



London Borough of Enfield

Report Title	Annual Adults' Statutory Complaints Report
Report to	Health & Adult Social Care Scrutiny Panel
Date of Meeting	28 th November 2023
Cabinet Member	Cllr Alev Cazimoglu
Executive Director / Director	Tony Theodoulou – Executive Director, People Doug Wilson – Director of Health & Adult Social Care
Report Author	Will Wraxall – Complaints, MEQs and Corporate Functions Manager
Ward(s) affected	All wards
Classification	Part 1

Purpose of Report

1. This report presents the annual report on Adult Social Care Statutory Complaints for 2022-23, as the Council is required to publish it each year. The report provides insight into complaints received and upheld, identified themes in complaints, performance in responding promptly to complaints, and the actions proposed to improve experience for service users.

Main Considerations for the Panel

2. During 2022/23, Enfield Council received a total of 30 Adult Social Care statutory complaints. This is a decrease in volume of 18 complaints, although this is largely due to no longer processing complaints regarding financial assessments through the statutory process, following receipt of advice on the statutory remit.

3. Statutory complaint processes cover the care aspects of Adult Social Care, for which the complaints process which the Council must operate is laid out within legislation. It does not cover other aspects of adult social care work outside the process of assessing and providing care.
4. 30% of complaints were fully upheld, and 39% were partially upheld. The most common upheld elements of complaints were delays in assessment or provision, or individual case errors; the most commonly upheld service area was Older People and Physical Disabilities, although this was proportionate to the number of complaints received for that service, which serves the largest number of customers to whom statutory complaints processes would apply. The addition of upheld statistics is a new aspect of the report facilitated by new complaint management software.
5. Legislation requires that the Council respond to complaints within six months; all complaints responses achieved this. The Council has a voluntary local Key Performance Indicator (KPI) of 20 working days to respond to statutory complaints, of which 77% were achieved within the year. This is below the Council's target of 95% and was a decrease on the previous year; although for those complaints which were overdue, the extent to which the response was late, was lower than the previous year (a range of 1-16 working days late, as opposed to 1-26 in the previous year).
6. 4 complaints were investigated by the Local Government & Social Care Ombudsman of which 3 were upheld. Appendices B and C provide examples of upheld and not upheld Ombudsman decisions.
7. Key learning themes were identified as:
 - a. Delays to assessments and provision
 - b. Individual case errors or remedial actions
 - c. Clarity of upheld points in complaint responses

Actions are proposed in the report to address these areas and improve the quality of service and complaint responses, with the aim to further reduce incoming complaints in future.

Background and Options

8. The Council is required to publish its annual report on statutory complaints. The report provides the Council with the opportunity to reflect on complaints that have been received, and consider how the Council can further improve the experience adult social care service users get and ensure a better quality of service is delivered. The actions proposed in the report are designed to address particular areas which the Council has identified as trends in complaints.

Relevance to Council Plans and Strategies

9. The Complaints report aids in improving the service delivered to residents through the social care provision operated by the Council. It assists in

assuring that the Council's services do not merely meet statutory requirements, but are delivered in a person-centred manner, with effective, quality care and resolutions for service users.

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Appendices

Appendix A – Annual Adults Statutory Complaints Report 2022-23

Appendix B – Upheld Ombudsman Complaint example

Appendix C – Not upheld Ombudsman complaint example