

Table 1: Overall complaint response times – 4 year comparison

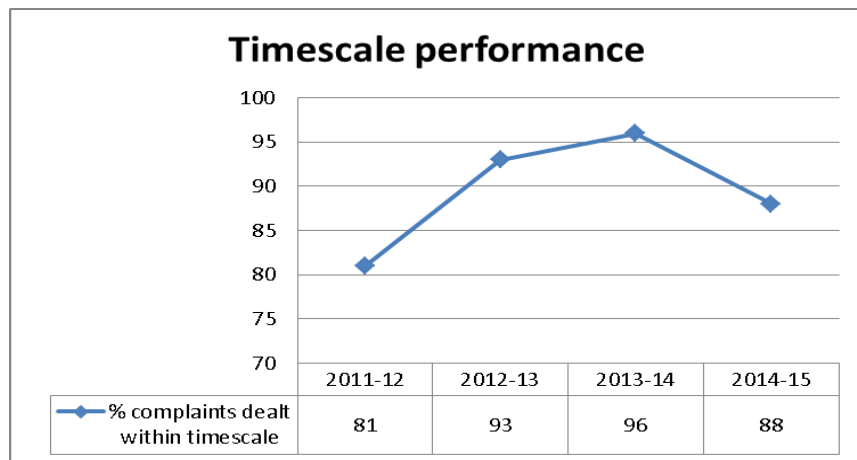


Table 2: Complaint response times by service – 2014-15

| Service                              | Total Stage 1 |            |            | Total Stage 2 |           |            |
|--------------------------------------|---------------|------------|------------|---------------|-----------|------------|
|                                      | Rec'd         | Within     | %          | Rec'd         | Within    | %          |
| Business Improvement & Modernisation | 1             | 1          | 100%       | 0             | 0         | -          |
| Legal and Democratic Services        | 2             | 2          | 100%       | 1             | 0         | 0%         |
| Customers and Education Support      | 18            | 16         | 89%        | 1             | 1         | 100%       |
| Education                            | 3             | 3          | 100%       | 1             | 0         | 0%         |
| Environment                          | 83            | 76         | 92%        | 2             | 2         | 100%       |
| Finance and Assets                   | 28            | 23         | 82%        | 4             | 4         | 100%       |
| Housing and Community Development    | 52            | 47         | 90%        | 2             | 2         | 100%       |
| Planning and Public Protection       | 82            | 77         | 94%        | 17            | 15        | 88%        |
| Highways and Infrastructure          | 84            | 75         | 89%        | 9             | 7         | 78%        |
| Communication, Marketing and Leisure | 45            | 45         | 100%       | 1             | 1         | 100%       |
| HR                                   | 2             | 0          | 0%         | 0             | 0         | -          |
| <b>Corporate Total</b>               | <b>400</b>    | <b>365</b> | <b>91%</b> | <b>38</b>     | <b>32</b> | <b>84%</b> |

Table 3: compliments by service – 3 year comparison

| Service Area                         | 2012/13    | 2013/14    | 2014/15    |
|--------------------------------------|------------|------------|------------|
| Social Services Adults               | 355        | 219        | 213        |
| Social Services Children             | 49         | 58         | 54         |
| Business Planning and Performance    | 0          | 4          | 11         |
| Legal and Democratic Services        | 2          | 1          | 0          |
| Customers and Education Support      | 19         | 49         | 36         |
| Education                            | 0          | 0          | 1          |
| Environment                          | 212        | 165        | 176        |
| Finance and Assets                   | 1          | 0          | 4          |
| Housing Services                     | 56         | 62         | 59         |
| Regeneration                         | 2          | 0          | n/a        |
| Planning and Public Protection       | 25         | 46         | 15         |
| Highways and Infrastructure          | 75         | 75         | 64         |
| Communication, Marketing and Leisure | 24         | 70         | 75         |
|                                      | <b>820</b> | <b>749</b> | <b>708</b> |

Table 4: social services complaints data – 3 year comparison

| <b>Service Area</b> | <b>2012/13</b> | <b>2013/14</b> | <b>2014/15</b> |
|---------------------|----------------|----------------|----------------|
| Social Services     | 118            | 97             | 75             |

Public Services Ombudsman for Wales – complaints data 2014/15

Chart 1: comparison of complaints received by the Ombudsman with average, adjusted for population distribution

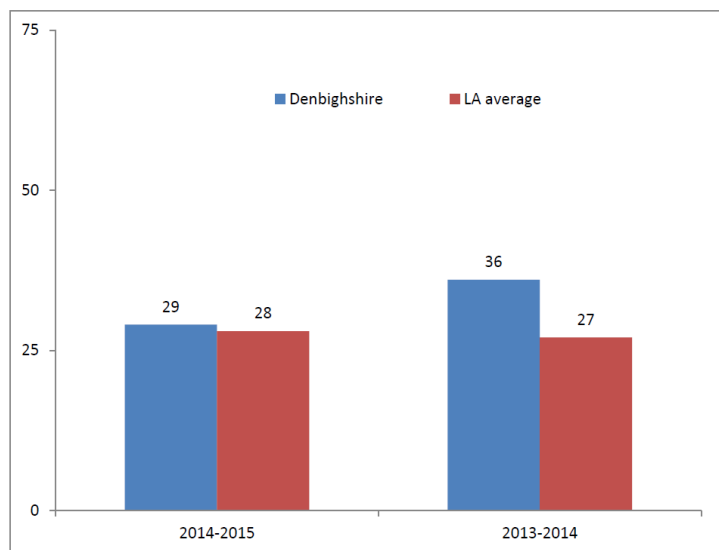
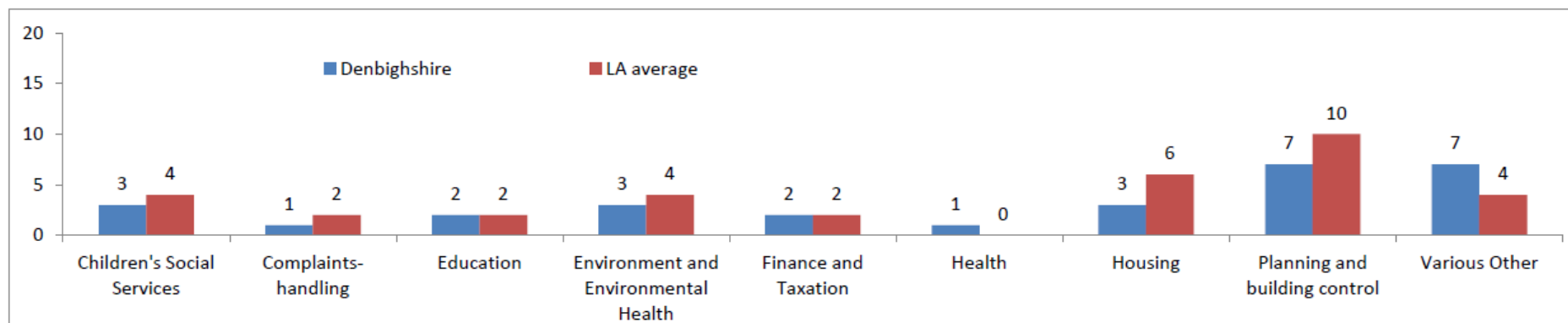


Chart 2: comparison of complaints by subject category with LA average



**Public Services Ombudsman for Wales – investigation summary****Health****Other reports - Upheld****Denbighshire County Council – Other****Case reference 201400421 – Report issued October 2014**

Mr P complained about the Protection of Vulnerable Adults (POVA) investigation following an incident when the district nurse had failed to gain access to his mother's home. Mr P's mother was found unwell later the same day and was admitted to hospital. He was also unhappy with the way the Health Board dealt with his complaint about the response by the District Nursing Service ('the DNS').

The Ombudsman found shortcomings in the Council's direction of the POVA investigation, which was not sufficiently robust. The initial decision taken at the strategy meeting was based on inadequate information. The Council also failed to start a health-led investigation into the response of the DNS, at the outset, which muddled and delayed matters. Overall, the process was protracted and reactive to prompts from the family. A number of changes to the outcome were made before a final POVA decision was reached which took into account the finding of a "failure to follow process" reached in the Health Board investigation.

It was not unreasonable for the Health Board to delay its own investigation initially, pending the outcome of the POVA investigation, but progress was slow and its poor complaint handling added to the delay.

The Ombudsman recommended that:

- a) the Council and the Health Board should apologise to Mr P and make a payment of £500 (£300 to be met by the Council) for the delay;
- b) the Council should provide details of the results of audits of POVA arrangements to test that the process was robust, informed and rigorous;
- c) the Health Board should produce evidence to this office to show that audits have been completed to test the recording of the following:
  - emergency or second contact at the DNS base
  - individual patient care planning (taking into account visiting patterns and patient preference).

Chart 3: code of conduct complaints

