

## **Cabinet Committee on Performance Improvement**

Meeting to be held on Thursday, 4 October 2018

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

Electoral Division affected: (All Divisions);
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### **Statutory Social Care Annual Report for 2017/18 – Complaints and Customer Feedback**

(Appendix 'A' refers)

Contact for further information:

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#### **Executive Summary**

The 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.

Details of these are set out at Appendix 'A'.

#### **Recommendation**

The Cabinet Committee on Performance Improvement is asked to note and comment on the statutory social care complaints annual report for children and young people and adults 2017/18, acknowledging the associated learning, so that the Council can meet its legal obligations.

#### **Background and Advice**

Complaints are used by the Council as an opportunity to learn and improve. As a direct result of complaints in 2017/18, the Council has made improvements to processes and procedures, it has improved communication with the NHS, customers and their families and commissioned extra training for staff and managers.

Because complaints are an important tool to assess 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 under **two percent** of all active adult social care and children's social care cases throughout Lancashire in 2017/18. Statutory complaint totals have increased overall by just over 15% (699 in 2016/17 to 805 in 2017/18). This is a trend that many councils are experiencing and ombudsman referral rates are also going up. Just under 32% of social care complaints refer to social work practice, including complaints about assessments, which has risen in both adults and children's' social care. However, the number of complaints that have been resolved early have more than doubled.

Complaints in adult social care have risen by 13% (from 479 complaints in 2016/17, to 540 in 2017/18). Included in this figure were 27 complex joint complaints with the NHS, which is a welcome fall from 2016/17 (33).

Statutory children's social care complaints increased by 20% (from 220 complaints in 2016/17 to 265 in 2017/18). Non statutory children's social care complaints decreased by 6% (from 93 complaints in 2016/17 to 87 in 2017/18).

It should be noted that in adult social care, the number of compliments (758) outweigh the number of complaints made.

The Statutory Social Care Annual Report 2017/18 – Complaints and Customer Feedback is set out at Appendix 'A'.

The Annual 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 have been consulted on the annual report and the learning from complaints that has been identified.

The Management Team have also commented on and approved the Annual Report.

## **Implications:**

No financial or other issues are identified.

## **Risk management**

If an annual report on social care complaints is not published, the council will be in breach of its statutory duties.

## List of Background Papers

Paper	Date	Contact/Tel
None		