

Report to Health and Adult Social Care Scrutiny Board

28 April 2025

Subject:	Adult Social Care Annual Feedback Reports 2023/24
Director:	Rashpal Bishop, Director of Adult Social Care
Contact Officer:	Trudie Morris Trudie_morris@sandwell.gov.uk

1 Recommendations

- 1.1 That the Board considers and comments upon the Adult Social Care Annual Feedback Reports for financial years 2023/24.

2 Reasons for Recommendations

- 2.1 In accordance with regulation 18 of The Local Authority Social Services and National Health Services Complaints (England) Regulations 2009 requires the council to produce an annual report detailing: -
- The number of complaints received and processed by Adult Social Care Services in line with the regulations;
 - The outcome of complaints responded to;
 - A summary of the subject matter of the complaints, any matter of general importance and improvements that have been made as a result of the complaints; and
 - The number of complaints which we have been informed have been referred to the Health Service Commissioner to consider under the 1993 Act or the Local Commissioner to consider under the Local Government Act 1974.
- 2.2 The same regulation also requires for the report to be made available to any person upon request.

3 How does this deliver objectives of the Council Plan?

Healthy in Sandwell	Monitoring feedback and complaints is an essential element of continuous improvement and therefore the monitoring of complaints and feedback in the area of Adult Social Care links directly to this objective.
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4 Context and Key Issues

- 4.1 Adult Social Care complaints are handled differently to other complaints received by the council.
- 4.2 The council's complaints procedure has two formal stages, and if the complainant is not satisfied with the response at stage 2 they can complain to the Local Government Ombudsman (LGO).
- 4.3 In Adult Social Care there is only 1 formal stage and if the complainant is not satisfied with the council's response, they must complain to the LGO. It is therefore vital for thorough investigations to be carried out on all ASC complaints received by the council.
- 4.4 The reporting periods 2020/2021 and 2021/2022 include the period of the pandemic and national lockdowns during which there was a noticeable reduction in the number of complaints received.
- 4.5 The reports show that for both reporting periods a low number of complaints were upheld, indicating that in the majority of cases there had not been a failure in the level of service provided by the Council.
- 4.6 To ensure continuous improvement, Investigating Officers as part of a complaint investigation, are required to identify and recommend any preventative/improvements actions. These are detailed in section 8 of the reports.

5 Implications

Resources:	No resourcing implications arising directly as a result of this report.
Legal and Governance:	Regulation 18 of The Local Authority Social Services and National Health Services Complaints (England) Regulations 2009 requires the council to produce an annual report and paragraph 2.1 above details the information that must be included. The regulation also states that the report must be made available to anyone who requests it.
Risk:	No risk implications arising directly as a result of this report.
Equality:	No equality implications arising directly as a result of this report.
Health and Wellbeing:	Regular analysis of ASC complaints will ensure we continue to improve the quality of ASC services provided.
Social Value:	No social value implications arising directly as a result of this report.
Climate Change:	No climate change implications arising directly as a result of this report.
Corporate Parenting:	No corporate parenting implications arising directly as a result of this report.

6 Appendices

Appendix 1 - Adult Social Care Annual Feedback Report 2023/24

7. Background Papers

None