

ADJUDICATION & REVIEW SUB-COMMITTEE

REPORT

26 October 2011

Subject Heading:

ADULT SOCIAL CARE COMPLAINTS,
COMMENTS AND COMPLIMENTS
ANNUAL REPORT 2010-2011

CMT Lead:

Andrew Ireland

Report Author and contact details:

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Policy context:

Adult Social Care Statutory Complaints
Policy & Procedures

Financial summary:

There are no specific financial
implications, as costs are contained within
the Adult Social Care budget.

The subject matter of this report deals with the following Council Objectives

Clean, safe and green borough	<input type="checkbox"/>
Excellence in education and learning	<input type="checkbox"/>
Opportunities for all through economic, social and cultural activity	<input type="checkbox"/>
Value and enhance the life of every individual	<input checked="" type="checkbox"/>
High customer satisfaction and a stable council tax	<input checked="" type="checkbox"/>

SUMMARY

This report was presented to the Individuals Overview & Scrutiny Committee on the 19 July 2011, and is attached for Adjudication and Review Members to note.

RECOMMENDATIONS

That Members note the contents of the report presented to Individuals Overview & Scrutiny Committee on 19 July 2011.

REPORT DETAIL

The attached report outlines the complaints received within Adult Social Care during the period April 2010 to March 2011. It shows the types of complaints; number of complaints, giving a breakdown of the teams receiving complaints; response times; who complained in terms of age, ethnicity, gender and faith and the reasons for complaint. The report also outlines the compliments received during this period, as well as outlining the service improvements made as a result of complaints.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are none associated with this cover report.

Legal implications and risks:

There are none associated with this cover report.

Human Resources implications and risks:

There are none associated with this cover report.

Equalities implications and risks:

There are none associated with this cover report.

BACKGROUND PAPERS

1. Individuals Overview & Scrutiny Committee report 19 July 2011
2. Annual Report 2010-2011 Adult Social Care Complaints, Comments and Compliments