

TO: EXECUTIVE MEMBER FOR ADULT SERVICES, HEALTH & HOUSING
2 August 2018

ANNUAL COMPLAINTS REPORT 2017-18 FOR ADULT SOCIAL CARE
Director of Adult Social Care, Health & Housing

1 PURPOSE OF REPORT

1.1 To present the annual complaints report for Adult Social Care.

2 RECOMMENDATION

2.1 That the report set out in Annex 1 is noted by the Executive Member for Adult Services, Health & Housing.

3 REASONS FOR RECOMMENDATIONS

3.1 The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 state that Complaints Services for Adult Social Care should provide an annual report for consideration.

3.2 The Complaints Service performs an important statutory role in assuring the quality and governance of responses to adults who make complaints. The annual report, which is also a statutory requirement, supports the continuing development and review of the service. The report also demonstrates how Adult Social Care is learning from complaints. The report is attached as Annex A.

4 ALTERNATIVE OPTIONS CONSIDERED

4.1 None considered.

5 SUPPORTING INFORMATION

5.1 The report sets out the number and nature of compliments, concerns and complaints received by Adult Social Care across the year. Learning from complaints is incorporated to show where things have improved as a result of complaints received.

5.2 Overall, there were 23 complaints received about Adult Social Care services in 2017-18 compared to 19 complaints in the previous year. Of the complaints, 9 were about Adult Community services, 7 were about Learning Disability services, 4 were about Mental Health Services, 2 were about Finance Services and 1 was about other services.

5.3 Of the 23 complaints, 1 complaint was upheld, 2 complaints were partially upheld and 19 complaints were not upheld. 1 complaint was ongoing at the time of writing this report.

- 5.4 Concerning the nature of Adult Social Care complaints, 8 complaints were about Quality of Service, 7 were about Care Package, 5 were about Finance and 3 were about Communications.
- 5.5 A total of 36 compliments were received for Adult Social Care in 2017-18.
- 5.6 In 2017-18, Adult Social Care received contacts from 3,364 people and provided long term support to 1,164 people.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The relevant legal provisions are contained within the main body of the report.

Borough Treasurer

- 6.2 The Borough Treasurer is satisfied that there are no significant financial implications arising from this report.

Equalities Impact Assessment

- 6.3 Available upon request

Strategic Risk Management Issues

- 6.4 None identified

7 CONSULTATION

Principal Groups Consulted

- 7.1 None

Method of Consultation

- 7.2 Not applicable

Representations Received

- 7.3 Not applicable

Background Papers

Good Practice Guidance for Handling Complaints – National Complaints Managers Group (2016)
Complaints Matter – Care Quality Commission (2014)
Suffering in Silence, Listening to Consumer Experiences – Healthwatch (2014)
My Expectations for Raising Concerns and Complaints – Local Government Ombudsman/Healthwatch (2014)
Listening, Responding, Improving – A guide to Better Customer Care (2009)

The Local Authority Social Services and National Health Service Complaints (England) Regulations (2009)