Y PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD
24 IONAWR, 2017

PWNC:

ADRODDIAD CWYNION A CHANMOLIAETH GOFAL CYMDEITHASOL I OEDOLION

1AF EBRILL, 2017 - 30AIN MEDI, 2017

Pwrpas:

Er mwyn i'r aelodau allu gweithredu eu swyddogaeth craffu mewn perthynas â chwynion a chanmoliaeth a dderbynnir yn ofal cymdeithasol i oedolion.

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

Y natur ar nifer o gwynion a chanmoliaeth a dderbyniwyd yn y tîm gofal cymdeithasol i oedolion ar gyfer y flwyddyn ariannol 2017-18 hyd yn hyn.

Rhesymau:

- Er mwyn galluogi aelodau i ddeall ac adolygu'r cwynion a'r ganmoliaeth a dderbynnir a nodi unrhyw feysydd sy'n peri pryder neu arfer da.
- Er mwyn i'r aelodau allu gweithredu eu swyddogaeth craffu mewn perthynas â chwynion a chanmoliaeth.

Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor er mwyn gwneud penderfyniad:
NAC OES

YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO:-

Y Cyng. J. Tremlett (Y Portffolio Gofal Cymdeithasol ac Iechyd)

Y Gyfarwyddiaeth		
Cymunedau	**Swydd:**	**Rhifau Ffôn:**
Enw Pennaeth y Gwasanaeth:	**Pennaeth Iechyd Meddwl ac Anableddau Dysgu**	**01267 242492**
Avril Bracey		**Cyfeiriadau e-bost:**
Awdur yr Adroddiad:		**Abracey@sirgar.gov.uk**
Silvana Sauro	**Rheolwr Perfformiad, Dadansoddi a Systemau**	**01267 228897** SSauro@sirgar.gov.uk

EXECUTIVE SUMMARY
SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
24TH JANUARY 2018

Adult Social Care Complaints & Compliments Report
1st April 2017 to 30th September 2017

The attached report sets out the Adult Social Care complaints and compliments that have been received for the first part of the 2017/18 financial year. The report summarises the number of complaints and compliments that have been received and provides information on the type of complaint and the service area relating to complaints and compliments.

DETAILED REPORT ATTACHED ?	**YES**

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Avril Bracey, Head of Mental Health and Learning Disabilities

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	**YES**	**YES**	**YES**	**YES**	**YES**	**YES**

1. Policy, Crime & Disorder and Equalities

The implementation of an effective complaints procedure supports the Feeling Fine theme of the Community Strategy as well as the building blocks of equalities and social inclusion in giving a voice to vulnerable service users. The findings of complaints investigations inform policy development and changes. The annual report includes recommendations for the further improvement of the complaints procedure.

2. Legal

The production of an annual social services complaints report is a statutory requirement.

3.Finance

The report has no immediate financial implications, although the full implementation of the recommendations in the report may have implications for further investment. The outcomes of complaints investigations contribute to the effective use of resources.

4. ICT

The complaints procedure is currently managed via the department's Carefirst database. However with the planned introduction of the new WCCIS database, further information and testing will be required to ascertain whether WCCIS can accommodate complaints data.

5. Risk Management Issues

The effective management of complaints contributes to the management of risk in highlighting areas where improvements are needed. Dealing effectively with complaints can also prevent further action by complainants e.g. referral to the Ombudsman or legal action.

6. Physical Assets

The findings of some complaints have implications for the use of buildings e.g. the application of a no smoking policy.

7. Staffing Implications

The effective management of complaints requires the ongoing support and training of staff.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Avril Bracey, Head of Mental Health and Learning Disabilities

1.Local Member(s)

Not applicable

2.Community / Town Council

Not applicable

3.Relevant Partners

Not applicable

4.Staff Side Representatives and other Organisations

The report will be made available to staff

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Complaints records		Personal information not available for public inspection.