

<b>Bath &amp; North East Somerset Council</b>				
MEETING/DECISION MAKER:	<b>Children, Adults, Health and Wellbeing Panel</b>			
MEETING/DECISION DATE:	<b>19<sup>th</sup> January 2026</b>	EXECUTIVE FORWARD PLAN REFERENCE:		
TITLE:	<b>Complaints and Feedback Annual Report for Adult Social Care 2024 – 2025</b>			
WARD:	All			
<b>AN OPEN PUBLIC ITEM</b>				
<b>List of attachments to this report:</b> Complaints and Feedback Annual Report for Adult Social Care 2024 – 25 Equality Impact Assessment				

## 1 THE ISSUE

- 1.1 The Adult Social Care Annual Report is for information only. The report informs the Panel about the number and type of complaints and related feedback, including compliments, received between April 2024 and March 2025. It demonstrates how the complaints and feedback have been managed, the number of escalations to the Local Government and Social Care Ombudsman and that the outcomes from complaints are 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 2024 and March 2025.
- 3.2 A total of 94 complaints were received; this is in comparison to 47 complaints received in 2023 -24. Seven enquiries were received from the Local Government and Social Care Ombudsman compared to four the previous year.
- 3.3 The report details the types of complaint received, the handling of these complaints and the actions taken by the Service 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 respect of Adult Social Care Services.
- 4.2 The report also demonstrates that the Service is proactive where failings have been identified as required by the Regulations.

## **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 been completed for the Adult Social Care Complaints and Feedback procedure to include changes required following the insourcing of Adult Social Care to the Council.
- 7.2 Work is currently underway to update the complaint form on the Council website to enable information about protected characteristics to be collected at the first point of contact.

## **8 CLIMATE CHANGE**

- 8.1 There are no direct impacts on climate change linked to the subject of this report. However, complainants are signposted to on-line resources and where acceptable to the complainant, communication is via email to avoid the need to print complaint responses and reports. Most meetings undertaken as part of a complaint investigation are now virtual which has significantly reduced the need to travel to meet with complainants and staff members.

## **9 OTHER OPTIONS CONSIDERED**

- 9.1 None

## **10 CONSULTATION**

- 10.1 None

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<b>Background papers</b>	None

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