

Annual Complaints Performance and Service Improvement Report

2023/24

**Adult social care complaints
Covering the period 1 April 2023 – 31 March 2024**

Note: this report covers complaints about the adult social care services provided by Your Choice (Barnet) on the behalf of the London Borough of Barnet which fall under the remit of the Local Government and Social Care Ombudsman. Reporting on the 2023/24 year has been completed by Barnet Homes as an interim, good practice measure and will be managed by the London Borough of Barnet in future.

1. Complaints about adult social care services

- 1.1 Your Choice (Barnet) provides services in a number of adult social schemes on the behalf of the London Borough of Barnet. These fall under the remit of the Local Government and Social Care Ombudsman. Reporting in line with the joint Complaint Handling Code on these complaints is not currently mandatory; however, as a point of good practice this report summarises Your Choice (Barnet)'s performance for 2023/24. The 2023/24 performance is intended to establish a baseline from which reporting will be further developed; this will be led by the London Borough of Barnet as the responsible organisation.
- 1.2 Your Choice (Barnet) does not typically handle a lot of formal complaints. The majority of issues within the services are dealt with / remedied to the satisfaction of the service user or family member at the point of them being raised.
- 1.3 In 2023/24, YCB handled three formal Stage 1 complaints under the Complaints and Compliments Policy, and no Stage 2 complaints; this was a decrease from 2022/23, when there were eight Stage 1 complaints and one Stage 2. No complaints were refused. All three complaints in 2023/24 concerned Meadowside care home, and 67% of complaints were answered within the target timescales of the Complaint Handling Code (one answered late).
- 1.4 Due to the small number of complaints, no further analysis has taken place. The services regularly discuss low level issues in team meetings to identify potential service improvements.

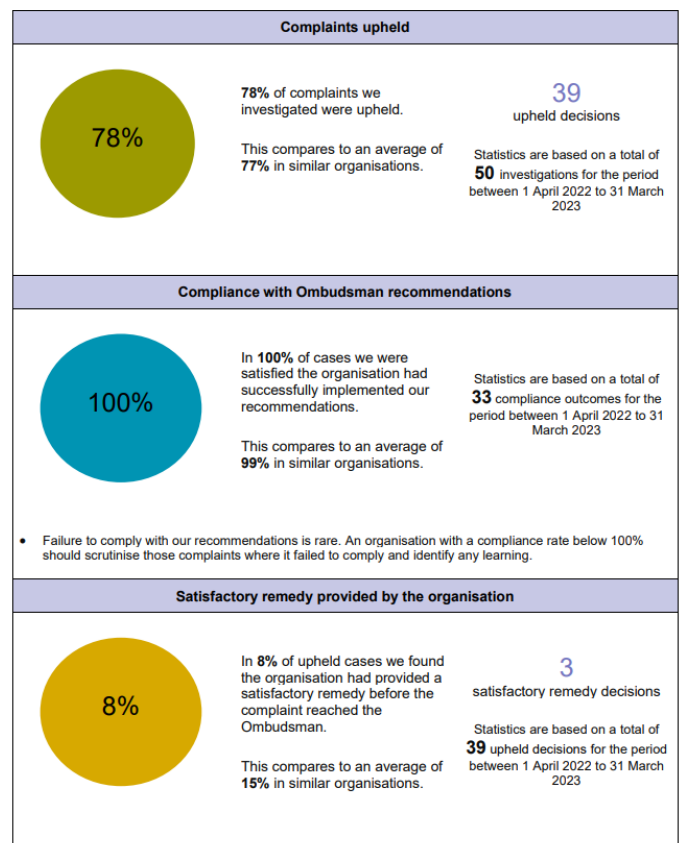
2. Local Government and Social Care Ombudsman cases

- 2.1 There were no Local Government and Social Care Ombudsman (LGSCO) complaints about YCB in 2023/24 or 2022/23. The LGSCO's annual letter about the organisation's performance for 2022/23 covers all complaints made to the LGSCO about the London Borough of Barnet (LBB), including those concerning the relevant services managed by YCB. Key performance information for LBB is provided to the right:

Complaint Handling Code

- 2.2 For the purposes of the LGSCO, the Complaint Handling Code provides good administrative practice guidance. The London Borough of Barnet is presently reviewing its corporate approach to complaint handling in line with the Code. In future, YCB will engage with the council to support its reporting on complaints that are in scope of the LGSCO. In the meantime, YCB is independently following the

London Borough of Barnet
For the period ending: 31/03/23



requirements of the Code and has completed a self-assessment against the LGSCO's Complaint Handling Code. It is reviewed by the Your Choice (Barnet) Board.

- 2.3 The self-assessment is included at Appendix 4. Full compliance with the Code has not been identified with respect to requirement 9.5 regarding the Member Responsible for Complaints (MRC), as this role will need to be managed by the council. This affects compliance with requirements 9.6 and 9.7 on reporting to the MRC; however, YCB has taken the view that these requirements are being fulfilled by its board in the absence of a confirmed approach within the council.