

**COMMUNITY BASED SERVICES
ADULT SERVICES**

ANNUAL REPORT ON COMPLAINTS-COMPLIMENTS-REPRESENTATIONS

STATUTORY PROCEDURE

**Health and Social Care (Community Health & Standards Act) 2003
The Local Authorities Social Services Complaints (England) Regulations 2006**

APRIL 2008– MARCH 2009

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ANNUAL REPORT ON
ADULT SERVICES COMPLAINTS-COMPLIMENTS-REPRESENTATIONS
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Introduction

This is the third Annual Report to focus specifically on Adult Services Complaints and Representations and covers the period from 1 April 2008 – 31 March 2009. The complaints procedure derives from The Health and Social Care (Community Health & Standards Act) 2003 and The Local Authorities Social Services Complaint (England) Regulations 2006, which came into force from 1 September 2006. This legislation sets down the procedures that councils and social services have a responsibility to follow when a complaint is made.

On 1 April 2009, The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 was implemented. This two-stage process replaces the 2006 regulations. Future reports will be based on this process.

This report focuses primarily on Adult Social Care statutory complaints, with information on complaint-related queries and compliments received about staff or services. Some complaints received did not qualify under the statutory procedure but were dealt with under the Council's corporate complaints system.

The Procedure

There are three stages to the procedure.

Stage 1 - Local Resolution. Invites the complainant to allow operational managers to resolve the complaints at a local level. The procedure requires that Stage 1 complaints be concluded within 10 working days, with an extension of further 10 working days, (with the agreement of the complainant), if necessary. The maximum time for a Stage 1 investigation is 20 working days. When the matter is not resolved or if the complainant requests it, the complaint can be formally investigated at Stage 2. The complainant has 20 working days to request consideration at Stage 2 following receipt of the Stage 1 outcome letter.

Stage 2 – Investigation

This part of the procedure is used when the complainant remains unhappy after a Stage 1 investigation, or the complaint is sufficiently serious enough to warrant a more formal investigation. Investigations are conducted at arms length to the operational service complained about, with full and formal reporting to the complainant by an Adjudicating Officer, (usually at Head of Service level), within 25 working days. However, in certain cases it isn't possible to complete the investigation in these timescales and a further extension can be negotiated with the complainant. The investigation and adjudication process should be concluded within 65 working days.

Stage 3 – Review Panel

If there is any residual dissatisfaction with the outcome at Stage 2, the complainant can request that the issues be taken to a Review Panel, (Stage 3). The Panel consists of 3 independent panel members appointed by the Local Authority. The panel consider s the complaint and can make recommendations for the consideration of the Director of Adult Care and Housing. Such consideration forms the end of the statutory requirement.

Management and Operation of the System

The system continues to be managed by Social Care, (SC) Customer Services based within the joint Business Strategy and Support Service. It is therefore at arms length to operational Adult Care services.

SC Customer Services deal with all Social Care representations across Community Based Services, (CBS) and Learning and Children. They are also responsible for the administration of the Corporate Complaints procedure across other CBS group services and for the monitoring of any improvements that result from complaints.

Constant monitoring and improved recording procedures have resulted in more rigorous tracking in terms of receiving and responding to complaints, complaint related queries and compliments.

Publicity and Information

Publicity and information continues to be provided routinely in several formats, encouraging and facilitating easy access to the complaints process.

All new service users receive a representations leaflet in their information pack.

SC Customer Services has direct contact with the majority of complainants, their carers, representatives or advocates and provides additional or more detailed advice and support as requested.

Advocacy and Special Needs

The service has continued its work to consolidate good practice so that vulnerable users are encouraged and supported to express their views and to access the complaints procedure if they wish. The majority (69%) of complaints are referred to the complaints procedure by relatives or carers. During 2008/09 advocates referred one complaint to the complaints procedure.

Advocacy is always offered if it is felt that the complainant would benefit from this service. Some complainants may prefer to approach an advocate themselves. However, if SC Customer Services feel that advocacy may be of some benefit to the complainant, they will be signposted to an appropriate advocacy organisation.

The Independent Element

At Stage 3 complaints may be referred to an Independent Complaints Review Panel. One Review Panel was held during 2008/09. Complainants are aware that if they wish to have their complaint considered by the Local Government Ombudsman, (LGO), they are required to have exhausted the Social Care Complaints Procedure.

Northern Regional Complaints Officers Group

Gateshead Council is member of the Northern Regional Complaints Officers Group. The aim of regional groups, which meet quarterly, is to provide a forum in which peer professionals can discuss and learn about regional and national issues. Here there are opportunities to develop local practice standards, discuss performance and problem-solve. The group also discusses proposed changes to legislation and procedures and prepares consultation responses where necessary.

Training and Employee Development

Training for Investigating Officers is undertaken on an annual basis. We currently have nineteen trained Investigating Officers. Complaints Awareness training sessions are offered to all services. These sessions can be arranged to coincide with team meetings if necessary.

Over the past 5 years, SC Customer Services have delivered a number of Complaints Awareness Training to staff working across Adult Services. This training focuses on problem solving and resolution skills.

Also, in 2009, two Investigating Skills Training Courses have been provided to Adult Care Team and Service Managers. The training, which was facilitated by the Local Government Ombudsman, concentrated on defining, investigating and resolving complex complaints. It also emphasised the need to identify any improvement to service necessary as a direct result of individual complaints.

In addition to formal training, SC Customer Services are always available for individual advice to employees around complaint management and resolution.

Statistical Analysis

The Respond software package has proved invaluable and very responsive in recording, tracking and providing analysis to Heads of Service and senior managers, as well as information for internal performance measurement requirements.

Information regarding the volume and type of complaints, queries and compliments for the period April 2008 – March 2009 is attached as Appendix 2 to this report, from which the following points of interest arise.

Adult Services complaints increased by 21% in 2008/09 compared to 2007/08 figures, (table 1(i), p13). Overall, Adult Services complaints have decreased by 24% since 2005/06. However the number of complaints, (41), is a very small proportion of social care activity, bearing in mind there were 6930 contacts recorded for adult social care services during 2008/09.

Adult Services dealt with 78% of Stage 1 complaints within the 20 working day timescale. 22% of complaints were not resolved within this timescale; this was due to the increase in complexity of complaints.

Four Adult Services complaints progressed to Stage 2, of these:

One was completed in 50 days

Two were completed in 63 days

All three were completed within the 65 working day timescale.

One complaint remains outstanding. This is due to the multifaceted nature of the issues complained about.

There was one independent review panel held during 2008/09.

One complaint was dealt with under the Council's Corporate Complaint Procedure. This procedure remains a useful mechanism for members of the public whose complaints are not eligible under the statutory procedure.

Equalities Monitoring

The ethnicity, disability, gender, age and sexual orientation of complainants is monitored when dealing with comments, compliments and complaints. Information about the process can be made available in key languages and formats. Newcastle Interpretation Service provides requests for interpretation and translation into ethnic minority languages through the regional consortium arrangement with Health. Requests for information from customers with sight or hearing impairment is provided via the Council's in-house AIRS, (Access to Information and Reading Service).

Gateshead Council recognise that equality monitoring of service delivery is crucial for effective planning and scrutiny of the services that it provides. This monitoring can identify which groups are using the services and to gauge their level of satisfaction. This information can then be used to highlight possible inequalities, investigate their underlying causes and remove any unfairness or disadvantage.

Gateshead Council's Adult Social Care Services constantly consider ways of reaching under-represented groups and making sure that our services are provided fairly and are relevant to assessed needs.

In 2008/09, SC Customer Services carried out equalities monitoring of service users or their representative who had accessed the Social Care Complaints Procedure.

Analysis has found:

- 41% of complainants had a recognised disability (38% in 2007/08)
- 22% of complainants had problems around mobility (35% in 2007/08)
- No complainants were between the ages of 16 and 24 (3% in 2007/08)
- 41% of complainants were between 25 and 35 (3% in 2007/08)
- 37% of complainants were between 36 and 59 (68% in 2007/08)
- 22% were 60 and over (26% in 2007/08)
- 98% were of white, British origin (100% in 2007/08)
- 63% of complainants were female (56% in 2007/08)
- 37% of complainants were male (35% in 2007/08)
- No couples made complaints in 2008/09 (9% in 2007/08)

It is recognised that more work is required to raise awareness of the complaints procedure among BME and other hard to reach communities. As it is important that all service users and their representatives are aware of the new one step complaints process, the Complaints Manager will attend and work with various forums to inform encourage service users or their representatives to comment on the services they receive.

There has been a large increase in complaints from the 25 – 35 age group. This is due to either service users representing themselves or asking younger members of their families to advocate on their behalf.

Specific Issues (Stage 1 complaints)

This section looks at the trends over the last three years, from 2006/07 to 2008/09.

Overall since 2006/07 complaints in Adult Social Care increased by 78% (from 23 to 41), (see table 1(i)), p13). Older People complaints have increased by 100% (from 13 to 26). Disability Services complaints also have increased by 50%, (from 10 to 15) (see table 1(iii) p13). Better publicity of the Complaints Procedure and increased accessibility may have encouraged service users or their representatives to comment on the services they receive.

Fieldwork, (including assessments), (table 2(ii), p14), attracted 37% of complaints, down from 49% in 2007/08 and up from 17% in 2006/07. Fieldwork is any action that is undertaken by a social worker or team whilst working in the community. As the majority of Adult Care Services focus on this type of activity, it is not surprising that this area attracts the most number of complaints. However, these issues complained about are generally around communication and not normally of a serious nature.

Aids & Adaptations accounted for 5% of the total number of complaints received in 2008/09, decreasing from 6% in 2007/08 and 13% in 2006/07.

There were 6 Adaptation Appeals Panels during 2008/09.

- 4 were dismissed
- 1 was upheld and the full cost of the adaptation was met
- 1 was partially upheld. 50% of the adaptation was met

All 6 appeals were purely around adaptations appeals. The process around providing adaptations within appropriate budgets would be separate to the adaptation appeal.

In terms of referral source (see Table 3(i) p15) relatives continue to make the most complaint referrals, (62%). Table 3(ii), (p15), shows that letters have been the main method of complaints referral accounting for 42% of contact, up from 37% in 2007/08 but down from 43% in 2006/07.

Contact by e-mail went up to 22% in 2008/09, up from 12% in 2007/08 and from 1% in 2006/07. Personal visits decreased to 12% in 2008/09 from 18% in 2007/08, but up from 9% in 2006/07. The majority of representations received by email are from the 25 – 35 age group.

Table 4, (p16), shows that quality of service remains the greatest cause for complaint, increasing to 79% in 2008/09, up from 73% in 2007/08 and 58% in 2006/07. Quality of service often involves failure of service delivery, for example home carers not turning up, poor timekeeping or late and missed social work visits. Concerns about the conduct and attitude of staff accounted for 5% of all complaints received, (down from 6% in 2007/08 and 6% in 2006/07).

Communication issues accounted for the majority of complaints about quality of service. This includes non-return of phone calls or unanswered letters. It could also include the quality of information previously given to people enquiring about Adult Care Services.

As from November 2008, a dedicated team, Adult Social Care Direct, became the first point of contact for anyone requiring information about Adult Social Care Services. Adult Social Care Direct staff are able to signpost callers to other organisations who can help, or pass on information about any difficulties they may be having to a local social work office for an assessment of need.

In 2006/07, 91% of complaints made were fully or partly upheld in favour of the complainant, decreasing to 74% in 2007/08. This year 78% of all complaints were fully or partially upheld, a 4% increase. The number of complaints not upheld decreased to 22% in 2008/09, from 26% in 2007/08 and 9% in 2006/07.

In terms of outcomes, every complainant received a full explanation about the alleged action or inaction in both a policy and procedural context. Where complaints were fully or partially upheld, the complainant received a full written apology. The practice of meeting with the complainant to outline the complaint, and share the outcome of the investigation and service improvement where appropriate, is now widespread, and this underpins good customer service.

Complaint related queries, (table 1(i), p13.), for Adult Services increased by 6% in 2008/09, (from 32 to 34). Complaint related queries are very low-level representations that can be solved within one day by either the SC Customer Services or by front line staff.

Specific Issues (Stages 2/3)

There were four complaints that progressed to Stage 2 in 2008/09, (four in 2007/08 and three in 2006/07)

- One complaint concerned the alleged breach of confidentiality by Physical Disabilities Domiciliary Care Staff.
- One was concerned with the quality of a social work assessment and the attitude of staff after this assessment.
- One was around the charging for residential care and the conduct of another service user.
- The fourth complaint concerns the alleged lack of physical and learning disability services provided to a disabled woman. This complaint is very complex and is still ongoing.

After investigation, one complaint was not upheld and two complaints were partly upheld. One complaint is still ongoing.

One complaint progressed to Stage 3, (two in 2007/08 and two in 2006/07). An Independent Social Care Review Panel partially upheld this complaint and recommended appropriate redress. The Council accepted the recommendations and the changes to service were implemented immediately.

Changes to the Adult Social Care Complaints Procedure

A single Health and Adult Social Care complaints process was implemented from 1 April 2009. The whole intention is to use complaints as a stronger voice and major driver of service improvement across health and social care services.

The new legislation allows Local Authorities to design a complaints process that is flexible and responsive to the needs of complainants. A major change to the new process is the abolition of prescriptive timescales. Each complaint is now assessed by SC Customer Services, and depending on the complexity of complaint, an achievable timescale, is discussed and agreed with the complainant.

There are two stages to the 2009 complaints process:

1. Local Resolution

Investigation by the Team Manager of the service complained about or, in the event of a serious complaint, an investigation by a Manager independent of the service.

If the complainant is unhappy with the response to their complaint, they are asked to contact SC Customer Services. If it is felt that there are no new issues and there is nothing more that can be done to resolve the complaint to the complainant's satisfaction, they are sent a final "sign off letter". This letter will state whether the Council is satisfied with the way the complaint was investigated and reiterates the Investigating Officers findings and recommendations. It will also outline the next step of the process should the complainant remain unhappy.

2. Local Government Ombudsman

The complainant is given the Ombudsman's contact details when they are sent the final complaint sign-off letter.

Joint Health and Social Care Complaints

There is now one complaint process that incorporates both Health and Social Care Services. As care packages often include a range of services provided by Health and Social Care, cross-service complaints will now be investigated under the same process. Any complaints received, which involve services provided by Health and Social Care, will be co-ordinated by the Local Authority's Complaints Manager and the NHS South of Tyne and Wear Complaints Manager. This will ensure that the complainant receives one response to all of the issues they have raised.

Complaint Resolution Plan

Before starting any investigation, a plan must be formulated and discussed with the complainant. This plan will outline agreed timescales, specific roles and the scope and parameters of the procedure. The investigation and remedy must be proportionate to the complaint and will be discussed with senior officers before any decision is taken.

Learning from Complaints: Examples of Service Improvements

Learning from complaints is critical to prevent recurrence of the cause(s) of the original complaint. It is important that we make sure that people's experiences help us to improve services where we can. Changes can include policy, procedure or employee development.

Examples of improvements are:

- A weekly information sheet is now provided to people receiving domiciliary care. This sheet will inform service users of the names of the domiciliary care staff who will be attending to their care needs during the coming week.
- Disabled, older people and their family carers are now given written notification of charges for Meals on Wheels before the service starts.
- Service users with dementia, living in sheltered accommodation can have exit sensors fitted to external doors. These sensors will alert the Council's CareCall service should an external door be opened during the night. If an alarm sounds, CareCall will contact the property and, if necessary, alert the appropriate service.
- As a result of delays in assessing applicants for self-directed services, the Self-Directed Support team was enlarged.
- Where an Occupational Therapist, (OT), is moving to a new post, the Team Manager now ensures the early reallocation of cases to other OTs to ensure service users are not put back onto the waiting list.
- The Council is piloting a system where CareCall staff report requests for repairs on behalf of vulnerable Council tenants to the Gateshead Housing Company.

Achievements 2008/09

- SC Customer Services ensured that publicity and guidance were in place before the implementation of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.
- The Complaints Manager attended Department of Health and Local Government Ombudsman consultation events to ensure that Gateshead Council had a voice in the shaping of the 2009 NHS and Adult Social Care Complaints Process.
- SC Customer Services worked with Senior Managers to ensure the full resolution of complex complaints. This meant that the number of complaints progressing to a review panel in 2008/09 was very low.
- The Complaints Manager worked alongside Gateshead Council's Training Section to organise two Investigating Skills training Sessions for 2009. A representative from the Local Government Ombudsman's Office will facilitate these sessions. This will ensure that investigating officers have the skills necessary to formally investigate and resolve complaints. These sessions will also to inform on the new Adult Care Complaints Process and the responsibility of the Council to "Get it right first time".

Key Issues and Objectives for 2009/2010 are to:

- Fully embed the new Health & Social Care Complaints Process
- Ensure that all out-based Council facilities publicise the process by displaying posters and leaflets in public areas
- Continue to develop complaints awareness in all Adult Services staff. Ensure that they are always aware of their own personal responsibilities when dealing with dissatisfaction
- Work with the Learning Disability Partnership Board to further develop easy read complaints publicity
- Meet regularly with Senior Managers from Adult Services to consider what further action needs to be taken to;
 - Resolve complaints at the earliest opportunity
 - Ensure that the number of complaints progressing to the Local Government Ombudsman are very low
 - Implement the changes to service as a direct result of individual complaints
- Deliver Investigating Skills training early in 2009.
- To change the Respond Complaint Tracking System to reflect the realignment of Adult Care Services. This will enable better analysis of representations received.
- Continue to encourage Adult Services employees who receive compliments to pass the details on to the SC Customer Services Team to ensure individual workers and their teams get the recognition they deserve.
- Publicise the complaints process to BME and other hard to reach groups, to ensure they are aware of how they can comment on the services they receive.

Satisfaction of Complaints Procedure

The outcomes to complaints continue to provide opportunities for change and improvements, which are acted upon wherever possible, with beneficial effects for carers and service users.

The Council continues to actively promote access to the complaints procedure along with other rights of users and carers, and to raise their awareness of the role of advocates and to work closely with partner agencies ensuring that multi-agency complaints are dealt with in a seamless manner.

The monitoring systems within the Service and Review Panels clearly demonstrate they are operating satisfactorily.

In 2008/09, 95% of Adult Social Services complainants who completed and returned the Social Care Customer Services Satisfaction Survey confirmed that they were happy with the Complaints Procedure and its administration.

Compliments

As in previous years, we have continued to record compliments received, (Table 7 (i), pg 17). Some compliments are about individual members of staff or whole teams and services. What they all do, however, is show the high regard in which employees are held by our customers, and the immense value placed on the services we provide. Information is always fed into operational services and the Commissioning teams to highlight good practice and possible improvements to services. The majority of compliments, (50%), received in 2008/09 focused on fieldwork and assessment of individual Social Workers or Social Work Teams.

Examples of Adult Social Care Compliments during 2008/09

Adults Mental Health Team

'On behalf of my family and myself I would like to say how grateful we are to our social worker for helping us with our Mam. Elaine was very caring and understanding and helped us every way she could. We will always be grateful for that, for what was a very emotional time for us, she helped us through it.'

Adult Physical Disabilities

'My wife and I would just like to say thank you for all the help we have received from Michael Turnbull in getting the things I needed like grabrails, bathboard and handrail from front gate and steps. We are very grateful.'

Services for People with Learning Disabilities

'Re: Adult Placement Scheme - thrilled with our daughter's recent stay with Tracey & Alan. First time she had been away from home and all our fears were unfounded. She had such a good time with the family, out on trips etc. Wouldn't hesitate to recommend them to anyone.'

Promoting Independence Centres

"We would like to sincerely thank you for all your help, support and kindness concerning our father. He was happy to stay with you and always enjoyed his little 'holiday'. He thought very highly of you all and as a family we wouldn't have wanted him to go anywhere else, you put our minds at ease and we knew he was safe in your care".

Warden Services

'We as a family are very appreciating of the on site warden. She is an excellent warden and my mother appreciates her in many ways, like helping her with her hearing aids. Also we were doing everything ourselves until she talked my mother around to get the carers in - and they are wonderful to my mother as well.'

Domiciliary Care Services

'Thank you for all the loving care you gave my sister over the last few years. I can't speak highly enough of the service you provided and the support you gave me.'

'I would like to praise the carers - I have had them coming every morning for about a year. Bev is my regular and I think she's wonderful - always helpful and nothing is too much trouble - and she makes me laugh! I couldn't manage without them, thank you so much.'

Statistical Information

Overall Activity Levels (Statutory Complaints)

Table 1(i)
All Representations Received, 2006 - 2009

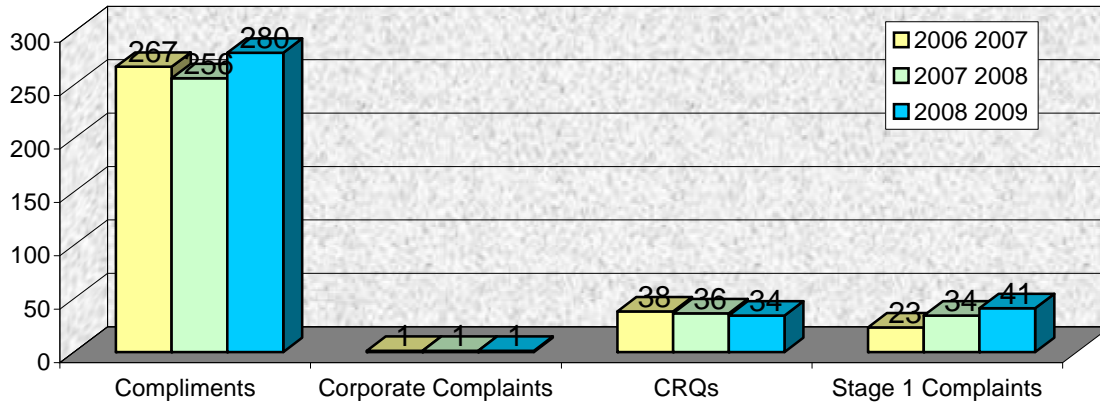
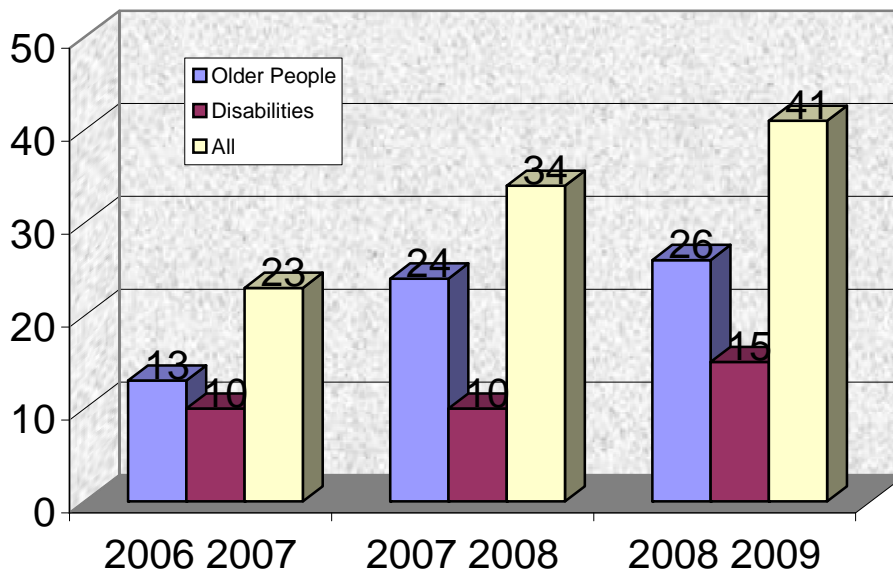


Table 1(ii) - SSD COMPLAINTS
Number of Complaints dealt with at the three stages of the procedure

Adults Services	2006/2007	2007/2008	2008/2009
Stage 1	23	34	41
Stage 2	3	4	4
Stage 3	2	2	1

Table 1(iii)
Complaints by Service Area



Stage 1 Complaints

SERVICE SECTOR

Table 2(i) shows the distribution of complaints between divisions compared with previous years

Comparison	2006/2007	2007/2008	2008/2009
Distribution by Division			
People with Disabilities	43%	29%	37%
Older People	57%	71%	63%
Total	100%	100%	100%

Table 2(ii) Shows the distribution of complaints for all user groups divided into service activity, compared with previous years

Service Activity	2006 / 2007 %	2007 / 2008 %	2008 / 2009 %
Day Care	0%	0%	2%
Domiciliary Care	27%	18%	17%
Fieldwork / Assessment	17%	49%	37%
Residential	27%	12%	12%
CareCall / Warden	0%	6%	10%
Administration	16%	9%	12%
Aids & Adaptations	13%	6%	5%
Other	0%	0%	5%
Total	100%	100%	100%

REFERRAL SOURCE

Table 3(i) Shows the Referral Source

Referral Source	2006 / 2007 %	2007 / 2008 %	2008 / 2009 %
Relative	59%	76%	62%
Self	33%	18%	29%
Advocate	3%	3%	2%
Carer	4%	0%	7%
Other	1%	3%	0%
Total	100%	100%	100%

Table 3(ii) Method of Complaint

Method of Complaint	2006/2007 %	2007 / 2008 %	2008 /2009 %
Telephone	22%	24%	20%
Letter	43%	37%	42%
Personal Visit	9%	18%	12%
Corporate Complaint Form	3%	6%	2%
Social Care Complaints Leaflet	22%	3%	2%
E - mail	1%	12%	22%
Total	100%	100%	100%

ISSUES

Table 4: Shows the issues complained about compared with previous years

Issues	2006 / 2007 %	2007 / 2008 %	2008 / 2009 %
Quality of Service	58%	73%	79%
Conduct of Staff	6%	6%	5%
Delay	9%	3%	2%
Refusal of Service	6%	9%	5%
Lack of Service	15%	9%	7%
Conduct of Other Users	3%	0%	0%
Other	3%	0%	2%
Total number of issues raised	100%	100%	100%

TIME TAKEN TO RESOLVE

Table 5(i): Shows the average number of working days taken by division compared with previous years.

Comparison - Time taken to Resolve	Average number of days to resolve Complaint		
	2006/2007	2007/2008	2008/2009
Administration & Finance	20	19	26
Aids & Adaptations	39	6	20
Care Management	9	15	18
Mental Health	9	0	10
People with Learning Disabilities	10	6	13
Provider Services	15	15	11
Physical Disability	19	10	19

TIME TAKEN TO RESOLVE

Table 5 (ii): Shows the percentage of complaints resolved within 20 working days

Time taken to resolve Adults Services complaints	2006/2007	2007/2008	2008/2009
Resolved within 20 working days	98%	97%	78%

OUTCOME

Table 6: Shows the outcome of Stage 1 Complaints

Outcomes of complaints	2006/2007	2007/2008	2008/2009
Upheld	39%	32%	27%
Partially upheld	52%	42%	51%
Not upheld	9%	26%	22%
Other – Closed or withdrawn	0%	0%	0%

ADDITIONAL INFORMATION

Table 7 (i) - Compliments by Division

Compliments	2006/2007	2007/2008	2008/2009
People with Disabilities	12%	15%	20%
Older People	86%	85%	80%
	2008 / 2009		
Fieldwork, including assessments	50%		
Day Care	4%		
Domiciliary Care	10%		
Care Call / Warden	5%		
Aids & Adaptations	2%		
Administration / Finance	4%		
Sensory Services	5%		
Residential Care	20%		

Table 7 (ii): Stage 2 Complaints

STAGE 2 Complaints		
April 08	Conduct of Staff – Data Protection Issues Physical Disabilities	Not Upheld
August 08	Social Work Assessment & conduct of staff Older Peoples Services	Partially Upheld
September 08	Finance / Residential. Charging and lack of service Older Peoples Services	Partially Upheld
December 08	Quality of Service – Fieldwork & Brokerage Service Services for People with Learning Disabilities	Ongoing

Table 7 (iii): Stage 3 Review Panels

STAGE 3 Complaints		
December 07	Social Work Assessment & conduct of staff Older Peoples Services	Partially Upheld