

Adult Social Care (ASC) Feedback Report

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

Introduction

The purpose of this report is to detail the four types of customer feedback which have been received by Adult Social Care during financial years 2018/19, 2019/20 and 2020/21 including volume, efficiency of processing and outcome for the customer.

Background

This report will detail and analyse the following:

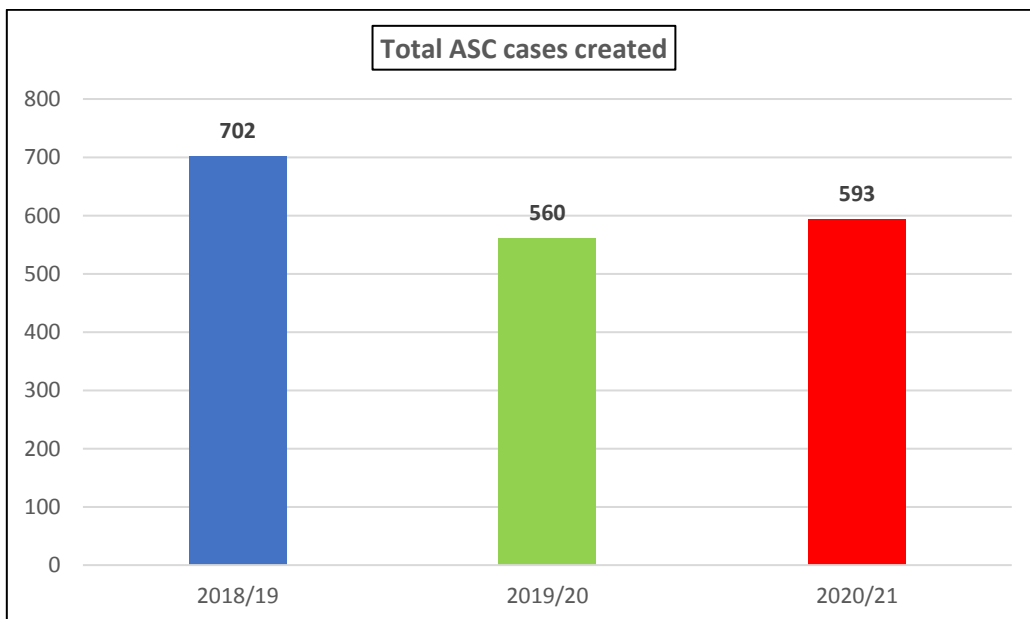
- Volume -
 - Cases created during the period – compliments, complaints, questions and comments
 - Cases processed and closed within the period
- Timeliness – Feedback closed within the appropriate Service Level Agreement (SLA)
- Complaint issues
- Outcomes and remedies for customers
- Local Government and Social Care Ombudsman (LGSCO)
- Learning from feedback

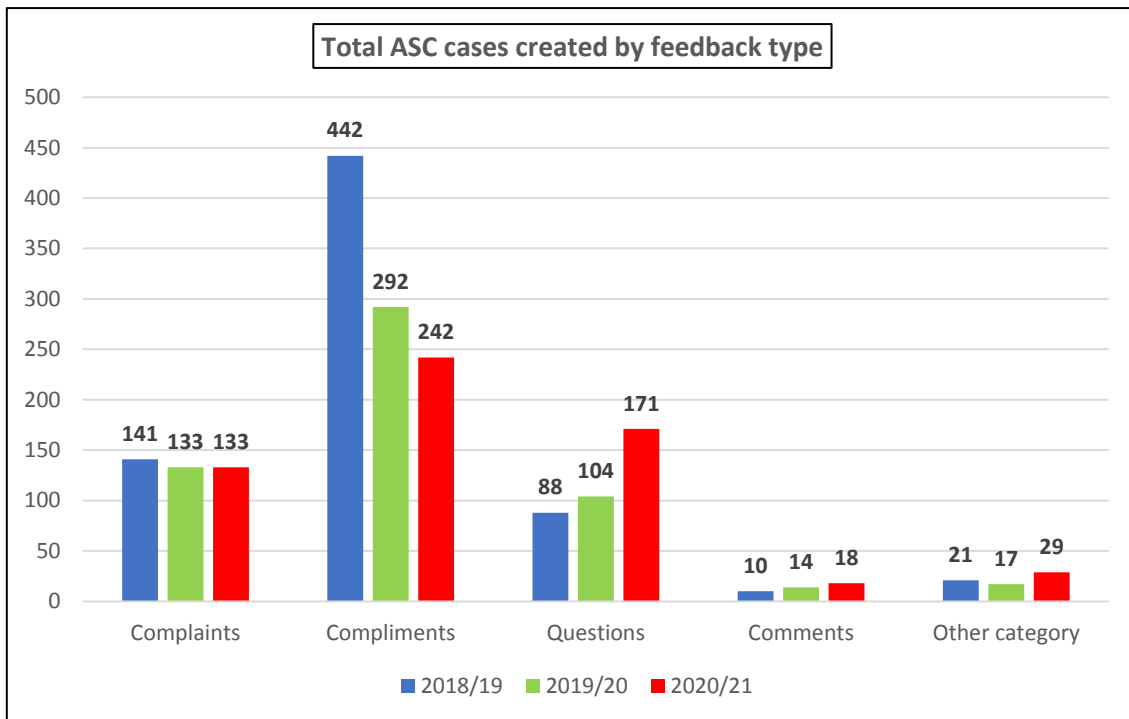
Overview of performance – Adult Social Care

This report focuses on the feedback received from users and customers of Adult Social Care services within People Directorate and activity undertaken by the Resource Directorate and Communities Directorates respectively during the financial years 2018/19, 2019/20 and 2020/21.

Volume

The tables below detail the number of cases created in relation to ASC services and the number of each of the 4 types of feedback received during the periods of this report.





Please note that 'Other category' are cases that provide additional information on closed or open cases.

Cases created are all feedback cases that have been received within the period. This does not include cases that were created in the previous year which had not been closed in the same financial year. The total number of cases created during 2020/21 was 593 which is an increase of almost 6% on the created cases (560) during 2019/20. 2019/20 saw a decrease of just over 20% on the previous year (702).

Cases created during 2019/20 compared to 2018/19:

- Complaints have reduced by almost 6%
- Compliments have reduced by nearly 34%
- Questions have increased by just over 18%
- Comments have increased by 40%, however the percentage is high due to the low absolute numbers.
- Other category feedback has reduced by 19% again low absolute numbers.

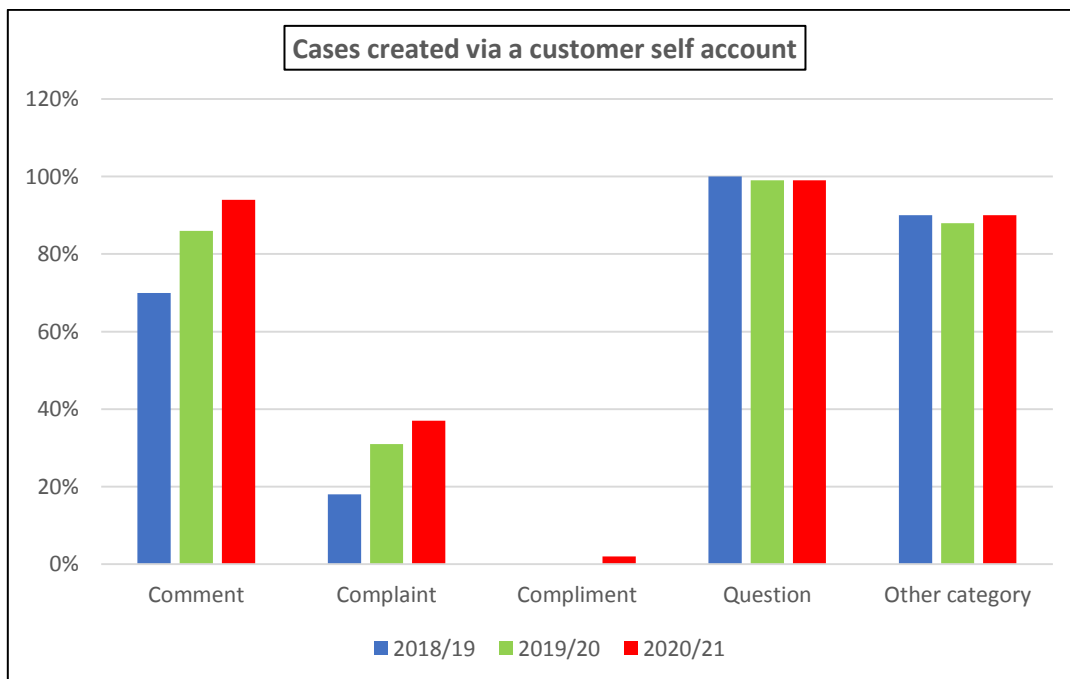
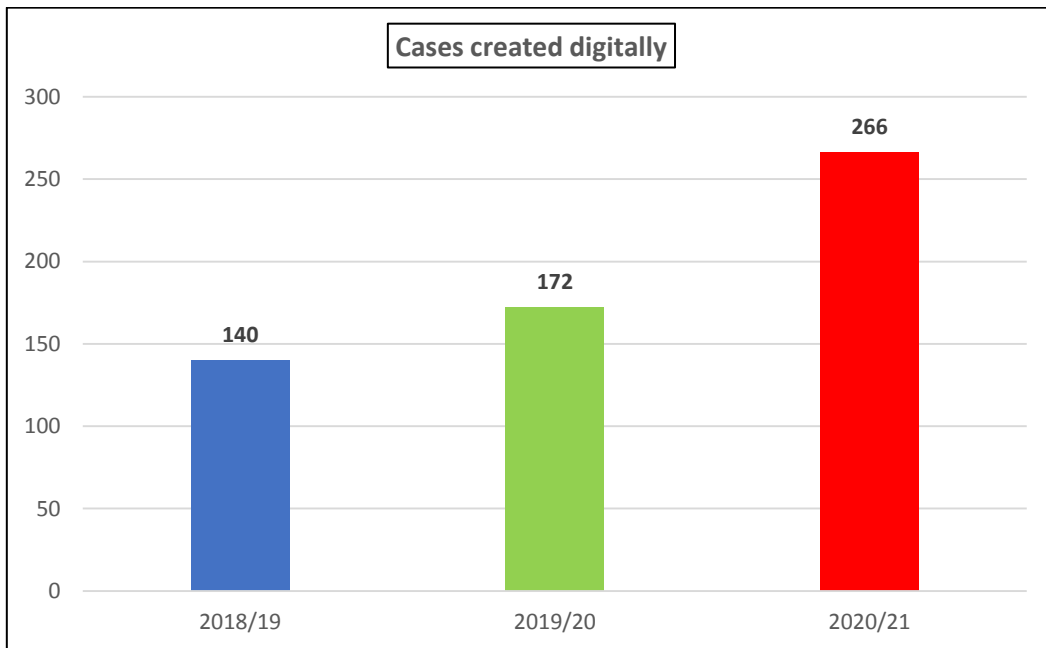
However during 2020/21 apart from compliments the trend has been an increase or static volume in feedback:

- Complaints have remained the same volume as the previous year
- Compliments have reduced by just over 17%
- Questions have increased by over 64%
- Comments have increased by over 28%, however the percentage is high due to the low absolute numbers.
- Other category feedback has increased by over 70% again low absolute numbers.

Complaint cases in 2020/21 amounted to 22.4% of all feedback cases received by ASC. The table below details which teams were allocated complaint cases created during the periods of this report.

Number of complaints created, and teams allocated			
Team	2018/19	2019/20	2020/21
A - Assurance (including LADO)	0	0	1
Adult Disabilities Independent Living	3	1	0
Adult Disabilities Learning	14	15	5
Adult Disabilities Physical	14	19	8
Adult Disabilities Transitions	1	6	8
Adult Financial Services	7	5	10
Adult Integrated Care Hospital	21	12	9
Adult Integrated Care Occupational Therapy Team	4	0	0
Adult Integrated Care Reablement	3	2	4
Adult Mental Health	1	6	9
Adult Mental Health Central	2	0	0
Adult Mental Health South	2	0	0
Adult Occupational Therapy	1	4	2
Adult Older People North	16	0	0
Adult Older People North East	12	14	16
Adult Older People Stratford	14	7	11
Adult Older People Warwick	11	20	10
Adult Safeguarding	5	2	2
Adult Strategic Commissioning	8	16	34
Adult Supporting People	2	4	4

Customers have a choice of channels to provide their feedback: digitally via a self account they can set up through the WCC website, telephone, face to face at an outlet or by post. The chart below shows the percentage of total cases which were created* digitally during 2018/19, 2019/20 and 2020/21. Generally, for WCC over the past few years this has been steadily increasing and is currently over 77% overall, for Adult Social Care it is 45% although this is up nearly 55% on 2019/20 and 90% up on the previous year.



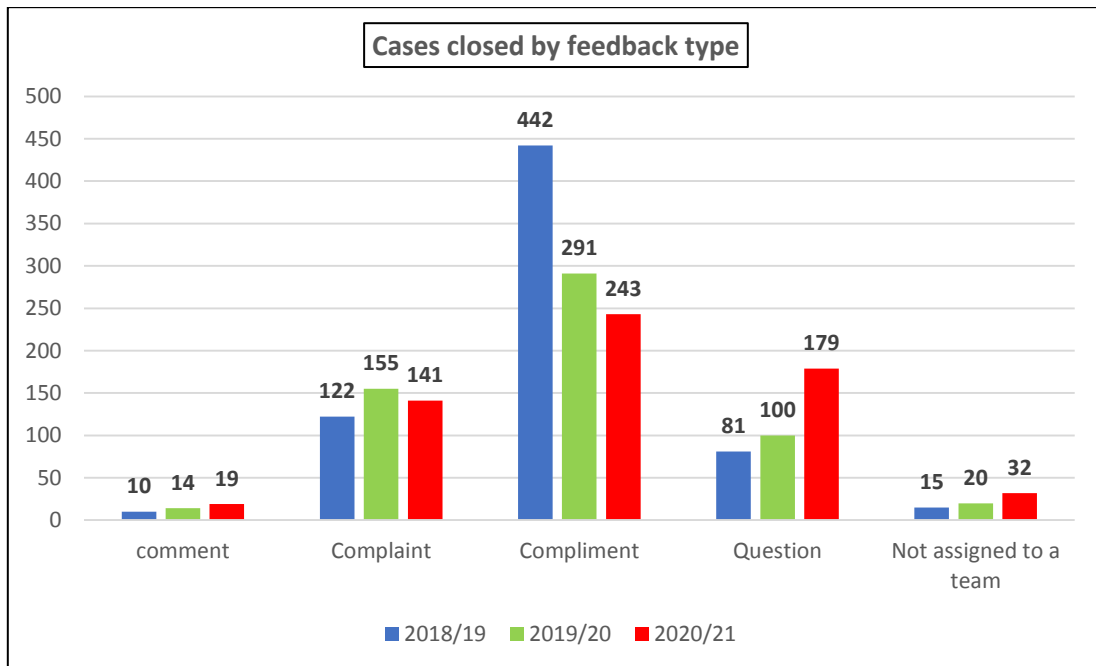
* Note that cases created is different from cases closed.

Cases closed

All cases received into Contact Us have to be processed prior to closing in the system. There are 2 different types of processing required:

1. A complaint or question relating to WCC and/or its services requires processing and a response provided to the customer within an agreed timescale i.e. SLA, as set out in our complaint policy link [here](#) , Customer Care Charter and Standards link [Customer care](#) or in legislation.
2. Feedback received within the system which is not with regard to WCC or the services it delivers or not appropriate for the system requires a specific response (generally signposting) to the customer.

The chart below details the number of cases that have been processed and closed over the past 3 years. 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.



It should be noted that cases closed during a period represent those that have been processed, however there were existing cases which were carried over from the previous financial year, just as there were cases received but not processed by the end of the current period.

Timescales

Cases Closed at Initial Triage

WCC has specific SLA's for timeliness of response to feedback classed as a question or a complaint, customers do not receive a response to comments or compliments made. Where a response is required, most of these cases are dealt with by the appropriate Directorate team.

However, there are cases which are submitted digitally by customers via their self-account that are either not for WCC or not appropriate for the Contact Us process. These cases are:

1. Services delivered by another authority, a district or borough or another organisation
2. The reporting of an initial service request, generally highways related
3. Anonymous submission of question or complaint whereby it is not possible to fully process and respond to the customer.
4. Or can be answered by the Customer Relations Team immediately

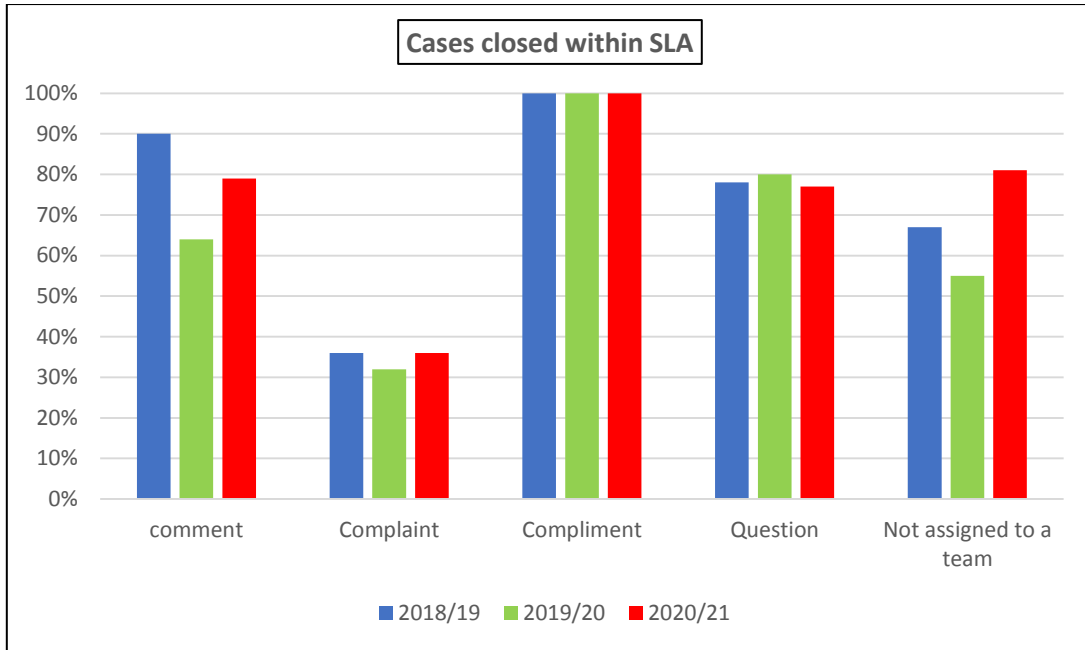
Cases which fall into the above categories are closed at initial triage and the customer responded to accordingly. These cases are referred to as 'not assigned a team/closed at triage'. **All these cases are closed within the SLA.** In addition, comments and compliments do not require a response to the customer and are generally processed and closed at triage. Those that are not closed at triage are those that have been incorrectly classified by the customer and do require a response from WCC.

Cases closed within SLA

The table and diagram below show the split by type of feedback of cases that were closed within the appropriate SLA. Complaints are the only feedback type which have a WCC performance target for response. The target is 70% within SLA, the average response time within ASC over the past 3 years is just over 34%.

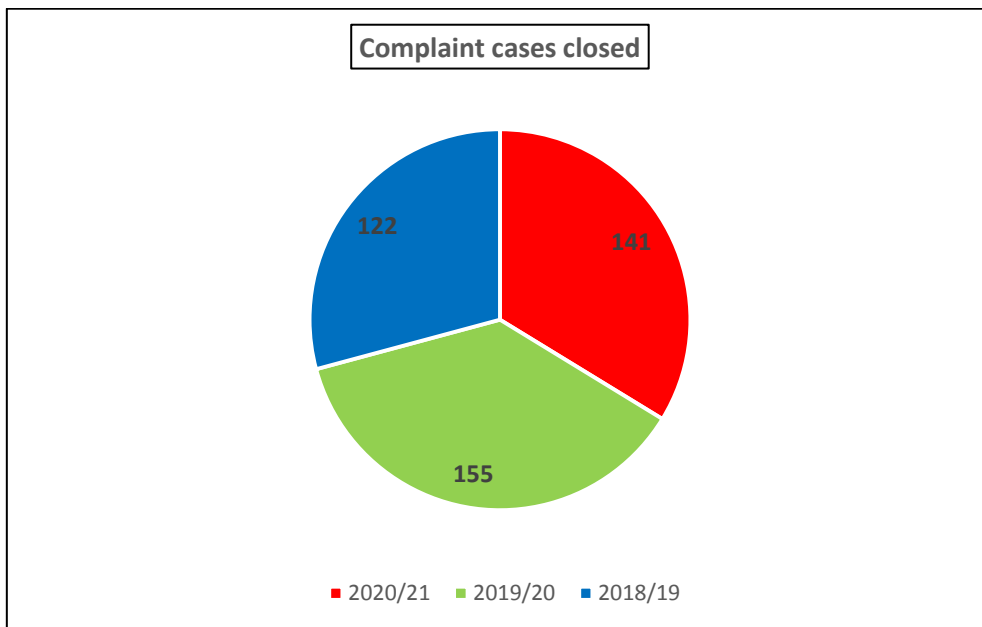
Of the 141 complaint cases processed during 2020/21, 50 cases achieved the SLA (i.e. timeliness requirement), which means that 35.46% of complaints were managed within required timescales. This is an increase of just over 3% from the previous financial year.

	2018/19			2019/20			2020/21		
	Number of Cases	Within SLA	%	Number of Cases	Within SLA	%	Number of Cases	Within SLA	%
Comment	10	9	90.00%	14	9	64.29%	19	15	78.95%
Complaint	122	44	36.07%	155	50	32.26%	141	50	35.46%
Compliments	442	440	99.55%	291	291	100.00%	243	242	99.59%
Question	81	63	77.78%	100	80	80.00%	179	138	77.09%
Total assigned	655	556	84.89%	560	430	76.79%	582	445	76.46%
Not assigned to a team	15	10	66.67%	20	11	55.00%	32	26	81.25%
Total	670	566	84.48%	580	441	76.03%	614	471	76.71%



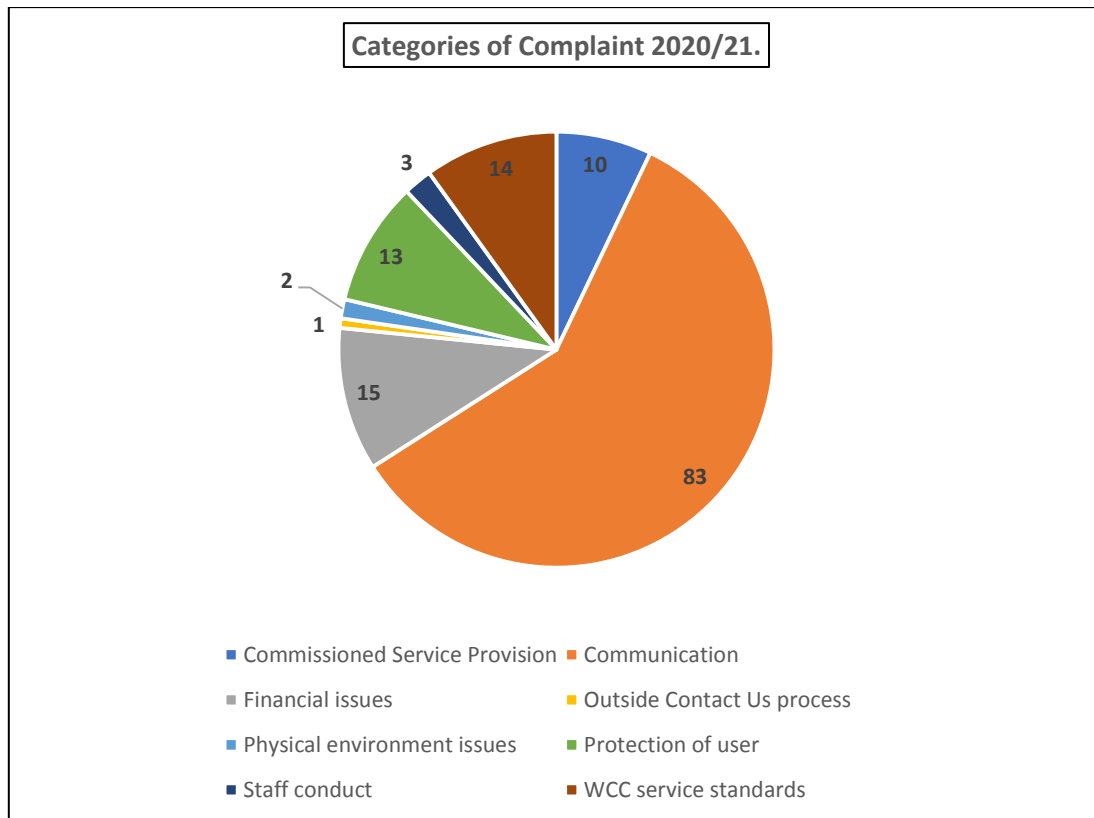
Closed Complaints

The number of complaints closed during 2020/21 was 9% down on 2019/20 however, it was nearly 16% up on 2018/19.



Complaint Issues

Most of the complaints raised focused on perceived issues with: Communication, WCC service standards, commissioned service provision and financial issues. 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.



The table below shows the trend in categories of complaint during the past 3 financial years.

Complaints by Category			
Category	2018/19	2019/20	2020/21
Commissioned Service Provision	8	22	10
Communication	14	19	83
Financial issues	24	35	15
Outside Contact Us process	1	0	1
Physical environment issues	1	3	2
Policy	3	4	0
Protection of user	13	12	13
Staff conduct	9	17	3
WCC service standards	49	43	14

Outcome and remedy for customers

Complaints closed by outcome			
Outcome	2018/19	2019/20	2020/21
No outcome provided	1	0	4
All: Transferred	4	1	11
Complaint: Deemed to be Withdrawn	4	6	11
Complaint: Inconclusive	6	7	3
Complaint: Not upheld	28	30	23
Complaint: Partially Upheld	20	39	26
Complaint: Upheld	22	35	21
Complaint: Withdrawn by Customer	9	7	10
Question: Answered	24	22	28
Question: Partially Answered	2	2	2
Question: Unable to Answer	1	5	1
-	1	1	1

- Just over 16% of the complaints closed were not upheld
- 33% of complaints have been either fully or partially upheld
- 21.3% of questions have been answered as part of a complaint.

Complaints by Remedy			
Remedy	2018/19	2019/20	2020/21
Apology	44	64	33
Explanation	99	114	106
Financial Remedy	6	6	4
Policy Change	1	2	0
Process	4	4	6
Service	34	48	32

There can be more than one remedy to a complaint, but most of customers' issues have been resolved - at least partially - with an explanation being provided. A further significant proportion have been resolved by providing an explanation and/or apology.

Investigation Actions

Complaints by Investigation Action			
Category	2018/19	2019/20	2020/21
Complete Evidence Review	49	48	22
Confirm Investigation Action Plan	47	49	22
Contact Complainant to agree issues, desired outcomes, and timescales	16	11	5
Finalise Response or Report	48	64	31
Make Recommendations	30	36	15
N/A - Question Answered	12	16	31
Reviewed Necessary Documents	110	140	113
Draft Response and Update with Comments	40	45	20
Use Evidence to Demonstrate Findings	36	41	18

Local Government and Social Care Ombudsman (LGSCO)

During the financial year 2020/21 there were 50 complaints and enquiries received by the LGSCO in respect of Warwickshire County Council. 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](#)

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.

As mentioned, the current complaints case management system, Contact Us, is under review due to failings around the level of information it captures, as well as its ability to manage that information in

a user-friendly, customer-centric way. Much of the detail in relation to learning from our customers' feedback therefore has been captured outside the system. There is a field 'Lessons learned' within Contact Us which should be completed by the investigating officer once the complaint has been closed however on most occasions this field is used for case notes, is marked N/A or is left blank.

However, from the responses captured on the system the main categories of learning for the authority 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

Summary

Understanding our customers and their views is key to delivering the best possible service, which is something Warwickshire County Council is committed to striving to achieve.

Performance highlight

- 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.
- Just over 79% of the complaint cases were in relation to:
 - Communication almost 59%
 - Financial issues almost 11%
 - WCC service standards almost 10%

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July 2021.