



Agenda Item Introduction

Committee	POLICY AND SCRUTINY COMMITTEE FOR HEALTH AND SOCIAL CARE
Date	4 SEPTEMBER 2023
Topic	ADULT SOCIAL CARE ANNUAL COMPLAINTS REPORT

BACKGROUND

The Policy and Scrutiny Committee for Health and Social Care receive the Adult Social Care (ASC) Complaints Report on an annual basis to ensure that service improvement is being driven through lessons learnt.

FOCUS FOR SCRUTINY

- How does the Isle of Wight Council compare against the national averages for ASC complaint statistics?
- Is the way that the Council handles ASC complaints leading to improvements in service delivery? Are there any examples?
- What learning outcomes and actions have come out of the 2022-23 year?
- Is the integrated complaint handling process across partners continuing to work well?

APPROACH

A committee report to be provided.

DOCUMENTS ATTACHED

Appendix 1 - Adult Social Care Statutory Complaints Annual Report 2022-23

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