

## **Cabinet Committee on Performance Improvement**

Meeting to be held on 5 October 2015

Electoral Division affected:

All

### **Complaints and Customer Feedback Annual Report 2014-2015**

(Appendix 'A' refers)

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#### **Executive Summary**

The production of the Annual Complaints and Customer Feedback Report is a longstanding statutory requirement. It contains statistical information, analysis and learning for the organisation in relation to statutory social care and (non-statutory) Corporate complaints and compliments received from 1st April 2014 to 31st March 2015.

#### **Recommendation**

The Cabinet Committee on Performance Improvement is recommended to :

- (i) receive the Complaints and Customer Feedback Annual Report 2014/15 and acknowledge the associated learning from customer feedback for the past year; and
- (ii) agree that the Adult Social Care Complaints and Customer Feedback Annual Report for 2014/15 can be shared as a public document.

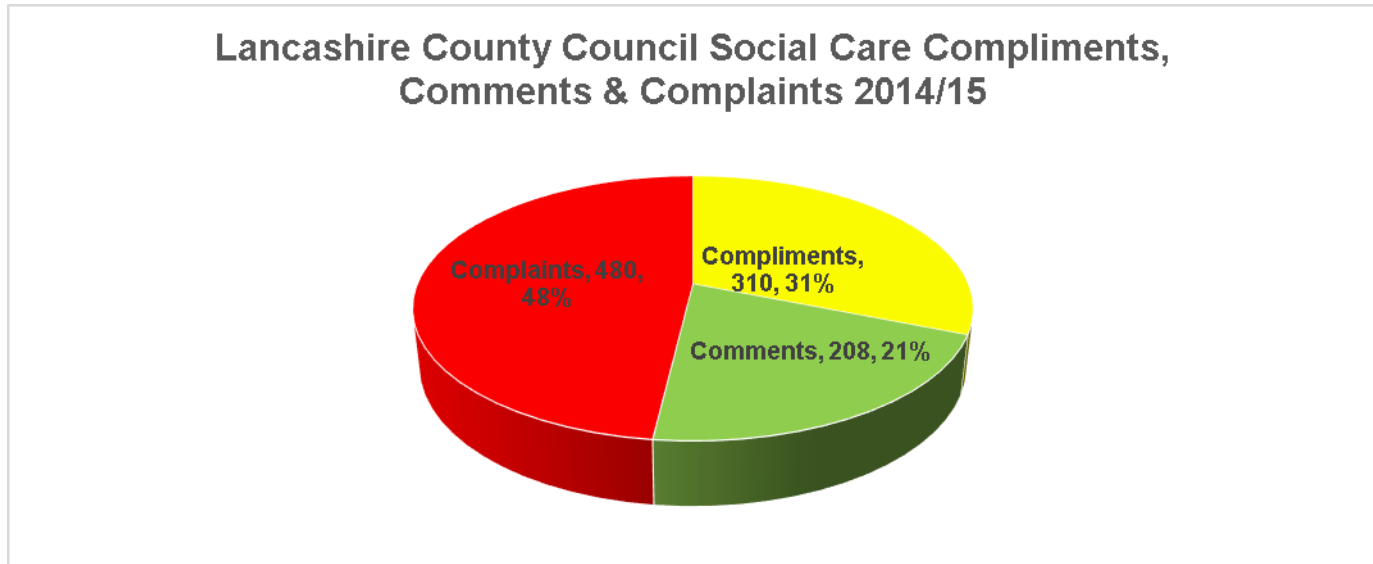
#### **Background and Advice**

The production of the Complaints and Representations Report is a longstanding annual statutory requirement. It contains statistical information and analysis in relation to complaints, comments and compliments received in 2014/15 (Appendix A refers). Once the report has been considered by the Cabinet Committee, it is shared with other interested agencies such as the Care Quality Commission and Healthwatch Lancashire.

#### **Summary**

Chart 1 on the following page shows the proportions and total number of customer compliments, comments and complaints received in 2014/15.

**Chart 1** below shows the total number of customer compliments, comments and complaints received in 2014/15 for adult and children's social care services. It can be seen that the proportions of feedback have completely changed. For the first time ever, complaints now represent the biggest proportion of social care customer feedback (48%) and have overtaken compliments.



Statutory complaint totals have increased overall by 25%, (385 in 2013/14 to 480 in 2014/15). Complaints in adult social care have however risen significantly, with a 77% rise, (from 189 complaints in 2013/14 to 334 in 2014/15. Most probably this is as a result of increases in life expectancy, associated extra demand for services, a reduced workforce and reductions to local government budgets. There was an increase of 40% in complex joint complaints with the NHS, rising from 15 complaints in 2013/14 to 21 in 2014/15. Adult social care related financial complaints also rose from 7% to 17% of all complaints, due to teething problems with new IT systems. Another reason for the rise in complaints has been the introduction of a new Customer Feedback IT system and internet portal. This means that online complaint submissions have increased and more complaint activity is being captured than ever before. Many issues which come in as 'complaints' are simply signposted back into 'business as usual' across all Council functions. In the past, this activity was 'invisible' but now it is being formally recorded and captured.

A new combined social care complaints team has introduced a new system for children and young people (CYP) complaints handling. This has supported a more proactive approach, offering advice and support at pre-complaint stages. This has reduced statutory CYP complaints by 26% (from 196 complaints in 2013/14 to 146 in 2014/15).

There has been a 45% decrease in customer feedback overall, which has gone down from 1837 instances in 2013/14 to 1017 in 2014/15. The reduction in compliments is very pronounced, going down from 1270 in 2013/14 to 310 in 2014/15. This is mainly as a result of a massive reduction in adult social care (ASC) compliments which used to be captured for equipment and adaptations services. During 2014/15 the main themes and areas of concern in statutory social care complaints were about:

- Assessments across CYP and adult services
- Internal working and with partners
- Financial services
- Safeguarding and child protection services

Improvements have been made to:

- Assessment processes
- Financial systems
- Communication with carers and people receiving services
- Support from professionals dealing with cases
- Complaint handling and complaint training for staff
- Quality Assurance of complaint responses
- Initial contact for assessment stage
- Embedding themes and learning back to senior managers via senior management teams
- Blue Badge service

The details are outlined on pages 6, 7 and 8 and 17 of Appendix 'A'.

### **Consultations**

Consultation has taken place with The Senior Management Team, Heads of Service who are Designated Complaints Officers.

### **Implications:**

There are no financial, personnel, Human Rights or data protection issues or legal implications arising from this report.

### **Risk management**

The contents of the report may be of interest to the press, and the Communications Team should be made aware of its contents.

### **List of Background Papers**

Paper	Date	Contact/Tel
<a href="#">The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009</a>	2009	Angela Esslinger 01772 533950
<a href="http://www.legislation.gov.uk/ukxi/2006/1738/introduction/made">http://www.legislation.gov.uk/ukxi/2006/1738/introduction/made</a>	2006	Angela Esslinger 01772 533950
<a href="https://www.gov.uk/government/publications/childrens-social-care-getting-the-best-from-complaints">https://www.gov.uk/government/publications/childrens-social-care-getting-the-best-from-complaints</a>	2006	Angela Esslinger 01772 533950

Reason for inclusion in Part II, if appropriate

N/A