

TITLE OF REPORT: **Adult Social Care - Annual Reports on Services Complaints, Compliments and Representations - April 2019 to March 2020 and April 2020 to March 2021**

REPORT OF: **Caroline O'Neill, Strategic Director, Children, Adults and Families**

Purpose of the Report

1. To present the Annual Reports for April 2019 - March 2020 and for April 2020 - March 2021, which relate to the Adults Social Care Statutory Complaints Procedure 2009.

Background

2. The Local Authority Social Services and National Health Service Complaints, (England) Regulations 2009 set down the procedures that Adult Social Care 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. These reports fulfil Gateshead Council's obligations and provides information on all representations received about the Council's Adult Social Care Services between 1 April 2019 – 31 March 2020 and for 1 April 2020 – 31 March 2021.

Information contained in the reports 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

3. Cabinet is requested to endorse the annual reports.

Recommendations

4. It is recommended that Cabinet:
 - (i) Endorses the Annual Reports on Complaints and Representations for 2019/20 and 2020/21 as set out in the attached appendices.
 - (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.

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 Portfolio Holders 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, Resources and Digital confirms there are no financial implications arising 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. Climate Emergency and Sustainability Implications

There are no climate and 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. Ward Implications

There are no ward implications.

Background Information

Quarterly Complaints Monitoring Reports