

31 August 2023		ITEM: 7
Health and Wellbeing Overview and Scrutiny Committee		
2022/23 Annual Complaints and Representations Report – Adult Social Care		
Wards and communities affected: All	Key Decision: Not Applicable	
Report of: Lee Henley, Strategic Lead, Information Management		
Accountable Assistant Director: Les Billingham - Assistant Director ASC and Community Development		
Accountable Director: Ian Wake - Corporate Director of Adults, Housing & Health		
This report is Public		

Executive Summary

It is a statutory requirement to produce an annual complaints report on Adult Social Care complaints.

The annual report covering the period 1 April 2022 – 31 March 2023 is attached as an appendix. The report sets out the number of representations received in the year including the number of complaints, key issues arising from complaints and learning from complaints.

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 2022 – 31 March 2023.

2.2 Summary of representations received during the reporting period

2.2.1 The following representations were received during 2022/23:

- 208 x Compliments
- 1 x Initial Feedback
- 36 x Complaints

- 17 x MP Enquiries
- 108 x Member Enquiries
- 2 x Ombudsman findings

2.2.2 The details for this report are included within the appendix and a high-level summary is provided below:

- Complaint volumes are low and have reduced
- There were no negative Ombudsman findings that resulted in a financial remedy for the reporting period
- 85% of complaints were responded to within timeframe
- Compliments have increased
- 66% of complaints were upheld

2.3 Learning from Complaints

Complaints and feedback provide the service with an opportunity to identify areas that can be improved and 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.

Learning and/or outcomes from complaints are detailed within the appendix.

3. Issues, Options and Analysis of Options

3.1 This is a monitoring report for noting, therefore there are 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.

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. The report also went via Senior Leadership 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 have 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 direct financial implications arising from the report. Any wider financial implications arising from the follow up of complaints will be assessed by the service and will form part of the wider service budget monitoring as appropriate.

7.2 Legal

Implications verified by: **Gina Clarke**
Governance Lawyer

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 direct equality and diversity implications arising from this report. Individual complaints that include an equality related expression of dissatisfaction are considered by the service alongside all complaints.

7.4 Other implications (where significant) – i.e. Staff, Health Inequality, Sustainability, Crime and Disorder or Impact on Looked After Children

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 2022/23

Report Author:

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Strategic Lead, Information Management

HR, OD & Transformation