

Local Members' Interest
N/A

Safe and Strong Communities Select Committee - 3 September 2018

Customer Feedback and Complaints Service Adult's Social Services Annual Report 2017/18

Recommendation

1. That the Committee consider the Annual Report of the Customer Feedback and Complaints Service, Adults Social Services 2017/18, taking the opportunity for any comments on the content of the report.

Report of the Deputy Leader and Cabinet Member for Health, Care and Wellbeing

Summary

What is the Select Committee being asked to do and why?

The Select Committee is being asked to consider the Annual Report of the Customer Feedback and Complaints Service, Adult's Social Services 2017/18, with the service taking the opportunity for any comments on the content of the report.

Report

Background

1. The appended report fulfils the Council's duty to publish an Annual Report on the activity of the Statutory Complaints and Representation Service on behalf of the Council. The operation of the Statutory Complaints Procedure was established under the NHS and Community Care Act 1990 and the Local Authority Act 1970. The report provides information about activity during twelve months between April 2017 and March 2018 in respect of statutory complaints relating to Adult Social Care.
2. The Annual Report, Customer Feedback and Complaints Services, Adults Social Services 2017/2018 is being submitted for scrutiny and endorsement.
3. The report contains information about the nature of complaints received, together with responses provided and their handling by the Council.
4. Organisational Learning remains at the heart of the legislation. This is reflected in the function of the Responsible Person and Actions Plans that ensure steps are taken to improve, where services may have failed to deliver to an acceptable standard.

Contact Officer

Name and Job Title: Kate Bullivant, Customer Feedback and Complaints Manager
Telephone No.: 01785 277407
Address/e-mail: kate.bullivant@staffordshire.gov.uk

Appendices/Background papers

Appendix A - Customer Feedback and Complaints Service, Adult Social Services, Annual Report 2017/18