

# Children and Adults, Public Health and Voluntary Sector Policy and Scrutiny Committee

<b>Date:</b>	27 July 2023
<b>Classification:</b>	General Release
<b>Title:</b>	Adult Social Care Annual Complaints Report 2022-2023
<b>Report of:</b>	Director of Adult Social Care
<b>Cabinet Member Portfolio</b>	Adult Social Care, Public Health and Voluntary Sector
<b>Wards Involved:</b>	All
<b>Policy Context:</b>	Fairer Westminster
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## 1. Executive Summary

- 1.1. Adult Social Care and Health (ASCH) has a dedicated Customer Engagement (CE) Team that receives and manages service complaints, Freedom of Information requests and member enquiries. This Annual Report provides a summary of complaints activity for the year, and how complaints are managed and reviewed.
- 1.2. Adult Social Care (ASC) conducts a one-stage process for statutory complaints that is in line with the Department of Health and Social Care's (DHSC) legislation and guidance. It offers service users, carers, their families, and friends a process for resolving issues that relate to ASC service delivery. It allows for escalation to the Local Government and Social Care Ombudsman (LGSCO) where necessary. For cases escalated to the LGSCO, evidence is shared to demonstrate that its recommendations have been completed. The process also provides the opportunity to make positive suggestions, comments, or compliments about service delivery.
- 1.3. At the heart of the Council's ASC practice is the emphasis on listening to service users' and ensuring their experiences are used to adapt service delivery. As part of the Council's ASC practice, officers regularly review and

discuss complaints management and lessons learned as part of supervision, team meetings and wider discussions.

## **2. Key Matters for the Committee's Consideration**

- 2.1. The committee are asked to review the Adult Social Care Annual Complaints Report 2022-2023 and note performance and outcomes.

**If you have any queries about this Report or wish to inspect any of the  
Background Papers, please contact Malcolm Rose,  
Head of Care and Assessment  
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### **BACKGROUND PAPERS**

Adult Social Care Annual Complaints Report 2022-2023