

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL
2 JUNE 2009

COMPLAINTS MANAGER FOR ADULT SOCIAL CARE: ANNUAL REPORT 2008/09
(ANNEX 1)
(The Director of Social Care & Learning)

1 INTRODUCTION

- 1.1 The purpose of this report is to present the annual report of the Complaints Manager Adult Social Care to the Panel. The annual report is to be considered by the Executive on 27 May 2009 and any changes made will be reported to the Panel at its meeting.

2 SUGGESTED ACTION

- 2.1 That the report set out in Annex 1 is received by the Panel and consideration is given to any actions that should be taken arising from the reports.

3 REASONS FOR SUGGESTED ACTION

- 3.1 The Adult Social Care Complaints function performs a statutory role in assuring the quality of response to adults and carers who make complaints. The annual report which is also statutory supports the continuing development and review of the service and learning from complaints.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None considered.

5 SUPPORTING INFORMATION

- 5.1 The attached report sets out the work of the Complaints function for Adult Social Care over the period, 1 April 2008 – 31 March 2009.
- 5.2 The purpose of the report is to inform the Panel of the number and nature of complaints received by the department and the learning from those complaints.
- 5.3 Procedures state that Complaints Service should produce an annual report for consideration by the Panel for Adult Social Care.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

- 6.1 Borough Solicitor
The relevant legal provisions are contained within the main body of the report
- 6.2 Borough Treasurer
The Borough Treasurer is satisfied that there are no significant financial implications arising from this report.

Equality Impact Assessment

6.3 Available upon request

Strategic Risk Management Issues

6.4 Efforts are continually made to deal with concerns before they become complaints. Bracknell also has an active policy of learning from complaints which minimises risk of re-occurrence. Compliance with the Council's statutory requirements also minimises risk.

Other Officers

6.5 Complaints Manager, Adult Social Care
Head of Performance and Information, Social Care and Learning

7 CONSULTATION

Principal Groups to be Consulted

Adult Management Team, Social Care and Learning

Method of Consultation

Draft report presented

Representations Received

Not applicable

Background Papers

The Local Authority Social Services Act (1970) Section 7B
The National Health Service and Community Care Act 1990
The Mental Health Act 1983
The Disability Discrimination Act 1995
The Registered Homes Act 1984 (Parts 1 & 2)
Human Rights Act 1998
Data Protection Act 1998
The Public Interest Disclosure Act 1998
The Freedom of Information Act 2000
The Care Standards Act 2000
The Local Government Act 2000
The Race Relations Amendments Act 2002
Special Guardianship Regulations 2005
The LASS Complaints (England) Regulations 2006 Statutory Instrument 2006 no. 1681
Learning From Complaints, Social Services Complaints Procedure for Adults 2006

Contacts for further information

David Watkins, Chief Officer Performance and Resources, Social Care & Learning
david.watkins@bracknell-forest.gov.uk

Mark Gittins, Head of Performance & Information, Social Care & Learning
mark.gittins@bracknell-forest.gov.uk