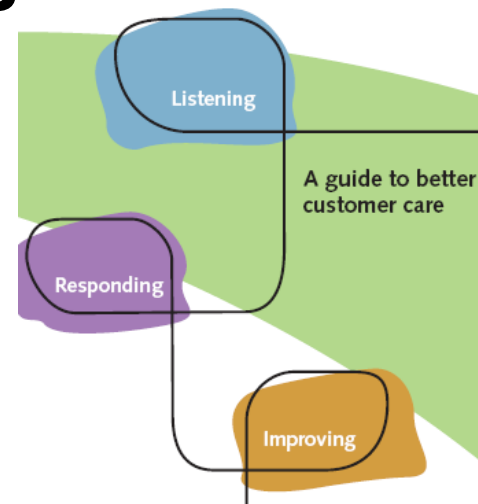


Listening Responding Improving



Adult Social Care Customer Feedback
2013 /2014

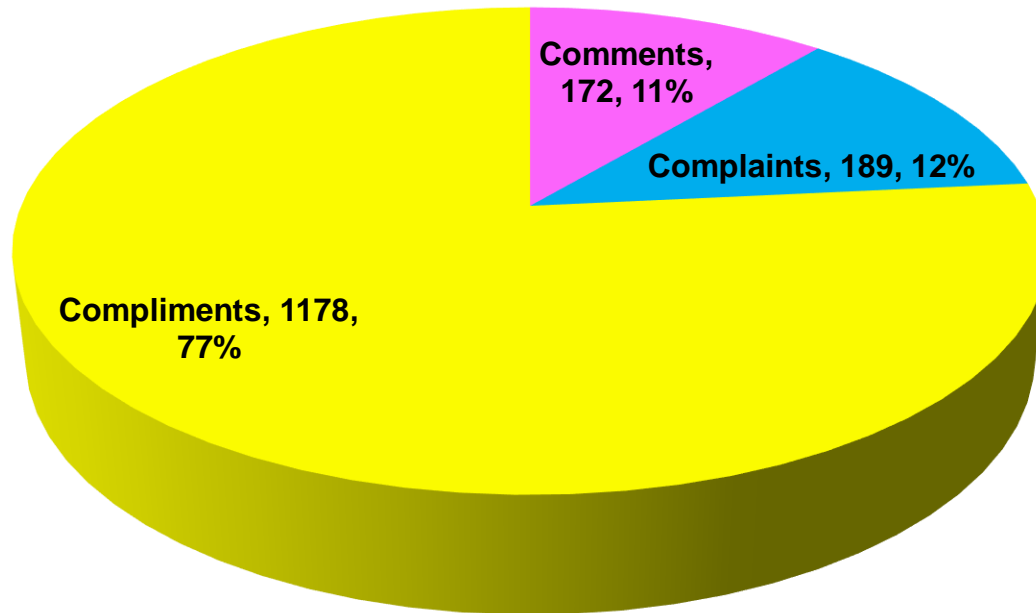
Angela Esslinger

Strategic Customer Quality Manager

Today's agenda

- Identifying the trends
- What are the headlines and statistics for this year?
- Learning from complaints and customer feedback

Feedback trends

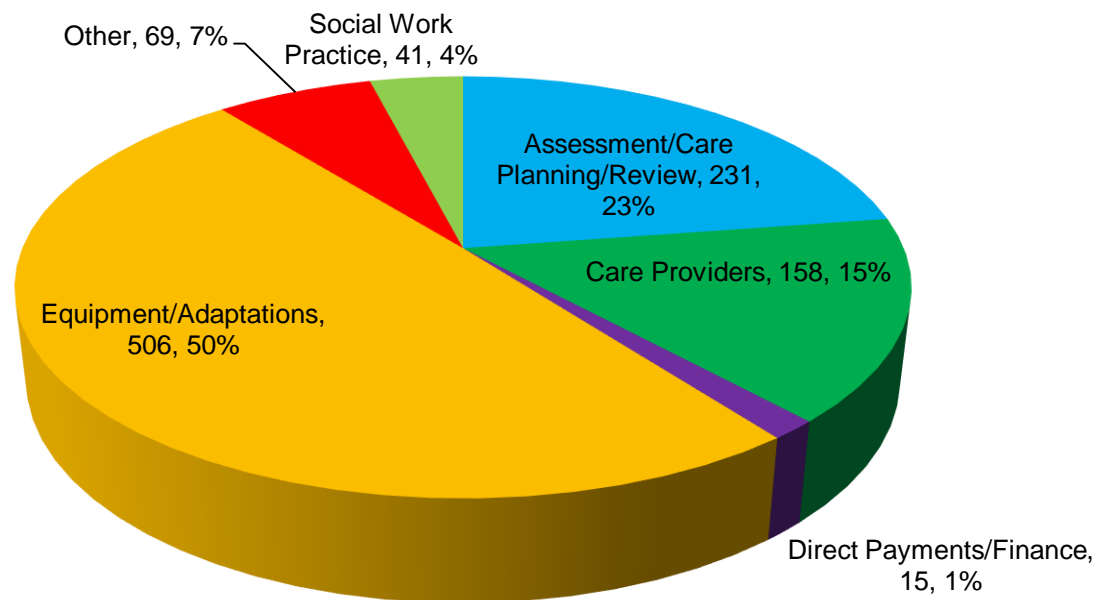


Headlines for 2013/14

- Less than 1% of active cases constitute complaints
- Decrease of complaints by 30%.
- Ratio of compliments to complaints has increased from 5:1 to 6:1.
- Increase of complaints going to the LGO

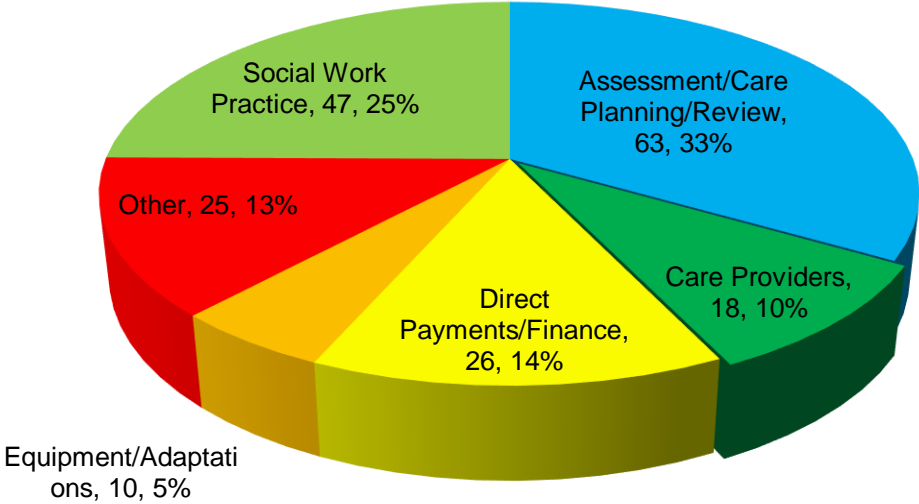
What do people compliment adult social care services about?

Number of compliments received between 01 April 2013 and 31 March 2014



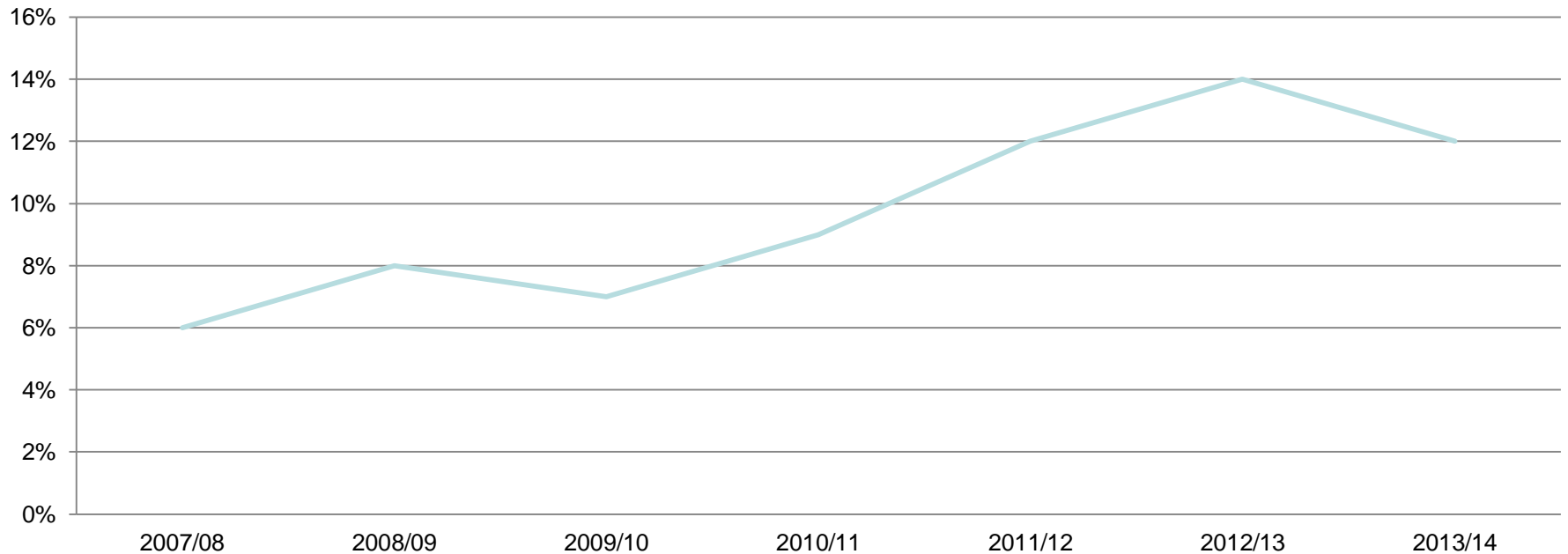
What do people complain about?

Number of complaints between 01 April 2013 and 31 March 2014



Complaints as a percentage of customer feedback over last 7 years

Chart 2: Percentage of customer feedback which were complaints between 2007/8 and 2013/14



How do we put things right?

Most common actions for complaints:

- Explanation of Authority's Actions/Policy Given
- Apology made
- Procedures/Practice To Be Reviewed/Amended
- Assessment/Reassessment Offered
- Situation Rectified

Improvements to systems and processes which include:

- Process Change
- Learning and development for staff
- Safeguarding
- Reablement
- Equipment and adaptations

Any Questions?

