
Report to: Overview and Scrutiny Committee **Date of Meeting:** 27 June 2017

Subject: Adult Social Care Complaints Annual Report 2016 - 17 **Wards Affected:** All Wards

Report of: Tina Wilkins
Head of Adult Social Care

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

Exempt/Confidential No

Purpose/Summary

To inform Overview and Scrutiny Committee of the performance of Adult Social Care Services in responding to complaints

Recommendation(s)

Overview and Scrutiny Committee is 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 Head of Corporate Resources has been consulted and has no comment as there are no direct financial implications arising from the content of the report (FD 4668/17)

The Head of Regulation and Compliance has been consulted and has no comments on the report (LD 3952/17)

Implementation Date for the Decision

n/a

Background Papers:

There are no background papers available for inspection

Contact Officer:

Rachel Richardson

Health and Social Care Complaints Officer

Rachel.richardson@sefton.gov.uk

0151 934 3166