



Adult Social Care Complaints and Compliments Annual Report 2022 to 2023



Introduction

Figure 1

Time taken to respond to complaints

Table 3 shows how many working days were taken to respond to all complaints in 2022/23, providing both the number and overall percentage of the complaints responded within the reporting year.

Table 3

Days	Number of Complaints	Percentage
0-9	14	6.3%
10-19	97	43.5%
20-29	73	32.7%
30-59	34	15.2%
60-89	2	0.9%
90+		

complaints (207 out of 223 completed responses). This is 2% down on the previous year but remains above the 90% target set across the Council.

In addition, 111 complaints (49.8%) received a response in under 20 working days. A further 73 complaints, (32.7%) received a response in less than 30 days. This means that the majority of complainants, 184, (82.5%) received a response within 30 working days or less.

A smaller number of complaints, 2 (0.9%) were completed within 60 and 89 days, and 3 (1.3%) took longer than 90 days. The average time to respond to a complaint in 2022/23 was 24 working days which is the same as the preceding year.

Nature of complaints

Typically, complainants will raise more than one issue in their complaint, hence for the purposes of reporting, the nature of complaints will not match the number of complaints received. Table 4 and figure 2 detail the different nature of complaints received in 2022/23.

Table 4

Nature of complaints	Number	Percentage
Communication	82	18.9%
Staff	69	15.9%
Decision making	66	15.2%
Assessment process	58	13.3%
Financial	57	13.1%
Service provision	51	11.7%
Safeguarding	41	9.4%
Policy/Procedures	6	1.4%
Information Governance/Legal	5	1.1%

Complaints and compliments

A pattern is emerging to reflect the work being done within the service to resolve complaints to the satisfaction of the complainant outside of the formal complaints process.

The overall percentage share of complaints upheld in full or in part remains broadly consistent at (60%).

The Council has changed how we report on the resolution of Adult Social Care complaints to reflect the fact there are often multiple resolutions. In 2022/23, there were 204 actions resulting from the 223 complaints responded.

Table 6

Resolution of Complaints	Number	Percentage
Advice/Information Given	91	44.6%
Apology	55	27.0%
Service provided	23	11.3%
Staff training	12	5.9%
Service improved	7	3.4%
Support plan reviewed	6	2.9%
Communication improved internally	6	2.9%
Agreement with person using service or carer	3	1.5%

Table 7

Local Government and Social Care Ombudsman Activity	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Investigations initiated by LGSCO	27	23	30	26	12	16
Investigations Upheld by the LGSCO	9	10	14	12	9	10
Financial remedies recommended for upheld complaints by the LGSCO*	£7,775**	£1,200	£6,695 ***	£28,069 ****	£14,085	£1,550

** £2,475.00 a direct payments refund

***£3,769.72 a refund of incorrect charges for residential care and paid directly by the provider

**** includes reimbursing £11,000 paid to a care provider as an unofficial third-party top up and a backdated Direct Payment of £9,603 for a separate complaint.

Section E: Learning from complaints

Learning from complaints is an important source of information for implementing service improvement. The focus on identifying learning and putting things right and making a difference to service delivery is a key requirement across all services and monitored closely by the Customer Relations Team.

Examples of learning from complaints for this reporting year are detailed below:

Assessment Process/ Timeliness: complaints about time taken to receive an assessment from the point of contact or referral

LGSCO complaints and learning

If a complainant remains unhappy with the outcome

Section F: Compliments

Table 9 shows the total number of compliments that have been received by service areas in Adult Social Care Services in the period 2017/18 to 2022/23. To celebrate, all the compliments are shared with the senior leadership team, included in the staff newsletter and staff also receive an e-mail from the Executive Director.

Table 8

Team	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
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