

Bath & North East Somerset Council		
MEETING/ DECISION MAKER:	Children, Adults, Health & Wellbeing Policy Development & Scrutiny Panel	
MEETING/ DECISION DATE:	13 July 2021	
		10
TITLE:	Complaints and Feedback Annual Report for Adult Social Care 2020 - 21	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report: Adult Social Care Complaints		

1 THE ISSUE

- 1.1 The Adult Social Care Annual Report 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 2020 and March 2021. It demonstrates how the complaints and feedback have been managed and how the outcome is used to inform service improvement.

2 RECOMMENDATION

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 2020 and March 2021.
- 3.2 A total of 65 complaints were received; 16 of these complaints were referred to Virgin Care for investigation; and 1 enquiry was 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 the 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 within the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 for handling complaints and associated feedback in Adult Social Care and demonstrates that the Service is being proactive where failings are identified.

5 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 5.1 N/A

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 EQUALITIES

- 7.1 An EIA has not been completed for this report as the report is to provide information only. However, the annual report identifies the need for improved monitoring and the Complaints and Data Protection Manager will work with the Council's Equalities Team to develop the improved monitoring that is needed.

8 CLIMATE CHANGE

- 8.1 There are no direct impacts on climate change linked to the subject of this report. Wherever possible potential complainants are signed posted to on-line resources and where acceptable to them we will communicate electronically but this is not always possible or appropriate. During the past year the Team has embraced remote working and will continue to conduct virtual meetings wherever possible to avoid the need for travel.

9 OTHER OPTIONS CONSIDERED

- 9.1 None

10 CONSULTATION

- 10.1 None

Contact person	Sarah Watts, Complaints and Data Protection Team Manager Sarah_watts@bathnes.gov.uk 01225 477931
Background papers	None
Please contact the report author if you need to access this report in an alternative format	