

Cabinet Member for Adult Services

1 April 2026

**Name of Cabinet Member:**

Cabinet Member for Adult Services – Councillor L Bigham

**Director approving submission of the report:**

Director of Care, Health & Housing

**Ward(s) affected:**

All

**Title:**

**Adult Social Care Annual Representations Report 2024/25 (Comments, Compliments and Complaints)**

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**Is this a key decision?**

No - although the proposals affect more than two electoral wards, the impact is not expected to be significant.

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**Executive summary:**

Adult Services have a statutory duty arising from the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, to provide a system for receiving comments, compliments and complaints from people who use its services, or those acting on behalf of them. There is also a duty under the regulations to produce and publish an annual report.

This report sets out the details of the representations received across Coventry's Adult Services in 2024/25. It highlights the service improvements and learning from feedback and includes information on future developments in complaint handling and reporting.

**Recommendations:**

The Cabinet Member for Adult Services is recommended to approve publication of the Council's Annual Representations Report in relation to Adult Social Care for 2024/25 as attached as Appendix 1 to this report.

**List of appendices included:**

Appendix I – Adult Social Care Annual Representations Report 2024/25

Appendix II – Complaints Handling Guidance

**Background papers:**

None

**Other useful documents**

Adult Social Care Comments, Compliments and Complaints

[https://www.coventry.gov.uk/info/194/have\\_your\\_say/562/](https://www.coventry.gov.uk/info/194/have_your_say/562/)

Complaints Managers' Group (May 2016) Good Practice guidance for handling complaints concerning adults and children social care services

<https://www.adass.org.uk/media/5360/good-practice-guidance-final-09062016.pdf>

Local Government and Social Care Ombudsman Guidance for bodies in our jurisdiction to support good complaint handling

<https://www.lgo.org.uk/information-centre/reports/guidance-notes>

**Has it been or will it be considered by Scrutiny?**

No – However the information in this report has been reviewed by Scrutiny Co-ordination Committee in their governance capacity as the “Body Responsible for Complaints”

**Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?**

No

**Will this report go to Council?**

No

## **Report title: Adult Social Care Annual Representations Report 2024/25 (Comments, Compliments and Complaints)**

### **1 Context (or background)**

- 1.1 Adult Services have a statutory duty arising from the Local Authority Social Services and National Health Services Complaints (England) Regulations 2009, to provide a system for receiving comments, compliments and complaints from people who use their services, or those acting on behalf of them. This provides a means for listening to the views of those who use or are affected by Adult Services and for resolving any issues arising. Where things have gone wrong it enables the Council to put things right, learn from the experience and make the necessary improvements.
- 1.2 This report highlights the positive culture of learning and continuous improvement within Adult Social Care. By actively seeking and valuing feedback through comments, compliments, and complaints, the Council are committed to openness, quality assurance, and developing our services to better meet the needs of our community. The insights and experiences shared by people using services and their families are at the heart of our progress, helping us to shape and enhance the care and support we provide.

### **2 Complaints and Learning**

- 2.1 There were 85 statutory complaints made within the year 2024/25, rising by 26 cases (44%) from 59 in 2023/24.
- 2.2 43% (34) of these complaints were fully or partially upheld, compared to 49% (29) in 2023/24.
- 2.3 There were also a number of concerns raised and resolved informally through early local resolution. In 2024/25 the Council doubled the number of complaints resolved informally (42 cases, compared to 21 in 2023/24), while other concerns were addressed at the point of service delivery as business-as-usual, for example by social care providers, and so not reflected in the figures in this report.
- 2.4 In 2024/25, the Local Government and Social Care Ombudsman (LGSO) considered 10 escalated complaints regarding Adult Social Care, of which 4 were investigated and upheld. This compared to 10 complaints of which 2 were upheld in 2023/24.
- 2.5 Adult Services are committed to a learning-focused approach, using every piece of feedback as an opportunity for growth. An 'Investigation Outcome Form' is completed by the investigating officer for every complaint, setting out the resolution and any actions to be taken forward. By fostering a culture where learning from lived experience drives service improvement, we ensure our work remains responsive, person-centered, and effective for all those we serve. (A summary of the key lessons learnt or remedial actions taken are included as an appendix to the report).
- 2.6 Compliments provide an equally valuable message, serving as important indicators of where staff and service areas deliver exceptional service, often exceeding

expectations. Such positive feedback provides valuable insights into what is working well and helps us further enhance services and outcomes for everyone we support. A selection of compliments received have been included in the report.

- 2.7 While there are no externally prescribed timescales for the resolution of complaints, the Council's internal guideline is to resolve complaints within 20 working days. Performance on this standard is monitored by the Adult Social Care Management Team.
- 2.8 In 2024/25 the average response time improved by 5 working days (to 17) compared to 2023/24, while there was a 27% increase in cases responded to within 20 working days. 73% of complaints (62) were resolved within 20 working days in 2024/25, compared to 46% (27) in 2023/24. This was accomplished despite the 44% rise in the volume of cases overall.
- 2.9 Appendix I sets out the Adult Services Annual Representations Report for 2024/25, highlighting themes that have arisen from comments, compliments and complaints and the learning and service improvements that have resulted from the feedback received.
- 2.10 Appendix II sets out the Council's complaints handling guidance.

### **3 Results of consultation undertaken**

- 3.1 None identified or undertaken.

### **4 Timetable for implementing this decision**

- 4.1 Areas for development and improvement have been included within the divisional and relevant team plans for 2024/25.

### **5 Comments from the Director of Finance and Resources and the Director of Law, Governance and Safer Communities**

#### **Financial and Legal implications**

##### **5.1 Financial implications**

There are no direct financial implications associated with this report. Financial remedies resulting from any complaints are typically paid out of service budgets. In 2024/25, 4 complaints to the Local Government and Social Care Ombudsman were investigated and upheld, resulting in a total of £1250 being paid by way of financial remedy. A further £3120 was paid in remedies by the service, together with a refund of £17,902 from an upheld charges recalculation complaint. All complaints relating to financial issues were investigated and rectified accordingly.

## 5.2 Legal implications

In accordance with the Local Authority Social Services and NHS Service Complaints (England) Regulations 2009, the Council must make arrangements for dealing with complaints and is ultimately required to prepare an annual report for each year (being a period of 12 months, ending on 31<sup>st</sup> March) which must:

- (a) specify the number of complaints received.
- (b) specify the number of complaints which were decided to be well-founded;
- (c) specify the number of complaints which the responsible body has been informed have been referred to the Local Commissioner to consider under the Local Government Act 1974; and
- (d) summarise:
  - (i) the subject matter of complaints that the responsible body received;
  - (ii) any matters of general importance arising out of those complaints, or the way in which the complaints were handled and
  - (iii) any matters where action has been or is to be taken to improve services as a consequence of those complaints.

The Council is further required to ensure that its annual report is available to any person on request.

The preparation and publication of the Annual Report is therefore completed to ensure compliance with the Council's statutory responsibility in this regard.

## 6 Other implications

### 6.1 How will this contribute to achievement of the One Coventry Plan?

This Annual Report sets out the progress made by the service towards the One Coventry Plan vision to be locally committed, by improving the quality of life for Coventry people, by contributing to the priority to protect our most vulnerable people.

### 6.2 How is risk being managed?

There are reputational as well as financial risks when things go wrong. It is, therefore, important that the Council takes action and learns from the outcome of complaints. The Adult Social Care Management Team routinely considers complaints as part of regular performance management.

### 6.3 What is the impact on the organisation?

The co-ordination and management of complaints involves considerable officer time. Therefore, where things have gone wrong, it is important for the Council to put things right, learn from the experience and make the necessary improvements. The feedback that is received from complaints and other representations is reported to managers on a regular basis to inform service planning and improvements.

#### 6.4 Equalities / Equality Impact Assessments (EIA)

EIAs have been built into the delivery of work within adult social care services. As part of continuous improvement, the service will continue to review the integration of equality and diversity into operational practice and performance monitoring.

The Service Recovery Team will collect data on complainants by protected characteristics such as ethnicity, sex and disability status from 2025/26 onwards. This will enable the Council to identify if its complaints policy is operating as intended, eliminate discrimination and advance equality of opportunity in line with the public sector equality duty.

#### 6.5 Implications for (or impact on) climate change and the environment

None

#### 6.6 Implications for partner organisations?

Although the Council directly provides some adult services, the majority of provision is commissioned from independent organisations in the private or voluntary sector. Although the Council retains responsibility for the quality of contracted services, there is equally a responsibility of partner agencies to comply with specified quality standards and, in the case of regulated services meet the requirements of national care standards inspected by the Care Quality Commission.

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