
Report to: Overview and Scrutiny Committee **Date of Meeting:** 28/06/16

Subject: Adult Social Care and Public Health Complaints Annual Report 2014-15 **Wards Affected:** All Wards

Report of: Head of Commissioning Support & Business Intelligence

Is this a Key Decision? No **Is it included in the Forward Plan?** No

Exempt/Confidential No

Purpose/Summary

To inform members of the performance of Adult Social Care Services in responding to complaints

Recommendation(s)

Members are asked to note the report and its findings.

How does the decision contribute to the Council's Corporate Objectives?

	<u>Corporate Objective</u>	<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community		x	
2	Jobs and Prosperity		x	
3	Environmental Sustainability		x	
4	Health and Well-Being		x	
5	Children and Young People		x	
6	Creating Safe Communities		x	
7	Creating Inclusive Communities		x	
8	Improving the Quality of Council Services and Strengthening Local Democracy		x	

Reasons for the Recommendation:

Statutory Duty under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 and under The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

Alternative Options Considered and Rejected:

n/a

What will it cost and how will it be financed?

(A) **Revenue Costs**
Not applicable

(B) **Capital Costs**
Not applicable

Implications:

The following implications of this proposal have been considered and where there are specific implications, these are set out below:

Financial – n/a	
Legal	
Human Resources – n/a	
Equality	
1. No Equality Implication	<input checked="" type="checkbox"/>
2. Equality Implications identified and mitigated	<input type="checkbox"/>
3. Equality Implication identified and risk remains	<input type="checkbox"/>

Impact of the Proposals on Service Delivery:

n/a

What consultations have taken place on the proposals and when?

The Chief Finance Officer has been consulted and has no comment on the report as there are no direct financial implications arising from the report (FD.4206/16) and Head of Corporate Legal Services (LD.3489/16) have been consulted and any comments have been incorporated into the report.

Implementation Date for the Decision

n/a

Background Papers:

Adult Social Care and Public Health Annual Complaints Report 2014-15

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