

3 September 2020		ITEM: 6
Health and Wellbeing Overview and Scrutiny Committee		
2019/20 Annual Complaints and Representations Report – Adult Social Care		
Wards and communities affected: All	Key Decision: Non Key	
Report of: Lee Henley, Strategic Lead, Information Management		
Accountable Assistant Director: Les Billingham, Assistant Director, Adult Social Care		
Accountable Director: Roger Harris, Corporate Director of Adults, Housing & Health		
This report is public		

Executive Summary

The annual report on the operation of the Adult Social Care complaints procedure covering the period 1 April 2019 – 31 March 2020 is attached as an appendix. It is a statutory requirement to produce an annual complaints report on Adult Social Care complaints.

The report sets out the number of representations received in the year, key issues arising from complaints and the learning activity for the department.

1. Recommendation(s)

1.1 That Health and Wellbeing Overview and Scrutiny Committee consider and note the report.

2. Introduction and Background

2.1 This is the annual report covering Adult Social Care complaints for the period 1 April 2019 – 31 March 2020.

3. Issues, Options and Analysis of Options

3.1 This is a monitoring report for noting, therefore there is no options analysis. The annual report is attached as an appendix and includes consideration of reasons for complaints, issues arising from complaints and service learning.

3.2 Summary of representations received during 2019/20

The following representations were received during 2019-2020:

- 106 Compliments
- 34 Initial Feedback
- 19 Complaints
- 8 MP enquiries
- 59 Member enquiries
- 4 Local Government Ombudsman enquiries

Further detail on the above is outlined within the appendix.

3.3 Local Government Ombudsman

There were 4 cases received from the Ombudsman's office for the reporting period. Further detail on these cases are outlined within the appendix.

3.4 Learning from Complaints

Complaints and feedback provide the service with an opportunity to identify things that can be improved; they provide a vital source of insight about people's experience of social care services.

Upheld complaints are routinely analysed to determine themes and trends and services are responsible for implementing learning swiftly. Further details are outlined in the appendix.

4. Reasons for Recommendation

- 4.1 It is a statutory requirement to produce an annual complaints report on Adult Social Care complaints. It is best practice for this to be considered by Overview and Scrutiny. This report is for monitoring and noting.

5. Consultation (including Overview and Scrutiny, if applicable)

- 5.1 This report has been agreed with the Adult Social Care Senior Management Team.

6. Impact on corporate policies, priorities, performance and community impact

- 6.1 All learning and key trends identified in the complaints and compliments reporting has a direct impact on the quality of service delivery and performance. The reporting ensures that valuable feedback received from service users and carers is captured effectively and regularly monitored with the primary focus on putting things right or highlighting and promoting where services are working well.

7. Implications

7.1 Financial

Implications verified by: Jonathan Wilson
Assistant Director Finance

There are no specific financial implications arising from the report.

7.2 Legal

Implications verified by: **Lindsey Marks**
Deputy Head of Legal Social Care and Education

There are no legal implications as the report is being compiled in accordance with complaint regulations.

7.3 Diversity and Equality

Implications verified by: **Natalie Smith**
Strategic Lead Community Development and Equalities

There are no specific diversity issues arising from this report.

7.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

None

8. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):

None

9. Appendices to the report

Appendix – Adult Social Care Complaints and Representations Annual Report 2019/20.

Report Author:

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Strategic Lead, Information Management, HR, OD & Transformation