

## Customer Care Annual Report 01 April 2022 – 31 March 2023

To: Adults and Health Committee

Meeting Date: 5 October 2023

From: Patrick Warren-Higgs, Executive Director of Adults, Health and Commissioning

Electoral division(s): All

Key decision: No

Forward Plan ref: No

Outcome: To present the Adult Social Care Customer Care Annual Report 2022-2023 providing information about the complaints, compliments, representations and MP enquiries received for adult social care and the learning from this feedback and actions taken to improve services.

Recommendation: Adults and Health Committee are asked to:

- a) Note and comment on the information in the Annual Adults Social Care Customer Care Report 2021-2022.
- b) Agree to the publication of Annual Adults Social Care Customer Care Report 2021-2022 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 annual report 2022– 2023, attached as Appendix 1.
- 1.3 The adult social care customer care annual report 2022 – 2023 identifies themes to inform learning from complaints and sets out the actions taken to address these issues and improve practice.

## 2. Customer Care Annual Report

- 2.1 The annual adult social care customer care report 2022 - 2023 (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 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.
- 2.3 366 compliments were received in 2022-2023. For the last five reporting years, adult social care has continued to receive more compliments than complaints.
- 2.4 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 7) details learning from complaints received during the last year.
- 2.5 The learning from each complaint is collated and where there are similar issues raised in a number of complaints, the common theme identified will lead to specific learning and development.
- 2.6 The various ways in which learning from complaints and the themes are shared by the Customer Care team includes:
  - Attendance at Directorate Management Team meetings
  - Attendance at the Practice Governance Board
  - Meetings with Heads of Service and the Principal Social Worker
  - Sharing feedback about commissioned services with the Commissioning Team

- Email communication for cascading to teams
- The learning gained from specific complaints is shared at complaint training sessions for adult social care managers and staff
- The annual complaints report is also shared with the Adults and Health Committee to ensure there is oversight and assurance.
- Dissemination of learning through a variety of methods led by the Practice Standards and Quality Team and the Principal Social Worker for adult social care
- Specific case studies which include learning from complaints investigated by the LGSCO are considered at practice learning sessions run by the Principal Social Worker and the Practice Quality & Standards Team.

- 2.7 259 formal complaints were received in 2022-2023. This is 15% (33) increase in comparison to 2021-2022 when 226 formal complaints were received. Although there is a year-on-year rise in the number of complaints received, the overall percentage of people receiving services (9858) who complained has decreased from 3.5% last reporting year, to 2.6% this reporting year.
- 2.8 Formal complaints accounted for 27% (259) of the overall feedback (958) received for adult social care for 2022-2023. This is similar to 2021-2022 when formal complaints accounted for 25% of overall feedback.
- 2.9 The majority of all formal complaints were made by people, or their representatives, who were receiving services from the Adults Community Teams, 99 (38%). This is to be expected, as they are the service with the highest volume of people in receipt of adult social care. In proportion to their client base, it equates to 3.3%, which is the same as previous years.
- 2.10 In the year 2022-2023, 110 complaints related primarily to either home care, supported living or residential care. This is an increase of 32 (41%) compared to the year 2021-2022, where 78 complaints were recorded. Complaints about Council commissioned care provision can be raised directly with the care provider or with the Council.
- 2.11 In 2022-2023, there were 27 Senior Manager Reviews were completed. This equates to 10% of complainants being dissatisfied with the Council's first response to their complaint.
- 2.12 In light of the learning identified from both individual complaints as well as the themes identified across complaints in general, several actions have been taken to improve the services we provide, examples of which are illustrated in section 7 of the report.
- 2.13 In 2022-2023, across the Council, 68 complaints were decided by the Local Government and Social Care Ombudsman (LGSCO). 12 of these related to adult social care, 6 (50%) of which were upheld, this is a slight decrease from the previous reporting year where 7 adult social care complaints were upheld. Section 12 of the report provides further details.

2.14 Across the Council 78% (18) of complaints were upheld by the LGSCO. This is a 6% (5) increase from 2021-2022. Similar organisations have an annual uphold average of 80%. The LGSCO noted in their review letter that the annual uphold rates for all investigations has increased this year and to exercise caution when comparing uphold rates with previous years.

### 3. Alignment with ambitions

3.1 Net zero carbon emissions for Cambridgeshire by 2045, and our communities and natural environment are supported to adapt and thrive as the climate changes

There are no significant implications for this ambition.

3.2 Travel across the county is safer and more environmentally sustainable

There are no significant implications for this ambition.

3.3 Health inequalities are reduced

There are no significant implications for this ambition.

3.4 People enjoy healthy, safe, and independent lives through timely support that is most suited to their needs

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

3.5 Helping people out of poverty and income inequality

There are no significant implications for this ambition.

3.6 Places and communities prosper because they have a resilient and inclusive economy, access to good quality public services and social justice is prioritised

The effective management of complaints identifies learning and promotes service improvements which supports people to have access to good quality public services and social justice is prioritised.

3.7 Children and young people have opportunities to thrive

There are no significant implications for this ambition.

### 4. Significant Implications

4.1 Resource Implications

There are no significant implications within this category.

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

Complaints that raises concerns about independent providers are shared with the Contracts and Commissioning team.

#### 4.3 Statutory, Legal and Risk Implications

The investigation of complaints can help to recognise areas where there has been poor practice and provides opportunities to improve the services provided by adult social care. There is a statutory obligation for the council to have an adult social care complaints process and to publish an annual customer care report for adult social care.

#### 4.4 Equality and Diversity Implications

There are no significant implications within this category.

#### 4.5 Engagement and Communications Implications

All feedback is welcomed and offers opportunities for learning to be identified and action to be taken that can contribute towards service improvements and is seen as an important part of engagement with the people we support and their families/representatives.

#### 4.6 Localism and Local Member Involvement

There are no significant implications within this category.

#### 4.7 Public Health Implications

There are no significant implications within this category.

#### 4.8 Climate Change and Environment Implications on Priority Areas

There are no significant implications within this category.

##### 4.8.1 Implication 1: Energy efficient, low carbon buildings.

There are no significant implications within this category.

##### 4.8.2 Implication 2: Low carbon transport.

There are no significant implications within this category.

##### 4.8.3 Implication 3: Green spaces, peatland, afforestation, habitats and land management.

There are no significant implications within this category.

##### 4.8.4 Implication 4: Waste Management and Tackling Plastic Pollution.

There are no significant implications within this category.

##### 4.8.5 Implication 5: Water use, availability and management:

There are no significant implications within this category.

##### 4.8.6 Implication 6: Air Pollution.

There are no significant implications within this category.

##### 4.8.7 Implication 7: Resilience of our services and infrastructure, and supporting vulnerable people to cope with climate change.

There are no significant implications within this category.

## 5. Source documents

- 5.1 LGO Cambridgeshire County Council Annual Review letter 2020-2021  
[Councils' performance - Local Government and Social Care Ombudsman](#)
- 5.2 LGO Data Sheet – Councils 2020-2021  
[Adult social care complaint reviews - Local Government and Social Care Ombudsman](#)

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## Appendix 1 – Annual report