



Information briefing

Report From: Fran Zain

Report To: Health and Social Care Overview and Scrutiny Committee

Date: 20th February 2018

Title: Information on the Citizens Voice Team and Statutory complaints function

1. Introduction

This paper provides members of the Health and Social Care Overview and Scrutiny Committee responses to questions raised at the Committee meeting held on 19th December 2017 following the presentation of the Local Performance Report 2016/2017.

2. Background information:

Information from the Citizen's Voice team was requested about the role of the team and the statutory complaints process that it manages.

This further information was requested following the presentation of the Local Performance Report 2016/2017 which contained information on statutory complaints.

The information requested and the related responses are set out below:

3. Information requested and responses:

1. The Citizen Voice Team Function

The Citizen Voice team has two main functions:

1) To work with the citizens of Birmingham and the Adult Social Care and Health Directorate to develop appropriate care and support services for adults. To

identify changing needs by engaging and consulting on BCC internally provided and commissioned services to ensure that the voice of the citizen is heard, and feedback is factored in to existing and planned service changes where possible and appropriate.

2) To manage the Adult Social Care Statutory Complaints Function which also manages comments and compliments received in respect of Adult Social Care and Health.

2. How is the compliments and complaints information collated?

Compliments can be received into the Complaints Team via Email, on line form via BCC website, post, telephone, letter, or fax. Complaints can also be received via the Directorate complaints leaflet distributed by social care staff during visits as well in addition to the same channels as above.

3. How is contact made with service users/carers?

In respect of complaints contact, this is made via written correspondence and sent via post/email/ telephone contact. If the complainant has advised of their preferred method of contact, officers will ensure this method is observed and worked to.

4. What is the process for recording a statutory complaint?

Complaints are assessed by an officer upon receipt to establish in the first instance if there are any issues raised that are of a safeguarding nature. Following this, complaints are assessed for competency before they enter the statutory/corporate complaints process. Examples of some of the information received that is not competent for the complaints process may be a request for a service or a request for information.

All information received is recorded on the statutory complaints database (Respond Centrepont). If it is determined after assessment that this is a corporate complaint, this is then recorded onto the corporate complaints database (Your Views) if it has not come to the team's attention via this route.

All comments received regarding Adult Social Care are processed out to the relevant Team Manager for a response.

5. What is the process for recording a concern which is not a statutory complaint?

All information received by the complaints team is recorded onto the statutory complaints database (Respond Centrepont).

Council Officers/Social Work teams receive concerns directly on a daily basis, however, if these are resolved to the complainant's satisfaction, not later than the next working day after the day on which the concern was made and in accordance with Section 8 of The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, this information is not required to be dealt with as a complaint. If the concern raised directly to the

social work team in respect of a service user, the social work team should record any activity on the service users electronic care record.

6. ASCOF indicators:

1A Social care-related quality of life score - How is this measured and who do you talk to?

3D1 and 3D2 – concern was raised over these indicators.

Regarding the above -Citizens Voice team do not deal with the ASCOF measures. Information about the ASCOF measures can be requested through the Directorate Performance Team.

7. What is being done to enable service users/carers to find information? more easily?

Regarding information on how service users can make a complaint, see response for number 2

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