

Cabinet Committee on Performance Improvement

Meeting to be held on Tuesday, 15 October 2019

Report of the Head of Legal and Democratic Services

Part I

Electoral Division affected:
(All Divisions);

Statutory Social Care and Corporate Complaints Annual Reports for 2018/19 – Complaints and Customer Feedback

(Appendices 'A' and 'B' refer)

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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.

The Social Care statutory annual report and the Corporate Complaints Feedback annual report are set out at Appendices 'A' and 'B' respectively.

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 services for 2018/19, and the Corporate Complaints report, 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 made in 2018/19, the 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.

Statutory Social Care Annual Report on Complaints and Feedback: 2018/19

The Social Care Annual Complaints Report is a legal requirement for both children and young people and adult social care. It is therefore divided into separate sections for both adult and children and young people's services.

Complaints represented just over 1% of all active adult social care and children's social care cases throughout Lancashire in 2018/19. This is therefore a very small percentage of overall total of activity.

The trajectory of rising adult social care complaints, year after year has levelled off. There were 538 complaints about adult social care in 2018/19, which is broadly the same as in 2017/18. Included in this figure were 39 complex joint complaints with the NHS, which is an increase of 44% from 2017/18 (27).

Statutory children's social care complaints increased by 3% (from 280 complaints in 2017/18 to 289 in 2018/19).

The numbers of complaints that have gone to the ombudsman have decreased for both adults and children's social care.

Lessons learnt from upheld complaints are detailed within the report at Appendix 'A'. The statutory report is made publically available and shared with other interested agencies such as Ofsted, the Care Quality Commission and Healthwatch Lancashire.

Corporate non statutory complaints Annual Report: 2018/19

In 2018/19, the council dealt with 1188 corporate related expressions of dissatisfaction (including third party claims). This figure is a slight reduction (of 3%), on the previous year. The vast majority of expressions of dissatisfaction (96%) were resolved and nipped in the bud as routine service issues, early in the complaint process.

In total, 42 separate corporate complaints were made by the public to the ombudsman. A total of 34 final decisions were made: most (76%) were not investigated, 15% were upheld or partly upheld and 9% were not upheld. The lessons learnt from upheld complaints (mainly about blue badges) are detailed within the report at Appendix 'B'.

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 is not published, the council will be in breach of its statutory duties.

List of Background Papers

Paper	Date	Contact/Tel
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Reason for inclusion in Part II, if appropriate

N/A