

Councillor Peter Black

Please ask for: Councillor Mark Child

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BY EMAIL

Our Ref: MC/CM

Your Ref:

Date: 29th April 2020

Dear Councillor Black

Please see below the response to questions asked at Scrutiny on 17 March 2020.

Please accept my apology for the delay, there has been a lack of staff availability recently.

With regard to Table 1 and the question, 'why have the number of complaints to the Ombudsman doubled?'

We are unable to specifically say why the complaints have doubled. Complainants are increasingly more aware of their rights to contact the Ombudsman and some have gone directly to the Ombudsman bypassing Stage One and Two with us and have subsequently been referred back by the Ombudsman to complete our process in the first instance.

At the end of every complaint response, we provide the details for the PSOW as required in our guidelines for complaint handling as agreed across Wales, to ensure that complainants are aware of their 'next steps', should they not be satisfied with our response.

A brief summary of the outcomes of the Ombudsman Complaints to give a better understanding are as follows:

- 9 not investigating and referred back to us
- 1 not investigating as not within their remit (in relation to a private law matter)
- 1 requested a new assessment, which was then arranged
- 1 requested a stage 2 investigation (Mr H), which was then arranged
- 1 referred to POVA as out of complaint remit

With regard to Table 2 and the question, 'why has the North Hub had a high level of Complaints (28)' and 'why have we had 18 complaints for 'unknown' location?'

There hasn't been any identifiable trend for complaints in the North Hub. Of the complaints received only 11 complaints were justified or part justified. The Complaints Team are vigilant and if there is any form of trend on one matter or a number of complaints regarding the same social worker or issue, we bring this to the attention of the relevant Social Care Team Manager immediately.

A brief summary of the outcomes of these Complaints to give a better understanding are as follows:

Justified : 8
Local resolution : 3
Not pursued : 4
Part justified : 3
For info: 3
Referred to POVA: 1
Not Justified : 2
Escalated to 2 : 1
Not eligible: 1
Withdrawn : 2

The reason for 'unknown location' complaints in Adult Services is due to the Complaints Team opening a file and not having further information regarding the team involved in the complaint in order to allocate it to the appropriate team. Another example would be where residents have made contact with the complaint office but they should have actually made contact with another organisation so we signpost them on.

There are also residents who make contact to raise a complaint but then do not provide enough details to take the complaint forward after we write out to them. In addition, some do not pursue the complaint or they may not actually be eligible to bring a complaint (which sometimes transpires during the conversation) so we would record the contact and advise the caller that the service user themselves needs to bring the complaint.

A brief summary of the outcomes of these Complaints to give a better understanding are as follows:

Directed to another forum 1
For info 1
Not eligible 4
Not pursued 8
Referred to ABM 4

Yours sincerely



Y Cynghorydd/Councillor Mark Child
AELOD Y CABINET DROS OFAL, IECHYD A HENEIDDIO'N DDA
CABINET MEMBER FOR CARE, HEALTH & AGEING WELL