



## **ADULT SOCIAL CARE AND PUBLIC HEALTH COMMITTEE**

**5 March 2024**

<b>REPORT TITLE:</b>	<b>ADULT SOCIAL CARE – ANNUAL COMPLAINTS REPORT 2022/2023</b>
<b>REPORT OF:</b>	<b>DIRECTOR OF CARE AND HEALTH</b>

### **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 our services.

This report provides an overview and analysis of all complaints received during the reporting period 1 April 2022 to 31 March 2023, including:

- Numbers of complaints received
- Key themes identified
- Responding to complaints (including performance data against statutory requirements)
- Overview of complaints escalated to the Local Government and Social Care Ombudsman
- Learning from complaints

The report supports the Council Plan: Wirral Working Together 2023-27, specifically the 'Promoting Independence and Healthier Lives' and 'Early Help for Children and Families' themes.

This matter affects all wards within the Borough. This is not a key decision.

### **RECOMMENDATION/S**

The Adult Social Care and Public Health Committee is recommended to consider and note the contents of the Annual Complaints Report (Appendix 1) relating to statutory Adult Social Care service delivery.

## **SUPPORTING INFORMATION**

### **1.0 REASON/S FOR RECOMMENDATION/S**

- 1.1 Members are asked to note the contents of the report. The Annual Complaints report will be shared on the Council's website for the public to view, which is a statutory requirement.

### **2.0 OTHER OPTIONS CONSIDERED**

- 2.1 Not to produce an annual complaints report would be in breach of the Council's statutory requirements and would hinder the learning for future improvements.

### **3.0 BACKGROUND INFORMATION**

- 3.1 The report is attached as Appendix 1. The report provides an overview and analysis of all complaints received during the reporting period 1 April 2022 to 31 March 2023 including:

- Numbers of complaints received
- Key themes identified
- Responding to complaints (including performance data against statutory requirements)
- Overview of complaints escalated to the Local Government and Social Care Ombudsman
- Learning from complaints

- 3.2 The report also describes the process followed for complaints made about commissioned Care Providers, as there are different routes for complainants to consider when raising their concerns.

### **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 Complaints Report.

### **6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS**

- 6.1 There are no resource implications arising from the report.

### **7.0 RELEVANT RISKS**

- 7.1 There is the potential risk of media interest from publishing the report. To mitigate this risk, there is an open and transparent annual complaints report published on the Council website and all potential risks are managed in line with the appropriate policies and procedures.

- 7.2 There is risk of complaints not being responded too in a timely manner due to capacity levels and/or more complex cases which could lead to reputational damage. To mitigate this risk, there is a clear escalation process in place and robust monitoring, which is reported quarterly to directorate management team meetings.
- 7.3 There is a potential risk of failure to see the trends and learning from complaints. To mitigate this risk, information is shared with relevant teams and quarterly progress updates reported to directorate management team meetings.

## **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 The report has no direct equality implications.
- 9.2 The appendix may not be suitable to view for people with disabilities, users of Assistive Technology or mobile phone devices. Please contact the report author if you would like this document in an accessible format.

## **10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS**

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

## **11.0 COMMUNITY WEALTH IMPLICATIONS**

- 11.1 Effective and well monitored Adult Social Care services have an overall positive impact on the people of Wirral.

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## **APPENDICES**

Appendix 1 Adult Social Care – Annual Complaints Report 2022/2023

## **BACKGROUND PAPERS**

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, which places a requirement on the Local Authority to produce and make available an Annual Report can be accessed using the link below:  
[https://www.legislation.gov.uk/ukxi/2009/309/pdfs/uksi\\_20090309\\_en.pdf](https://www.legislation.gov.uk/ukxi/2009/309/pdfs/uksi_20090309_en.pdf)

## TERMS OF REFERENCE

This report is being considered at the Adult Social Care and Public Health Committee in accordance with Section 2.2(a) adult social care matters (e.g., people aged 18 or over with eligible social care needs and their carers) and (d) providing a view of performance, budget monitoring and risk management in relation to the Committee's functions.

## SUBJECT HISTORY (last 3 years)

<b>Council Meeting</b>	<b>Date</b>
Adult Social Care and Public Health Committee – Annual Complaints Report 2021/22	6 March 2023
Adult Social Care and Public Health Committee – Annual Complaints Report 2020/21	14 June 2022
Adult Social Care and Public Health Committee – Annual Complaints Report 2019/20	18 January 2021