

Scrutiny Board :	Health and Adult Social Care Scrutiny Board
Report Title	Adult Social Care Complaints report 2024 - 2025
Date of Meeting	Monday, 9 March 2026
Report Author	Rashpal Bishop, Trudie Morris
Lead Officer	Executive Director Adult Social Care and Health
Wards Affected	(All Wards);
Appendices (if any)	1. Adult Social Care Annual Feedback Report 2024/25

1. Executive Summary

- 1.1 To receive a report due to regulatory compliance, performance monitoring and public accountability.
- 1.2 In order to be compliant with The Local Authority Social Services and National Health Services Complaints (England) Regulations 2009 the council is required to produce an annual report in respect of the number of complaints received and processed by Adult Social Care.

2. Recommendation

That the Board considers and comments upon the information presented and determines whether it wishes to make any recommendations to the Executive.

3. Background and Context

- 3.1 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.

- 3.2 The same regulation also requires for the report to be made available to any person upon request.
- 3.3 Adult Social Care complaints are handled differently to other complaints received by the council.
- 3.4 In Adult Social Care there is only 1 formal stage, as opposed to the corporate procedure which has two stages, and if the complainant is not satisfied with the council's response, they much complain to the Local Government Ombudsman. It is therefore vital for thorough investigations to be carried out on all Adult Social Care complaints received by the council.
- 3.5 To ensure continuous improvement, Investigating Officers as part of the investigation, are required to identify and recommend ay preventative/improvement actions is appropriate.

4. Consultation

- 4.1 Consultation is not required.

5. Financial Implications

- 5.1 There are no financial implications identified.

6. Legal and Governance Implications

- 6.1 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.

7. Risks

None

8. Equality and Diversity Implications (including the public sector equality duty)

None

9. Other Relevant Implications

Health and Wellbeing – Regular analysis of Adult Social Care complaints will ensure we continue to improve the quality of Adult Social Care services provided.

10. Background Documents

None

11. How does this deliver the Outcomes in the Council Plan?

- Healthy in Sandwell

The learning from the complaints received informs and seeks to raise standards across all areas of ASC. The learning is embedded across the sector via the Practice Governance Board.