

<b>15 September 2016</b>		<b>ITEM: 9</b>
<b>Health &amp; Wellbeing Overview and Scrutiny Committee</b>		
<b>2015/16 Annual Complaints and Representations Report</b>		
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> Non Key	
<b>Report of:</b> Anas Matin, Statutory Complaints and Engagement Manager		
<b>Accountable Head of Service:</b> Les Billingham, Head of Adult Social Care		
<b>Accountable Director:</b> Roger Harris, Corporate Director of Adults, Housing and Health		
<b>This report is public</b>		

## **Executive Summary**

The annual report for Thurrock Council on the operation of the Adult Social Care Complaints Procedure covering the period 1 April 2015 – 31 March 2016 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, including the number of complaints, key issues arising from complaints and the learning and improvement activity for the department.

A total of 324 representations were received during 2015-16 as detailed below:

- 166 Compliments
- 54 Complaints
- 23 Concerns and issues
- 16 MP enquiries
- 45 Member enquiries
- 4 Ombudsman enquiry
- 12 MEP
- 4 ILF Appeals

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

**1.1 That the scrutiny committee consider and note the report.**

## **2. Introduction and Background**

- 2.1 This is the annual report for Thurrock Council on the operation of the Adults Social Care Complaints Procedure covering the period 1 April 2015 – 31 March 2016. It is a statutory requirement to produce an annual complaints report on Adults Social Care complaints.
- 2.2 The Adults social care complaints procedure is operated in accordance with the Local Authority Social Services and National Health Service Complaints (England) regulations 2009.

## **3. Issues, Options and Analysis of Options**

- 3.1 This is a monitoring report for noting, therefore there is no options of analysis.
- 3.2 Summary of representations received 2015/16

- 166 Compliments
- 54 Complaints
- 23 Concerns and issues
- 16 MP enquiries
- 45 Member enquiries
- 4 Ombudsman enquiry
- 12 MEP
- 4 ILF Appeals

Appendix 1 provides a detailed summary regarding the above.

## **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. 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: **Kay Goodacre**  
**Finance Manager**

There are no specific issues arising from this report.

### **7.2 Legal**

Implications verified by: **Solomon Adeyeni**  
**Solicitor**

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: **Rebecca Price**  
**Community Development Officer**

The Council's complaints system has been designed to provide an effective means for service users or their representatives to complain about the quality or nature of services and to satisfy those who complain or comment that they have been dealt with promptly, fairly, openly and honestly. The Council is committed to promoting equality of opportunity for all. We will always take into consideration issues of age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex, and sexual orientation during the complaints process to ensure that an equitable service is available to all. 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 1 – Adult Social Care Complaints and Representations Annual Report 2015/16

**Report Author:**

Anas Matin

Statutory Complaints & Engagement Manager

HR, OD & Transformation