

Safeguarding Overview and Scrutiny Committee - Thursday 27 July 2023

Customer Feedback and Complaints Service Adult Social Care Annual Report 2022/23

Recommendation

I recommend that the Committee:

- a. That the Committee consider the Annual Report of the Customer Feedback and Complaints Service, Adults Social Care 2022/23, taking the opportunity for any comments on the content of the report.

Local Member Interest:

N/A

Report of Cabinet Member for Health, Care and Wellbeing

Summary

What is the Overview and Scrutiny Committee being asked to do and why?

1. That the Committee consider the Annual Report of the Customer Feedback and Complaints Service, Adult Social Services 2022/23 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 2022 and March 2023 in respect of statutory complaints relating to Adult Social Care.
3. The Annual Report, Customer Feedback and Complaints Services, Adults Social Services 2022/2023 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 Actions 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 – Complaints and Feedback Adult Social Care Statutory Annual Report 2022-23

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