

## **London Borough of Enfield**

### **Health & Adults Social Care Scrutiny Panel**

**6<sup>th</sup> December 2022**

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**Subject: Enfield Council Adult Social Care Statutory Complaints Annual Report 2021-22**

**Cabinet Member: Cllr Alev Cazimoglu**

**Executive Director: Tony Theodoulou**

**Key Decision: N/A**

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### **Purpose of Report**

1. To summarise the findings of the Adult Social Care Statutory Complaints Annual Report 2021-22. The report focuses on the nature of complaints and learning they provide to improve services in the future.

### **Proposal(s)**

2. Note the findings and improvement actions included in the Annual Report.

### **Relevance to the Council's Corporate Plan**

3. Analysing Adult Social Care complaints and compliments on an annual basis provides valuable insight into customer experience. This learning informs Enfield Council's future approach to service improvement.

### **Background**

4. This annual report covers the period of 1st April 2021 to 31st March 2022. It focuses on the nature of complaints received by the Council, handling performance and learning elicited to shape future service improvements.
5. The report content has changed compared to previous years to provide improved insight such as multiple year trend analysis and greater granularity regarding nature of complaints. Also included is improvement actions based on learning from these complaints.
6. Recent technology improvements (new case management system) will provide further detailed insight for 2022/23 report.
7. Between 1<sup>st</sup> April 2021 and 31<sup>st</sup> March 2022, Enfield Council's Adult Social Care services supported over 4,500 clients to access long term care. 2,100 assessments and 2,500 reviews were undertaken. 3,300 carers were supported, and teams responded to over 3,600 safeguarding concerns.

## **Main Considerations for the Council**

8. This section summarises the key findings from Annual Report which is provided as an appendix to this covering Health & Adult Social Care Scrutiny Panel paper.

### Findings

9. During 2021/22, Enfield Council received 48 Adult Social Care complaints, representing 1% of the total number of contacts during that year.
10. When comparing 3 year-trends, the volume has increased slightly from the previous year (37 received in 20/21) but remains lower than 19/20 (55).
11. The majority of complaints related to disagreement regarding fees and dissatisfaction with service quality received.
12. 17 complaints were referred by complainants to the LGSOC (Local Government and Social Care Ombudsman) reflecting a marginal increase compared to the previous year. Of these, LGSOC investigated 7, resulting in 5 decisions made (3 were upheld and 2 were not upheld).

### Improvement Actions

13. Learning from the complaints surfaced a number of improvement actions for the service areas as well as for individual cases. These fell into three categories:
  - Remedial action for individual complaints
  - Improving social work or occupational therapy practice and delivering training
  - Establishing or changing existing processes and policies.
14. Remedial action for individual complaints included agreeing a change in social worker and offering a reassessment of either a care package or finances.
15. In order to improve practices actions are underway to ensure clearer information and advice is provided regarding care and support packages. Issues are being addressed directly with social workers and/or managers, for example returning telephone calls promptly and completing assessments accurately.
16. Application of processes and policies are also being revised including advising clients of potential wait times for assessments and improving information included in financial charging documentation.

## **Financial Implications**

17. No Financial implications

## **Legal Implications**

18. No Legal implications

## **Workforce Implications**

19. There are no workforce implications

## **Property Implications**

20. There are no property implications

## **Other Implications**

21. There are no other implications

## **Options Considered**

22. Not applicable as this report is to note the findings from the Adult Social Care Statutory Complaints Annual Report 2021-22.

## **Conclusions**

23. During 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022, over 4,500 people were supported by Adult Social Care.

24. Given the complex nature of this work, the number of complaints received are relatively low. There has been a slight increase in volumes compared to the previous year both received by the Council and referred to the Ombudsman by complainants.

25. Whilst there were specific improvement actions taken at an individual level, learning from complaints demonstrates the need to ensure policies and processes are fully understood and enacted by staff. Addressing gaps in service provision through staff training and supervision is underway. Other improvement actions include ensuring that information regarding financial payments for care/support packages, as well as changes to financial charging, are clearly communicated to clients.

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Appendix: Annual Adult Social Care Statutory Complaints Report 2021-22 (attached separately).