



ADJUDICATION & REVIEW COMMITTEE - 21 AUGUST 2019

Subject Heading:	Adult Social Care Annual Complaints Report 2018/19
SLT Lead:	Barbara Nicholls
Report Author and contact details:	Veronica Webb, Complaints & Information Team Manager, Mercury House, Mercury Gardens Romford RM1 3SL Telephone: 01708 433589
Policy context:	An annual report is required as part of the remit of 'The Local Authority Social Services & NHS Complaints (England) Regulations 2009 and Health and Social Care (Community Health and Standards) Act 2003.
Financial summary:	There are no financial implications

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

Communities making Havering	X
Places making Havering	<input type="checkbox"/>
Opportunities making Havering	<input type="checkbox"/>
Connections making Havering	<input type="checkbox"/>

SUMMARY

This report is for information and refers to the reports presented to Individuals Overview & Scrutiny Committee on 16 July 2019.

RECOMMENDATIONS

Members to note the reports and contents

REPORT DETAIL

Please see attached report

IMPLICATIONS AND RISKS

Financial implications and risks:

Please see attached report

Legal implications and risks:

Please see attached report

Human Resources implications and risks:

Please see attached report

Equalities implications and risks:

Please see attached report