

# Children & Young People Overview and Scrutiny Committee

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

30 September 2021

### Recommendations

That the Children and Young People Overview and Scrutiny Committee:

1. Comment on the content of this report
2. Note the number of stage 1 complaints which progress to stage 2 are to be monitored and any trends identified.

## 1. Executive Summary

### 1.1 Summary of feedback received

The Children and Families (C&F) services receive 4 types of feedback: comments, compliments, complaints and questions. There were 282 cases created during 2020/21 which is an increase of just over 6% (265) on 2019/20. 2019/20 saw a decrease of almost 10% (293) on 2018/19.

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 C&F services it is 30%, which is up nearly 2% on 2019/20 and almost 6% up on 2018/19.

1.3 During the financial year 2020/21 the volume of cases processed and closed (277) decreased by over 12% (316) on 2019/20, however it is 6.5% (260) higher than during 2018/19.

1.4 WCC has specific Service Level Agreements (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. During 2020/21, there were 274 cases assigned to teams within C&F. Of the cases assigned and processed during the period, 63.5% (67% of questions and 47.3% of complaints) were closed within the appropriate SLA. The corporate SLA performance target for complaints is 70%.

## 1.5 Complaints

- During 2020/21 there were 167 complaints closed by C&F teams which is a decrease of 25% on 2019/20, however this is 5% more than during 2018/19. Of those closed cases 79 achieved the SLA (i.e. timeliness requirement), which means that 47.31% of complaints were managed within required timescales. This is an increase of over 18% from 2019/20 and nearly 13% on 2018/19.
- Most of the complaints raised focused on perceived issues with: Communication, protection of user, and WCC service standard. 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 34% of the complaints closed were not upheld
- Almost 22% of complaints have been upheld either fully or partially
- Almost 16% of questions have been answered as part of a complaint.

1.6 Compliments have increased by just over 31% on 2019/20 and 12% on 2018/19.

## 1.7 Local Government and Social Care Ombudsman (LGSCO)

During the financial year 2020/21 there were 21 complaints and enquiries received by the LGSCO in respect of Warwickshire County Council. Of those the area of Children Social Care represented 2 cases, 1 of which was upheld and 1 of which was closed after initial enquiries.

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**

- 2.1 The investigation, administration, actioning and analysis of feedback has costs, although these cannot be quantified, and lessons can be learned from feedback which improve the effectiveness with which resources are used in future.

## **3 Environmental Implications**

None

## **4 Supporting Information**

### **4.1 Performance highlight**

- Number of cases created during 2020/21 was 6.4% up on 2019/20 however, nearly 4% down on 2018/19.
- Percentage of complaint cases closed within the SLA was 47% which is 18% higher than 2019/20 and 12% up on 2018/19.
- Compliments have increased by just over 31% on 2019/20 and 12% on 2018/19.
- Cases created digitally for C&F is currently (2020/21) almost 30% of all cases compared to approximately 77% corporately.
- 90% of the complaint cases were in relation to:
  - Communication 63%
  - Protection of User 14%
  - WCC service standards almost 13%

## **5 Timescales associated with the decision and next steps**

Not applicable.

## Appendices

### 1. Appendix 1 – Children and Families Feedback report 2018/20

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