
Adult Social Care Complaints Annual Report

Committee considering report: Scrutiny Commission

Date of Committee: Sept 2024

Portfolio Member: Councillor Patrick Clark

Date Portfolio Member agreed report:

Report Author: Sue Brain

1 Purpose of the Report

To request the Adult Social Care Complaints Annual Report be reviewed and approval given for publication.

2 Recommendation(s)

The report be approved for publication.

3 Implications and Impact Assessment

Implication	Commentary
Financial:	There are no financial implications relative to this request.
Human Resource:	There are no HR implications relative to this request.
Legal:	We are required by law to publish an annual report of Adult Social Care (ASC) complaint activity.
Risk Management:	There is no risk identified relative to this request.
Property:	N/A.
Policy:	There are no policy implications relative to this request.

Adult Social Care Complaints Annual Report

	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		X		
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		X		
Environmental Impact:		X		
Health Impact:		X		
ICT Impact:		X		
Digital Services Impact:		X		
Council Strategy Priorities:		X		
Core Business:		X		We are required by law to produce and publish an annual report of ASC complaint activity.
Data Impact:		X		

Consultation and Engagement:	N/A
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4 Executive Summary

- 4.1 The Council is obliged to produce and publish an annual report of Adult Social Care (ASC) complaint activity.
- 4.2 These reports were previously ratified via the Customer First Programme Board which no longer exists.
- 4.3 It is proposed that the report be ratified by the Scrutiny Commission and approval given for publication.

5 Supporting Information

Introduction

- 5.1 Appended is the 2023/24 ASC Complaints Annual Report. This is in draft format until final approval for publication is given, at which point an appropriate front cover will be applied.
- 5.2 We are seeking agreement for the report to be approved for publication.

Background

- 5.3 Publication of an annual report into ASC complaint activity is a legal requirement.
- 5.4 This report was previously approved by the Customer First Programme Board, which no longer exists. It is considered the Scrutiny Commission is the most appropriate alternative for approval.

Proposals

- 5.5 To approve the ASC Complaints Annual Report for publication.

6 Other options considered

No obvious alternative option identified.

7 Conclusion

It is proposed that the ASC Complaints Annual Report be approved for publication.

8 Appendices

Appendix A – ASC Complaints Annual Report 2023/24 (without final cover, to be included once final approval gained).

Background Papers:

None

Subject to Call-In:

Yes: No:

- The item is due to be referred to Council for final approval
- Delays in implementation could have serious financial implications for the Council
- Delays in implementation could compromise the Council's position
- Considered or reviewed by Scrutiny Commission or associated Committees, Task Groups within preceding six months
- Item is Urgent Key Decision
- Report is to note only

Wards affected: All wards

Officer details:

Name: Sue Brain
 Job Title: Service Manager – Safeguarding Adults
 Tel No: 01635 519736
 E-mail: sue.brain1@westberks.gov.uk

Document Control

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