

<b>5 September 2019</b>		<b>ITEM: 6</b>
<b>Health and Wellbeing Overview and Scrutiny Committee</b>		
<b>2018/19 Annual Complaints and Representations Report – Adult Social Care</b>		
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> Non Key	
<b>Report of:</b> Lee Henley, Strategic Lead, Information Management		
<b>Accountable Assistant Director:</b> Les Billingham, Assistant Director, Adult Social Care		
<b>Accountable Director:</b> Roger Harris - Corporate Director of Adults, Housing & Health and Interim Director of Children’s Services		
<b>This report is public</b>		

## **Executive Summary**

The annual report on the operation of the Adult Social Care Complaints Procedure covering the period 1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019 is attached as Appendix 1. 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 and improvement activity for the department.

A total of 318 representations were received during 2018-2019 as detailed below:

- 151 compliments
- 27 Initial Feedback
- 41 complaints received
- 9 MP enquiries
- 76 Member enquiries
- 12 MEP enquiries
- 2 Local Government Ombudsman enquiries

### **1. Recommendation(s)**

- 1.1 **That the 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<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019.

## **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 attached as Appendix 1 includes issues arising from complaints and service learning and improvement.

### **3.2 Summary of representations received 2018/19**

- 151 compliments
- 27 Initial Feedback
- 41 complaints received
- 9 MP enquiries
- 76 Member enquiries
- 12 MEP enquiries
- 2 Local Government Ombudsman enquiries

Further detail on the above is outlined within Appendix 1.

### **3.3 Local Government Ombudsman**

There were 2 cases received from the Ombudsman's office for the reporting period. Further detail on both cases are outlined within Appendix 1.

### **3.4 Learning from Complaints**

Upheld complaints are routinely analysed to determine themes and trends and services are responsible for implementing learning swiftly. Robust monitoring and evidencing of corrective actions is a key theme for the next reporting year.

## **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: **Tim Hallam**  
**Acting Head of Law, Assistant Director of Law and Governance and Monitoring Officer**

There are no legal implications as the report is being compiled in accordance with regulation 18 of the Complaint Regulations.

### 7.3 Diversity and Equality

Implications verified by: **Natalie Warren**  
**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 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 1 – Adult Social Care Complaints and Representations Annual Report 2018/19.

**Report Author:**

Lee Henley

Strategic Lead, Information Management

HR, OD & Transformation