

**Adult Social Care and Health
Overview and Scrutiny Committee**

Customer Feedback Report 2021/22

16th November 2022

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 640 cases created during 2021/22 which is an increase of nearly 14% 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 2021/22 it was 60% for the authority. For Adult Social Care it is 5% on the previous year.

- 1.3 During the financial year 2021/22 the volume of cases processed and closed (191) increased by almost 14% on the previous financial year.

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

complaints are the only feedback type which have a county council performance target for response. The target is 70% within SLA, the average response time within ASC over the past 3 years is just over 39%.

1.5 The performance detailed in this report is as it has been recorded by the corporate complaints system. WCC is aware that there are some limitations with the system's functionality such as not being able to change timescales. This may happen outside of the system in agreement with the complainant, for example due to complexity of the individual case.

1.6 Complaints

- Most of the complaints raised focused on perceived issues with: Communication, financial issues and commissioned service provision. 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.
- 10% of the complaints closed were not upheld.
- 25% of complaints have been upheld either fully or partially.

1.7 Local Government and Social Care Ombudsman (LGSCO)

1.8 During the financial year 2021/22 there were 12 complaints and enquiries received by the LGSCO in respect of Warwickshire County Council Adult Social Care. Of these 6 were upheld, 4 not upheld and 2 which were closed after initial enquiries.

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

1.9 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 highlights
- 4.2 Number of complaint cases closed within the SLA was nearly 50%
- 4.3 Warwickshire County Council are introducing a new system and procedures to support better compliance with complaint responses and learning from what our customers tell us

5. Timescales associated with the decision and next steps

Not applicable

Appendices

1. Appendix 1 Adult Social Care Report

Background Papers

None

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

Local Member(s): None

Other members: Councillors Bell, Drew, Holland, Golby, Rolfe