

ADULT SOCIAL CARE OVERVIEW & SCRUTINY PANEL
08 JUNE 2010

COMPLAINTS MANAGER FOR ADULT SOCIAL CARE: ANNUAL REPORT
(Director of Adult Social Care & Health)

1 PURPOSE OF DECISION

- 1.1 The purpose of this report is to present the annual report of the statutory Complaints function for Adult Social Care and Health Department for 2009/10 – attached as Annex 1, following approval by the Executive Member for Adult Social Care, Health & Housing.

2 RECOMMENDATION(S)

- 2.1 That the Adult Social Care Overview & Scrutiny Panel note the Annual Report.**

3 REASONS FOR RECOMMENDATION(S)

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

The Complaints Service performs an important statutory role in assuring the quality of response to adults who make complaints. The annual report, which is also a statutory requirement, supports the continuing development and review of the service and learning from complaints. The following is also required:

- 3.2 The Annual Report has been endorsed by the Executive Member and consideration is now reported to the next meeting of the Adult Social Care Overview & Scrutiny Panel.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None considered

5 SUPPORTING INFORMATION

- 5.1 The report sets out the number and nature of complaints received by the department. The learning from those complaints is also taken forward to improve practice where appropriate.
- 5.2 Overall, there were 15 complaints received within Adult Social Care and Health during the period. Of these, three were in respect of financial matters, four were in respect of services provided by the Community Response and Re-ablement Team, three for Older People & Long Term conditions, two were in respect of services received from Learning Disability Team, two were in respect of Occupational Therapy matters and one was for services received via the Brokerage Team.

- 5.3 A total of 177 compliments were received by the department in the same period.
- 5.4 On the subject of the nature of complaints, two were in respect of access to services, four were in respect of communications with the service user and nine were in respect of standard of service.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The relevant legal provisions are set out 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

Other Officers

- 6.5 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

Listening, Responding, Improving – A guide to Better Customer Care (2009)
Adult Social Care Policy – Procedure in making a Complaint (2009)
Principles of Good Complaint Handling 2009
Principles of Good Administration (2009)
Principles of Remedy (2009)
The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

Contact for further information

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Doc Ref

Adult Social Care and Health
Concerns, Compliments and Complaints Annual Report 2009 - 2010