

Better Care Higher Standards

Leeds Long Term Care Charter



Annual Report

2004

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Foreword

I would like to welcome you to the fourth edition of the Annual Report of the Leeds Long Term Care Charter 2004.

Leeds Long Term Care Charters have been produced since 2000 to let people know about the standards that they can expect from community care services and how to access these services in Leeds. It is one of the ways that we are working to make sure that the people of Leeds get the best possible services.

The Leeds Long Term Care Charter is for:

- * all adults in Leeds aged 18 or over who have difficulties coping with old age, long-term illness or impairment and disabled people;
- * carers who support people in those circumstances.

This Annual Report reflects the commitment to the Charter from health, social services and housing and provides information about our performance in respect of the standards for the period April 2003 - March 2004.

We hope that this Annual Report will provide you with the information you need about the standards we are working to and the actions we are taking to achieve them.

Councillor Peter Harrand

*Leeds City Council
August 2005*

1.0 Introduction

The Leeds Long Term Care Charter sets out what people can expect from community care services in the local area. It has been produced by a partnership between service users, carers and the main organisations which plan, fund and provide community care services in Leeds. They include the Social Services Department, the local health organisations, the Neighbourhoods and Housing Department and voluntary and independent organisations.

The Charter sets out the standards and goals for improvement in six main areas. The standards are detailed in Section 2.0 below. The six main areas are:

- * Helping service users and carers to find out about services
- * Understanding and responding to the needs of service users and carers
- * Finding a suitable to live
- * Supporting carers in caring
- * Helping people to stay in their own homes
- * Getting the right health care

At some time, many older people and people with a long-term illness or disabled people will need help from their local Neighbourhoods and Housing Department, local health organisations or Social Services Department. Co-ordinated help from these services can make it much easier for people to obtain the support and advice that they need.

This Annual Report gives information about how satisfied service users and carers are with the level of service they have received. User and carer surveys completed during 2003/2004 as well as information gathered through other monitoring systems have informed this Annual Report.

If you would like to obtain a copy of the Charter or further information on the Annual Report, please refer to Appendix A. Leaflets containing this information have also been distributed across the city to relevant local authority and health services and other points of contact.

2.0 The Standards

One of the first tasks undertaken by the original Better Care, Higher Standards partnership was to establish standards and goals for improvement for each of the partner agencies. These are standards which the partners have agreed to try to achieve. They should be taken into account when policies and procedures are created within each of the agencies. These standards are grouped into six main areas and are as follows:

A Standards which apply for everyone

1. Emergency help and advice will be available 24 hours a day, 7 days per week.
2. We will be aware of each other's responsibilities and will advise service users and carers on where to go for emergency help and will provide help and support where necessary.
3. We will work to agreed time-scales for acknowledging and acting upon complaints within each organisation.
4. We will provide an explanation if we fail to meet any of these shared standards.
5. We will make sure staff are trained, competent and supervised.

B Helping service users and carers to find out about services

1. We will ensure that our information is up to date, accurate and easy to get hold of.
2. We will provide information so that you know what services are available from the Council, local health organisations, voluntary and independent organisations as well as User and Carer projects.
3. We will provide information so that you are aware of advocacy groups and independent advice services in your area.
4. We will tell you what types of services are available and how much choice you have in choosing between them.
5. We will share information with other service providers, if you agree.

C Understanding and responding to the needs of service users and carers

1. We will make sure that you see the right people to help you and we will arrange times that are convenient for you.
2. We will tell you how long it would be before you would be assessed.
3. We will tell you when you are being assessed.
4. We will listen to you when you are assessed.
5. We will tell you the result of your assessment.
6. We will explain to you the reasons for our decisions.
7. We will give you a written copy of your care plan.
8. We will give you full information about the services we will provide and any charges you may have to pay.
9. We will provide information so that you know where you can get advice about any benefits you may be able to claim.
10. We will provide information so that you know how to ask us to rethink our decisions.
11. We will review your care plan regularly.

D Finding a suitable place to live

1. Your housing needs and any options will be fully discussed with you.
2. You will be made aware of where to get information and advice about benefits, including housing benefit.

E Supporting carers in caring

1. We will inform carers of their right to a separate carers' assessment.
2. We will listen to you as a carer and also to the person that you care for.
3. We will take your needs into account when providing services to the person that you care for.
4. We will provide you with a Carers Action Plan which reflects your needs.
5. We will provide you with a copy of the care plan of the person that you care for.
6. If your needs change we will review your Carers Action Plan at your request.
7. We will provide carers of people with mental health problems on the Care Programme Approach with their own care plan.
8. We will involve you in all discussions about treatment and help in the home with the agreement of the person that you look after.

F Helping people to stay in their own homes

1. We will make sure that we talk to you about your care and support needs and take account of your wishes and feelings.
2. We will discuss with you which equipment and adaptations might be best for you.
3. Where possible, you will have a chance to try the equipment before you receive it.

G Getting the right health care

1. We will provide detailed information on local health services including information on the standards of service you can expect, waiting times and local GP services.
2. We will give you information about whom to contact to provide the health services you need.
3. We will give you a clear explanation of treatment, including any risks and alternatives.
4. We will give you a clear explanation of your condition.
5. We will give you details of the help available after you have left hospital and any long term care arrangements you may need.
6. You will not be discharged from hospital care until it is judged clinically appropriate and until appropriate arrangements have been put into place for your care.
7. We will fully inform you and your carers in arrangements for discharge.
8. We will give you enough time and information to help you to make decisions and tell you how to seek a review of any decisions if you are not happy.
9. We will provide you with a written plan.
10. Services will begin as soon as possible after you return home.
11. By the end of March 2003 90% of patients in England should spend no more than 4 hours in A & E from arrival to admission, transfer or discharge. By the end of December 2004, no patient should be waiting longer than 4 hours.
12. 75% of urgent calls (category A calls) will receive a response within 8 minutes.
13. The maximum time a patient will wait for an inpatient admission will be 9 months (up to March 2004, progressing towards a maximum of 6 months by December 2005).
14. No more than 2% of patients will occupy a short term or 'acute' hospital bed because their discharge has been delayed for non-medical reasons.

3.0 The Charter and Improving Services

We have recognised throughout our work on the Charter that:

- It must be driven from the top. To this end we have closely involved and informed the senior management teams of health, housing and social services and maintained appropriate representation on the Project Board and Project Team.
- It should be delivered by all of the staff from each of the partner organisations. As our quality and performance is judged largely through the actions of front-line staff, information about the Charter, its content and purpose continues to be widely circulated to front line staff.
- There is a need to ensure that the processes that examine systems (such as best value reviews) are linked to the contents of the Charter.

The organisations who signed up to the Charter standards work each year to improve their performance in relation to the standards. The following sections provide information on some of the actions taken or planned for the period 1st April 2003 until 31st March 2005.

3.1 Actions taken during 2003-2004

Details of some of the actions that have been taken to improve performance in relation to Charter standards during the year 1st April 2003 – 31st March 2004 are listed below.

A Standards which apply for everyone

- The Department of Neighbourhoods and Housing and the Social Services Department continued to be 'Investors in People' accredited.
- The Leeds City Council's One Stop Centres were awarded a Charter Mark. The Charter Mark is a Government scheme which encourages public services, such as Leeds City Council, to be the very best. It's different to other schemes as it concentrates on the service actually provided to a customer.
- Leeds Teaching Hospital Trust, Leeds Mental Health Trust and the five Leeds Primary Care Trusts (PCTs) all achieved the Practice stage of the Improving Working Lives Standard (IWL). This is a blueprint by which NHS employers and staff can measure the management of human resources. Organisations are kite-marked against their ability to demonstrate a commitment to improving the working lives of their employees. The IWL Standard set staged targets for all NHS employers to demonstrate they are improving the working lives of their staff, investing in diversity and tackling discrimination and harassment.
- The five Leeds PCTs were awarded the Two Tick Symbol. This is given to employers who make five commitments to the employment, retention, training and career development of people with disabilities, including mental health difficulties.
- The Connect Helpline (Leeds Survivor Led Crisis Service) was established for anyone who feels distressed and wants to talk, feels lonely and needs someone to listen, or needs information on services and resources. Tel: **0808 800 1212**, minicom **0808 800 2323**.
- Staff were informed about the Charter through briefing sessions and/or cascading of information in each of the partner agencies.
- The Charter continued to be part of Social Services Department induction programme.
- Opening hours of some Social Services Dementia Day Services were extended.
- Patient and Public Involvement Forums (PPI Forums) were established. They are new independent statutory bodies set up for all NHS Trusts and Primary Care Trusts in England from December 2003. Each Forum aims to identify healthcare issues of concern to local people and to look into these and find ways of addressing them through improvements.

B Helping service users and carers to find out about services

- The Leeds Long Term Care Charter 2003-2004 was distributed widely to front line services, service users and carers of each of the partner agencies both in hard copy and on the internet.
- The Leeds information sharing protocol was adopted by the five Leeds PCTs, Leeds Teaching Hospitals Trust, Leeds Mental Health Services Trust, Leeds City Council, Education Leeds, West Yorkshire Police and others.
- City-wide consent forms (for the sharing of information between agencies) were created and adopted for learning disability services and older people's services across the city.
- The first stage of the new Leeds Mental Health Directory was completed with the launch of a website providing information on mental health services: www.mentalhealthleeds.info
- The Sheltered Housing Booklet was made available in different languages, Braille and audio tape.

C Understanding and responding to the needs of service users and carers

- The I-Say website for people to give their views about Leeds Social Services was launched: www.isayleeds.net

D Finding a suitable place to live

- A new Department of Neighbourhoods and Housing was established.
- From February 2003, the responsibility for managing homes owned by Leeds City Council was transferred to six new 'Arm's Length Management Organisations.' (ALMOs). Each ALMO is responsible for managing Council-owned homes in a particular area of the city.
- A new way of letting homes was introduced across the city in February 2003 called the 'Leeds Homes' choice based lettings scheme.
- The Mental Health Housing Support Team was restructured into a single unit to facilitate city-wide provision.

E Supporting carers in caring

- The 'Carers Strategy for Leeds 2003-2006' was drawn up and launched in 2003. The strategy is the responsibility of the Carers Strategy Implementation Group (CSIG), which is a multi-agency group composed of the main Health and Social Care organisations, plus carers and carers organisations. Each year a delivery plan will be prepared by the CSIG and its implementation monitored by them.
- A brand new support service for older carers of people with learning disabilities, provided through Age Concern was established.

- Home-based sitting services were secured for the next 5 years.
- A Performance Monitoring Officer was appointed for carers services.
- Carers have become, and will continue to be, part of working groups and steering groups within Social Services, Leeds Mental Health Trust and the Primary Care Trusts, which are developing and monitoring new services and ideas.

F Helping people stay in their own homes

- An Adaptations Team was established.
- The Estate Agents Access Project began working with Halifax Estate Agents to identify adapted properties for sale.

G Getting the right health care

- The NHS Plan states that by 2004, patients will be able to see a Primary Care Professional (e.g. nurse) within 24 hours and a GP within 48 hours. Work has been on-going to achieve this target.
- A target was set for ambulance services to respond to 75% of category “A” calls within eight minutes by the end of 2002. Clinical evidence shows that achievement of the target could save as many as 1,800 lives each year in people under 75 years suffering acute heart attacks. Work has been on-going to achieve this target (see section 4.3 for results for 2003-2004).

3.2 Actions to be taken during 2004-2005

Many actions were proposed and are in progress to improve achievement of targets during the period 2004-2005, including:

A Standards which apply for everyone

- The expansion of the Adult Protection Unit to include a Training and Development Officer and an Administrative Officer.
- The Charter will continue to be part of Social Services Department induction programme.
- Staff in each of the partner agencies will be informed about the Charter and access will be made available in hard copy and on the internet.
- Reprinting of the Carers Emergency card. This card is a small folding card which fits into a carers wallet or purse and contains the names of people to contact if they are taken ill, who can make arrangements for the person they care for, or just alerts emergency services that they are a carer and someone is relying on them for their care. It is hoped that these will be made available through GP surgeries.

B Helping service users and carers to find out about services

- Distribution of the 2005 Charter to front line services, service users and carers of each of the partner agencies in hard copy and on the Internet.
- Publication of two new paper versions of the Mental Health Directory. One shorter, easy to carry version specifically for users of mental health services, and one larger, more comprehensive version for people active in mental health.
- Work will be on-going to develop a generic consent form and a mental health consent form for the sharing of information between agencies.
- Launch of an Adult Protection website in 2004 providing up to date information regarding adult protection issues, legislation, training opportunities and good practice guidance. The site is mainly geared to the needs of staff working with vulnerable adults but may be of use to anyone with an interest in adult protection.
- The updating and publication of the guide to Medical Rehousing by the Medical Rehousing Team.
- Implementation of the Single Assessment Process for older people by local health organisations and Leeds Social Services.
- Revision and publication of the carers Directory "Choices for Carers".
- A video for carers from black & minority ethnic communities has been produced. This will be narrated in 5 languages. It is intended to explain what help is available and to show that there are some specialist services for BME people.

C Understanding and responding to the needs of service users and carers

- The Sheltered Housing service will develop customer and staff focus groups.
- Launch of an Independent Living Planning Service to assist service users to access Direct Payments and the Independent Living Fund.
- A Quality Assurance Strategy will be developed in the Social Services Department for both adults' and children's services.
- There will be improved performance monitoring of home-based sitting services over the next 5 years.
- Production and dissemination of a booklet 'Carer's Service Monitoring Standards – Information for Carers' to inform carers who use any of the six home based sitting services about the set of practices those agencies should comply with to ensure that carers receive the correct quality service. Copies will be made available by the Carers Performance Monitoring Officer Tel: **(0113) 395 0246**.

- Two Carers Forums held during 2004/5 to enable carers who represent carers from various strategy and working groups to consult more widely with their peers, so that they can represent carers needs better.

D Finding a suitable place to live

- Development of a joint working protocol on Accessible Housing will be developed.
- Production of an Extracare Housing Strategy.
- Production of a wider Older People's Housing Strategy will be produced.
- A review of services provided by the Medical Rehousing Team will be undertaken.

E Supporting carers in caring

- The Joint Review of Social Services has resulted in the development of many action plans including improvement of the performance and delivery of carers assessments and the quality of Carers Action Plans (primarily through training).
- A new monitoring form for monitoring professionals' practice in relation to carers will be developed and put into use.
- Government funding specifically for carers services has been increased by 20% on 2004/05 and again for 2005/06 and is being fully deployed in expanding the range of support for carers.

F Helping people to stay in their own homes

- A traditional hostel (Cliffdene) was redeveloped into a mixed housing scheme (Endcliffe Mews) and opened in May 2004. It provides the opportunity for people with physical disabilities to have their own tenure and live in their own flats, alongside people living in social housing.
- The Housing Needs Group will ensure it links to the Whole System Project Redesign and the wider Older People's Strategy in Leeds.
- Local health organisations and Leeds Social Services Department will engage their housing partners in the implementation of the single assessment process and other aspects of the National Service Framework (NSF) for Older People.
- Establishment of a new Integrated Equipment Service. This is a joint service between social services and health.
- The number of extra care housing schemes will be increased over the next 2-3 years.

G Getting the right health care

- A mental health service for black and ethnic minority groups is planned to open in 2004.
- The NHS Plan states that by 2004, patients will be able to see a Primary Care Professional (e.g. nurse) within 24 hours and a GP within 48 hours. In future, PCTs will be expected to ensure provision of this level of access to all local patients, either by practices providing the service themselves, or by entering into an arrangement with another practice, or by the introduction of further NHS walk-in centres or other walk-in services.
- Amendment of the 'waiting for in-patient admission' target from "the maximum time a patient will wait is 9 months" to "the maximum time a patient will wait is 6 months" took effect from April 2004.

4.0 Monitoring of the Charter Standards

Each of the three organisations who champion "Better Care, Higher Standards" in Leeds undertake performance monitoring annually. This involves seeking the views of service users and carers on the performance and quality of information, assessments and services received from each of the organisations. This performance monitoring covers a wide variety of areas, many of which reflect the broad range of standards of the Leeds Long Term Care Charter. There are many links between the Charter standards and indicators, such as the Performance Assessment Framework (PAF) and Best Value indicators. This information is also used to inform service delivery and to monitor and develop standards.

4.1 Social Services Department

The Department of Health requires all local authorities to undertake large-scale surveys with a different user group each year. One of its purposes is to provide data for some of Social Services' Performance Assessment Framework indicators. The findings are also used as supporting information and provide benchmarking information for councils. The questions have been designed to identify issues that are important to service users. The Physically Disabled and Sensory Impaired User Experience Survey has provided us with invaluable information about how service users and carers considered services to have performed during the year. The survey will be carried out again in 3 years time.

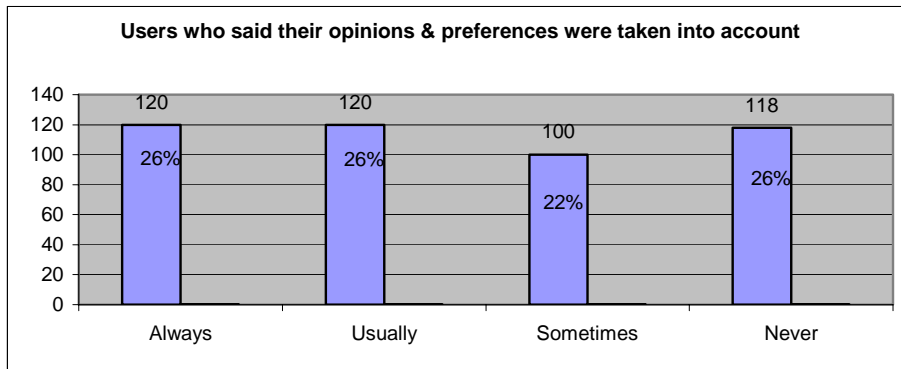
The survey for 2003-2004 covered physically disabled people and sensory impaired users aged 18-64 (excluding those with learning disabilities) in receipt of community based services other than temporary residential care or those who are only in receipt of equipment. This was a different group of people from last year and included some new questions, therefore, it is not possible to directly compare the findings of the previous year's survey with this one.

The Social Services User Survey Group has recommended the following programme of surveys to government ministers which has been agreed:

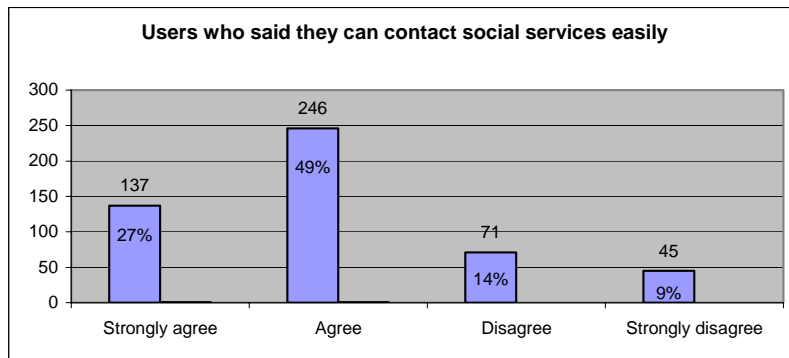
- 2002-2003 – older people, i.e. aged 65 or over, receiving home care;
- 2003-2004 – younger disabled people, i.e. aged under 65, living in their own homes;
- 2004-2005 – looked after children and young people aged nine or over in foster care.

Some of the information from this survey which is relevant to Charter standards is shown below. Further information can be found on the I-Say website. For those standards not covered by the survey, we have used other indicators, e.g. the Performance Assessment Framework (PAF) indicators, to show how well we have performed. Some of the outcomes from the performance monitoring are shown below.

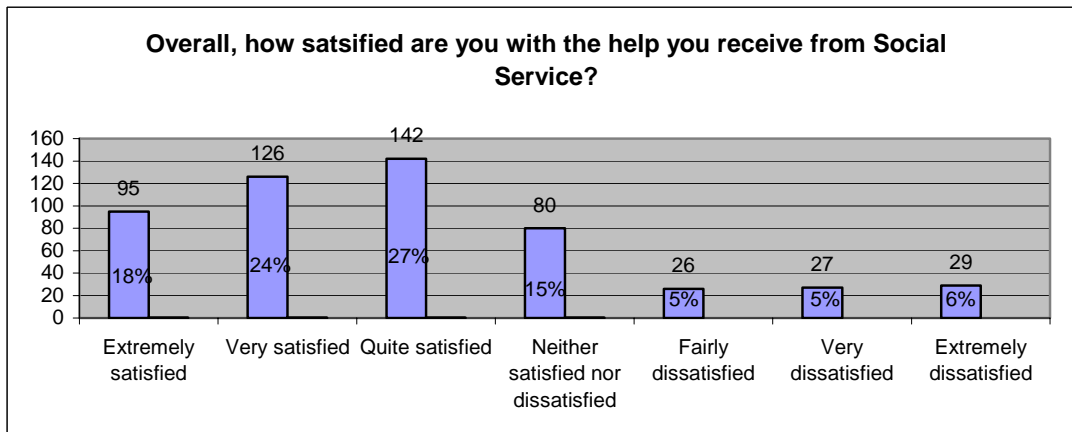
Responses to the question ‘Do you feel that your opinions and preferences are taken into account when decisions are taken about what services are provided to you?’



Responses when asked do you agree to the statement ‘I can always contact Social Services easily if I need to?’

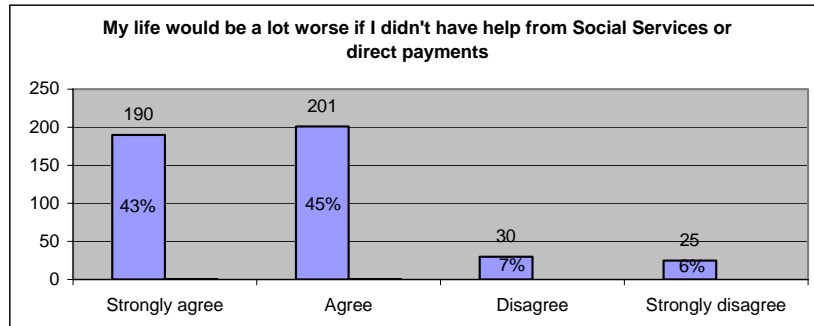


Responses to the question ‘Overall, how satisfied are you with the help you receive from Social Services?’



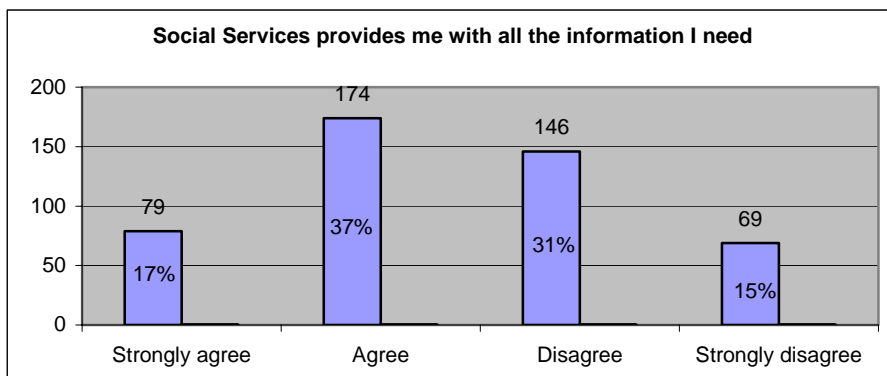
Responses when asked do you agree with the statement ‘My life would be a lot worse if I did not have help from Social Services or direct payments?’

From the ethnicity breakdown, it was seen that both white and black and minority ethnic service users' responses are similar with over 83% feeling that Social Services had a positive impact on their lives.

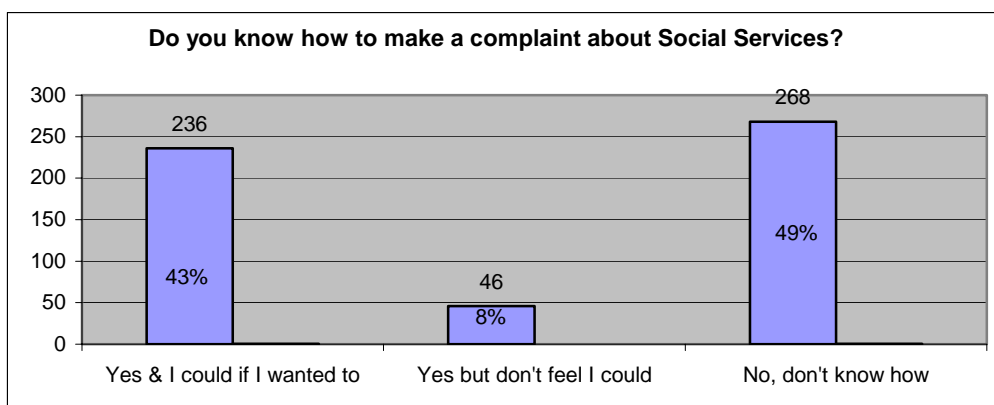


Responses when asked do you agree to the statement ‘Social Services provides me with all the information I need?’

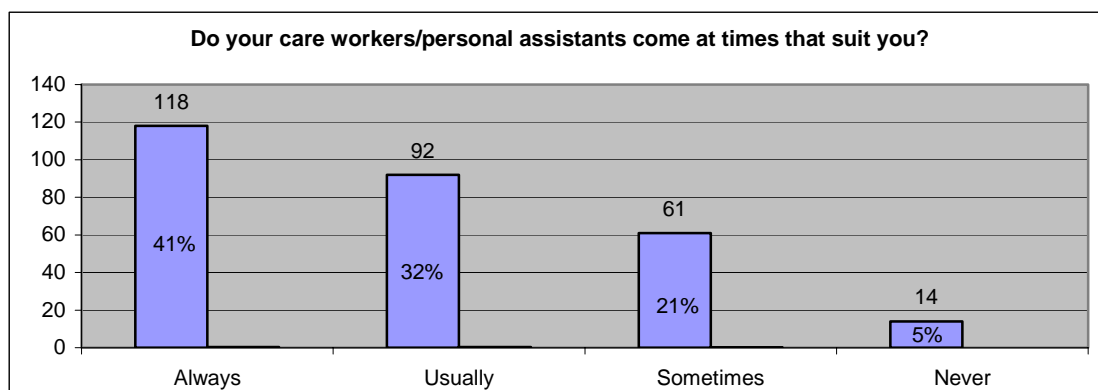
54% of respondents felt they did have all the information they needed. A further breakdown by ethnicity showed that amongst respondents from black and minority ethnic communities, 45% felt they were given enough information.



Responses to the question ‘Do you know how to make a complaint about Social Services?’



Responses to the question 'Do your care workers (or personal assistants you employ using direct payments) come at times that suit you?'



This was one of the questions asked specifically of the Home Care Service in last year's survey, where 43% said 'always' and 46% 'usually'. The Department of Health's main concern was with the 'always' category, and this result is similar this year. This may reflect more intensive levels of service amongst the disabled user group where it is perhaps more difficult to guarantee the timing of services which are going in several times every day.

4.2 The Neighbourhoods and Housing Department

Leeds City Council commissioned Market Research UK Ltd to undertake a survey of residents aged 50 or over living in the Leeds City area. The survey was conducted during May and June of 2003. We have provided some of the information from this survey which is relevant to Charter standards below.

Satisfied with the way the association communicates with you	Total
very satisfied	38%
satisfied	45%
neither / nor	6%
dissatisfied	2%
very dissatisfied	1%
don't know	7%

Satisfied with the association as a landlord	Total
very satisfied	27%
satisfied	52%
neither / nor	7%
dissatisfied	2%
very dissatisfied	0%
don't know	12%

Satisfied with level of contact with Estate Management	Total
very satisfied	24%
satisfied	26%
neither / nor	18%
dissatisfied	3%

very dissatisfied	2%
don't know	26%

Satisfied with the services provided by the Housing Office	Total
very satisfied	27%
satisfied	31%
neither / nor	9%
dissatisfied	2%
very dissatisfied	0%
don't know	31%

Opinion of Warden call system?	Total
have used it and it works well	46%
have used it but have problems with it	1%
have never used it but understand how	49%
have never used it and don't know how	2%
don't have one	1%
don't know	0%

Opinion of Central alarm system?	Total
have used it and it works well	29%
have used it but have problems with it	3%
have never used it but understand how	61%
have never used it and don't know how	4%
don't have one	3%
don't know	1%

NB Percentage figures are rounded to the nearest full percentage point.

4.3 Local health organisations

The local health organisations monitor their services and performance using a range of techniques and methods. They supply performance data as required by the Department of Health. Performance data is provided by local health organisations to the Healthcare Commission. More information on the data supplied can be found on various websites (see Appendix B). From these it is possible to ascertain their performance in relation to the Charter standards, for example:

Standards under the heading 'A Standards which apply for everyone'

- In March 2004 a figure of 76% was achieved (figures supplied by West Yorkshire Metropolitan Ambulance Service.)

Standards under the heading 'G Getting the right health care'

- In March 2004 85% of patients in Leeds waited 4 hours or less (figures supplied by Leeds Teaching Hospitals Trust.)

- In March 2004 only 1 patient waited longer than 9 months for treatment (figures supplied by Leeds Teaching Hospitals Trust.)
- In March 2004 a figure of 0.3% was achieved (figures supplied by Leeds Teaching Hospitals Trust.)

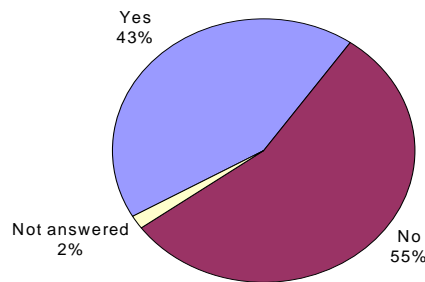
NB The local health organisations provide performance data on a monthly basis. The March figures listed above can be considered as the year end figure.

Between 1st April 2003 – 31st March 2004 the five Leeds Primary Care Trusts undertook ‘Patient Surveys’ which provided useful information about how they were performing in relation to the Charter standards. In total, 1840 surveys were completed and returned by patients in Leeds. Some of the outcomes from these surveys are shown below.

Responses to the question ‘In the last 12 months, has anyone at your surgery referred you to another professional?’

Primary care picture across Leeds:

In The Last 12 Months Has Anyone At Your Surgery Referred You To Another Professional?



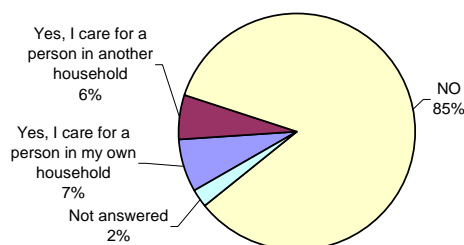
Breakdown by PCT area:

	South	West	East	North West	North East
Yes	147	130	151	132	150
No	184	189	172	182	181
Not answered	7	2	4	6	8

Responses to the question ‘Do you look after or give special help to anyone who is sick, has a disability, or is an older person other than in a professional capacity?’

Primary care picture across Leeds:

Do You Look After, or Give Special Help To Help Anyone Who is Sick, Has A Disability, or is An Older Person, Other Than In A Professional Capacity?



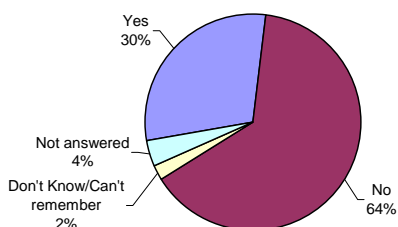
Breakdown by PCT area:

	South	West	East	North West	North East
Yes, I care for a person in my own household	35	34	22	21	19
Yes, I care for a person in another household	16	26	29	22	20
No	319	296	298	313	325
Not answered	8	6	16	5	10

Responses to the question ‘Were you given the choice about where you went (i.e. which hospital or which specialist)?’

Primary care picture across Leeds:

Were you given the choice about where you went (i.e. which hospital or specialist)?



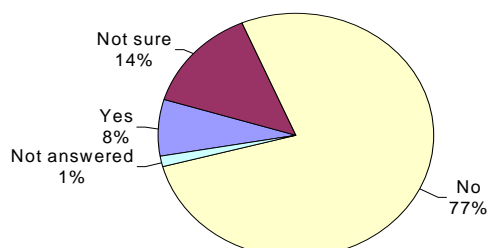
Breakdown by PCT area:

	South	West	East	North West	North East
Yes	57	29	33	40	60
No	87	94	115	89	86
Don't Know/Can't remember	2	3	2	3	5
Not answered	8	5	5	4	7

Responses to the question, ‘Would you know how to get involved in making decisions about the NHS in your area?’

Primary care picture across Leeds:

Would you know how to get involved in making decisions about the NHS in your area?



Breakdown by PCT area:

	South	West	East	North West	North East
Yes	27	26	25	29	31
Not sure	50	52	51	49	54
No	293	278	284	276	280
Not answered	0	6	5	7	9

5.0 Analysis of Complaints

A key requirement of the Charter is to ensure that service users and carers have clear and appropriate access to a complaints procedure. The value in any complaints procedure is two fold. One is that it is easily used and that service users and carers are familiar with it. A second is the success of the process in resolving a complaints issue in a successful and timely manner.

5.1 Social Services Department

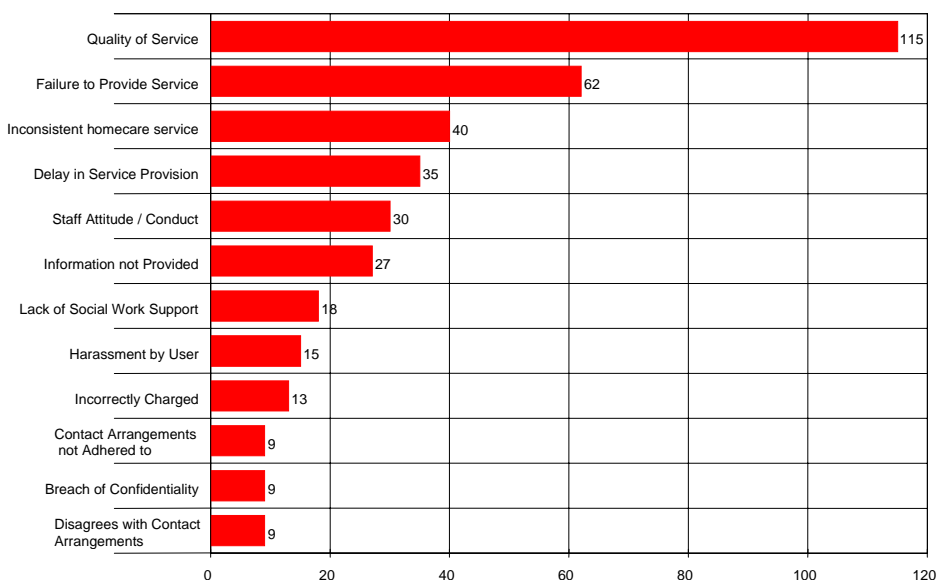
Statistical Summary Of Complaints Received From 1 April 2003 To 31 March 2004

During the period 1st April 2003 to 31st March 2004, 39 referrals, 174 compliments and 437 complaints were received through the Complaints Unit. Please note that this does not include locally resolved complaints and those investigated under the Care Standards Act 2000. Analysis of the complaints received indicates that 296 (59%) complaints were in respect of Adult Services.

92% of complaints were responded to at Stage 1, or were being dealt with under Stage 1 at the year's end. 8% of complaints had advanced to Stage 2, and 0.5% had proceeded to Stage 3 (Review Panel Hearing) at the year's end. Compared to the previous year, there has been a decrease by 55 in the number of complaints received, (437 this reporting period compared to 492 the previous year).

A breakdown of the most common causes of complaint is given below. The chart below illustrates the most common (nine or more incidences) across all client groups.

Most Common Causes of Complaint across all Client Groups



Equal Opportunities Monitoring:

Information on the ethnicity, gender and disability of complainants is collected to be able to measure the extent to which the Complaints Procedure is reaching all service users and/or their carers. It should be noted that many users and some areas of service provision are in the equalities target groups, for example, Disability Services, the services to people with a learning disability, physical disability and also including many users who receive services in their own home.

• Gender

The information below indicates that in common with previous years, the majority of complainants are female (64%); 29% are male and 6% of complaints are made jointly by people of both genders.

Gender	Number	2001/02	2002/03	2003/04
Female		318	287	279
Joint		26	32	26
Male		145	169	127
Not Known		2	4	5
Total		491	492	437

• Ethnicity

The ethnicity of the complainants is overwhelmingly UK/European (89%), with the next largest ethnic groups represented being Black Caribbean (2%) and Pakistani (1%). The number of complainants whose ethnicity is unknown is small because where complainants do not indicate their ethnicity, this information is obtained from the client information system within Social Services.

Ethnicity	Number	2001/02	2002/03	2003/04
Bangladeshi		1	1	0
Black African		1	2	2
Black Caribbean		6	14	8
Black Other		1	1	2
Chinese		0	0	1
Indian		6	1	0
Not Known		130	27	30
Other		5	5	3
Pakistani		4	13	4
UK/E		337	428	387
Total		491	492	437

• Disability

Many services are provided to disabled people. It is not surprising, therefore, that 43% of complainants regard themselves or the person they are complaining on behalf of as disabled. 40% of complainants are not disabled, and in 17% of cases it is not known if the complainant is disabled.

Disability	Number	2001/02	2002/03	2003/04
Disabled		239	210	189
Non-Disabled		158	123	173
Not Known		95	158	75
Total		491	492	437

Time-Scale Performance:

The improving trend in time-scale performance has continued this year. The average time to acknowledge a complaint has now come down to one day, and 93% of complaints are acknowledged within the statutory time-scale of 3 days, an increase of 1% on the previous year, and an increase of 34% over the past four years. It is pleasing to note that the numbers of complaints being acknowledged extremely late has reduced from 25% in 2000/01 to 1% this year.

Complaints Procedure – Task Performance

Task	Average Time To Do	Done Within 3 Days	Done Within 6 Days	Done Within 9 Days	Done After 9 Days
Acknowledgement Letter					
2000/01	5	59.0%	11.5%	4.8%	24.8%
2001/02	2	85.8%	9.8%	1.6%	2.7%
2002/03	2	91.3%	4.8%	2.3%	1.5%
2003/04	1	92.6%	4.4%	1.8%	1.2%
Full Response					
Task	Average Time To Do	Done Within 28 Days	Done Within 56 Days	Done Within 84 Days	Done After 84 Days
Full Response					
2000/01	39	59.9%	5.2%	6.5%	28.4%
2001/02	29	60.7%	28%	8.2%	3.1%
2002/03	27	69.5%	21.5%	5.4%	3.5%
2003/04	26	76.0%	15.6%	5.0%	3.4%

5.2 The Neighbourhoods and Housing Department

Statistical Summary Of Complaints Received From 1 April 2003 To 31 March 2004

Between 1st April 2003 and 31st March 2004, 372 compliments and 527 complaints were received by Housing Needs*.

Type of complaint

A breakdown of the type of complaints is given below:

Type of complaint	No.	%
Quality of work or service	393	74.5
Staff conduct	49	9
Failure to provide service	63	12
Discrimination or harassment	11	2
Contractor performance	2	0.5
Other	9	2
Total	527	100

Equal Opportunities Monitoring

- **Gender**

The gender of the complainants is given below:

Gender	No.	%
Female	371	70
Male	107	20
Joint	29	6
Not known	20	4
Total	527	100

- **Ethnicity**

The ethnicity of the complainants is given below:

Ethnicity	No.	%
White British	216	41
black and minority ethnic	75	14
Not Known	236	45
Total	527	100

- **Disability**

The table below shows the number of complainants who regard themselves as disabled:

Disabled	No.	%
Yes	27	5
No	138	26
Not known	362	69
Total	527	100

Time-Scale Performance

The average time to acknowledge a complaint was 3 days, and the average time to respond was 8 days. A breakdown of what stage complaints reached is shown in the table:

Stage	No.	%
Stage one	520	98.7
Stage two	6	1.2
Stage three	1	0.1
Total	527	100

* Please note this excludes complaints received by Environmental Health, Community Safety, Regeneration, Property Services, Financial Services, ALMOs and Leeds Homes Register Team

5.3 Local health organisations

Statistical Summary of Complaints Received from 1 April 2002 to 31 March 2003

- **Primary Care Trusts**

PCT	West	East	North West	North East	South
Number of Complaints	10	25	24	12	24
Number responded to Within 20 Days	10 (100%)	18 (72%)	20 (83%)	10 (83%)	15 (63%)
Number of Requests for the 2nd Stage of Independent Review	0 (0%)	8 (32%)	0 (0%)	0 (0%)	5 (21%)

- **Leeds Teaching Hospitals NHS Trust**

The Leeds Teaching Hospitals NHS Trust saw in the region of 1.2 million people during the year. This figure includes outpatient, inpatient and A&E attendances. Of these, approximately 1 patient in a thousand made a complaint in writing.

The main areas of concern raised by patients were in the areas of

- cancellations/waiting lists/waiting times
- medical care
- communication/information/attitude
- nursing care

There have been 28 requests for Independent Review during the period in question. Of these, 11 were referred back for further local resolution, 16 were turned down and 1 went to a Panel.

Figures for LTHT	Total
Number of Complaints	1217
Number responded to Within 20 Days	774
Number of Requests for the 2nd Stage of Independent Review	28
Number of Requests which went to an Independent Review Panel	1

- **Leeds Mental Health NHS Trust**

Between April 2003 and March 2004 LMHT received 132 formal written complaints. Of these complaints 54 were concerned with clinical treatment, and 18 were related to staff attitude. 101 (87%) of these were responded to within the required 20 working day time-scale.

A total of 4 of the complainants requested their case proceed to the second stage of an Independent Review Panel, as the complainants remained dissatisfied with the Trust's response. However, these requests were turned down by the Complaints Convenor, and in some cases it was recommended the matter be resolved through further local resolution involving senior managers within the Trust.

6.0 Appendices

A How to Obtain Further Information about the Charter or Annual Report

For further information please contact:

Leeds City Council
Corporate Contact Centre
PO Box 155
Leeds
LS14 6ZA

Tel: (0113) 398 4702
E-mail: onestop@leeds.gov.uk

The Leeds Long Term Care Charter is also available on the Leeds Website at:
www.leeds.gov.uk

There is also general information on Better Care, Higher Standards on the Department of Health website. Log onto the link below and search for 'Better Care, Higher Standards':
<http://www.dh.gov.uk>

All Leeds Better Care, Higher Standards publications can be made available in Braille, large print, on tape and on computer disk and in a number of languages.

B Useful websites

The organisations are listed in alphabetic order. If you don't have internet access you can access the site at your local library where you can also find out details about training opportunities in computer skills. Age Concern also provides training to older people wanting to use the internet.

Age Concern

www.ageconcern.org.uk

Age Concern is the UK's largest organisation working with, and for, older people. They provide vital local services as well as influencing public opinion and government. Information on their work can be found on the website.

Alzheimers Society

www.alzheimers.org.uk

The Alzheimers Society provide advice and support to people with dementia and their families. The Alzheimers Society can help people to find help and support locally. Information on their work can be found on the website.

Caring about Carers

www.carers.gov.uk

In the policy document - *Caring about Carers* - the Government made a commitment to provide details of the services or benefits affecting carers on the Internet. This site is the result of the implementation of this policy. It is intended to be useful to carers, to carers' workers and voluntary organisations and others. There is a feedback form if there are any comments you would like to make.

Carers Online

www.carersuk.org.uk

Department of Health

www.dh.gov.uk

This website provides health and social care policy, guidance and publications.

Department of Health Consultations

www.dh.gov.uk/consultations/fs/en

This page gives you the opportunity to contribute to Department of Health policies. The site also provides information regarding the results of recently conducted consultations.

Healthcare Commission

www.healthcarecommission.org.uk

The Healthcare Commission is a new organisation, which was launched on 1st April 2004. They have a wide range of responsibilities, all aimed at improving the quality of healthcare. Through this site, you can find out more about what they do, why they have been created and the difference they will make to patients and the public.

I-say Leeds

<http://www.isayleeds.net/>

I-say Leeds is an interactive consultation website which has been developed as part of Social Services commitment to consulting with and involving service users and carers in the planning and delivery of services. The website provides the opportunity for service users and carers to fill in questionnaires online regarding the issues Leeds Social Services are looking at, and we provide information about other ways to be involved and consulted. It will also contain information about involvement events, new developments in consulting and involving people, and the results from consultations.

Including Us Website

www.includingus.org.uk/home.html

On this site you can find all the latest news and in depth features about mental health in Leeds. You can also read about World Mental Health Day. We want to include your views on mental health in Leeds. To include your views use the online forum or send them your comments.

Information for Mental Health

www.mentalhealthleeds.info/

This website provides information about services and resources dedicated to mental health.

Leeds Adult Protection Unit

www.leedsadultprotection.net

This website will be launched in 2004 and will provide up to date information regarding adult protection issues, legislation, training opportunities and good practice guidance. The site is mainly geared to the needs of staff working with vulnerable adults but may be of use to anyone with an interest in adult protection.

Leeds Carers

www.carers.org/leeds

The Carers Centre provides information, support and social activities to carers in Leeds. You can find out more about these and contact other carers via this website.

Leeds City Council

www.leeds.gov.uk

This is a link to the council's main site homepage. You can access information about Social Services under 'health and social care' and about the Department of Neighbourhoods and Housing under 'housing'

Leeds City Council Complaints, Compliments and Comments

www.leeds.gov.uk/complaints

Leeds Social Services and the Department of Neighbourhoods and Housing are part of Leeds City Council. This page tells you how to make a formal complaint and allows you to complete it online.

Leeds East PCT

www.eastleeds-pct.nhs.uk

Leeds East Primary Care Trust is responsible for the health of people in the East Leeds area. They provide a wide range of health care services and plan, pay for and monitor many other health services in the area. They work closely with local GPs, pharmacists, dentists, voluntary organisations, Leeds City Council and local health care providers and the local hospital trusts. Use the links on this site to find out how they do their work and how you can access local services.

Leeds Initiative Community Website

www.leedsinitiative.org

This site contains details about the Community Involvement Network and a database of information and results from community consultation exercises. To get to this part of the website under 'Partnership groups' click on 'community'.

Leeds Mental Health Teaching NHS Trust

www.leedsmentalhealth.nhs.uk

Leeds Mental Health Teaching NHS Trust provides the people of Leeds with accessible community and hospital based adult, older adult and specialist mental health services and learning disability services. Information about the Trust's services and performance can be found on the website.

Leeds North East PCT

www.leedsnortheast-pct.nhs.uk

Leeds North East Primary Care Trust is responsible for the health of people in the North East Leeds area. They provide a wide range of health care services and plan, pay for and monitor many other health services in the area. They work closely with local GPs, pharmacists, dentists, voluntary organisations, Leeds City Council and local health care providers and the local hospital trusts. Use the links on this site to find out how they do their work and how you can access local services.

Leeds North West PCT

www.leedsnorthwest-pct.nhs.uk

Leeds North West Primary Care Trust is responsible for the health of people in the North West Leeds area. They provide a wide range of health care services and plan, pay for and monitor many other health services in the area. They work closely with local GPs, pharmacists, dentists, voluntary organisations, Leeds City Council and local health care providers and the local hospital trusts. Use the links on this site to find out how they do their work and how you can access local services.

Leeds Older Peoples Forum

www.opforum.org.uk/advancedhome.htm

Leeds Older Peoples Forum is a collection of older people's groups who aim to improve the quality of life for older people. Information on their work can be found on the website.

Leeds Teaching Hospitals NHS Trust

www.leedsth.nhs.uk

The Leeds Teaching Hospitals NHS Trust is one of the largest trusts in the UK. It provides acute services for the population of Leeds and is a regional centre for the treatment of diseases such as cancer and heart disease. It employs about 15,000 staff across eight sites and treats 125,000 inpatients, 65,000 day cases and 700,000 outpatients each year. It has 3,000 beds and an annual budget of £540 million. Information about the Trust's services and performance can be found on the website.

Leeds West PCT

www.leedswest-pct.nhs.uk

Leeds West Primary Care Trust is responsible for the health of people in the West Leeds area. They provide a wide range of health care services and plan, pay for and monitor many other health services in the area. They work closely with local GPs, pharmacists, dentists, voluntary organisations, Leeds City Council and local health care providers and the local hospital trusts. Use the links on this site to find out how they do their work and how you can access local services.

Mencap

www.mencap.org.uk

This website provides information, advice and support to people with learning disabilities and their carers.

NHS

www.nhs.uk

This new NHS Gateway has been introduced to make finding health information on the Internet, quicker and easier. It will provide you with the answers to the most frequently asked questions about the NHS and general health issues, bringing together access to a wide range of health related websites. Access to the website for information about NHS Local Services and the NHS in England is available at the address - www.nhs.uk/england

NHS Direct

www.nhsdirect.nhs.uk

This website provides a vast range of information on health topics including a health encyclopaedia, links to a best treatments website, self-help guide, and a local information database.

NHS Performance Indicators 2003/4

www.chi.gov.uk/eng/ratings/index.shtml

These pages are part of an archived information website and will not be updated. The Commission for Health Improvement's work is now conducted by the Healthcare Commission.

South Leeds PCT

www.leedssouth-pct.nhs.uk

Leeds South Primary Care Trust is responsible for the health of people in the South Leeds area. They provide a wide range of health care services and plan, pay for and monitor many other health services in the area. They work closely with local GPs, pharmacists, dentists, voluntary organisations, Leeds City Council and local health care providers and the local hospital trusts. Use the links on this site to find out how they do their work and how you can access local services.

The Princess Royal Trust for Carers website

www.carers.org/home

The Princess Royal Trust for Carers aim to offer useful information and support for all unpaid carers throughout the UK through their website.

Through the Maze Information Service

www.through-the-maze.org.uk/pages/

This website has been set up to provide information of interest to people with learning disabilities, their carers and professionals in the Leeds area.

Ukonline

www.ukonline.gov.uk

This website helps you to shape government policy by taking part in consultations and finding out how the UK is governed.

This Annual Report was produced jointly by:



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