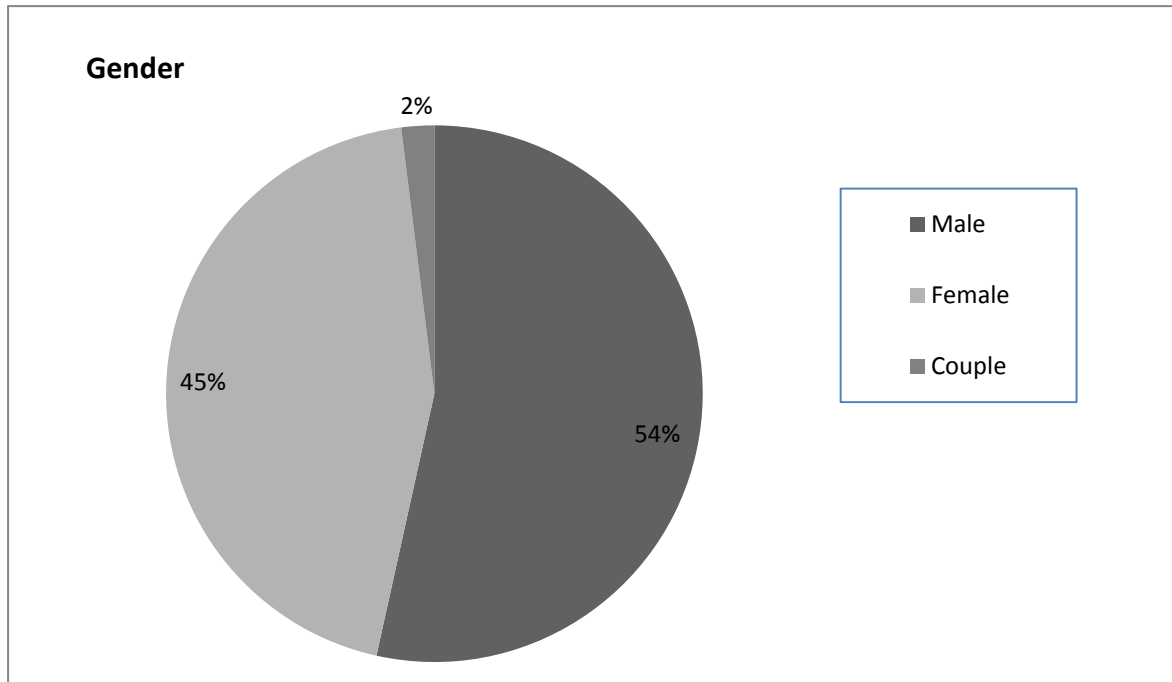
		waiting list and priorities with a view to providing improved information when we are contacted.
	Information given about short breaks inconsistent across the department	Staff training given by manager via team meetings and operational meetings
HomeChoice	Lack of clarity in information provided	Reviewed internal procedures around how we request information and make them much clearer. One form amended to include additional prompt. This will also speed up the process.
<i>Commissioning, Partnerships & Performance</i>		
Strategic Safeguarding	Safeguarding meetings should be chaired by staff with the necessary experience and training	<ul style="list-style-type: none"> • Immediate change of chair, support identified for any future Chair less experienced than the Safeguarding Manager. • Training for Safeguarding Chairs. • Diarised meetings with Registered Manager. Chair to contact Registered Manager at start of process. • Conflicts of Interest to be reflected in Supervision documents. • Note-taker to be made aware of version control requirements.
	Lack of knowledge about role of LADO, particularly within education sector	<ul style="list-style-type: none"> • Training to continue. • LADO has revised web based content for individuals and agencies in the South Gloucestershire area.
<i>Integrated Children Service</i>		
Children's Social Care	(Stage 1 and 2 complaint) Lack of clarity in information provided to parent about legal status of child and processes they could be subject to and explanations given by Social workers in emergency and complex situations. Also in relation to information sharing and parental responsibility	<ul style="list-style-type: none"> • Guidance to be provided to staff to ensure clearer information is provided to parents • Clearer information for families about the implication of giving consent developed. Further work to continue on this • Worker to identify themselves clearly and record clearly regarding information given on consent. Shared with adult staff and referenced in learning briefing.
	Complaints about information breaches (2 Stage 2 investigations and Stage 1 complaints)	<ul style="list-style-type: none"> • Revised checklist for all staff which includes oversight and sign off for the address • Reinforced guidelines/timescales for interviewing of children once Single Assessment has commenced. • Training with Social Worker and implementation of document checking in Business Support • Poor quality response at Stage 1 so further resource in the Complaints & FOI team to improve compliance with statutory guidelines on complaints. Guide to effective complaint's handling circulated to

		managers and reminder that they must contact complainants at the beginning of a complaint investigation.
	Assessment contained wrong name and inaccurate information	Will be corrected and importance of ensuring the accuracy of information copied from older records is addressed in team meetings.
	Assessment not completed	Assessment redone
	Poor communication with parent who called EDT	Staff training. Refresher training for whole team on multi-disciplinary work in childrens safeguarding. Handover procedure now clearer and more robust
	Social Worker did not take appropriate steps to reduce exposure of child to distressing information	Investigation revealed that the family did not realise the CIN process is voluntary. The information provided to families at the start of the review has been reviewed to ensure families have a good understanding. Also addressed with individual Social Worker
0-25 Service	Delay in CHC Assessment which led to delay in providing support during transition from childrens to adults services	Improved collaborative working between health, social care and education to ensure CHC Screening completed before SU's 18 th birthday. Process clarified with clear deadlines specified
	Lack of knowledge of autism specific issues	Social Worker given training on Autism
Education		
SEND	Delay in providing information including amended plan and meeting notes and providing clear information about personal budgets (5 complaints)	<ul style="list-style-type: none"> • Training for staff on how to advise staff about using personal budgets. • Create and share clear timelines for creation of EHCPs • Written explanation for delays • All staff to be reminded that parents should be given the opportunity to comment on social care assessments before they are shared with others. • Staff training around the process, involving key professionals, and Person Centred Planning meetings.
	Complaint about communication with YP parents	Service not clear about when consent is required – each new matter requires consent under the Mental Capacity Act. The complaint was discussed without gaining consent from the Service User.

EQUALITY & DIVERSITY

a) Gender

The graph below shows the gender of the service user. This is broadly similar to the South Gloucestershire census data which shows that approximately 50% females and 50% males living in the district.

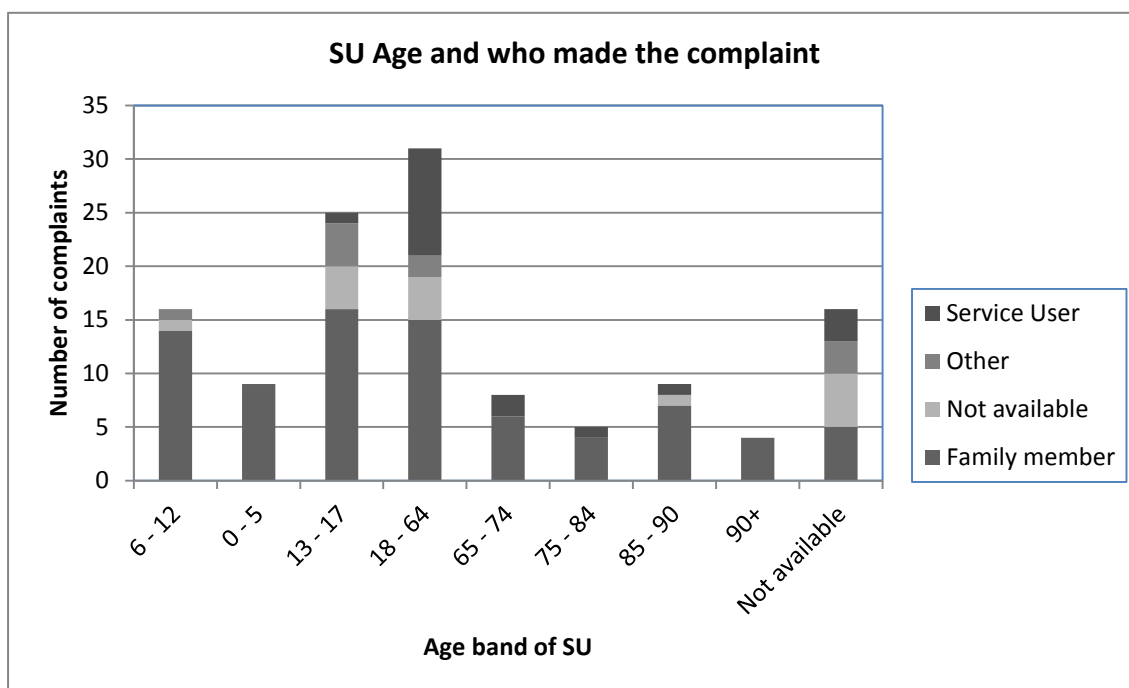


b) Who is making the complaint and age of service users

The graph below shows the number of complaints made by the age of the service user compared to who is making the complaint.

Most complaints continue to be made on behalf of service users by family members or others across the age groupings. As expected service users who are able to make complaints in their own right are within the working age grouping.

A small proportion of complaints came directly from children and young people. Seven complaints came from young people in local authority care in 2017/18 which were all resolved (there were 195 young people in care during this period). In addition Reconstruct advocacy service provided support to 61 young people, 7 young people were also supported to raise concerns directly with the service involved. Six of which were resolved outside of the complaints process. Reconstruct also worked with 183 children going through the child protection process, one of whom made a formal complaint.



Further work is required to improve the consistency of equalities data collection in the Complaints & FOI Team given staffing changes in the team during 2017/18. This should help to reduce the number of instances where data is not available.

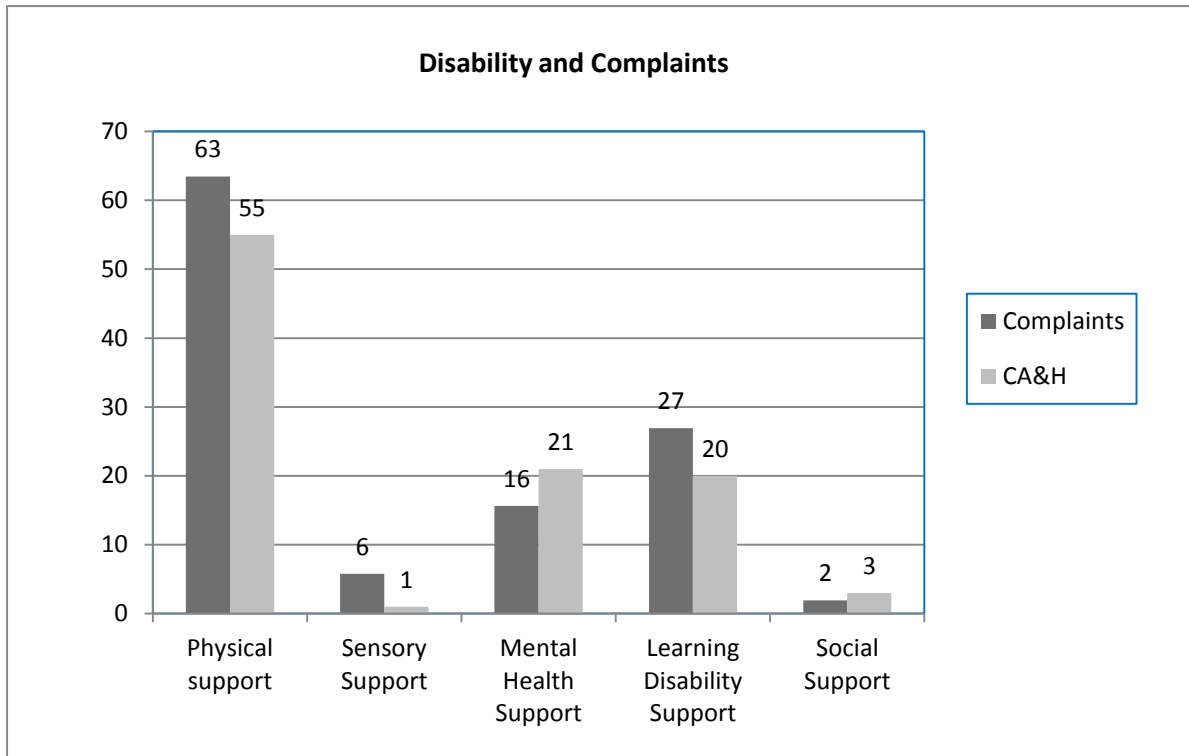
c) Disability

Of the complaints received 70 people (53%) were identified as having a long term need for support or self-declared they had a disability.

In addition, 33 (25%) declared they did not have a disability. Data was not requested or not available in 27 cases (22%). Further work is required to improve the consistency of equalities data collection in the Complaints & FOI Team given staffing changes in the team during 2017/18.

More specific data is available in 52 cases of those who were identified as having a long term need for support or disability. This is provided in the graph below.

There appears to be a slight disparity in relation to complaints from mental health service users compared to the number of people in receipt of mental health services. Further analysis is required to understand whether this is due to inconsistency of equalities data collection within the Complaints & FOI Team. Regular complaints reports are now being received from Avon & Wiltshire Partnership (AWP) NHS Trust and we will continue to monitor complaints from users of mental health services. Further analysis will be provided in the 2018/19 annual report.



The data provided in the graph above is gathered from adult social care information. The 'protected characteristic' in relation to disability has been considered in relation to the type of support provided those in receipt of adult social care services. This enables us to consider the access needs of people in line with their support needs.

d) Ethnicity of service user

The table overleaf shows the ethnicity of service users compared to census data for the district.

This broadly shows that there were more complaints received from, or on behalf of, white service users with a smaller proportion from non-white service users. Further work is required to improve the consistency of equalities data collection given staffing changes in the Complaints & FOI team during 2017/18. This should help to reduce the number of instances where data is not available.

		Complaints 2017/18		Census	
Asian or Asian British	Bangladeshi		8.3%	238	5%
Asian or Asian British	Indian			2,699	
Asian or Asian British	Pakistani			698	
Asian or Asian British	Chinese	1		1,312	
Asian or Asian British	Other	1		1,493	
Black / Black British	African			987	
Black / Black British	Caribbean			980	
Black / Black British	Other	1		251	
Mixed / Multiple Ethnic Groups	White & Asian			1,016	
Mixed / Multiple Ethnic Groups	White & Black African			396	
Mixed / Multiple Ethnic Groups	White & Black Caribbean	1		1,516	
Mixed / Multiple Ethnic Groups	Other	4		739	
Other Ethnic Group	Arab			366	
Other Ethnic Group	Other	1	502		
White	English / Welsh / Scottish / Northern Irish / British	92	70%	241,611	92%
White	Irish			1,223	0.5%
White	Gypsy or Irish Traveller			271	0.1%
White	Other	2	1.5%	6,469	2.5%
Undeclared / Not known			20.5%		
Total		132	100%	262767	100%

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September 2018