

Bath & North East Somerset Council		
MEETING/ DECISION MAKER:	Children, Adults, Health & Wellbeing Policy Development and Scrutiny Panel	
MEETING/ DECISION DATE:	14 th July 2020	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	Complaints and Feedback Annual Report for Adult Social Care 2019 - 20	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
Adult Social Care Complaints and Feedback Annual Report 2019 - 20		

1 THE ISSUE

- 1.1 The Adult Social Care Annual Report is being presented to Panel for the first time and is for information only. The Annual Report for Children's Services will be brought to the next meeting. The report informs the Panel about the number and type of complaints and related feedback, including compliments, received between April 2019 and March 2020. It demonstrates how the complaints and feedback have been managed and how the outcome is used to inform service improvement.

2 RECOMMENDATION

- 2.1 The Panel is asked to note the contents of the report.

3 THE REPORT

- 3.1 The attached report sets out the number of complaints, compliments and concerns received between April 2019 and March 2020.
- 3.2 A total of 55 complaints were received; 12 of these complaints were referred to Virgin Care for investigation. Four enquiries were received from the Local Government and Social Care Ombudsman.
- 3.3 The report details the type of complaint received, the response to these complaints and the actions taken by services to ensure learning is derived from the complaints and related feedback.

4 STATUTORY CONSIDERATIONS

- 4.1 The report provides assurance that the Council is meeting the regulatory standards for handling complaints and feedback in Adult Social Care and demonstrates that services are being proactive where failings are identified.

5 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 5.1 None identified.

6 RISK MANAGEMENT

- 6.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

7 CLIMATE CHANGE

- 7.1 There are no direct impacts on climate change linked to the subject of this report. Wherever possible we signpost potential complainants to on-line resources and where acceptable to them we will communicate electronically but this is not always possible or appropriate. Where we hold face-to-face meetings as part of the resolution process we aim to use a convenient Council venue with good public transport links.

8 OTHER OPTIONS CONSIDERED

- 8.1 None

9 CONSULTATION

- 9.1 None

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Background papers	None
Please contact the report author if you need to access this report in an alternative format	