

NORTH LINCOLNSHIRE COUNCIL

**RESIDENT ENGAGEMENT AND RURAL PARTNERSHIPS CABINET MEMBER
CHILDREN AND FAMILIES CABINET MEMBER
ADULTS AND HEALTH CABINET MEMBER**

CUSTOMER FEEDBACK ANNUAL REPORT 2021-22

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To present the customer feedback annual report 2021-22 – *How Did We Do?*
- 1.2 It includes specific detail on the representations received in respect of Adult Services and Children Services provision in line with statutory requirements to report these, together with the key findings published in the Local Government & Social Care Ombudsman’s Annual Letter.

2. BACKGROUND INFORMATION

- 2.1 This report presents a summary of the customer feedback received during the period 1 April 2021 - 31 March 2022. Detailed findings are set out in the accompanying appendix: Customer Feedback Annual Report 2020-21 – *How Did We Do?*
- 2.2 Its purpose is to support our continuous improvement of the council’s offer to residents and ensure that the learning from customer feedback is captured and used to inform and enhance customer experience moving forward. This annual report is therefore important; it provides key intelligence and insight on how we are performing as a council against our published customer service standards and as such, it is essential for informing our performance management, business assurance and public engagement objectives.
- 2.3 The council received over 100 recorded compliments from residents recognising their satisfaction with the quality of the council’s offer and services provided during the year 2021-22.
- 2.4 The number of complaints received in 2021-2022 was slightly lower than 2020-2021, continuing a positive trend of reducing complaints year on year for the last 5 years. The number of complaints received remains at a low level in comparison to the number of people who live in North Lincolnshire - equivalent to 0.2%.
- 2.5 There is a statutory requirement to present an annual report on representations and complaints which have been addressed by adults and children’s services through their respective regulated processes. The initial stage of the complaints process rests with the local authority where the principles of timely restorative practice are applied.

Subsequent stages require referral to the Local Government and Social Care Ombudsman for independent investigation.

2.6 During 2021-22 there were 47 complaints about statutory social care services for adults. The proportion of complaints to service users remains low at 2.9%. The annual report provides a summary analysis of the complaint issues and findings.

2.7 During the same period there were 20 complaints about statutory children's services. This is 12% fewer than the previous year and represents 2% of contacts. Further information is set out in the annual report.

2.8 Once the council's complaints process has been exhausted, the complainant has a route of appeal to the Local Government and Social Care Ombudsman. During 2021-22 9 detailed investigations were undertaken by the ombudsman and of these 7 complaints were upheld. The ombudsman also reported that the council had complied with 100% of their recommendations.

3. OPTIONS FOR CONSIDERATION

3.1 Option 1: Receive and approve the annual report for publishing.

3.2 Option 2: To reject the report.

4. ANALYSIS OF OPTIONS

4.1 Option 1: Approving and publishing the annual report will help meet our statutory duties regarding adults and children's services and wider transparency and public engagement objectives.

4.2 Option 2: Not publishing the annual report will not meet our statutory duty in respect of adults and children's services' representations.

5. FINANCIAL AND OTHER RESOURCE IMPLICATIONS (e.g. LEGAL, HR, PROPERTY, IT, COMMUNICATIONS etc.)

5.1 As set out above, there is a statutory requirement to publish an annual report relating to complaints and representations about adult and children's services.

5.2 The report will be shared with relevant partner organisations.

6. OTHER RELEVANT IMPLICATIONS (e.g. CRIME AND DISORDER, EQUALITIES, COUNCIL PLAN, ENVIRONMENTAL, RISK etc.)

6.1 None

7. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

7.1 Not applicable.

8. **OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

8.1 Not applicable.

9. **RECOMMENDATIONS**

9.1 That the Customer Feedback Annual Report 2021-22 – *How Did We Do?* is received and approved for publication.

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Background Papers used in the preparation of this report

Local Government and Social Care Ombudsman's Complaints 2021-22