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# Adult Social Care Complaints Annual Report

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<b>Committee considering report:</b>	Health and Adult Social Care Scrutiny Committee
<b>Date of Committee:</b>	30 <sup>th</sup> September 2025
<b>Portfolio Member:</b>	Councillor Patrick Clark
<b>Report Author:</b>	Alison Lewthwaite

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## 1 Purpose of the Report

- To request the Adult Social Care Complaints Annual Report be reviewed and agreed for publication.

1.1 For final approval.

## 2 Recommendation

2.1 The report be approved for publication on the WBC website.

## 3 Implications and Impact Assessment

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

## Adult Social Care Complaints Annual Report

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

<b>Consultation and Engagement:</b>	N/A
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## 4 Executive Summary

4.1 The Council is obliged to produce and publish an annual report of ASC complaint activity.

## 5 Supporting Information

### Introduction

5.1 Appended is the 2024/25 ASC Complaints and Compliments Annual Report.

5.2 This report has been approved by the Corporate Board and the Executive Board with all recommended amendments implemented. We are now seeking approval by the Health and Adult Social Care Scrutiny Committee for the report to be published.

### 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 Health and Adult Social Care Scrutiny Committee is the most likely alternative for approval.

### Proposals

5.5 To publish the ASC Complaints and Compliments Annual Report on the West Berks website once approved by the Health and Adult Social Care Scrutiny Committee.

## 6 Other options considered

6.1 No obvious alternative option identified.

## 7 Conclusion

7.1 It is proposed the ASC Complaints Annual Report be published on the West Berks website once approved by the Health and Adult Social Care Scrutiny Committee.

## 8 Appendices

8.1 Appendix A – ASC Complaints and Compliments Annual Report 2024/25