

Appendix 6 - Adult Social Care and Health

Service Area	Number of complaints	percentage upheld/ partly upheld	percentage responded to within 10 w/days	percentage responses to outside 10 w/days	Average w/days
Adult Social Care Insight, Quality and Financial Services	12	67%	66%	34%	17
Adult Social Care Neighbourhoods	33	21%	43%	57%	39
Adults Commissioning	2	0%	100%	0%	9
Integrated Learning Disability Service	4 (4)	50% (75%)	50% (0%)	50% (0%)	22 (50_
Mental Health Service	3 (1)	0% (0%)	100% (0%)	0% (0%)	6 (NA)
Provider Services	1 (7)	100% (29%)	100% (0%)	0% (43%)	41 (8)

April 2024 – March 2025

*Please note in some instances delays to responses are due to the gathering of information from colleagues/annual leave/sick leave

1. Adult Social Care and Health (ASCH) received 55 complaints, which is a 21% (68 complaints) decrease compared to 2023/24.
2. In September 2023 we recruited an Adult Social Care (ASC) Enquiries Coordinator, who has been responsible for overseeing complaints across the service. This includes triaging complaints to ensure they are assigned to the correct directorate and service area. While the number of complaints appears significantly lower, this is likely to reflect improved recording and allocation of complaints across directorates, rather than an actual reduction in concerns raised.

3. It is notable that 36% (20 complaints) received were resolved informally, which is a 19% increase on 2023/24. The ASC Coordinator has been working closely with responding officers to ensure early engagement with the complainant during the complaint handling process to get an early resolution. This reflects a more relational approach to complaint handling - prioritising early, person-centred conversations to understand and resolve issues before they escalate.
4. ASC Neighbourhoods (previously known as Support and Safeguarding) received the largest number of complaints, 33. The service is by far the largest in ASC, and many of these complaints contain multiple elements, including those relating to other services such as financial assessments and direct payments. The ASC Neighbourhoods service is currently experiencing extreme service pressures and, in some situations, people drawing on care and support have sometimes had to wait longer to access support, which is likely to be a factor in the number of complaints in this service area.
5. 56% (31) of complaints were responded to within 10 working days, which is a significant improvement from 9% in 2022/23. While timeliness has improved, we recognise that the overall pace of responses remains below acceptable levels. The forthcoming ASC Complaints Dashboard, due to launch early 2025/26, will support teams in monitoring and improving response times.
6. 29% (16) of complaints were upheld or partly upheld compared to 3% (2) upheld or partly upheld in 2023/24. The ASC Coordinator has been working with officers to ensure there is a more consistent and equitable approach to determining complaint outcomes, and we are considering appropriate remedies.
7. Adult Social Care Neighbourhoods have arrangements for reporting and investigating complaints with robust Senior Management oversight. All recent complaints were reviewed to ensure that they had been responded to appropriately, and as a result, we observed some improvements in our performance. However, we recognise that further improvements are needed. Therefore, the focus of the next financial year is to develop and implement an internal ASC Complaints framework, including policies and procedures, guidance and governance arrangements. The aim is to improve compliance and quality, and to ensure we embed learning from complaints to promote continuous improvement and learning across ASC. Learning from complaints will feed into our practice development and quality assurance work.

Service/Type - ASC	Count
Unclassified	0
Compensation request (repairs & operations)	0
Delay in providing a service	5
Disagree with decision/action	8
Lack of customer care/Staff behaviour	2
Lack of information/advice/access to service	4
Poor communication/Lack of communication	28
Quality of service	8

8. When considering the complaints by type, the majority relate to poor communication/lack of information. This is likely to have been exacerbated by the current service pressures. However, we note that some categories selected may not have been accurate. Therefore, we will focus on ensuring we have the correct data insights to drive improvement. As part of the ASC Complaints Framework and the ASC Audit Framework, we will be developing quality assurance processes to provide more quantitative data and practice insights.