
Appendix 2 : Comparative Data for Standards Committee

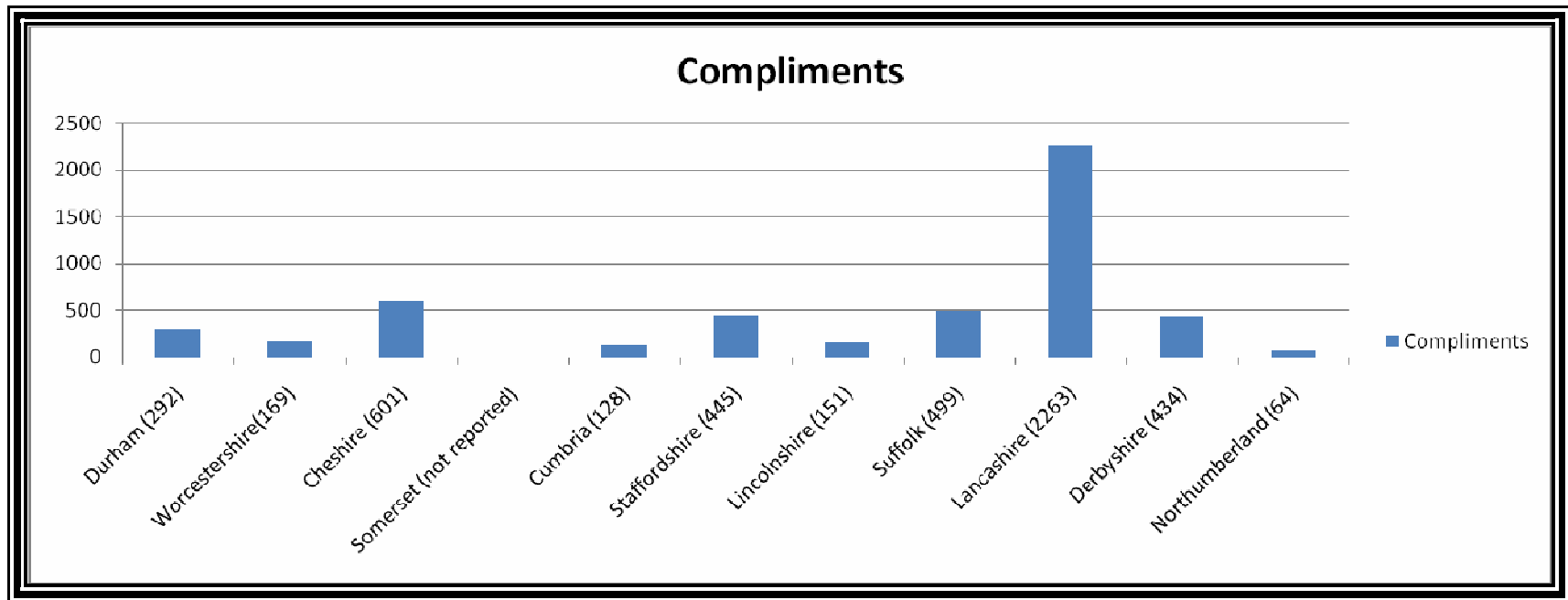
COMPARATIVE DATA FOR ADULT SOCIAL CARE COMPLIMENTS AND COMPLAINTS

At its last meeting the Standards Committee requested a comparative analysis of statutory adult social care representations following receipt of the Annual Report 2007 -2008.

At the time of accessing the data, only one other authority from Durham's comparator group had published an Annual Report for 2007-2008. The comparative data was therefore accessed for the year 2006-2007.

The Local Authorities in the tables below are used as comparators for DCC performance statistics.

The charts present a snapshot only and no conclusions are capable of being drawn from the information provided. An analysis would require an understanding and weighting of the many variables in terms of demographics, health status, age, recording policies and practice, application of FACS criteria, volume of service user contact and funding priorities to name a few. For example, it is apparent from their report that Lancashire includes compliments received about their welfare rights service which does not constitute a statutory service under the provisions of NHS and Community Care legislation. Derbyshire County Council, as another example, provides domiciliary care services free at the point of delivery for people with critical, essential and moderate needs, which may suggest that there is more extensive contact with service users numerically. With these reservations in mind the data is as shown.



Adult Social Care Complaints Received by Stage by Comparator Authorities 2006-2007

