

CUSTOMER CARE ANNUAL REPORT 1 APRIL 2017 TO 31 MARCH 2018

To: Adults Committee

Meeting Date: 19 July 2018

From: Wendi Ogle-Welbourn, Executive Director People and Communities

Electoral division(s): All

Forward Plan ref:

Key decision:

N/A

N/A

Purpose:

To present the Adult Social Care Customer Care Annual Report 2017 – 2018 to Adults Committee, providing information about the complaints, compliments, representations and MP enquiries and the learning from this feedback and actions taken to improve services.

Recommendation: Members of the Adults Committee are asked to:

- a) Note and comment on the information in the Annual Adults Social Care Customer Care Report 2017/18**
- b) Agree to the publication of Annual Adults Social Care Customer Care Report 2017/18 on the Council's website**

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1. BACKGROUND

- 1.1 The Local Authority Social Services National Health Service Complaints (England) Regulations 2009 state that each Council has responsibility to publish an Annual Report containing information about the number of complaints received and the number of complaints upheld.
- 1.2 Cambridgeshire County Council collects and collates information on the compliments, comments, representations, MP enquiries and complaints received for Adult Social Care Services annually. This information is provided in the Adult Social Care Customer Care Report 2017– 2018, attached at Appendix 1.
- 1.3 The Adult Social Care Customer Care Report 2017 - 2018 identifies themes to inform learning from complaints and sets out the actions taken to address these issues and improve practice.

2.0 ADULT SOCIAL CARE CUSTOMER CARE ANNUAL REPORT 2017 - 18

- 2.1 The Annual Adult Social Care Customer Care Report 2017 - 2018 (Appendix 1) brings together the information on complaints, representations, MP enquiries and compliments received by the Council in respect of Adult Social Care services. This allows learning from complaints across all service areas to be identified and actions agreed to make improvements in services. The report also provides a comparison with previous financial years so that any changes in patterns can be highlighted and any actions to be taken considered.
- 2.2 The annual report is complemented by three quarterly reports that cover each of the first three quarters of the year. These reports are presented to the Adult Social Care Directorate meetings to ensure oversight of the position throughout the year and for learning and actions to be taken forward without waiting for the annual report.
- 2.3 The annual report includes an Executive Summary that provides an overview of the content of the full report. Information on complaints from the summary has been used in the section below.
- 2.4 44 MP enquiries were received in 2017-18 compared to 67 received the previous year a decrease of 34% (23).The election in June 2017 may account, in part for this decrease
- 2.5 During 2017-2018 there were 343 informal complaints compared to 285 the previous year, an increase of 20% (58). The reason for this increase could be due to actions taken to address informal concerns not being recorded. During the course of the year it became clear that some staff were unclear regarding how to respond to and record informal complaints. In response to this Practice Guidelines were written outlining the complaints process and giving details on how to deal with informal complaints. These guidelines are now available to all staff.
- 2.6 There were 163 formal complaints in 2017-2018 compared to 140 the previous year an increase of 16% (23). 24% (39) of complaints were upheld.

- 2.7 Reasons for delay in responses include complaints that involve Safeguarding of Adults enquiries, where the complaint may have to be put on hold pending the safeguarding enquiry, difficulties in obtaining consent, time needed to meet with the Service User, and a change in investigator during the course of the complaint.
- 2.8 2.1% of the total population of Cambridgeshire who receive adult social care services complained (or someone complained on their behalf) about the services they received. The most common reasons for complaining are assessments and the standard of care provided.
- 2.9 Of the 163 formal complaints, 5 (3%) were reviewed by a Senior Manager as the complainants were dissatisfied with the first response. This compares to 12% (17) of complaints reviewed by a Senior Manager in the previous financial year. Part of the reason for this decrease has been the Customer Care Team's focus on ensuring that as thorough a response as possible is provided in the earlier stages of the complaint. This can involve the provision of additional information and meetings with the complainant.
- 2.10 Three complaint investigations were concluded by the Local Government Ombudsman (LGO) this reporting year. This is a decrease of 25% (1) when compared to the previous financial year. One complaint investigated by the LGO was partly upheld and the other two were not.

3.0 Learning from Complaints

- 3.1 Emphasis is placed on learning from complaints. The response to a complaint will identify the actions to be taken to prevent a similar situation occurring again and any areas where the service provided could be improved. The Annual Report (Section 19) details learning from complaints received during the last year.
- 3.2 The learning from each complaint is collated and where there are similar issues raised in a number of other complaints, a theme is identified.
- 3.3 The main themes in the complaints received in 2017-2018 related to delays, communication and assessments.
- 3.4 Concerns about communication were, in most cases not the primary reason for the complaint but had contributed to the dissatisfaction of the complainant.
- 3.5 Complaints about communication, assessments and delays refer to both social and financial processes.
- 3.6 The ways in which the learning from complaints and the themes is shared by the Customer Care team includes:
- Attendance at directorate management team meetings,
 - Meetings with Heads of Service,
 - Sharing feedback about commissioned services with the Contracts Team

- Emails to Heads of Service for cascading to their teams,
- Attendance at Practice Governance and Transforming Lives Board
- The learning gained from specific complaints is shared at regular complaint training sessions for Adult Social Care Managers,
- Specific case studies which include learning from complaints investigated by the LGO are considered at training sessions that focus on how to respond to LGO investigations.

4.0 Developing the local economy for the benefit of all

There are no significant implications for this priority.

5.0 Helping people live healthy and independent lives

5.1 The effective management of complaints which identifies learning, promotes service improvements which support people to live healthy and independent lives.

6.0 Supporting and protecting vulnerable people

6.1 The investigation of complaints can help to recognise areas where there has been poor practice and provides opportunities to improve the care and support for the people supported by the Council

7.0 SIGNIFICANT IMPLICATIONS

7.1 Resource Implications

7.1.1 There are no significant implications within this category.

7.2 Procurement/Contractual/Council Contract Procedure Rules Implications

7.2.1 There are no significant implications within this category.

7.3 Statutory, Legal and Risk Implications

7.3.1 Regular reporting and monitoring of complaints ensures that learning can be identified and implemented. This reduces future risks and contributes to the continuous improvement of services

7.4 Equality and Diversity Implications

7.4.1 There are no significant implications within this category.

7.5 Engagement and Communications Implications

7.5.1 All feedback is welcomed and offers opportunities for learning and action to be taken that can contribute to service improvement and is seen as an important part of engagement with Service Users and their families.

7.6 Localism and Local Member Involvement

7.6.1 There are no significant implications within this category.

7.7 Public Health Implications

7.7.1 There are no significant implications within this category.

Implications	Officer Clearance
Have the resource implications been cleared by Finance?	No
Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by Finance?	No
Has the impact on statutory, legal and risk implications been cleared by LGSS Law?	No
Have the equality and diversity implications been cleared by your Service Contact?	No
Have any engagement and communication implications been cleared by Communications?	No
Have any localism and Local Member involvement issues been cleared by your Service Contact?	No
Have any Public Health implications been cleared by Public Health	No

Source Documents	Location
The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009	http://www.legislation.gov.uk/uksi/2009/309/pdfs/uksi_20090309_en.pdf .