

Local Members Interest
N/A

Safe and Strong Communities Select Committee - Thursday 05 November 2020

Customer Feedback and Complaints Service – Adults Social Services Annual Report 2019/20

Recommendation

I recommend that the Committee:

- a. Consider the Annual Report of the Customer Feedback and Complaints Service, Adults Social Services 2019/20, taking the opportunity for any comments on the content of the report.

Report of Cllr Johnny McMahon, Cabinet Member for Health, Care and Wellbeing

Summary

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

1. The Committee is being asked to consider the Annual Report of the Customer Feedback and Complaints Service, Adults Social Services 2019/20, taking the opportunity for any comments on the content of the report.

Report

Background

2. 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 2019 and March 2020 in respect of statutory complaints relating to Adult Social Care.
3. The Annual Report, Customer Feedback and Complaints Services, Adults Social Services 2019/2020 is being submitted for scrutiny and endorsement.
4. The report contains information about the nature of complaints received, together with responses provided and their handling by the Council.
5. Organisational Learning remains at the heart of the legislation. This is reflected in the function of the Responsible Person and Action Plans that ensure steps are

taken to improve, where services may have failed to deliver to an acceptable standard.

List of Background Documents/Appendices:

Appendix 1 – Customer Feedback and Complaints Service, Adults Social Services, Annual Report 2019/20

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