

## Adult Social Care and Health Feedback Data

### Financial Years 2021/22, 2022/23 and 2023/24

Figure 1: Warwickshire County Council Total Feedback Cases

WCC Feedback	2021/2022	2022/2023	2023/2024
Complaints	1949	1809	1520
Compliments	682	461	454
Comments	389	333	218

Figure 2: Cases by Service

#### Adult Social Care

	2021/2022	2022/2023	2023/2024
Complaints	189	138	122
Compliments	289	174	149
Comments	18	11	14

#### Public Health

	2021/2022	2022/2023	2023/2024
Complaints	16	0	0
Compliments	0	0	0
Comments	2	2	0

Figure 4: Complaints data trends by month

#### Adult Social Care

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2021/2022</b>	7	15	16	20	14	20	18	17	24	17	6	15
	4%	8%	8%	11%	7%	11%	10%	9%	13%	9%	3%	8%
<b>2022/2023</b>	18	13	8	10	17	8	8	4	7	12	12	21
	13%	9%	6%	7%	12%	6%	6%	3%	5%	9%	9%	15%
<b>2023/2024</b>	13	10	14	8	13	10	11	12	7	14	4	6
	11%	8%	11%	7%	11%	8%	9%	10%	6%	11%	3%	5%

#### Public Health

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2021/2022</b>	2	2	2	2	2	1	1	0	2	2	0	0
	13%	13%	13%	13%	13%	6%	6%	0%	13%	13%	0%	0%
<b>2022/2023</b>	0	0	0	0	0	0	0	0	0	0	0	0
<b>2023/2024</b>	0	0	0	0	0	0	0	0	0	0	0	0

Figure 5: Complaint categories by subject

	2021/2022	%	2022/2023	%	2023/2024	%
Protection of user	54	29%	42	30%	21	17%
Communication	78	41%	29	21%	22	18%
Staff conduct	6	3%	6	4%	9	7%
WCC Service standards	2	1%	10	7%	11	9%
Financial Issues	34	18%	34	25%	30	25%
Physical environment issues	6	3%	1	1%	0	0%
Discrimination	0	0%	0	0%	0	0%
Policy	0	0%	0	0%	1	1%
Commissioned Service Provision	9	5%	13	9%	6	5%
Outside Complaints process	0	0%	3	2%	22	18%

Figure 6: Complaints per Team

## Adult Social Care - teams with highest number of complaints

2021/2022		%	2022/2023		%
Adult Strategic Commissioning	53	28%	Adult Strategic Commissioning	35	25%
Adult Older People North East	24	13%	Adult Older People North East	20	15%
Adult Older People Stratford	17	9%	Adult Disabilities Physical	13	9%

2023/2024 (Contact Us)		%	2023/2024 (Customer Feedback System)		%
Adult Disabilities Physical	20	20%	Adult Strategic Commissioning	7	35%
Adult Disabilities Learning	16	16%	Adult Stratford Older People Team and QIC Team	3	15%
Adult Older People North East	14	14%			

Figure 7: Complaints by Remedy

## Adult Social Care

	2021/2022 *	%	2022/2023 *	%	2023/2024 (Contact Us)*	%	2023/2024 (Customer Feedback System)	%
Explanation Provided	131	75%	86	82%	63	72%	28	90%
Service Provided	47	27%	33	31%	23	25%	0	0%
Apology	58	33%	26	25%	29	34%	1	3%
Change in Process	2	1%	2	2%	1	1%	0	0%
Financial Remedy	4	2%	2	2%	6	6%	2	6%
Change of Policy	1	1%	0	0%	0	0%	0	0%

\* Please note more than one remedy can be selected for an individual case

**Figure 8: Complaint Outcomes****Adult Social Care**

Complaint Outcomes*	2021/2022	% of Stage 1 Complaints	2022/2023	% of Stage 1 Complaints	2023/2024	% of Stage 1 Complaints
<b>Upheld</b>	21	11%	11	10%	14	14%
<b>Partially Upheld</b>	31	17%	18	16%	17	16%
<b>Not Upheld</b>	33	18%	12	11%	27	26%

\* Please note excludes questions and withdrawn complaints

**Figure 9: Complaints Closed within Timescale****Adult Social Care**

Timescale	2021/2022	2022/2023	2023/2024
<b>within</b>	149	88	90
<b>exceeding</b>	42	37	19

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