

TITLE OF REPORT: **Adult Social Care and Public Health - Annual Report on Services Complaints, Compliments and Representations - April 2017 to March 2018**

REPORT OF: **Caroline O'Neil, Strategic Director, Care, Wellbeing & Learning**

Purpose of the Report

1. To present the Annual Report for 2017 - 2018 for the Adults Social Care Statutory Complaints Procedure 2009 and the Public Health Statutory Complaints Procedure 2012 and to propose it be referred to the Care, Health & Wellbeing Overview and Scrutiny Committee.

Background

2. The Local Authority Social Services and National Health Service Complaints, (England) Regulations 2009 and The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012 set down the procedures that Adult Social Care Services, National Health Services, (NHS) and Public Health Services must follow when complaints or representations are made. As part of the responsibilities set out in the Acts, local authorities must produce an annual report on all complaints and representations received. This report fulfils Gateshead Council's obligations and provides information on all representations received about the Council's Adult Social Care Services and Public Health Services between 1 April 2017 – 31 March 2018.
3. Information contained in the report provides a summary of the statistical information together with a review of the effectiveness of the procedure. Some examples of service improvement are also included within the report.

Proposal

4. Cabinet is requested to endorse the annual report and to refer the report to a meeting of the Care, Health & Wellbeing Overview and Scrutiny Committee for their consideration.

Recommendations

5. It is recommended that Cabinet:
 - (i) Endorses the Annual Report on Complaints and Representations; and
 - (ii) Refers this report to the Care, Health & Wellbeing Overview and Scrutiny Committee for consideration.

For the following reasons:

- (i) It is a statutory requirement that the report is considered by a formal committee.
- (ii) To ensure member involvement in the statutory complaints procedure.

CONTACT: Alison Routledge Extension: 2408

Policy Context

1. The Statutory Complaints and Compliments Procedures supports the Council's objective of delivering services that continually improve, ensuring that customers are satisfied with the services they receive.

Background

2. The complaints procedures are statutory responsibilities under The Health and Social Care (Community Health & Standards Act) 2003, The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 and The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

These set down the procedures that the Council's Social Services and Public Health Services have a responsibility to follow when a complaint is made.

Consultation

3. Consultation has taken place with the Cabinet Members for Adult Social Care and Health & Wellbeing.

Alternative Options

4. The report is a legislative requirement

Implications of Recommended Option

5. **Resources:**

a) **Financial Implications** - The Strategic Director, Corporate Resources confirms that there are no significant financial implications resulting from this report

b) **Human Resources Implications** - It is possible that complaints made against social care employees could lead to disciplinary action in a small number of cases.

c) **Property Implications** - There are no property implications arising from this report.

6. **Risk Management Implication** - The potential failure to act on complaints received is minimised by regular monitoring.

7. **Equality and Diversity Implications** - The Complaints Procedures contributes to the implementation of the Council's Equal Opportunities Policy through identified service improvements. All complaints literature is available in different languages and formats.

8. **Crime and Disorder Implications** - There is a possibility that complaints can identify issues relating to the safeguarding of vulnerable adults and it may be the case that a criminal act may have occurred. These concerns will be considered and shared with the relevant organisation to ensure that an investigation can take place through the most appropriate procedure.
9. **Health Implications** - There are no health implications arising from this report.
10. **Sustainability Implications** - There are no sustainability implications arising from this report.
11. **Human Rights Implications** - There may be human rights implications in a number of complaints made to the Council; therefore, having the Complaints Procedures will assist the Council in carrying out its duties under the Human Rights Act, 1998.
12. **Area and Ward Implications** - The Annual Report is applicable to all wards.
13. **Background Information**

Quarterly Complaints Monitoring Reports