

**HERTFORDSHIRE COUNTY COUNCIL
ADULT CARE SERVICES SCRUTINY COMMITTEE
THURSDAY 17 JANUARY 2002 AT 10.30 A.M.**

**Agenda Item
No:**

7

**ANNUAL REPORT ON COMPLAINTS, COMPLIMENTS
AND USER/CARERS SATISFACTION**

Report of the Director of Adult Care Services

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1. Purpose of the Report

To report on the working of the Complaints Procedures and the number and type of complaints and compliments received in the financial year April 2000 – March 2001.

1.2 To report on the second full year of the user/carer satisfaction survey April 2000 – March 2001.

1.3 To report on key areas of development including:

- ◆ action taken in response to learning from complaints and overall feedback.
- ◆ the new management arrangements for the investigation of complaints in
 - a) Adult Care Services
 - b) Children, Schools and Families.
 - c) Hertfordshire NHS Partnership Trust
- ◆ the results of the first national comparable satisfaction survey as required by the Department of Health.

1.4 To seek agreement for a change in the cycle of reporting these annual statistics.

2. Summary

The Report includes :

- 2.1 An outline of the statutory requirement for and working of the complaints procedure.
- 2.2 The Annual Statistics are presented in detail in the full report as Appendices 1 and 2.

In brief these show :

	1999/00	2000/01
Stage 1 Complainants	293	248
Complainants per 1000 Clients worked with	4	3
Stage 2 Complainants	21	23
Stage 3 Complainants	3	5
Complainants to the Ombudsman	15	10
Compliments recorded	303	283

Complaints provide an important source of learning for the department. Some are about a very specific aspect of departmental practice. Other complaints have a common theme. This year a number of complaints have been made about general standards of communication. There is evidence that this is sometimes compounded by an inadequate response to a complaint at Stage 1.

Action is being taken to improve practice in this area and includes:

- whole team approaches to improving communication and training for first line managers regarding good practice in the handling of stage 1 complaints. *This is commented on in more detail in paragraph 2.2.1.*

- 2.3 The report also includes an analysis of the 'Having Your Say' forms returned during 2000/01 setting out satisfaction with key aspects of teams' performance and the *Department of Health User Experience Survey*. The Department of Health Survey is the first nationally comparable satisfaction survey and was carried out during February/March 2001.

Key points arising from the surveys

User/Carer Feedback from 'Having Your Say'

- Overall satisfaction remains high, particularly with staff courtesy and respectfulness (91%)
- Service-users continue to be more satisfied than carers

- There is a decline in satisfaction with initial contact to 76% (a decrease of 11% from the previous year).

Department of Health User Experience survey

- our 'core customers' took this process very seriously (70% return rate)
- satisfaction is very high, particularly with staff courtesy and respectfulness (97%)
- where data is comparable this survey shows *Having Your Say* feedback is sound
- minority ethnic respondents were half as likely as the overall sample to feel that important matters relating to race, culture and religion were taken note of, or that they had some say in deciding what help or services they should be given.

2.4 Ongoing development of joint approach to the management of complaints with partner agencies.

Increasingly our services are managed on an interagency basis or purchased from an external provider.

In the coming year we intend to identify reliable mechanisms for reporting the number of Stage 1 complaints dealt with by external providers.

We have been closely involved with the writing of the Complaints Procedure for the Hertfordshire Partnership NHS Trust and this includes a joint approach to the management of complaints at Stages 1 and 2. The Annual Report on Complaints, Compliments and User/Carer Satisfaction will include a report on the number and type of complaints of complaints recorded by the Hertfordshire NHS Partnership Trust.

3. Conclusions

3.1 Key messages from complaints and user /carer satisfaction surveys are :

The relatively low number of complaints together with the outcome of user/carers satisfaction surveys demonstrate overall high levels of satisfaction with services. Nevertheless we need to pay attention to :

- the overall standard of communication at first point of contact and during subsequent assessment and care planning.
- dealing with issues around culture, race and religion in assessment.

3.2 We need to focus on actively working with partner agencies to develop a consistent approach to the definition and registering of complaints and where possible we will agree a joint approach to an investigation of a complaint where this concerns services provided in conjunction with partner agencies.

ANNUAL REPORT ON COMPLAINTS, COMPLIMENTS AND USER /CARER SATISFACTION FOR THE YEAR 2000/01

1. Complaints Procedures

1.1 The National Health Service and Community Care Act 1990 and the Children Act 1989 require Social Services Departments to have complaints procedures.

1.2 The Social Services Procedure '*Open to Complaint*' is being revised and is due to be issued as the *Adult Care Services Complaints Procedure* in April 2002.

1.3 There are three stages of our complaints procedure :

Stage 1 : The emphasis is on local resolution.

Stage 2 : This has a more structured approach with problem solving and an investigation by an investigating officer with no responsibility for the service being complained about.

Stage 3 : This is an independent review of the investigation by a Review Panel or by the County Secretary.

1.4 The overall complaints, compliments and user /carer service for Adult Care Services is now managed as part of the Policy and Performance Unit.

With the setting up of the two new Departments resources have been allocated to support the running and management of a complaints service in both Adult Care Services & Children, Schools and Families.

With the setting up of the Hertfordshire NHS Partnership Trust the Complaints Manager has been closely involved with the writing and implementation of the Trust's new complaints procedure.

The existing statutory requirements for both the NHS and Adult Care Services limit the extent to which a fully integrated procedure can be introduced for the investigation of both health and social care complaints.

Nevertheless, as far as possible a joint approach has been developed and the new procedure has recently been ratified and includes a joint approach to the management of complaints at Stages 1 and 2. At the present time it is not possible to integrate Stage 3 of the Adult Care Services statutory complaints procedure and the NHS Independent Review of complaints.

With regard to her legal responsibilities as Director of Social Services the Director of Adult Care Services will from time to time scrutinise the quality of complaints investigations in both Departments and at all three stages of the complaints procedure.

2. Number and Type of Complaints

These are presented in detail in Appendices 1 and 2.

2.1 Stage 1 Complaints

These are the number of complainants for the last two years :-

1999/2000	2000/2001
293	248

The majority of complaints are made and resolved at the point closest to the delivery of the service by local staff.

Appendix 1. A1 shows that of 248 Stage 1 complainants, 111 were concerned about childrens' services. Of these 29 were from Looked After Children themselves.

Within Adult Care Services the larger number of Stage 1 complainants with concerns about Elderly and Physical Disability Services can be seen as a reflection of the larger numbers of referrals received for Elderly and Physical Disability services.

The local figures are available for discussion between Area Managers and Service Managers and local Members at their regular meetings.

Examples of the range of complaints include :

From Adult Care Services

- disruption to planned activities for client attending day care
- insufficient information regarding placements for elderly relatives
- unreliable time keeping by agency staff

From children and families services

- concerns about child protection investigations
- lack of respite care for children with disabilities

From both Adult Care Services and Children, Schools and Families

- general standards of communication including dissatisfaction with social work practice in responding to telephone calls/letters.

2.2 Stage 2 Complaints

These are the number of complainants for the past two years :

1999/2000	2000/2001
21	23

The 23 complainants made 124 complaints. Of these the outcomes were:

45	fully upheld
24	partially upheld
49	not upheld
6	no judgement
Total	124

In addition 5 complainants agreed to mediation and these have been resolved without proceeding to formal investigation.

Successful mediation is dependent upon the readiness of all parties to review the first response and engage in open discussion. Support of a professional advocate particularly for young people is often a key factor in determining a positive outcome.

Appendix 1. B1 shows that of 23 complainants 14 were concerned with children's services and 9 were concerned with adult services, one of which was a complaint about a centre based service.

Stage 2 complaints are always complex and require a high degree of detailed work.

Examples of Stage 2 investigations are

from adult care services

- delay in considering clients eligibility to apply for Independent Living Fund award
- complaint from carer concerning the management of a close family's care plan immediately prior and following her admission to hospital
- standards of care provided by external provider for young adult with a learning disability

from children and families service

- complaints from a young person concerning long term care planning and placement arrangements

- four complaints concerning the quality of child protection investigations including complaints that social care staff have been biased in making their assessments.

2.2.1 *Improving Our Service*

Specific action is taken as soon as possible in response to individual concerns when this needed. To ensure that improvements to practice benefit a wider group of users procedures will sometimes be revised or amended and /or additional training will be provided.

For example in response to Stage 2 investigations :

- Guidance has been issued for staff in handling placement arrangements in the light of a reassessment of the change in clients needs.
- Additional training/briefing has been given concerning our responsibilities for advising users and carers about access to special funding arrangements such as Independent Living Fund.

Feedback from complainants is often an important commentary on the effectiveness of our procedure in practice. Specifically, this has included suggested improvements to Child Protection Procedures concerning foster carers and more helpful arrangements for parents in preparing for Child Protection Conferences. This will be taken into account when procedures are revised.

Some Stage 2 investigations have drawn attention to the quality of Stage 1 responses by local managers. Complainants often go to Stage 2 for a more detailed response and a clearer indication as to whether or not their complaints are upheld.

To address this learning point workshops have been held for local managers. These were very well attended and welcomed by those attending as instructive and helpful.

This forms part of a wider picture concerning the quality and effectiveness of our communication with users/carers both at the point off initial contact and ongoing with front line staff and managers responsible for the care management. This has been highlighted in feedback from consultation with carers and the User/Carer Satisfaction Survey as well as being a general theme of complaints at Stages 1 and 2.

2.3 *Timescales for completion of Stage 2 investigations*

Appendix 1. B4 shows that from a total of 23 investigations we achieved a response within 42 days for 8 investigations one of which was completed within 28 days. A further 10 investigations were completed within 3 months.

As a result of a consultation by the Department of Health the timescale for completing Stage 2 complaints brought by adults/parents is now expected to be varied to 3 months. There will be a requirement to fast track complaints brought by children within 28 days. This has been widely accepted as current practice for some time.

2.4 *Stage 3 Complaints*

The numbers of Stage 3 Reviews are set out in Appendix 1. C1.

These are the number of complainants whose complaints were reviewed at Stage 3 for the past 2 years

Stage 3 Reviews	1999/00	2000/01
- reviewed by panel	3	4
- reviewed by County Secretary	2	1
Total	5	5
- Pending ongoing work towards resolution	4	3

Of the 2000/01 figures 2 Stage 3 Panels were held for Stage 2 investigations that took place in 1999 and one Review by the County Secretary related to a complaint made in 1997.

The figures remain consistently low. As a preliminary complainants are offered the opportunity to meet with a senior manager to look at options for settlement. This approach is welcomed by the Ombudsman who is actively encouraging Local Authorities to consider a range of practical ways that may help resolve complaints at this stage.

2.5 *Complaints to the Ombudsman*

These are the number of complainants requesting investigation by the Ombudsman

1999/00	2000/01
15	10

Of these 3 were premature and the complainant was asked to make use of all three stages of the departments complaints procedure before referring to the Ombudsman. There have been no findings of maladministration.

2.6 Compliments

These are the number of compliments recorded

1999/00	2000/01
303	283

Some examples of compliments include :

- ‘ *The above details are a very abbreviated account of a year that has been traumatic and distressing for both my parents, myself and my family. Throughout that time A has been a tremendous support. Despite the pressures on him of other clients and tight budgetary restrictions, he has provided appropriate solutions to the numerous problems presented to him. He has always replied to telephone calls, been efficient, sympathetic and professional.*’
– letter from family receiving service from Elderly and Physical Disability Team

- ‘*Thank you for everything you have done for us as a family – I believe you were heaven sent.*’
– letter from family of client receiving service from Hospital Team

- ‘ *Thank you for the moral and practical support you have given me over recent times. I thought very highly of the way you helped me fill in the DSS questionnaire regarding my availability for work.*’
– letter from client receiving Mental Health Services.

- ‘ *We were particularly impressed with your innovative consultation and participation strategy working with young people and M’s commitment and enthusiasm.*’
– letter from Sandwell Metropolitan Borough Council.

- ‘*I would like to thank you for all your support helping me to look at my life and helping me to change it. Thank you for sticking by me.*’
- letter from client receiving service from Family Assessment Unit.

We are concerned that some teams and units are not registering all their compliments and action is being taken to remedy this. Compliments have been regularly reported in the Departmental Newsletter ‘*Briefing*’ and we are looking currently at developing our approach to publicising the work of the department in an informative and positive way. This will be reported on in July 2002.

3. 'Having your Say' leaflet

3.1 The *Having Your Say* form is a simple and cost-effective way of making best use of our contact with service-users and carers to get a feel for satisfaction levels with our services. The questionnaire has been available since March 1999 at the Care Plan Review and has been incorporated into various leaflets from Hertfordshire Social Services Department, enabling service users and carers to access it directly.

In 2000/01 we received 386 completed forms. The statistics that follow relate almost exclusively to adult services. Only 4 people under 18 used the form to tell us what they thought of services in 2000/01. Children Schools and Families are developing mechanisms such as Viewpoint, a computerised child-friendly package designed to elicit children's views and satisfaction with services as part of the Looked After Children (LAC) reviews.

3.1.1 It is also planned to revise the format by March 2002 in order to:

- Further improve quality of the data about different stages of the user or carer's experience of social care services
- Include ethnicity information to support Equalities work
- Better reflect new partnership arrangements.

3.3 *Satisfaction Levels*

3.3.1 Overall levels of satisfaction are high. Users express higher levels of satisfaction than carers, perhaps reflecting that current legislation and practice address their needs more directly. Figures are rounded and may not always add up to 100%.

a) *Satisfaction with initial contact with Social Services*

Users	Carers	Overall
78%	72%	76%

b) *Satisfaction that they were dealt with in a reasonable amount of time given their situation and needs*

Users	Carers	Overall
88%	78%	85%

c) *Satisfaction that staff understood their needs and concerns at assessment*

Users	Carers	Overall
87%	78%	84%

d) *Satisfaction that they received the support they were told they would receive*

Users	Carers	Overall
86%	78%	83%

e) *Satisfaction with how respectful and courteous staff were in dealing with them*

Users	Carers	Overall
93%	85%	91%

The one statistically significant change from the previous year is a decline in satisfaction with initial contact to 76% (a decrease of 11% from the previous year).

3.4 *Comments on the service*

In the previous year, 63% of the 205 comments had been positive. In the reporting year, 70% of the 168 comments received were positive. Of these half were basically 'thank you's'. Fourteen comments were complimentary references to named staff.

3.4.1 *Positive comments included:*

'After the initial meeting with social services, we found they put our minds at rest and being independent people all our lives we felt in no way we were accepting charity and this means a lot to us.'

'Appointments were kept promptly and notification was given of visit. I was met with friendliness and courtesy and helped in every aspect. Ms X was like a breath of fresh air - helpful in every respect.'

'Considering my [relative] is not fully aware of the [x condition] that she suffers with, I felt your representative was most discrete when dealing with her needs.'

'I cannot begin to express the way Ms Y has relieved any concerns, doubts, worries from us with all the fantastic help and speed with which it has happened. As a full time carer I would be at my wits' end if it hadn't been for her. Many, many thanks.'

'The media stories are horrific - I am very pleased to discover that when I needed help for my mother social services have been there for us. Thank you!'

3.4.2 Negative Comments:

There were 23 negative comments (14% of all comments) which related to:

- Lack of service
- Failure to understand needs
- Poor customer care

4. Emergency Duty Team Satisfaction Surveys

As of May 2001, the Emergency Duty Team (EDT) have been sending questionnaires to every 50th referrer seeking their comments and satisfaction levels with the service EDT provided. In addition, it is intended to pick one week each year when every referrer is surveyed.

The first full year results of surveying every 50th referrer and the full year survey results for 2001/02 will be reported to committee in July 2002.

5. Department of Health Satisfaction Survey

5.1 The requirement for nationally comparable satisfaction surveys was first announced in the white paper 'Modernising Social Services', published in November 1998. Since then this has been set in the wider context of Best Value, with the social services survey being one of several Best Value service specific surveys. Indicators based on the social services satisfaction survey appear in both the Personal Social Services Performance Assessment Framework and in Best Value.

This year, for the first time, this report includes the results of the DH survey on Performance Indicators reported within the Best Value Performance Management Framework for the year 2000/01. These are:

a) % users who said they got help quickly (from Best Value and Audit Commission Performance Indicators for 2000/1 PAF D36/BVPI 57).

b) % of users who said that matters relating to race, culture or religion were noted. (from Best Value and Audit Commission Performance Indicators for 2000/1 PAF E46/BVPI 60).

5.2 Nature of Survey

The first annual postal survey, *The User Experience Survey* took place in February/March 2001. All adults who were assessed in November 2000 and went on to receive a service were surveyed on the two issues above as directed by the Department of Health. In addition, the opportunity was taken to ask more detailed questions about other aspects of users' experiences of services.

NB. The Department of Health survey relates only to users and users who are also carers. The methodology excludes carers.

The response rate was a surprisingly high 70%. Particular efforts were made to reach clients who do not speak English and interpreters were used to help them complete questionnaires.

How this information is to be used

The results of questions on the two performance indicators above have been reported to the Department of Health as part of the Performance Assessment Framework Performance Indicators and the Social Services Inspectorate will include this as part of their annual monitoring. This means that we will need to demonstrate how we have used the results to improve the services that we provide.

5.3 Key Findings from Department of Health User Experience Survey

5.3.1 Statistics

- Satisfaction with respect and courtesy shown by staff was 97% (no nationally comparable information).
- Satisfaction that they got help quickly after a decision was made to provide services 84% (England average 84%).
- Satisfaction that they got the help or services they needed 79% (no nationally comparable information).
- 20% of clients thought that staff took note of any important matters relating to race, culture or religion, 19% thought they did not. The majority, however, thought this did not apply to them or did not answer the question.
- 80% of clients felt that they had some say in deciding what help services they should be given.

5.3.2 Learning for Adult Care Services

- Though numbers of minority ethnic respondents were small at 5% (15 clients) attention needs to be paid to what they appear to be saying. For the majority of satisfaction measures they are statistically indistinguishable from the overall sample. However, in relation to the last two bullets above, they were half as likely to be satisfied.
- Where data can be compared with Having Your Say feedback, this statistically significant sample confirms that the Having Your Say returns give a fair reflection of what users and carers are saying.

6. Complainants Satisfaction

6.1 This year all Stage 2 and Stage 3 complainants have been offered the opportunity to complete a satisfaction questionnaire.

- Of 23 Stage 2 complainants 4 have returned the form. Of these, 2 complainants said they had confidence in the complaints system. 2 complainants expressed concern about time taken to deal with complaints at each stage and one complainant lacked confidence that action was being taken to put matters right.

Of 4 Stage 3 complainants 1 has returned the form and expressed dissatisfaction with both the process and outcome.

We are currently looking at ways to obtain more reliable feedback on complainant satisfaction. This will include a range of methods including if possible interviews with some of those who have made complaints at each stage of the complaints procedure.

7. Different opportunities for users/carers to feedback on the quality and effectiveness of all services from a range of sources

A comprehensive communication strategy is being developed to ensure that all those using services are well informed about how to express their views from the start up of their service.

Users and carers provide commentary on the effectiveness of services through a variety of routes. In addition to using and/or recording a complaint or compliment via both the '*Comments, Complaints and Compliments*' leaflet or '*Having Your Say*' questionnaire users/carers may contribute to Quality Improvement Groups (part of the departmental Quality Assurance System) regarding the service they use. On line '*Comments, Complaints and Compliments*' form is also now available on HertsDirect.

As our partnership arrangements expand care is being taken to ensure that these and or similar mechanisms are in place through which users and carers can express their views.

Background information referred to by the authors whilst compiling this report.

Standards Used by the Social Services Inspectorate volume 1.
General Social Services Policy and Training 1995.

Annual Report on Complaints 1999/00 – report to the Adult Care Services Select Committee on 11th January 2000.

Complaints Register for Stage 1, Stage 2 and Stage 3 Complaints held by the Standards Unit.

Social Services ‘Open to Complaint’ Procedure (April 1997) SSBN 96H 101

‘Listening to People’
A Consultation on Improving Social Services Complaints Procedures
Department of Health June 2000.

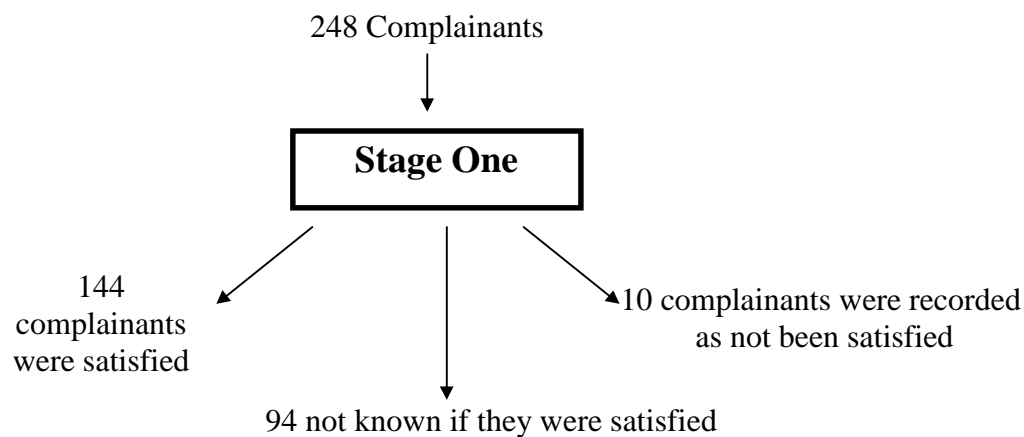
Modernising Social Services Department of Health 1998.

If you would like to know more about the issues covered in this report please contact:

- Meg Carter, Complaints & Quality Assurance Manager
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- Tim Anfilogoff, Policy Manager (telephone 01707 20761)

A. STAGE 1 COMPLAINANTS

A1.



A2.

Number of Complainants	Districts		HCC Services	
	1999/2000	2000/2001	1999/2000	2000/2001
Children & Families	123	82	27	29
Elderly & Physically Disabled	71	71	6	11
Mental Health	15	12	6	2
Learning Disabilities	12	12	19	17
Other	10	5	4	7
Total	231	182	62	66

A3.

Overall number and nature of complaints

Nature of Complaints	Districts		Services	
	1999/2000	2000/2001	1999/2000	2000/2001
a) Dissatisfaction with Professional practice	131	87	28	27
b) Service refused	10	16	4	
c) Inappropriate/ Inadequate service	70	54	17	18
d) Other	45	32	20	29
Total	256	189	69	74

This total exceeds the number of complainants as the nature of the complaint may include more than one of these headings.

**ANNUAL REPORT OF COMPLAINTS, COMPLIMENTS
AND USER /CARER SATISFACTION 2000/2001**

**APPENDIX 1
(continued)**

B. STAGE 2 COMPLAINANTS 2000/2001

B3. Nature of specific complaints investigated at Stage 2

Nature of Specific Complaints 2000/2001	Districts	Services	External Providers	Central Support
a) Dissatisfaction with professional Practice	75	4	3	3
b) Service Refused				
c) Inappropriate/inadequate service	33	2	3	
d) Other	1			
Total	109	6	6	3

Stage 2 Complainants 1999/2000 (Nature as above)

Nature of Specific Complaints 1999/2000	Districts	Services	R & I
a) Dissatisfaction with professional practice	117	6	1
b) Service Refused	1		
c) Inappropriate/inadequate service	47		
d) Other			
Total	165	6	1

B4. Time scales for Stage 2 Complaints Investigations

Time from clarification to final response	2000/2001
within 28 days	1
within 42 days	7
within 84 days (3 months)	10
Beyond 3 months	5
Total	23

C. STAGE 3 REVIEW PANELS

C1.

STAGE 3 COMPLAINANTS	1999/00	2000/01
- investigation reviewed by Panel	3	4
- investigation reviewed by County Secretary	2	1
Total	5	5
- Pending ongoing work towards resolution	5	3

2 Stage 3 Panels were held for Stage 2 investigations that took place in 1999.

1 Stage 3 Review undertaken by County Secretary for Stage 2 investigation that took place in 1997.

C2. Numbers of Complainants and Outcome of Stage 3 Reviews

Stage 3 Review Panel	Number of Complaints Reviewed	Numbers of Findings varied	Fully Upheld	Not Upheld	Partially Upheld	No Judgement
1	3	0 of 3	0	3	0	0
1	3	0 of 3	1	1	0	1
1	11	6 of 11	1	5	5	0
1	4	3 of 4	0	1	3	0

**C3. Number of Complainants and Outcome of Stage 3 Review by
County Secretary**

Stage 3 Review Panel	Number of Complaints Reviewed	Numbers of Findings varied	Fully Upheld	Not Upheld	Partially Upheld	No Judgement
1	2	0 of 2	0	1'	1	0

This Review was carried out at the request of the complainant in March 2001 and concerned a Stage 2 investigation completed in 1997.

D. ADDITIONAL STATISTICAL INFORMATION

D1. Numbers of Complainants Requesting Investigation by the Ombudsman

OMBUDSMAN	1999/00	2000/01
No mal-administration	1	3
Referred back to complaints procedure/other proceedings	10	3
Under investigation	0	
Ombudsman discretion not to continue	4	3
Local settlement	0	1
Total	15	10

D2. Number of Compliments Recorded by the Department

COMPLIMENTS	1999/00	2000/01
Districts	177	155
Services :		
- Childrens	32	36
- Adults	94	92
- Other		
Total	303	283

A. COMPARATIVE DATA

A1.

Stage 1 Complainants – Districts	1999/00	2000/01
Broxbourne (incl EDT)	19	5
Dacorum (incl Hemel Hosp)	14	13
East Herts	18	43
Hertsmere	28	33
North Herts	27	22
St Albans	12	14
Stevenage (incl Lister)	14	26
Three Rivers	30	11
Watford	32	6
Welwyn & Hat. (incl QEII)	37	9
Total	231	182

Note: Records of Stage 1 complaint from External Providers are not included in this report.

A2.

Stage 1 Complainants - Services provided by Herts. County Council Social Services	1999/00	2000/01
Children	27	29
Adults	35	37
Total	62	66

**ANNUAL REPORT OF COMPLAINTS, COMPLIMENTS
AND USER /CARER SATISFACTION 2000/2001**

**APPENDIX 2
(continued)**

**B. Herts Social Services - Services Stage 1 complainants.
Details of service / service unit**

B1.

Stage 1 Complainants – Hertfordshire County Council Children’s Services	2000/01
Burydale	6
Brocket Road	5
Crossbrook	1
Emergency Duty Team (for childrens services)	1
Family Placement	5
Gables	3
Stanfield	4
Under 8’s North Area	1
Woolmer Drive	3
TOTAL	29

B2.

Stage 1 Complainants – Hertfordshire County Council Adults’ Services	2000/01
Baldock	2
Blue Badge	3
Borehamwood Day Centre	3
Broxbourne Day Centre	2
Butterwick	1
Cheshunt DC	1
East Herts CST	1
Employment Direct East	1
Gables	1
Geddings	1
Kennedy Gardens	1
Lawn Lane	4
Little Bushey Lane	2
Marsh Lane	2
Micklefield Road	1
North Herts Community Support	2
Northwick Day Centre	1
Orchards	1
Scarborough House	7
TOTAL	37