



STANDARDS COMMITTEE
14 June 2010

Adults Services Complaints Annual Report 2009-2010

PURPOSE OF REPORT: That the Standards Committee note the contents of the report detailing complaints activity across Adults Services for the period 2009 – 2010.

Introduction:

- 1 Local Authorities with Adult Social care responsibilities are required to operate a complaints procedure in line with current regulations. An annual report must be produced detailing complaints activity as required by the regulations.

The complaints process

- 2 In April 2009 a new approach for the handling of adults social care services complaints was introduced – Making Experiences Count.
- 3 The new process introduces a resolution focused process which has replaced the 3 staged approach.
- 4 The new process was introduced across Surrey County Council Adults Services in April 2009. A review was conducted in October which resulted in the revision of the complaints management tools. The revised process will be re-launched in June 2010.

Complaints activity report

- 5 The local authority is required to produce an annual report (**Appendix 1**) detailing complaints activity including: number of complaints received, number of complaints responded to 'to time', the type of complaints received, the significant issues raised, the number of complaints that were upheld or partly upheld, and the learning arising from the complaints.

Conclusions:

- 6 This report provides the Committee with details of the Adult Service complaints activity for 2009- 2010.

Financial and value for money implications

- 7 Members to note the financial breakdown for the operational element of the complaints service, as detailed in point 4.

Equalities Implications

- 8 Members to note the information in point 6.1.4.

Risk Management Implications

- 9 Failure to operate the complaints procedure would breach the requirements as set out in the national regulations.

Implications for the Council's Priorities or Community Strategy/Local Area Agreement Targets

- 10 None.

Recommendation:

That the Committee note the contents of the report.

Next steps:

The report to be made available publicly via the Surrey County Council Website.

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Sources/background papers: [Families Customer relations team Complaints Data; Families Directorate Complaints report 2008-009, Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, Statutory Guidance as set out in : *Listening, Responding, Improving – Part of the Making Experiences Count approach. Department of Health, 2009.*]