

Adult Social Care Feedback Report 2022

Introduction

The purpose of this report is to detail the four types of customer feedback which have been received by Adult Social Care (ASC) during financial years 2021/2022 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

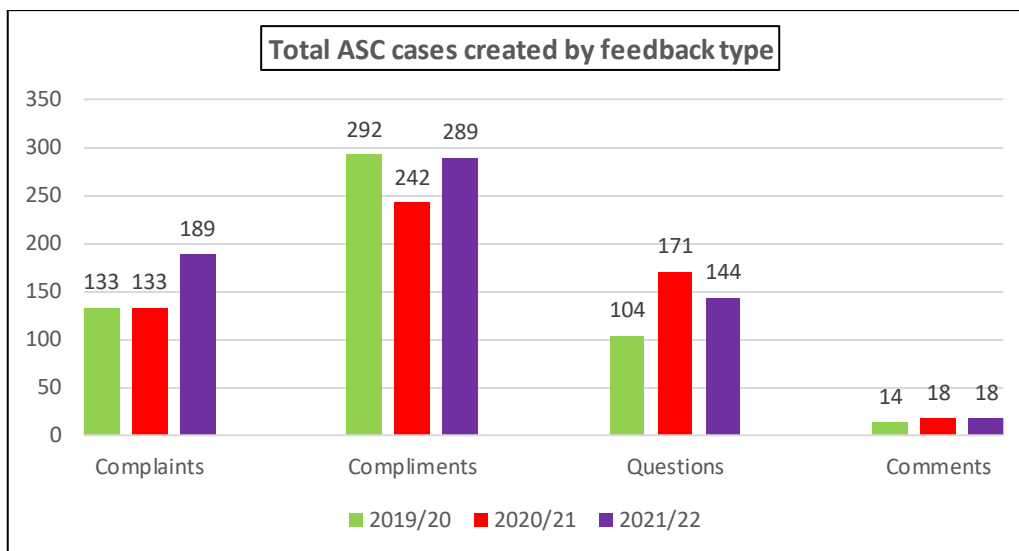
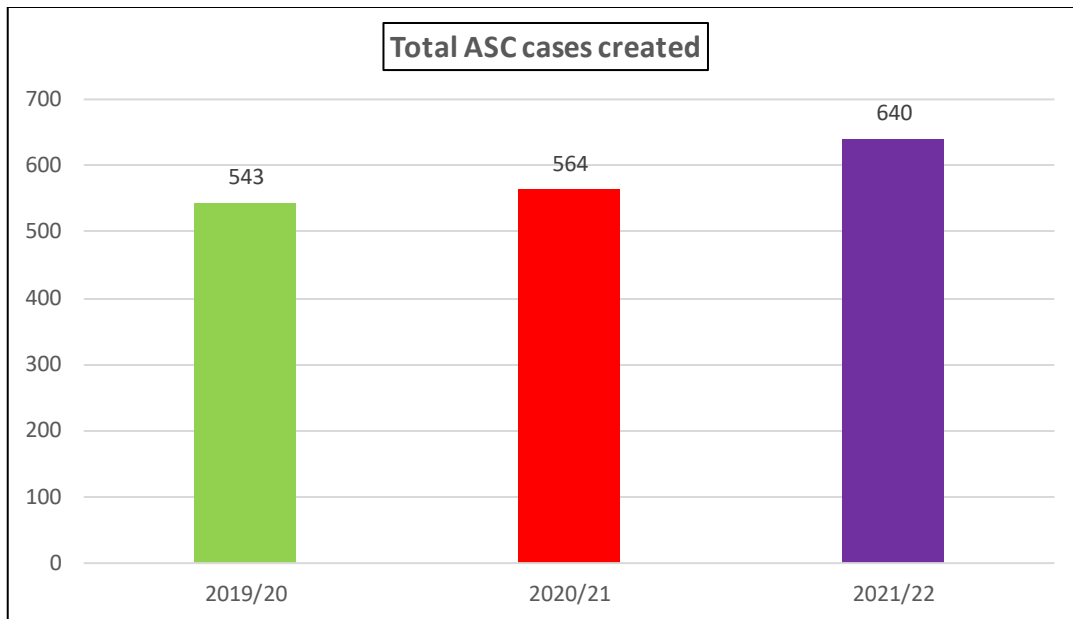
Overview of performance – Adult Social Care

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 2019-22.

Strategic Commissioning relates to the commission of Adult Social Care and is managed by colleagues in the Commissioning Service. This related to Warwickshire County Council paid provision of services like care homes or care provided in client's homes. This would exclude any provision paid by clients privately.

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 2019/20, 2020/21 and 2021/22.



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 complaint cases created during 2021/22 was 640 which is an increase of almost 14% from the previous year.

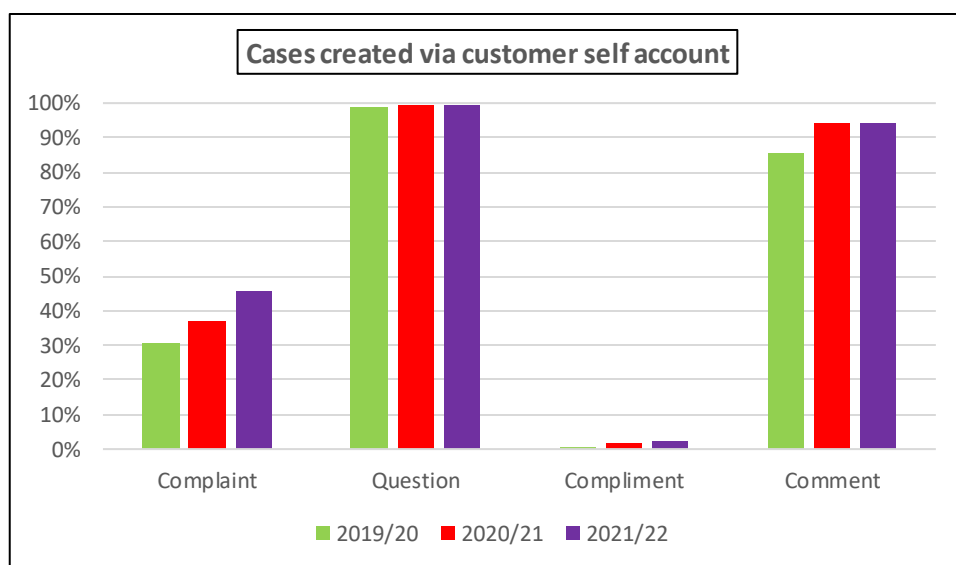
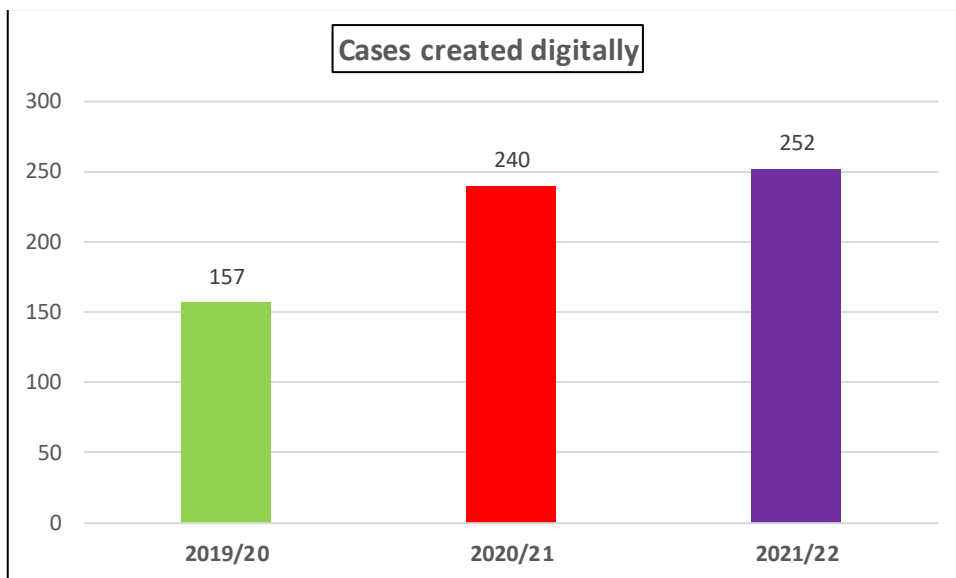
Cases created during 2020/21 compared to 2021/22:

- Complaints have increased by almost 14%
- Compliments have increased by almost 20% and we acknowledge they are recorded in other ways separate from our feedback system
- Questions have decreased by just over 25%
- Comments have remained the same.

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	2019/20	2020/21	2021/22
A - Assurance (including LADO)	0	1	1
Adult Disabilities Independent Living	1	0	0
Adult Disabilities Learning	15	5	13
Adult Disabilities Physical	19	8	13
Adult Disabilities Transitions	6	8	3
Adult Financial Services	5	10	16
Adult Integrated Care Hospital	12	9	11
Adult Integrated Care Occupational Therapy Team	0	0	0
Adult Integrated Care Reablement	2	4	4
Adult Mental Health	6	9	10
Adult Mental Health Central	0	0	0
Adult Mental Health South	0	0	0
Adult Occupational Therapy	4	2	1
Adult Older People North	0	0	0
Adult Older People Northeast	14	16	24
Adult Older People Stratford	7	11	17
Adult Older People Warwick	20	10	14
Adult Safeguarding	2	2	5
Adult Strategic Commissioning	16	34	53
Adult Supporting People	4	4	4

Customers have a choice of channels to provide their feedback: digitally via a self account they can set up through the the county council website, telephone, face to face at an outlet or by post. The chart below shows the percentage of total cases which were created* digitally. Generally, for the county council over the past few years this has been steadily increasing and for Adult Social Care it is 5% although this is up 60% on 2019/20.



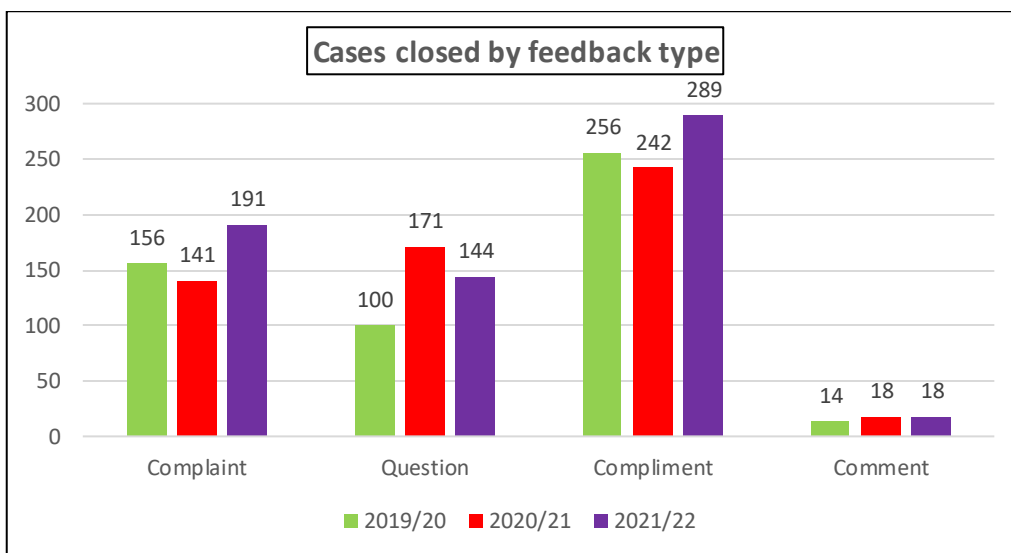
* Note that cases created is different from cases closed.

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 the county council 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 <https://api.warwickshire.gov.uk/documents/WCCC-550390340-762> Customer Care Charter and Standards <https://www.warwickshire.gov.uk/customercare> or in legislation.
2. Feedback received within the system which is not with regard to the county council 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

On occasion there are cases which are submitted digitally by customers that are either not for the county council, not appropriate for the Contact Us process or can be resolved immediately by the Customer Relations Teams. For example, these cases can be:

1. Services delivered by other organisations e.g., a district or borough council

2. The reporting of a service request
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/resolved by the Customer Relations Team

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 the county council.

Cases closed within the Service Level Agreement (SLA)

The table and diagram below show the split by type of feedback of cases that were closed (resolved) within the appropriate SLA. 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%.

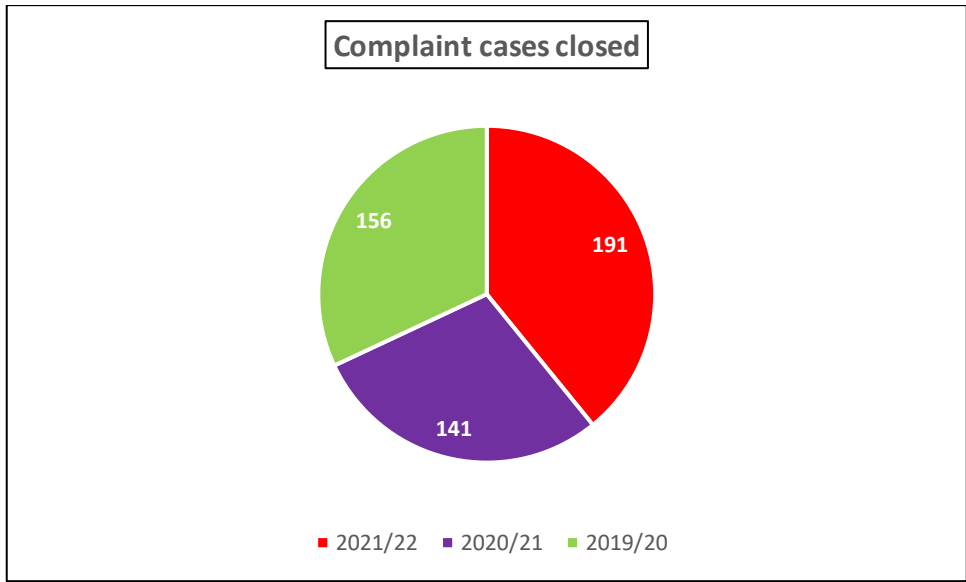
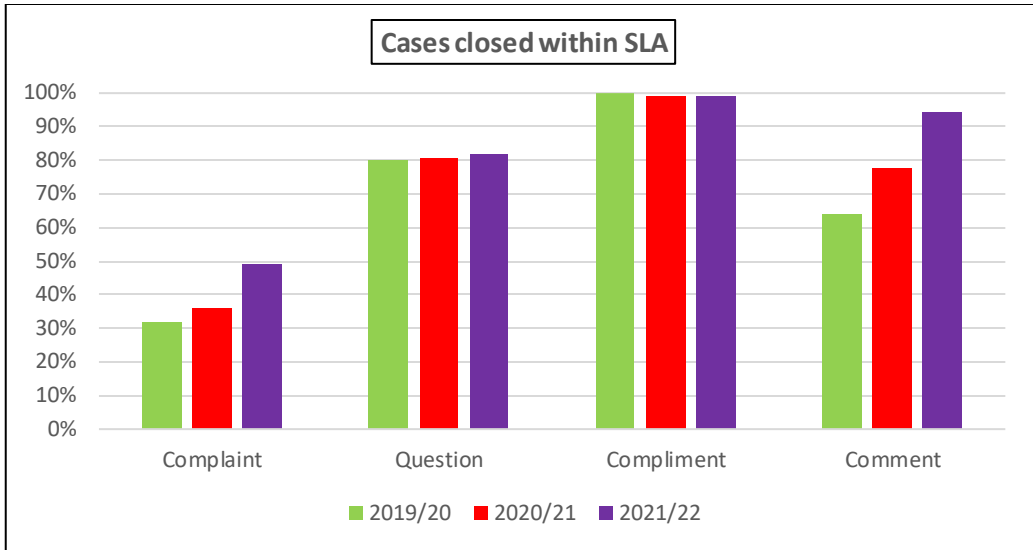
Of the 191 complaint cases processed during 2021/22, 94 cases achieved the SLA (i.e., timeliness requirement), which means that nearly 50% of complaints were managed within required timescales. This is an increase of just over 14% from the previous financial year.

It is important to understand that many of the complaint cases require additional information from the complainant such as proof of authority or evidence to support their complaint. Currently, system limitations means that we cannot stop the clock on cases and will inevitably show as being responded to or resolved as late. As part of the planned system improvements this will be addressed.

	2019/20			2020/21			2021/22		
	Number of Cases	Within SLA	%	Number of Cases	Within SLA	%	Number of Cases	Within SLA	%
Comment	14	9	64.29%	19	15	78.95%	18	17	94.44%
Complaint	155	50	32.26%	141	50	35.46%	191	94	49.21%
Compliments	291	291	100%	243	242	99.59%	289	287	99.31%
Question	100	80	80%	179	138	77.09%	144	118	81.94%
Total assigned	560	430	76.79%	582	445	76.46%	642	516	80.37%

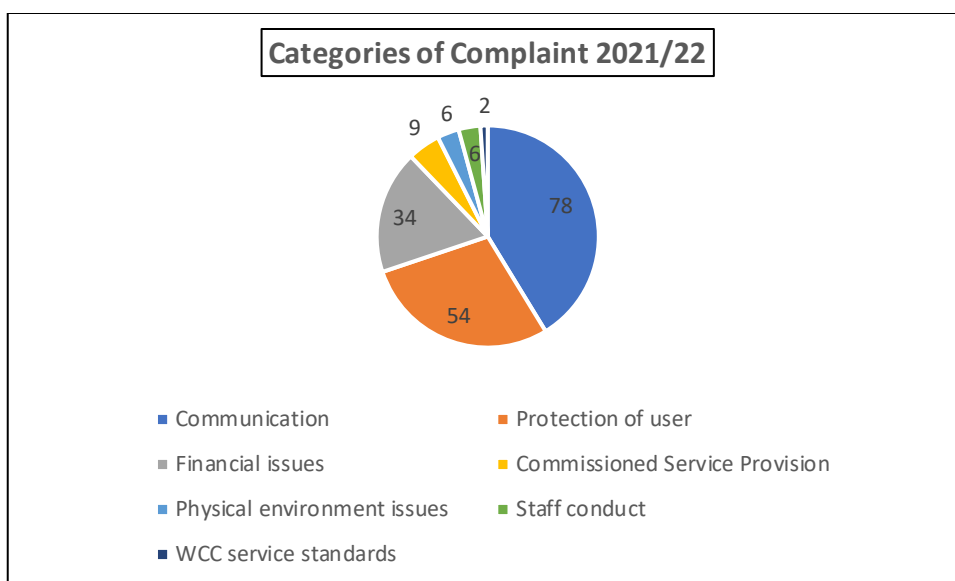
Closed Complaints

The number of complaints closed during 2021/22 was 35% higher on 2020/21 and over, 22% up on 2019/20.



Complaint Issues

Most of the complaints raised focused on perceived issues with communication, county council 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	2019/20	2020/21	2021/22
Commissioned Service Provision	22	10	9
Communication	19	83	78
Financial issues	35	15	34
Outside Contact Us process	0	1	0
Physical environment issues	3	2	6
Policy	4	0	0
Protection of user	12	13	54
Staff conduct	17	3	6
County Council service standards	43	14	2

Outcome and remedy for customers

Complaints closed by outcome			
Outcome	2019/20	2020/21	2021/22
No outcome provided	0	4	17
All: Transferred	1	11	4
Complaint: Deemed to be Withdrawn	6	11	4
Complaint: Inconclusive	7	3	11

Complaint: Not upheld	30	23	21
Complaint: Partially Upheld	39	26	32
Complaint: Upheld	35	21	21
Complaint: Withdrawn by Customer	7	10	10
Question: Answered	22	28	55
Question: Partially Answered	2	2	32
Question: Unable to Answer	5	1	3
-	1	1	210

- 10% of the complaints closed were not upheld
- 25% of complaints have been either fully or partially upheld

Complaints by Remedy			
Remedy	2019/20	2020/21	2021/22
Apology	64	33	58
Explanation	114	106	131
Financial Remedy	6	4	4
Policy Change	2	0	1
Process	4	6	2
Service	48	32	47

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.

Local Government and Social Care Ombudsman (LGSCO)

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](#)

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

1. Number of complaint cases closed within the SLA was nearly 50%
2. 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

Louise Church

September 2022