

## Report to the Cabinet

Meeting to be held on Thursday, 3 December 2020

### Report of the Head of Legal and Democratic Services

Part I

Electoral Division affected:  
(All Divisions);

### Statutory Social Care Annual Report for 2019/20 – Complaints and Customer Feedback

(Appendix 'A' refers)

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#### Executive Summary

Lancashire County Council has a legal obligation to publish a complaints and customer feedback report on social care statutory complaints on an annual basis. There are two statutory procedures, both different: one for children and young people's social care complaints and one for adult social care complaints. The report is therefore divided into separate sections for both adult and children and young people's services.

The Statutory Social Care annual report on complaints and customer feedback is set out at Appendix 'A'.

#### Recommendation

Cabinet is asked to accept and comment on the statutory social care complaints and customer feedback annual report for children and young people and adults, acknowledging the associated learning in 2019-2020, and approve its publication so that the county council can meet its legal obligations.

#### Background and Advice

Complaints are used by the county council as an opportunity to learn and improve. As a direct result of complaints made in 2019-2020, the county council has learnt lessons and improved services as detailed within the annual reports.

Because complaints are an important tool to access customer satisfaction, the complaints team regularly reports on statistics and trends, attends management team meetings and also links in with managers to ensure that complaints which are upheld, result in continuous improvements for the council. It is, of course, vital to learn the lessons from complaints and spot early trends if service delivery is going wrong. This is particularly important in order to embed learning, if new council processes are being implemented which impact negatively on the public.

Complaints represented just 1.2% of all active adult social care and children's social care cases throughout Lancashire in 2019-2020. This is therefore a very small percentage of the overall total of activity.

The trajectory of rising adult social care complaints, year after year has levelled off. There were 536 complaints about adult social care in 2019-2020, which is broadly the same as in 2018-2019 (538). Included in this figure were 34 complex joint complaints with the NHS.

Children's social care complaints have shown a welcome decrease of 13% for the first time in 4 years from 289 complaints in 2018-2019 to 252 in 2019-2020. Non-statutory children's complaints decreased from 142 in 2018/19 to 139 in 2019/20.

The numbers of adult social care complaints that went to the ombudsman in 2019-2020 remained the same as the previous year (62). For children's social care and education complaints, the figure increased slightly from 66 complaints in 2018-2019 to 74 in 2019-2020. The ombudsman findings and decisions are outlined within the annual report at Appendix 'A' in sections 2.7 and 3.9 respectively.

The learning from complaints, which includes many individual lessons learnt and training needs identified and met, are detailed within Appendix 'A' in sections 2.4 and 3.5 respectively.

The statutory report is made publically available and shared with other interested agencies such as Ofsted, the Care Quality Commission and Healthwatch Lancashire.

## **Consultations**

Operational social care teams, managers and directors have been consulted on the annual report and the learning from complaints that has been identified.

## **Implications:**

No financial or other issues are identified.

## **Risk management**

If an annual report on social care complaints and customer feedback is not published, the county council would be in breach of its statutory duties.

## List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A