



STANDARDS COMMITTEE
4 JULY 2011

**ADULT SOCIAL CARE ANNUAL COMPLAINTS & COMPLIMENTS
REPORT**

PURPOSE OF REPORT: That the Standards Committee note the contents of the report detailing complaints activity across Adults Services for the period 2010/11.

INTRODUCTION:

Attached to this covering report is the Adult Social Care Directorate's annual complaints and compliments report for 2010/11. The report covers the key drivers and challenges faced by the services, summarises the Directorate's complaints performance including compliments, outlines developments that have occurred during 2010/11, and sets out planned future developments and risk.

Financial and value for money implications

Members to note that the cost of complaints is detailed on Page 9 of the attached report

Equalities Implications

The Adult Social Care complaints handling process reflects the County's Corporate Aims, to promote equality, social inclusion and a safe and healthy environment for all through the Complaints Procedure in securing the participation of service users and their representatives through consultation and communication.

Risk Management Implications

Risk is covered on page 12 of the attached report.

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

None.

Recommendation:

That the Committee note the contents of the report.

Contact Officer: Caroline Kalmanovitch, Performance & Service Development Manager

Sources/background papers: Statutory Guidance as set out in : *Listening, Responding, Improving – Part of the Making Experiences Count approach. Department of Health, 2009.*