

### 11. Corporate Information

#### Independent Challenge

QA activity: Health and Safety	Annual report
<b>Methodology</b> Health and Safety (H&S) incident reports are held, collated and reported corporately. H&S incident report data was analysed to determine if it revealed anything about outcomes for service-users or their experience of services.	
<b>Outcomes:</b> <b>Non Employee Incidents</b> There have been three incidents relating to clients that have been required to be reported to the Health and Safety Executive. One incident related to a client falling in her bathroom of her own flat and receiving hospital treatment for an injured wrist. The other two incidents involved clients falling in the car parks and sustaining a hip injury and a fractured patella respectively. In addition to the data above there are 267 accident forms that have been completed and submitted to the Corporate Health and Safety Advisory Service, but have not been added to the Accident Database. These figures relate to non-employees, principally clients where there has been no injury or loss. An example of this would be when a client has tripped and fallen but has not suffered an injury. It remains important to record and submit these forms as it may be an indication of an underlying condition of cause of the incident.	
<b>Analysis</b> The number of employee accidents in Adults & Housing has fallen in Quarters 1 to 4 -2010 (100), compared to Quarters 1 to 4 - 2009 (114). Reportable accidents have increased in Quarters 1 to 4 - 2010 (3) compared to Quarters 1 to 4 - 2009 (1) but still remain at a low level.	
The number of non employee reportable incidents remains low and relates to slips, trips and falls.	
<b>Physical Assault</b> Physical assaults remain the highest cause of an incident (31% of all employee incidents) and are still following a general trend of occurring at Neighbourhood Resource Centres. As expected when the nature of these physical assaults is considered, the majority relate to the managing of persons with special needs. This is consistent with data from previous years.	
<b>Learning &amp; recommendations</b> Accredited training is available within Harrow Council for dealing with risk	

incidents related to behaviour and this will need to continue to reduce the number of employee incidents.

<b>QA activity: Members and MP enquiries</b>	
The number of members and MP enquiries for Adult Services has not been recorded for this period.	
<b>Outcomes:</b> Analysis of these enquiries has not taken place, a system will need to be introduced in order to review outcomes and monitor the range of requests.	
<b>Action:</b> Adult Services Members and MP enquiries from 2011/12 will be monitored and reported by the Adults Directorate Complaints Team to ensure improved QA in this area.	

<b>QA activity: Scrutiny Reviews</b>	
During 2010/11 the Overview and Scrutiny Committee have not undertaken reviews relating to the Adult and Housing Directorate.	

<b>QA activity: Insurance claims</b>	
The corporate Insurance section reported that there had been no new claims during April 2010 - March 2011 by adults against the council in regard to their social care.	

## Citizen Challenge

QA activity: Customer Service Standards		Annual Report		
Corporate customer standards are monitored by Adults and Housing Services and reported to the Improvement Board.				
<b>Outcomes:</b> Adult Services Improvement Board Customer Service Standards Summary 2010-2011				
	Q1	Q2	Q3	Q4
	April –June 2010	July –Sep 2010	Oct – Dec 2010	Jan – Mar 2011
Telephone calls received	39553	37494	38262	42501
Answered to standard	33115	33839	34374	37282
% (target 85%)	84%	90%	90%	87.72%
Status	Amber	Green	Green	Green
Emails sampled	18	24	12	Await data from Mystery shop
Emails answered to standard	14	21	11	
% (target 85%)	78%	88%	92%	
Status	Amber	Green	Green	
Letters and faxes monitored	589	574	494	457
Answered to standard	506	528	418	229
% (target 70%)	86%	92%	85%	50%
Status	Green	Green	Green	Amber

**Learning:** There was considerable care management team restructuring in October 2010. The internal telephone directory does not yet reflect the new structure and this may have an adverse affect on the speed of delivery of post and the number of misdirected calls.

**Actions:** The proportion of telephone calls which can be monitored has increased as a result of the reorganisation of the lines. Various measures have been taken as a result of poor scores being reached e.g. improving pick

up arrangements. Monthly reports have been analysed since reorganisation to monitor performance and alert managers to take necessary measures. The number of calls answered to standard has remained above target since Q2.

A new email account has been set up for reablement but this is not yet advertised. The very small scale in-house mystery shopping showed some shortfalls but generally emails were answered on time. We await results of a corporate mystery shop.

Letter and fax monitoring shows a low score in Q4 mainly because the outcome of a large proportion of the sample was unknown. As part of Better Deal for Residents programme the CCAD project will bring services together producing a joined up approach. Access Harrow has the technology to provide monitoring data.