

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL
14 JUNE 2011

ADULT SOCIAL CARE ANNUAL COMPLAINTS REPORT APRIL 2010 – MARCH 2011
Director of Adult Social Care & Health

1 PURPOSE OF REPORT

- 1.1 The purpose of this report is to present the Adult Social Care Annual Complaints Report to the Adult Social Care Overview and Scrutiny Panel.

2 RECOMMENDATION

- 2.1 **That the report set out in Annex 1 is approved by the Adult Social Care Overview and Scrutiny Panel.**

3 REASONS FOR RECOMMENDATION

- 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.
- 3.2 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.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 As producing the report is a statutory requirement, there is no alternative option 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 37 complaints received within Adult Social Care & Health.
- 6 were received by the Finance Team
 - 11 were received by the Community Response & Reablement Team
 - 4 were received by the Learning Disability Team
 - 4 were received by the Community Mental Health Team
 - 11 were received by the Older People & Long Term Conditions Team
 - 1 was received via the Brokerage Team regarding a Private Provider which required our intervention/further investigation
- 5.3 A total of 136 compliments were received by the department in the same period.

- 5.4 On the subject of the nature of complaints, 4 were in respect of access to services, 11 were in respect of communications and 22 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. The Borough Solicitor is satisfied that the report is fine as drawn.

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
The LGO's new role in Adult Social Care (2010)

Contacts for further information

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Concerns, Compliments and Complaints Annual Report 2010 -11