

Adult Social Care and Health Overview and Scrutiny Committee

Feedback Report

Financial years 2018/19, 2019/20 and 2020/21.

29 September 2021

Recommendation(s)

1. That the Adult Social Care and Health Overview and Scrutiny Committee considers and comments on the content of the report.

1. Executive Summary

1.1 Summary of feedback received

The Adult Social Care Services receive four types of feedback, comments, compliments, complaints and questions. There were 593 cases created during 2020/21 which is an increase of nearly 6% (560) on the previous year.

- 1.2 Customers have a choice of channels to provide their feedback: digitally via a self-account they can set up through the Warwickshire County Council (WCC) website, telephone, face to face at an outlet or by post. Generally, over recent years the use of a self-account has been steadily increasing, during 2018/19 and 2019/20 it was around 70% for the authority. During 2020/21 this has risen to over 77%. For Adult Social Care it is 45% although this is up nearly 55% on 2019/20 and 90% up on the previous year.

- 1.3 During the financial year 2020/21 the volume of cases processed and closed (614) increased by almost 6% (580) on the previous financial year, however it decreased by just over 8% on 2018/19.

1.4 Timeliness

WCC has specific Service Level Agreement's (SLA) for timeliness of response to feedback classed as a question or a complaint. Most cases that are received by WCC are dealt with by the appropriate Directorate team. It is important to note that questions and complaints for People Directorate are not all processed within the directorate; the Customer Service Centre - Supporting People Team, the Financial Assessment Team and the Commissioning Support Unit are service areas within the Resources Directorate that are responsible for investigating and responding to certain

People Directorate complaints. During 2020/21, there were 582 cases assigned to teams which fall within the remit of this report. Of the cases assigned and processed during the period, just over 76% (77% of questions and 35.46% of complaints) were closed within the appropriate SLA. The corporate SLA performance target for complaints is 70%.

1.5 The performance detailed in this report is as recorded by the system. WCC is aware that there are issues with the system such as not being able to change timescales (e.g. due to complexity of cases) which are sometimes changed in agreement with the complainant.

1.6 Complaints

- During 2020/21 there were 141 complaints closed by teams which is a decrease of 9% on 2019/20, however 15.5% more than during 2018/19. Of those closed cases 50 achieved the service level agreement (i.e. timeliness requirement), which means that 35.46% of complaints were managed within required timescales. This is an increase of just over 3% from the previous financial year.
- Most of the complaints raised focused on perceived issues with: Communication, financial issues and WCC service standards. However, Contact Us currently only allows the selection of one complaint reason for each complaint raised therefore this may not provide a holistic view of all issues.
- Just over 16% of the complaints closed were not upheld.
- 33% of complaints have been upheld either fully or partially.
- 21.3% of questions have been answered as part of a complaint.

1.7 Local Government and Social Care Ombudsman (LGSCO)

The LGSCO received 50 complaints and enquiries in respect of Warwickshire County Council during financial year 2020/21. Of these 20 related to Adult Social Care.

In this period the LGSCO made 41 decisions (which includes a number of decisions in respect of complaints received by the LGSCO in the previous year). Of these 41 decisions, 17 related to Adult Social Care. Of these 17:

- 1 was incomplete or invalid;
- 5 were closed after initial enquiries;
- 6 were premature and referred back for local resolution; and
- 5 were subject to full investigation - 2 of which were not upheld and 3 were upheld.

Further information is available on the LGSCO website [here](#)

1.8 Learning from feedback

Putting things right where they have gone wrong and learning from issues raised is the most important part of our customer feedback process. Where there are opportunities for learning and change beyond the individual complaint raised, we look carefully at how best to do this.

From the information captured on the system the main categories of learning have been recorded as follows:

- Poor communication by officers both internally and with the customer
- Better planning required
- Staff training needed
- Improve the time for completing cases – Work has been initiated on this point with recommendations from stage 2 reports being shared and monitored with the appropriate services to ensure these are actioned and lessons learnt.

2. Financial Implications

None

3. Environmental Implications

None

4. Supporting Information

4.1 Performance highlights

- Number of cases created during this financial year was nearly 6% up on 2019/20.
- Number of complaint cases closed within the SLA was 36% which is approximately 4% up on 2019/20.
- Cases created digitally for Adult Social Care is currently almost 45% of all cases compared to approximately 77% corporately.
- Almost 80% of the complaint cases were in relation to:
 - Communication almost 59%
 - Financial issues almost 11%
 - WCC service standards almost 10%

5. Timescales associated with the decision and next steps

Not applicable

Appendices

1. Appendix 1 - Adult Social Care Feedback report

Background Papers

None

	Name	Contact Information
Report Author	Maureen Oakes	maureenoakes@warwickshire.gov.uk
Assistant Director	Sarah Stear	sarahstear@warwickshire.gov.uk
Lead Director	Strategic Director for Resources	robpowell@warwickshire.gov.uk
Lead Member	Portfolio Holder for Adult Social Care & Health	MargaretBell@Warwickshire.gov.uk

This report was circulated to the following members prior to publication:

Local members – None

Other members – Councillors Bell, Drew, Golby, Holland and Rolfe.