
Meeting: Social Care, Health and Housing Overview and Scrutiny Committee
Date: 17 December 2012
Subject: Adult Social Care Customer Feedback: Complaints and Compliments Annual Report 11/12
Report of: Cllr Mrs Carole Hegley, Executive Member for Social Care, Health and Housing
Summary: The report provides Members with the statistics for 2011/12 on the number of complaints received; complaint outcomes (upheld/not upheld); performance; issues complained about; and learning and improvements resulting from complaints for Adult Social Care.

Advising Officer: Julie Ogley, Director for Social Care, Health and Housing
Contact Officer: Sonya Branagan, Customer Relations Manager
Public/Exempt: Public
Wards Affected: All

CORPORATE IMPLICATIONS

Council Priorities:

1. Effective customer relations supports the Council's focus on customer experience, enabling the Council to successfully deliver its priorities, specifically creating safer communities and supporting and caring for an ageing population.

Financial:

2. Effective management of complaint issues focuses resource on resolution and reduces the risks of financial remedies being paid. The learning from complaints is used to inform service improvements. The complaints procedure provides for conciliation meetings which are used as an effective alternative to local manager investigations.

Legal:

3. The production of an annual report is a statutory requirement and should be made available to anyone on request. The report will be posted on the council's web site.

Risk Management:

4. Complaints are assessed at the point of receipt to ensure risks are managed for example; safeguarding of vulnerable adults issues, risks to reputation. Effective complaints management ensures service failings are identified and remedied, thereby reducing the risk of public reports from the Local Government Ombudsman. There were no public reports about adult social care complaints.

Staffing (including Trades Unions):

5. There are no direct implications arising from this report.

Equalities/Human Rights:

6. The report includes analysis of equalities and diversity information. The report identified that improvements are to be made in the area of capture and monitoring of equalities and diversity data.

Public Health

7. There are no direct implications arising from this report.

Community Safety:

8. To support vulnerable people to feel safe it is important that they know how to complain about services they receive; feel heard when they raise complaints; and that action is taken. The report evidences that service users have been able to complain, where complaints have been upheld failings are identified and improvements are put in place.

Sustainability:

9. There are no direct implications arising from this report.

Procurement:

10. There are no direct implications arising from this report.

RECOMMENDATION:

The Committee is asked to consider and comment on the content of the report as appropriate.

Appendices:

Appendix A – Adult Social Care Customer Feedback – Complaints, compliments
Annual Report 2011/12

Background papers and their location: (open to public inspection)

None