

Bath & North East Somerset Council

DECISION MAKER:	Cllr Simon Allen, Cabinet Member for Wellbeing		
DECISION DATE:	On or after 3 rd December 2011	EXECUTIVE FORWARD PLAN REFERENCE:	
		E	2343
TITLE:	Joint Annual Complaints Report for Health and Adult Social Care 2010-2011		
WARD:	All		
AN OPEN PUBLIC ITEM			
List of attachments to this report: Appendix 1 – Adult Social Care Annual Complaints Report 2010/11			

1 THE ISSUE

- 1.1 To present the Joint Annual Complaints Reports for Health and Adult Social Care for adoption.

2 RECOMMENDATION

The Cabinet member is asked:

- 2.1 To ADOPT the Adult Social Care Annual Complaints Report on behalf of the Council

3 FINANCIAL IMPLICATIONS

- 3.1 None identified.

4 CORPORATE PRIORITIES

- *Building communities where people feel safe and secure*
- *Promoting the independence of older people*

5 THE REPORT

5.1 The reports cover a full year of activity during which both commissioned and provided services for health and social care were governed within the Health and Wellbeing Partnership. Now that separation between these two functions has occurred and Sirona Care and Health has been established as an independent organisation for community services this will be the last combined activity report.

6 RISK MANAGEMENT

6.1 The author of the Complaints Report has fully reviewed the risk assessment related to the issue, in compliance with the Council's decision making risk management guidance.

7 EQUALITIES

7.1 The complaints procedures seek to ensure equality of access in the handling of complaints and concerns. Complaints activity is monitored for ethnicity.

8 RATIONALE

8.1 It is a statutory requirement that the Council must publish this report.

9 OTHER OPTIONS CONSIDERED

9.1 None.

10 CONSULTATION

10.1 *Cabinet members; PD&S Panel; Service Users; Stakeholders/Partners; Section 151 Finance Officer; Chief Executive; Monitoring Officer*

10.2 During the year quarterly reports on complaints activity are scrutinised by the Clinical Commissioning Committee for commissioned services and the Governance committee for Sirona Care and Health. This report has been viewed by the Council monitoring officer and section 151 officer.

11 ISSUES TO CONSIDER IN REACHING THE DECISION

11.1 *Social Inclusion; Customer Focus; Young People; Human Rights; Health & Safety*

12 ADVICE SOUGHT

12.1 The Council's Monitoring Officer (Divisional Director – Legal and Democratic Services) and Section 151 Officer (Divisional Director - Finance) have had the opportunity to input to this report and have cleared it for publication.

Contact person	<i>Col Spring, Democratic Services 01225 39 4942</i>
Background papers	<i>None</i>
Please contact the report author if you need to access this report in an alternative format	