

Coventry City Council
Minutes of the Meeting of Cabinet Member (Health and Adult Services) held at
10.00 am on Tuesday, 9 December 2014

Present:

Members: Councillor A Gingell (Cabinet Member)

Other Members: Councillor S Thomas

Employees:

M Godfrey, People Directorate
M Rossi, Resources Directorate
J Teahan, People Directorate
D Watts, People Directorate

Apologies: Councillor K Caan

Public Business

14. Declarations of Interest

There were no disclosable pecuniary interests.

15. Minutes of the Previous Meeting

The minutes of the meeting held on 11th November 2014 were agreed and signed as a true record.

16. Coventry City Council - Adult Social Care Complaints and Representations Annual Report 1st April 2013 to 31st March 2014

The Cabinet Member considered a report of the Executive Director, People, which presented the annual report on complaints and representations received in Adult Social Care from April 2013 to March 2014.

The report had also been considered by the Health and Social Care Scrutiny Board (5) at its meeting on 19th November 2014 and a briefing note detailing their consideration of this matter was appended to the report.

The Adult Social Care Services had a duty arising from the Local Authority Social Services and National Health Services Complaints Regulations 2009, to provide a system for receiving complaints and representations from people who use its services, or those acting on behalf of users. There was also a duty under the regulations to produce and publish an Annual Report.

The report provided details of the complaints and representations received across the Adult Social Care Service in Coventry. In summary, 61 formal complaints were received, which represented less than 1 per cent of the 9,208 people who contacted the service during 2013/14 and the 7,227 people who received support.

This was a reduction on the number received in the previous year, where there had been 81 complaints. The Annual Report was provided in full at Appendix A to the report. It was highlighted the service improvements and learning from feedback and included information on future developments in complaint handling and reporting.

RESOLVED that the Cabinet Member (Health and Adult Services):

- 1. Notes the comments from the Health and Social Care Scrutiny Board (5)**
 - 2. Endorses the content and approves the issuing of the report.**
17. **Any other items of public business which the Cabinet Member decides to take as matters of urgency because of the special circumstances involved**

There were no other items of business.

(Meeting closed at 10.15 am)