

ADULTS AND HEALTH SCRUTINY COMMITTEE	AGENDA ITEM No. 7
12 MARCH 2024	PUBLIC REPORT

Report of:	Executive Director: Adult Social Care & Commissioning, Stephen Taylor	
Cabinet Member(s) responsible:	Cllr Saqib Farooq, Cabinet Member for Adults & Health	
Contact Officer(s):	Belinda Evans, Complaint Manager	Tel. 01733 296331

ADULT SOCIAL CARE ANNUAL COMPLAINTS REPORT 2022-23

RECOMMENDATIONS	
FROM: Executive Director of Adult Social Care, Stephen Taylor	Deadline date: N/A
It is recommended that Adults and Health Committee:	
1. Note the summary of Adult Social Care statutory complaints and compliments received between 1 April 2022 and 31 March 2023 and the learning and actions taken as a result.	

1. ORIGIN OF REPORT

1.1 This report is a statutory requirement under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

2. PURPOSE AND REASON FOR REPORT

2.1 Complaints received by Peterborough City Council Adults and Safeguarding are managed under The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. Since January 2013, ASC complaints have been managed by the Peterborough City Council Central Complaints Office. The report summarises the Adult Social Care complaints and compliments received between 1 April 2022 and 31 March 2023.

2.2 This report is for Adults and Health Scrutiny Committee to consider under its Terms of Reference, Part 3, Section 4 - Overview and Scrutiny Functions, paragraph No. 2.1 Functions determined by Council –

- 1.Public Health;
- 2.The Health and Wellbeing
- 4.Adult Social Care;
5. Safeguarding Adults.

2.3 How does this report link to the Children in care Promise?

The following promises from the Children in Care Promise are relevant to the importance of an accessible and transparent complaints process.

- We will do everything we can to make you feel cared about, valued and respected as an individual.

- We will be honest with you and explain if we are unable to do something we said we would do.
- We will not make unrealistic promises to you. We will involve you in decision making so your views are listened to and will explain when we make a decision you may not like or agree with.
- We will work with you to give you all the help and support you need to make a success of moving on from care to adult life.

3. **TIMESCALES**

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
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4. **BACKGROUND AND KEY ISSUES**

4.1 Detail of Report contained in Appendix A – Annual ASC Complaint Report 2022-2023.

5. **CORPORATE PRIORITIES**

5.1 *Consider how the recommendation links to the Council’s Corporate Priorities:*

1. *The Economy & Inclusive Growth*
 - *Environment*

A Carbon Impact Assessment is not required for this report as there are no recommended changes.

- *Homes and Workplaces*
- *Jobs and Money*

2. *Our Places & Communities*
 - *Places and Safety (including any rural implications)*
 - *Lives and Work*
 - *Health and Wellbeing*

This report does link to the Corporate Priority around Health and Wellbeing. The compliments illustrate how the health and wellbeing of citizens is impacted by the work of Adult Social Care. Resolving complaints about Adult Social Care Services also ensures that the safety of citizens and their Health and Wellbeing is prioritised.

3. *Prevention, Independence & Resilience*
 - *Educations and Skills for All*
 - *Adults*
 - *Children*

This report illustrates the complaints received from Citizens accessing Adult Social Care services and how learning from complaints can help to support Independence.

4. *Sustainable Future City Council*
 - *How we Work*
 - *How we Serve*
 - *How we Enable*

Further information on the Council’s Priorities can be found here - [Link to Corporate Strategy and Priorities Webpage](#)

6. CONSULTATION

- 6.1 The complaints and compliments process is proactively promoted by workers in Adults and Safeguarding a way for service users and carers to feedback on their experience of their contact with the Council.

7. ANTICIPATED OUTCOMES OR IMPACT

- 7.1 That there will be direction given on further information the committee would like to see in future reports.

8. REASON FOR THE RECOMMENDATION

- 8.1 There is a statutory requirement that a report detailing the annual review of complaints be made publicly available each year.

9. ALTERNATIVE OPTIONS CONSIDERED

- 9.1 Not applicable.

10. IMPLICATIONS

Financial Implications

- 10.1 Not applicable.

Legal Implications

- 10.2 This report is a statutory requirement under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

Equalities Implications

- 10.3 Not applicable.

- 10.4 Does this report have any implications for Children In Care and Care Leavers?

Some Children in Care become Adult Social Care clients when reaching 18 and could utilise this complaints process to resolve any issues they were having.

11. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 11.1

Local Government and Social Care Ombudsman publish an Annual Review of Adult Social Care Complaints which is referenced in this report. You can review the report here:

<https://www.lgo.org.uk/assets/attach/6481/ASC-Review-2022-23.pdf>

12. APPENDICES

- 12.1 Appendix A – Annual ASC Complaints Report 2022-23

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