

ADULT CARE AND HEALTH OVERVIEW & SCRUTINY COMMITTEE**21 JANUARY 2020**

REPORT TITLE	Adult Social Care – Annual Complaints Report (April 2018 to March 2019)
REPORT OF	Graham Hodgkinson Director of Care and Health

REPORT SUMMARY

It is a statutory requirement for the Council to produce an annual report about complaints made by, or on behalf of people who receive support or services from Adult Social Care. The annual report also provides a mechanism by which the Council can monitor the quality and effectiveness of services and of its complaints procedure.

This report provides an overview and analysis of all complaints received during the reporting period 1 April 2018 to 31 March 2019; including a summary of identified issues, examples of service improvement and details of future objectives for 2019/20.

This matter affects all Wards within the Borough.

RECOMMENDATION/S

Members are asked to note the contents of the report.

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

1.1 It is a statutory requirement to provide an annual complaints report.

2.0 OTHER OPTIONS CONSIDERED

2.1 N/A

3.0 BACKGROUND INFORMATION

3.1 The Report is attached as Appendix 1, and provides details of the number of complaints received, the nature of the complaint, response times and the proportion of complaints that are upheld and not upheld. The report also describes the process for complaints directly to service providers and also how learning from complaints is captured and used to continually improve service performance.

4.0 FINANCIAL IMPLICATIONS

4.1 There are no financial implications arising from the report.

5.0 LEGAL IMPLICATIONS

5.1 It is a statutory requirement for the Council to produce an annual report.

6.0 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS

6.1 There are no resource implications arising from the report.

7.0 RELEVANT RISKS

7.1 There are no specific risks arising from this report but there can be reputational risks arising from specific complaints

8.0 ENGAGEMENT/CONSULTATION

8.1 There has been no reason to engage/consult as part of this report.

9.0 EQUALITY IMPLICATIONS

9.1 There are no equality implications arising from the report.

10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

10.1 There are no environment or climate implications arising from the report.

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APPENDICES

Appendix 1 - Full Annual Complaints Report 2018/19

BACKGROUND PAPERS

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
1. Adult Care and Health Overview and Scrutiny Committee – Annual Complaints Report 2017/18	27 November 2018
2. Adult Care and Health Overview and Scrutiny Committee – Annual Complaints Report 2016/17	13 September 2017
3. People Overview and Scrutiny Committee – Annual Complaints Report 2015/16	23 March 2017