



# Scrutiny Board Meeting

Tuesday, 9 October 2018

Dear Councillor

## SCRUTINY BOARD - TUESDAY, 9TH OCTOBER, 2018

I am now able to enclose, for consideration at next Tuesday, 9th October, 2018 meeting of the Scrutiny Board, the following reports that were unavailable when the agenda was printed.

Agenda No	Item
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|---|---|
| 8 | <u>Quarter 1 Social Care, Public Health and Corporate Complaints Report (To Follow)</u> |
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If you have any queries about this meeting, please contact the democratic support team:

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# Scrutiny Board

Agenda Item No: 8

9 October 2018

<b>Report title</b>	Quarter 1 Social Care, Public Health and Corporate Complaints Report	
<b>Cabinet member with lead responsibility</b>	Councillor Val Gibson Governance	
<b>Wards affected</b>	All	
<b>Accountable director</b>	Andy Moran	
<b>Originating service</b>	Customer Services	
<b>Accountable employee(s)</b>	Sarah Campbell	Customer Engagement Manager
	Tel No:	01902 551901
	Email	<a href="mailto:sarah.campbell@wolverhampton.gov.uk">sarah.campbell@wolverhampton.gov.uk</a>
<b>Report to be/has been considered by</b>	Corporate Leadership Team	10 September 2018
	People Leadership Team	10 September 2018
	Place Leadership Team	12 September 2018
	Education Leadership Team	10 September 2018
	Strategic Executive Board	18 September 2018

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## Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review complaints management and performance for the period April to June 2018.

## Recommendations for noting:

The Scrutiny Board is asked to note:

1. The Statutory Complaints Activity for Adult Social Care, Children and Young People and Public Health, as listed in section 1 of the report.
2. All the other complaints activity governed by the Corporate Complaints Procedures as listed in section 2 of the report.

## **SECTION 1: Adult Social Care, Children and Young People Social Care and Public Health Complaints Activity 1 April 2018 to 30 June 2018**

### **1.0 Background**

- 1.1 Complaints activity concerning Adult, Children and Young People's Services and Public Health are governed by legislative framework and have to be dealt with in accordance with statutory guidance.
- 1.2 For Children's and Family Services, Regulation 14 (1) of The Children Act 1989 Representations Procedure (England) Regulations 2006 places a 10 working day time limit for resolution, most stage one complaints should ideally be concluded within this time limit.
- 1.3 Where the service cannot provide a complete response, it can implement a further ten days' extension (regulation 14(5)). If necessary, the Customer Engagement Manager may also suspend stage one until an advocate has been appointed (regulation 14 (3)). The maximum amount of time that stage one should take is 20 working days. After this deadline, the complainant can request consideration at stage two if they so wish.
- 1.4 Where the complainant feels that they have not received a satisfactory outcome they will be informed that he/she has the right to move on to stage two if they wish.
- 1.5 In Early Help, which is not governed by the legislation of the Children Act 1989, the authority has adopted the legislative guidelines for timescales for response to and closure of complaints across all service areas in order to provide a continuity of service.
- 1.6 Adult Social Care and Health complaints have to be dealt with in accordance with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. The Local Authority currently has a joint protocol for the handling of cross boundary complaints.
- 1.7 Public Health Complaints have to be dealt with in accordance with The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.
- 1.8 Whilst the regulations do not stipulate timescales for resolution to complaints, the People Directorate operate a ten day organisational timescale. This can be extended to 20 working days for more complex cases.
- 1.9 Non statutory People Directorate complaints are dealt with in accordance with the Corporate Complaints Procedure.
- 1.10 Details of the appropriate complaints procedures can be found on the Council internet site.

## 2.0 Complaints Intervention

2.1 The following actions are in operation to monitor satisfactory resolution of complaints in a timely manner:

- proactive chasing of managers responding to complaints, in accordance with escalation plan in operation
- mediation between complainants and investigating officers
- quality assurance checks undertaken of complaint response letters
- weekly reporting to Service Directors and Heads of Services on the status of complaints, detailing any areas for concern where managers will need to prioritise outstanding complaints and resolution in order to receive a satisfactory prompt outcome for the complainant.

**Customer Feedback Activity: 1 April 2018 to 30 June 2018**

## 3.0 Children and Young People

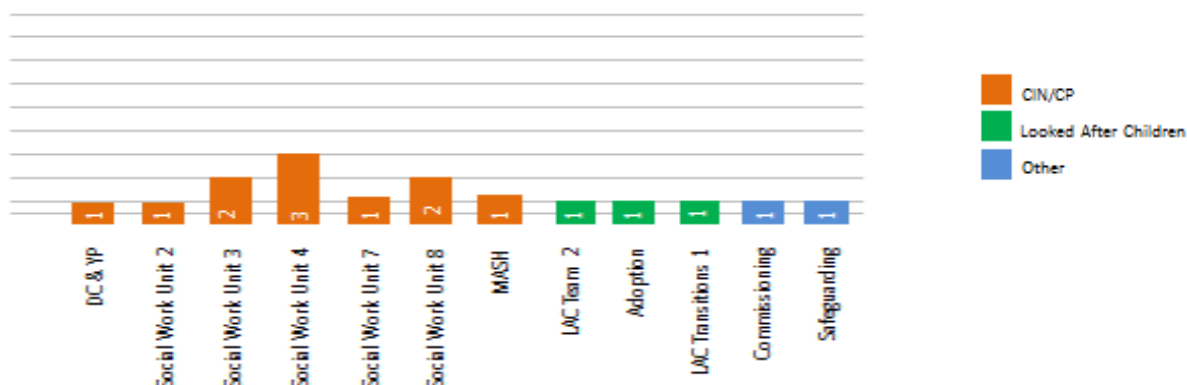
3.1 **Formal Complaints:** During Quarter 1 (1 April to 30 June 2018) the Council received 16 formal children and young people social care complaints compared to 18 in the previous quarter; a decrease of 2.

### Formal Complaints Received



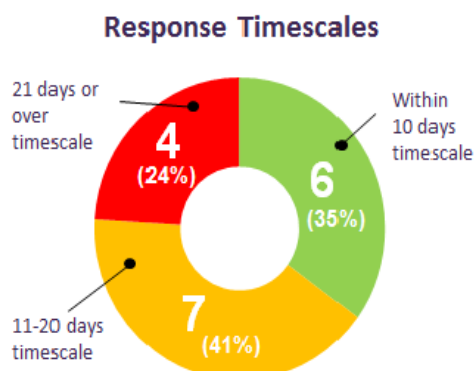
3.2 The 16 complaints we received during this first quarter refers to 12 separate service areas. No service area received a disproportionate amount of complaints, the highest figure of three referring to Social Work Unit 4.

### Stage 1 Complaints Received Breakdown by Quarter



### 3.3 Timescales

Overall, 17 complaints were responded to and concluded during this first quarter. Six complaints were responded to within 10 working days, seven within 20 working days, and the remaining four in just over 21 working days.



- 3.4 However, it should be noted that of the 17 complaints resolved during this period 11 were dealt with in accordance with the Children's Act and the average timescale is a pleasing 10 days. Six complaints were dealt with in accordance with the Corporate Complaint's Procedure (Non Children's Act) – which states complaints should be responded to within 21 calendar days – and the average timescale is 27 days.

**Average Complaint  
(Children's Act)  
Response Time**



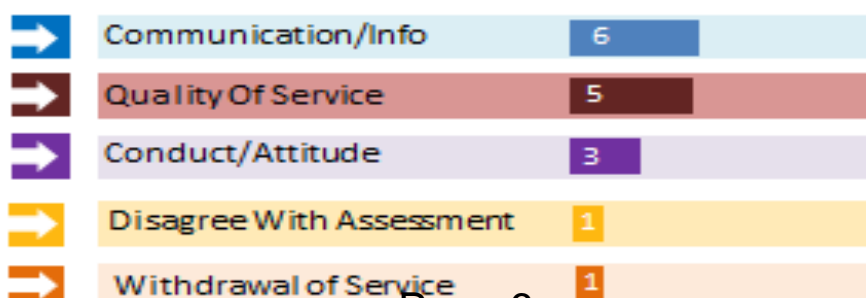
**Average Complaint  
(Non Children's Act)  
Response Time**



### 3.5 Complaint Nature

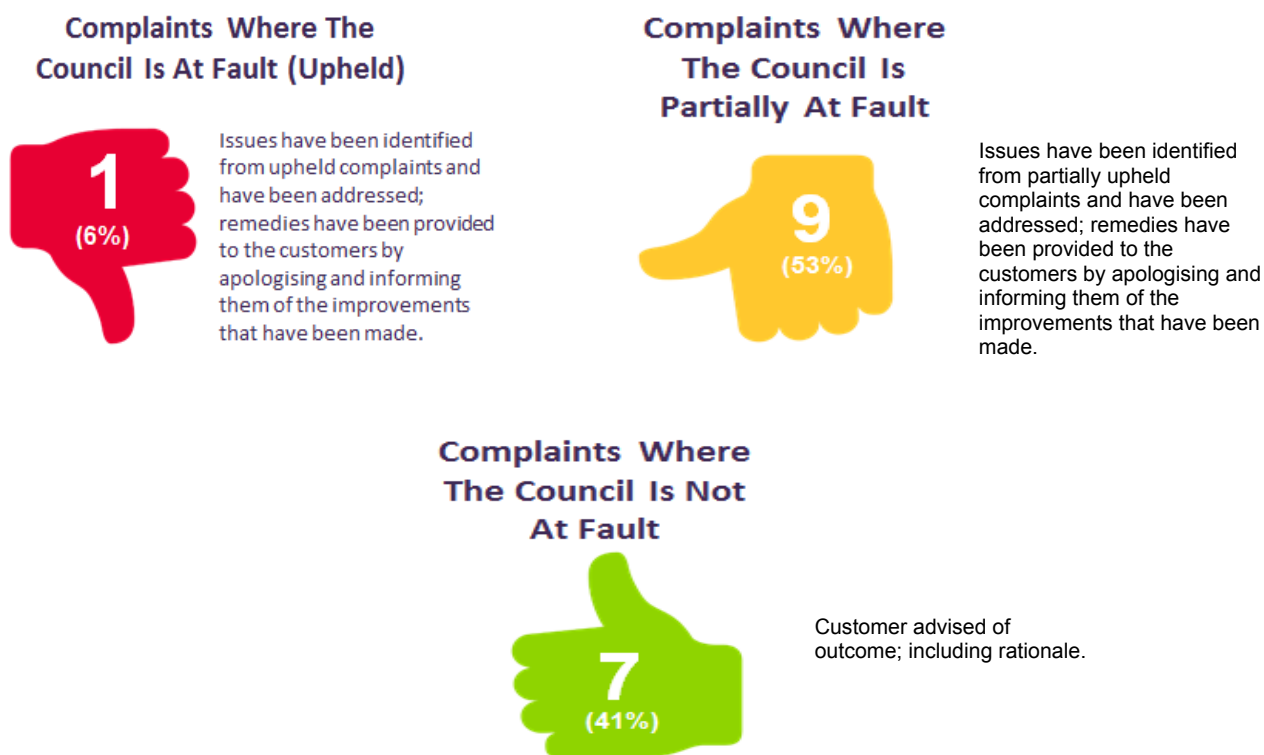
These are the headings under which we register the complaint against, based on the complaint details received.

### Stage 1 Complaints Received Breakdown by Category



### 3.6 Complaint Outcomes

At the conclusion of each complaint we ask that the manager / senior manager who has enquired into it; reaches a finding. This is to decide if the complaint is Upheld. Not Upheld or Partially upheld. This in turn assists in setting out the actions required to resolve the complaint, such as an apology, explanation, review of service, etc.



### 3.7 Informal Complaints

The complaint regulations provides an opportunity for children/young people, parents and carers to raise issues of concern without those matters being treated as formal complaints as long as they are speedily and effectively addressed. These are referred to as informal complaints; 15 informal complaints were received during Quarter 1 (1 April to 30 June 2018) compared to 22 in the previous quarter; a decrease of seven.

#### Informal Complaints

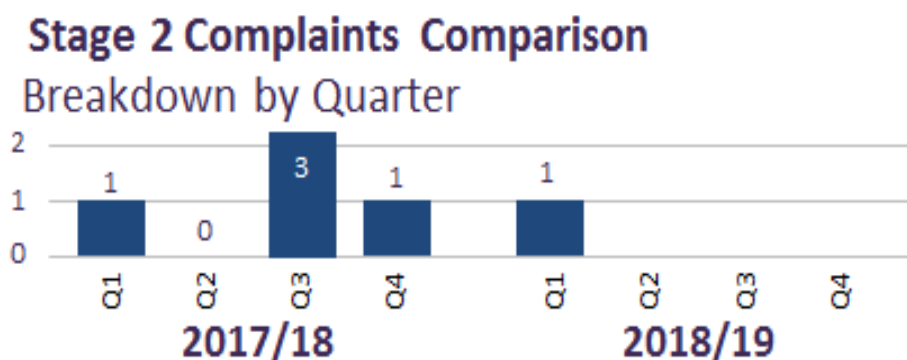


Informal complaints resolved through mediation.

### 3.8 Stage 2 Complaints

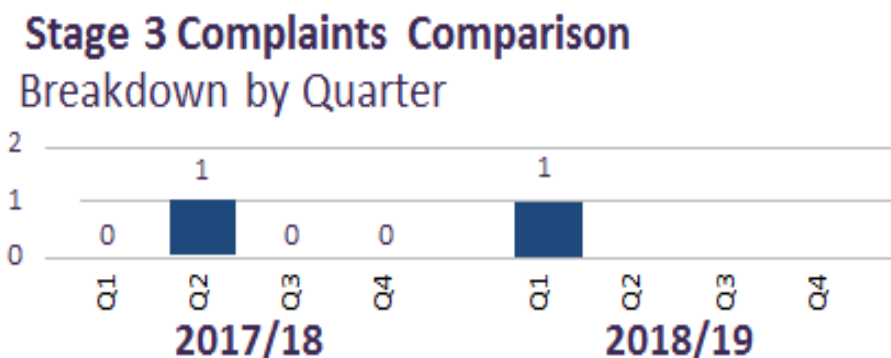
More than 90% of all complaints are resolved at an early stage due to the exceptional efforts that are made to resolve them. However, where the complainant is dissatisfied with the written response at Stage 1 they have the right to request that matters should proceed to Stage 2 (a formal independent complaint investigation).

- 3.9 For Children Services complaints, a Stage 2 investigation requires the appointment of two independent people to carry out a detailed, thorough complaint investigation, the average cost of which is between £3,500 to £4,500 and takes on average three months to conclude.
- 3.10 So far in 2018/19 we have had one Stage 2 complaint investigation. Several other complaints that could have proceeded down this route were resolved after significant intervention and problem solving. However, it is anticipated that the requests to proceed to Stage 2 will increase steadily in the coming year.



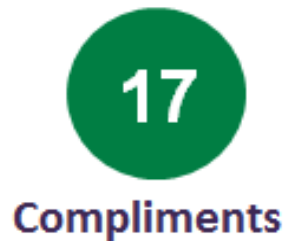
### 3.11 Stage 3 Complaints

Independent Complaint Review Panel. Where a Stage 2 complaint investigation has been carried out and the complainant remains dissatisfied they have the right to request matters proceed to the final stage of the complaints procedures – a Stage 3 Complaint Review Panel. Few are requested; however, the growing complexities of complaints means there is a likelihood of an increase in Panels taking place.





- 3.12 **Compliments:** All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process. During this first quarter, 17 compliments were received for Children and Young People, compared to 18 in the previous quarter. Looked After Children Team 3 received five, followed by Safeguarding who received three.



### EXAMPLES

*"I would like to add my many thanks to the COPE team who are brilliant. XX has been invaluable with supporting with PEPS."*

\*\*\*\*\*

*"Social Worker has been an absolute breath of fresh air in two cases that had become very stagnant."*

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*"The social worker is extremely professional. We could not ask for a better social worker. She is knowledgeable, decisive and has excellent communication skills and always attends appointments on time."*

\*\*\*\*\*

*"When Social Worker started working with the family they were lacking in respect and faith in the Local Authority due to previous experiences. During her involvement, and then together with mine, we have been able to work extremely well with X... and X..., and you will see this from his comments. I have already given Social Worker a recognition of good practice for her managing of this case and the brilliant work she has done with the children; particularly her planning around the together or apart assessment and her relationship based approach to the family. It has been a pleasure working with the Social Worker. She shares the passion and enthusiasm I have for ensuring children are happy and safe and that their needs are put before anything else. Too often in this job we are reminded of what we don't do, hence why I think it is important to recognise when a job is done well."*

\*\*\*\*\*

*"Thank you X, I know I can always rely on you. You are a great IRO and you don't mess about which is a good skill to have and that's why I like you because you always try to help me."*

#### 4.0 Public Health Complaints

Regionally and Nationally, Councils receive very few complaints in relation to Public Health Services. A typical complaint would be where a Council has commissioned a service for local people through a Clinic or GP practice. Complaints in relation to GP's and Hospitals are dealt with through an entirely separate complaint process managed by Health Services.

- 4.1 In relation to Public Health services there was 1 complaint received in Quarter 1 (1 April to 30 June 2018); which was in relation to the lack of support services in Wolverhampton for stopping smoking.

#### 5.0 Adult Social Care Complaints

During Quarter 1 the Council received 18 formal complaints compared with 11 in the previous quarter; representing an increase of seven complaints this quarter.

- 5.1 Of the 18 formal complaints received, there was only one complaint received in relation to the Independent Providers. This is where Adult Social Care commission an independent agency to deliver a service on it's behalf, such as a domiciliary care service.

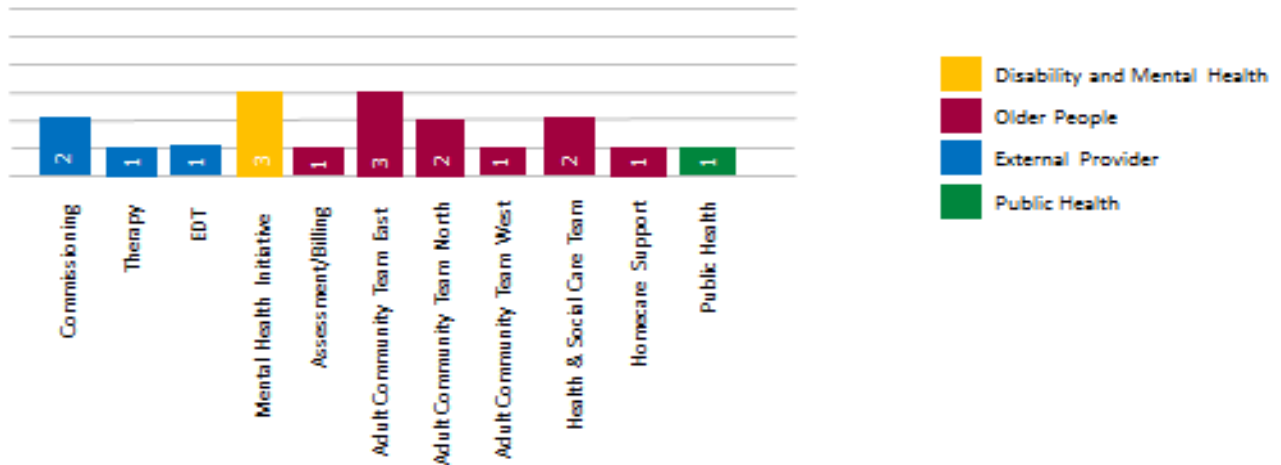
Formal Complaints  
Received



#### 5.2 Service Areas

This refers to the service the person is complaining about. No service area received a disproportionate amount of complaints – 18 complaints received covered 11 separate service areas – the highest figure of three complaints referred to Mental Health Initiative and the Adult Community Team East.

## Stage 1 Complaints Received Breakdown by Service Area



### 5.3 Complaints Outcome

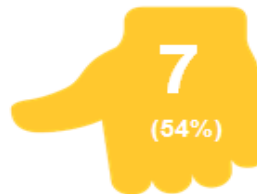
At the conclusion of each complaint we ask that the manager who has enquired into it; reaches a finding. This is to decide if the complaint is Upheld; Partially Upheld or Not Upheld.

#### Complaints Where The Council Is At Fault (Upheld)



Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

#### Complaints Where The Council Is Partially At Fault



Issues have been identified from partially upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

#### Complaints Where The Council Is Not At Fault



Customer advised of outcome; including rationale.

### 5.4 Complaint Nature

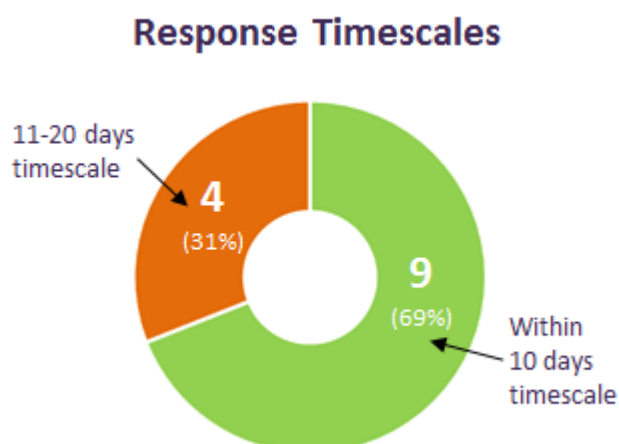
These are the headings under which we register the complaint against, based on the complaint details received.

## Stage 1 Complaints Received Breakdown by Category



### 5.5 Timescales

Overall, 13 complaints were responded to and concluded during this first quarter. Nine complaints were responded to within 10 working days, four within 20 working days – no complaints were responded to over 21 working days. Pleasingly the average number of days to respond and close all complaints over the term significantly reduced to seven days.

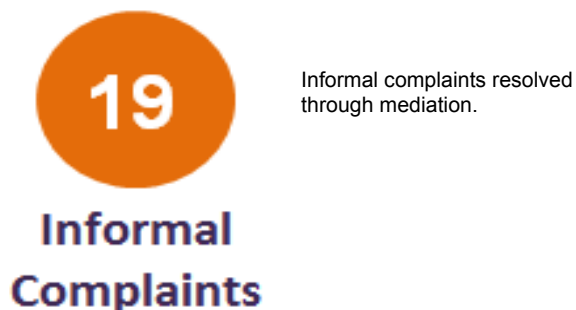


### Average Complaint Response Time



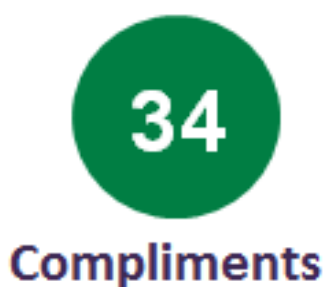
## 5.6 Informal Complaints

It should be noted that 19 complaints were resolved at service level without going through the formal route.



## 5.7 Compliments

All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process. 34 compliments were received this first quarter relating to Adult Social Care services. HARP received 7 followed by Adult Community Team West, Adult Community Team East and Ernest Bold each receiving 5.



### EXAMPLES

*"Manager at the Brokerage Team (Personalised Support Team) was very helpful and arranged care to commence the next day."*

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*"Social Worker has been extremely supportive of the situation and has stepped in to ensure my wife's care is satisfactory; and additionally managing my needs. We could not have managed the last three months without her support."*

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*"I am sending this email to express my thanks and gratitude to staff at Alfred Squire Road Adult Care Team North; in particular the Student Social Worker who dealt with the transfer of my mother from very sheltered housing to a residential home. His level of professionalism, caring, and helpfulness was outstanding; always keeping us up to date at every stage and returning calls very promptly. This move did not take as long as we*

*thought and it was due to his swift and competent work. This was a very pleasant experience at a worrying time. We were exceptionally happy with mom's and our treatment from him and only hope if ever for any reason we have to move again that he will still be around somewhere to help. Thank you so much."*

\*\*\*\*\*

*"Just a brief note to thank the social worker for her prompt assistance in sorting out emergency respite for my mother - it was sorted in days. A good job, well done.."*

\*\*\*\*\*

*"I would like to compliment the staff of Bradley Resource Centre for their help and care in improving my mobility after leaving hospital. I was there for four weeks and my ability to walk was helped by the attention from the staff which was invaluable."*

## 6.0 Areas of Learning from Complaints

Before a complaint is closed the complaints team, together with the service areas involved, look at each complaint to assess any learning that can take place and specific actions to follow up. The intention in future performance reports is to have a specific Learning from Section to demonstrate the learning that has taken place, and the actions followed up, across all services areas and covering all complaint activity.

### EXAMPLES

**C & YP** – *Complainant feels her son should be entitled to more hours to help and support the family than what has been given.*

**Learning:** Part of our learning and improving our services will be to ensure that families are informed that any assessment which is completed by social cared; the ultimate decision to agree or not agree a care plan lies with the Disability Funding Panel. This will enable families to raise their concerns sooner if it is not the outcome they expect. This will hopefully reduce families feeling upset.

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**C & YP** – *Complaint in relation to the conduct and attitude of the social workers.*

**Learning:** To remind professionals of the importance of speaking to service users with dignity.

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**C & YP** – *Complaint in relation to not being allocated a social worker for months and when I was allocated one I did not hear anything from her – and yet I am on a Child in Need Plan.*

**Learning:** To ensure the work is completed within a reasonable period of time and that the case is not further allocated. Also to ensure full and open communication.

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**Adult SC** – *Complaint in relation to the breakdown of finances.*

**Learning:** There was a delay in invoicing the customer as a result of an omission from the CareFirst reports received. Information requested from the customer was inconsistent and caused delays in the process. However, a more timely follow up and action may have avoided the complaint.

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**Adult SC** – *Complaint about the handling of the case of one of our former tenants. We did not receive any payment of rent at all for the property, despite repeatedly attempting to contact the social worker and also her manager and still received no response.*

**Learning:** Learning has taken place in relation to managing the workload of team members off sick. It is difficult to reallocate due to resources, but management oversight needs to be more robust and communication between managers and with partners improved. This will be discussed in our team management meetings.

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**Adult SC** – *Complaint in relation to the lack of help and support given to her son by the social worker; and also lack of communication.*

**Learning:** As a result of the complaint, feedback will be given to the social worker and the team so that our service can be improved. 1:1 discussion with social worker regarding her practice.

\*\*\*\*\*

**Public Health** – *I'm very unhappy about the lack of support services in Wolverhampton for stopping smoking.*

**Learning:** Confirm appropriate signposting via national helpline. Promotion of self-help resources and support signposting.

## **SECTION 2:**

### **CORPORATE COMPLAINTS ACTIVITY**



## 7.0 Corporate Complaints Activity

- 7.1 This section provides a summary of the corporate complaints, compliments, Local Government and Social Care Ombudsman and Housing Ombudsman enquiries received by the Council during quarter one (1 April to 30 June 2018).
- 7.2 The Customer Feedback team monitors and completes a written record of all enquiries. The team analyses and monitors customer feedback which provides details about the types of complaints that are received by the authority, and highlights suggested customer driven improvements to service provision or delivery to directorates. All corporate complaints, compliments, Housing Ombudsman and Local Government and Social Care Ombudsman enquiries are considered a form of customer feedback.

## 8.0 Stage One Corporate Complaints

- 8.1 Corporate complaints received

### Complaints Received



#### Complaints where the Council is not at fault



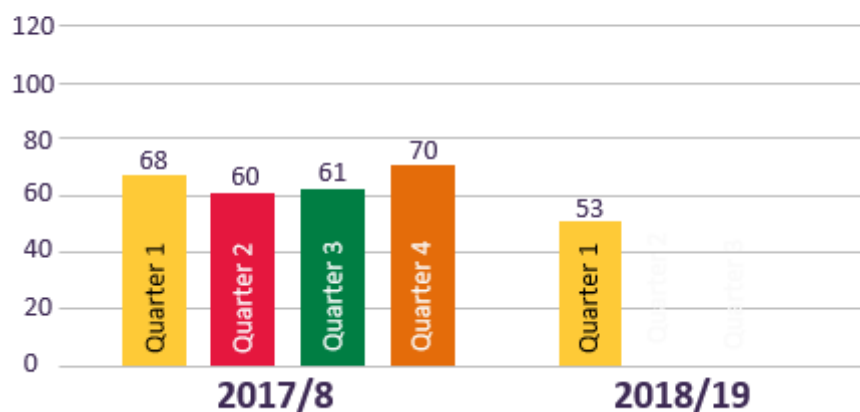
#### Complaints where the Council is at fault (upheld)



Issues have been identified from 12 upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

- 8.2 During this first quarter (1 April to 30 June 2018) the Council received 53 stage one complaints compared with 70 in the previous quarter (1 January to 31 March 2018) a decrease of 17.

### Stage 1 Complaints Comparison Breakdown by Quarter



### 8.3 Number of Complaints for each Directorate

The 53 complaints received in this first quarter are broken down as follows:

### Stage 1 Complaints Breakdown by Directorate

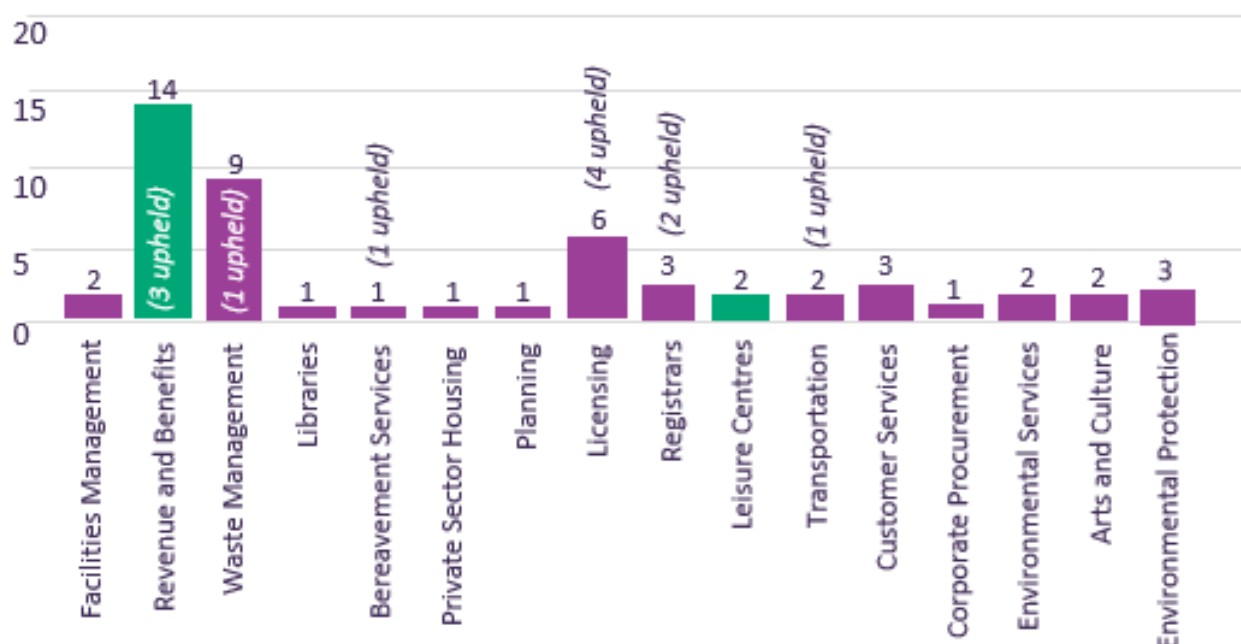


## 8.4 Complaints in relation to Service Areas

This refers to the service the person is complaining about. No service area received a disproportionate amount of complaints. The 53 complaints covering 16 separate service areas, the highest figure of 14 complaints referring to Revenues and Benefits received, Waste Management received 9 complaints and Licensing received 6. In some cases this has followed extensive but unsuccessful attempts to resolve some of those matters at service level.

### Stage 1 Complaints Received Breakdown by Service Area

Complaints were not upheld unless otherwise indicated.



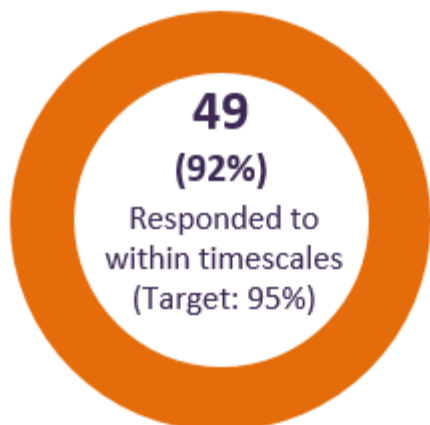
## 8.5 Corporate Complaint Nature

During Quarter one (1 April to 30 June 2018) the main issue of complaint involved failure to provide a service (27), followed by conduct of employees (12), dissatisfaction of council policies (5), failure to achieve standards/quality (4), failure to consider relevant matters (2), delays in responding or administration (2) and failure to fulfil statutory responsibilities (1)

## 8.6 Corporate Timescales

The average response time for responding to each complaint is a creditable 13 days for quarter one. This figure is a slight increase from the previous quarter of 12 days. The response timescale for stage 1 complaints responding within 21 calendar days is 92% for quarter one; in the previous quarter the response timescale was 99% showing a decline in response timescales of 7%. The response timescales will be monitored closely with service groups to ensure targets are met.

## Response Timescales



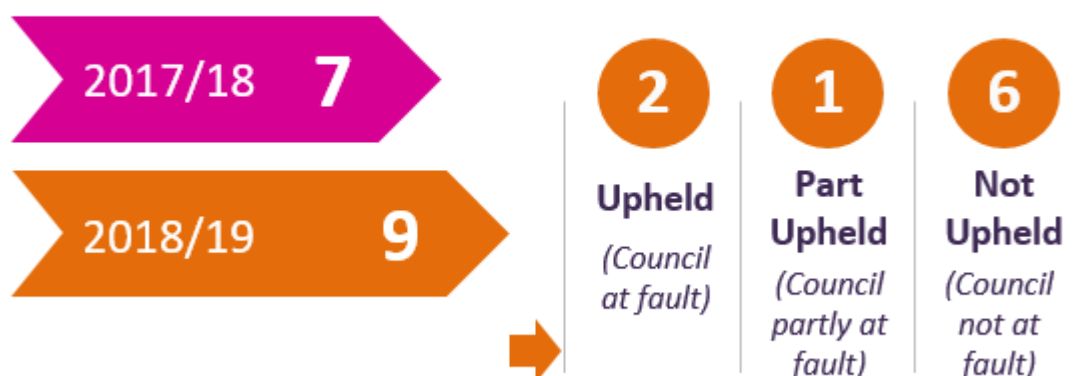
## Average Complaint Response Time



### 9.0 Stage 2 corporate complaints in quarter one (1 April to 30 June 2018)

- 9.1 During quarter one (1 April to 30 June 2018) the Council received nine stage two corporate complaints.
- 9.2 The Place Directorate received five complaints, and Corporate Directorate received two complaints and Education Directorate received two.
- 9.3 Out of the nine stage two complaints investigated, two were upheld, one partially upheld and six not upheld.

## Stage 2 Complaints Comparison for Quarter 1



#### 9.4 Place Directorate

- one complaint is for Library Services in relation to staff room facilities at Bob Jones Community Hub; outcome not upheld
- one complaint is for Procurement in relation to opportunities to supply turf to the City of Wolverhampton Council and officer conduct; outcome not upheld
- one complaint is for Environmental Protection in relation to rediffusion cable and fly tipping; outcome partially upheld; apology submitted and review of process/procedure implemented within the service
- one complaint is for Facilities Management in relation to lack of response regarding a refund of a room booking; outcome upheld; appropriate financial remedy, apology and review of processes/procedures implemented within the service
- one complaint is for Planning Department in relation to approved planning permission for a neighbour's property; outcome not upheld

#### 9.5 Corporate Directorate

- one complaint is for Revenues and Benefits in relation to the council not following tenants wishes and forcing tenant into arrears; outcome not upheld
- one complaint is for Revenues and Benefits in relation to feeling discriminated against by a member of staff who was reviewing affordability to repay council tax; outcome not upheld

#### 9.6 Education Directorate

- one complaint for Special Educational Needs in relation to process/procedure with implementing EHCP plan; outcome not upheld
- one complaint for Special Education Needs in relation to EHCP plan not being finalised and no securing of a school place; outcome upheld; apology, appropriate remedies including financial remedy put in place

#### 10.0 Corporate Compliments

- 10.1 All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process. During quarter one (1 April to 30 June 2018) the Council has received 176 compliments, an increase from the previous quarter. Bereavement Services received 98, followed by Planning Services 26 and Customer Services 20.

#### *Examples*

**Bereavement Services** - *This morning I visited Bushbury cemetery and crematorium with a friend whose parents and 6 year old sister are interned there, it was quite an emotional time for my friend had not visited the site for a number of years and we were having some difficulty in locating the kerbside memorial plaque, we spoke to one your staff, I believe he*

*may have been one of the groundsmen whose name was X, he was so kind and went to so much trouble in going to the office getting a map and taking us to the exact location we were looking for, without his help we would never have found this small plaque in such a vast area. I would like you to pass on our thanks for his help and what a wonderful example he is, a true ambassador for City of Wolverhampton Council. Thank you*

**Waste Management** - *I would like to thank the refuse team who found my wallet on Florence Avenue this morning. They are great credit to your team and to the council. I don't have their names but I did take a photo of them which will be attached to this email, plus I did speak to an Officer at your Hickman Avenue depot who also was a great help in tracking down the crew so I could find them and collect my lost wallet. You should be very proud of the team you have working for Wolves city council, makes me proud to be a Wulfrunian myself. Many many many thanks*

**Planning** - *I would like to say I was very impressed how you handled my planning application from inception to completion. In all my 18 year of working with planning officers I have never met an officer that has kept up to date so much from start to completion of the planning process. You introduced you self personally when you was assigned for the application, and you called me to make arrangements for the site visit. You also took the time let me know if there were issues with what had been submitted. I really appreciate the amount of communications that you made to enable the process to be so smooth. Please let your senior be made aware that I was very impressed with the level of service you provided through the planning process.*

**Revenues and Benefits** – *I would like to make you aware of fantastic customer services from your employee who works in debt management she went out of her way to help and was professional and courteous at all times. The Officer is a credit to City of Wolverhampton Council and I thought she deserved to be recognised for the outstanding service that she provided.*

**Customer Services** - *I just wanted to pass on a compliment for an Officer who takes WV active calls. My mom called the line today and said her customer service was exceptional. She said she was polite, professional and took an genuine interest in to my mom's query. She also said she was a credit to the service. Thought I'd pass this on*

## **11.0 Area of Learning for Corporate Complaints**

Corporate, Place, and Education Directorate services are committed to learning from customer feedback and require the completion of a tracking form from each complaint investigated. Where complaints highlight that things have gone wrong, heads of service and managers are required to identify these areas and implement remedies and review processes/procedures with the Customer Feedback Team where necessary.

### **Examples**

**Waste Management** – *Complaint regarding debris left on highway/driveway following refuse collection*

Learning - Waste Management carried out training with the relevant crew in relation to spillages and monitoring has been carried out in relation to progress

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**Licensing Department – Complaint regarding delays incurred to initial enquiry due to no acknowledgement or reply.**

Learning - The monitoring procedure for the Licensing Compliance inbox has been reviewed and additional steps have been put in place to ensure that enquiries and complaints are not missed; this involves the inbox being monitored throughout the day and complaints being immediately allocated to officers for investigation.

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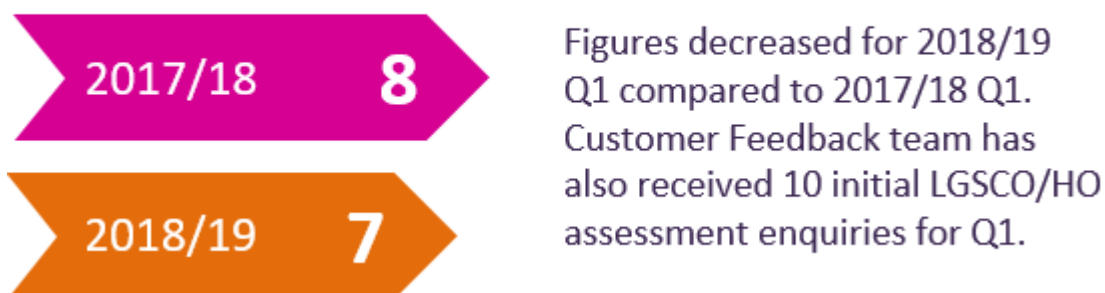
**Transportation – Complaint regarding officer conduct**

Learning – Training undertaken with the officer and implementation of internal HR processes and procedures

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## 12.0 Local Government and Social Care Ombudsman Enquiries

### LGSCO/Housing Ombudsman Enquiries for Quarter 1



12.1 During quarter one (1 April 2018 to 30 June 2018) the council received seven Local Government and Social Care Ombudsman enquiries. The Corporate Directorate received none, Place Directorate received four, People Directorate two and Wolverhampton Homes one.

12.2 The Place Directorate received four enquiries.

- one complaint for Environmental Services in relation to a tree on council land causing problems for a resident in her garden, shedding leaves and pollen; outcome closed after initial enquiries, no further action.
- one complaint in relation to Waste Management in relation to the council failing to empty waste bins for over six months and delays in replacing damaged bins; outcome upheld, maladministration and injustice; appropriate financial remedy and review of procedures put in place.

- two complaints for Planning Department in relation to the action of the council in approving the planning application for new houses and the council's enforcement actions during the construction of the development; outcome both cases are still open, awaiting final decision.

12.3 The People Directorate received two enquiries.

- one complaint for Adult Social Care in relation to the council not providing adequate support as a carer since November 2016 and respite care has not allowed complainant to have a proper break affecting complainant's health; outcome case still open, awaiting final decision.
- one complaint for Adult Social Care in relation to the council not providing care and support for son since November 2016; outcome case still open, awaiting final decision.

12.4 Wolverhampton Homes received one enquiry.

- one complaint for Wolverhampton Homes in relation to how anti-social behaviour complaint has been handled; outcome case still open, awaiting final decision.

### **13.0 Housing Ombudsman enquiries**

13.1 No Housing Ombudsman enquiries were received for quarter one.

### **14.0 Local Government and Social Care Ombudsman assessment enquiries**

14.1 During quarter one (1 April to 30 June 2018) the council received six Local Government and Social Care Ombudsman assessment enquiries.

14.2 Corporate Directorate received one enquiry, Place Directorate received three enquiries and People Directorate received two enquiries.

14.3 The Corporate Directorate received one enquiry:

- one enquiry for Revenues and Benefits in relation to council tax empty property charge; outcome closed after initial enquiries out of jurisdiction

14.4 The Place Directorate received three enquiries:

- one enquiry for Licensing in relation to delays in issuing a licence; outcome premature complaint
- one enquiry for Environmental Protection in relation to failure to respond to complaint about noise nuisance; outcome premature complaint
- one enquiry for Transportation in relation to Council's refusal to accept liability for pothole damage to her car; outcome closed after initial enquiries, out of jurisdiction

14.5 The People Directorate received two enquiries:

- one enquiry for Adult Social Care in relation to issues with conduct of carers and payments stopped for care fees; outcome premature complaint



- one enquiry for Adult Social Care in relation to whether placement was arranged and funded by the Council; outcome passed to Ombudsman investigation team for further consideration.

## **15.0 Housing Ombudsman assessment enquiries**

### **15.1 Wolverhampton Homes received three assessment enquiries as follows**

- one enquiry for Wolverhampton Homes in relation to landlord's response to a request to resolve issues following a leak into a property from a flat above; outcome currently awaiting final decision
- one enquiry for Wolverhampton Homes in relation to the way the landlord has dealt with reports of anti-social behaviour; outcome currently awaiting final decision
- one enquiry for Wolverhampton Homes in relation to handling of anti-social behaviour reports of unauthorised access to a property; outcome currently awaiting final decision

Springfield Tenant Management Organisation (TMO) received one assessment enquiry as follows

- one enquiry in relation to how repair enquiries have been handled for a bathroom; outcome complaint proceeded through TMO's complaints procedure

## **16.0 Local Government and Social Care Ombudsman Annual Report 2017/18**

- 16.1 The Ombudsman publishes annual complaint statistics for each local authority in England; the table below shows Wolverhampton's performance for 2017/18 compared with that of our neighbouring authorities.
- 16.2 The Ombudsman has confirmed that the upheld numbers which they report will not necessarily match the complaints data that we hold as statistics are recorded by the Ombudsman in different business periods.

Authority	Incomplete or invalid	Advice Given	Referred back for local resolution	Closed after initial enquiries	Detailed investigations			Total
					Not upheld (council not at fault)	Upheld (council at fault)	Uphold Rate %	
Telford and Wrekin Council	3	1	25	10	8	0	0%	47
Shropshire Council	2	1	34	22	17	8	32%	84
<b>City of Wolverhampton Council</b>	<b>5</b>	<b>1</b>	<b>30</b>	<b>20</b>	<b>5</b>	<b>4</b>	<b>44%</b>	<b>65</b>
Dudley MBC	3	4	48	10	4	6	60%	75
Birmingham City Council	21	34	221	93	29	43	60%	441
Sandwell MBC	6	8	39	19	7	11	61%	90
Walsall MBC	5	1	38	18	3	6	67%	71
Staffordshire County Council	7	2	39	28	10	40	80%	126

## 17.0 Action Plans/Learning

17.1 When a complaint is upheld (Council at fault) and the findings of a subsequent investigation is for a change to policy or service delivery, the Customer Feedback Team produce an action plan report. Recommendations within these reports are agreed with appropriate Heads of Service and shared with the relevant Service Director.

## 18.0 Monitoring Information

18.1 There are no concerns with the data analysis or evidence of any groups being disproportionately affected.

18.2 The Council, being under the Public-Sector Equality Duty must, on an on- going basis, consider how its policies are working for the diverse communities a Council serves.

## 19.0 Financial Implications

19.1 There are no financial implications associated with the recommendation in this report. [GE/04092018/Z]

## 20.0 Legal Implications

20.1 The statutory complaints procedure must comply with various statutes. These include:

- Children and Family Services - The Children Act 1989, Representations Procedure (England) Regulations 2006. The Local Authority functions covered include services provided under Parts III, IV and V of the Children Act 1989
- Adult Social Care – The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009; which came into force on 1 April 2009.
- Public Health - The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012. [ RB/03092018/B ]

## **21.0 Equalities Implications**

21.1 There are no equalities implications associated with this report.

## **22.0 Environmental Implications**

22.1 There are no environmental implications associated with this report.

## **23.0 Human Resources Implications**

23.1 There are no human resource implications associated with this report.

## **24.0 Corporate Landlord Implications**

24.1 There are no corporate landlord implications associated with this report.

## **25.0 Schedule of Background Papers**

25.1 None for consideration.

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