

Scrutiny Board

1 March 2016

Report title	Quarter 3 Corporate, Social Care and Public Health Complaints Report	
Cabinet member with lead responsibility	Councillor Andrew Johnson Resources	
Wards affected	All	
Accountable director	Keith Ireland, Managing Director	
Originating service	Customer Services	
Accountable employee(s)	Sarah Campbell	Complaints Manager
	Tel	01902 551901
	Email	sarah.campbell@wolverhampton.gov.uk
Report to be/has been considered by	Corporate Leadership Team	22 February 2016
	People Leadership Team	22 February 2016
	Place Leadership Team	23 February 2016
	Strategic Executive Board	23 February 2016

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review complaints management and performance for the period 1 October 2015 to 31 December 2015.

Recommendations for noting:

The Scrutiny Board is asked to note:

1. Part A of the report relates to statutory complaints activity for Adult Social Care, Children and Young People Social Care and Public Health, Part B relates to all other complaints activity governed by the corporate complaints procedure.

Part A – Adult Social Care, Children and Young People Social Care and Public Health Complaints Activity

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 Complaints 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

3.0 Children and Young People

- 3.1 During quarter 3 (October to December 2015), the Council received a total of 25 formal complaints compared to 34 in quarter 2: this represents a decrease of 26.47%. However, when compared to the half yearly figures from 2014/15 where 50 complaints were received, there has been a significant decrease of 50%. This is reflected in appendix 1.
- 3.2 12 new complaints were received for the Children in Need/Child Protection (CIN/CP) teams representing 48% of all complaints. This compares to 15 cases for the previous quarter; this shows a reduction of new complaints for the CIN/CP teams.
- 3.3 Ten complaints were received by the Looked After Children teams compared to 18 during quarter 2; this represents a decrease of 44%.
- 3.4 Three complaints received related to other services.
- 3.5 During quarter 3, 28 complaints were resolved.
- 3.6 61% of complaints were responded to within the initial ten day statutory timescales, compared to quarter 2 figure of 50%. However, overall 79% were closed within 20 working days, compared to 84% in quarter 2. The average number of days to close all complaints over the term fell from 13 to 12 days.
- 3.7 Of the 28 cases closed; 32% were upheld, compared to quarter 2 figure of 18%; and 43% were partially upheld, compared to quarter 2 figure of 45%. The volume of complaints where the Council was not found at fault has decreased from 37% to 25%.
- 3.8 As outlined in our quarter 2 report, one complaint was investigated at stage two of the Children's Act Statutory Complaints Procedure by two external investigating officers. This complaint relates to an assessment undertaken by the CIN/CP service – the

complaint was not upheld at stage one. However, the outcome of the stage two investigation was partially upheld and recommendations made.

- 3.9 One complaint is currently being considered at stage two of the Children's Act Statutory Complaints Procedure by two external investigating officers. This complaint relates to the lack of communication and information in relation to concerns regarding the guardianship of the grandchildren.
- 3.10 During quarter 3, the nature of Children and Young People complaints depict a similar trend to the previous quarter, the main factor being communication (eight cases) and quality of service (eight cases). The complaints in relation to quality of service tend to arise from the lack of help/support provided and several different social workers in a short time period.
- 3.11 During quarter 3, 20 compliments were received for Children and Young People.

4.0 Adult Social Care and Public Health

- 4.1 During quarter 3 (October to December 2015) the Council received ten formal complaints compared with 31 complaints received in quarter 2, representing a decrease of 68%. This is reflected in appendix 2.
- 4.2 One complaint related to a public health service.
- 4.3 The highest volume of complaints was received by the Disabilities Team where three complaints were received.
- 4.4 There were 17 complaints resolved during quarter 3; six of these complaints (35%) were upheld, eight (47%) partially upheld and three (18%) were not upheld.
- 4.5 The number of complaints responded to within the initial ten day timescale has increased from 40% to 59%. However, 71% of all complaints closed were completed within the secondary target of 20 days.
- 4.6 The average number of days to close all complaints over the term decreased from 22 days to 18 days.
- 4.7 During quarter 3, 32 compliments were received for Adult Social Care, compared to 30 received for quarter 2.

5.0 Local Government Ombudsman (LGO) Enquiries, Assessment Enquiries or Corporate Stage 2 investigations

- 5.1 Please see 9.0 for stage two complaints and 10.0, 11.0 and 17.1 for LGO enquiries/initial assessment enquiries.

6.0 Learning from Complaints

- 6.1 Children and Young People, Adult Social Care and Public Health services are committed to learning from customer feedback and require the completion of a learning

log/implementation plan from each complaint investigated. Where complaints highlight that things have gone wrong, managers are required to identify any remedial and improvement action. This is reflected in appendix 3.

- 6.2 Feedback from compliments is also considered as it provides a valuable source of information affirming when services make a difference and personal attributes of the worker has added value to the outcome for users and carers.
- 6.3 Feedback is provided to all Heads of Service and Senior Management Teams on a regular basis, in order to promote positive learning and to influence service improvement.
- 6.4 Service Directors are provided with a summary of learning from complaints and implementation plans on a quarterly basis, such that they form a regular agenda item for discussion.
- 6.5 Head of Service are provided with completed implementation plans in order to ensure recommendations are implemented.

Part B – Corporate Complaints Activity

- 7.0 This section provides a summary of the corporate complaints, compliments, Local Government Ombudsman and Housing Ombudsman enquiries received by the Council during quarter 3 (October to December 2015).
- 7.1 The Customer Feedback team monitor and record 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 Ombudsman enquiries are considered a form of customer feedback.

8.0 Stage one complaints

- 8.1 During quarter 3 (October to December 2015) the Council received 62 stage one complaints compared with 122 stage one complaints received during quarter 2, 2014/15, a decrease of 49%. All complaints are assessed as to whether they are upheld (Council at fault) or not upheld (Council not at fault) by the Corporate Complaints Manager/Complaints Assistant. Of the 62 stage one complaints received during Quarter 3, 55 (89%) complaints were not upheld (Council not at fault) and seven (11%) were upheld (Council at fault). As a result of continuous monitoring with service managers, the issues identified from the upheld (Council at fault) complaints have been addressed. As a remedy to the complaint, an apology is issued to the customer informing them of the improvements that have been made to service delivery as a consequence of their complaint. Appendix 6 shows a summary of stage one complaints received.
- 8.2 During quarter 3 (October to December 2015), Waste Management received the highest number of stage one complaints (13), followed by Revenues and Benefits (12): however, none of Waste Management complaints were upheld (Council not at fault). These figures have remained consistent in comparison to Quarter 2. The average response time for

both these service groups is 13 days; this has contributed significantly to achieving the overall response time target for quarter 3 (October to December 2015).

8.3 The target response time for stage one complaints is 95% of complaints responded to within an average of 21 calendar days. During quarter 3 (October to December 2015) 100% (62) stage one complaints were responded to within this target timescale. Investigating officers are contacted on a weekly basis through phone or email to confirm deadlines; where delays are unavoidable, the Customer Feedback team ensure that complainants are kept updated. The Customer Feedback Team also provide support to investigating officers to ensure that they meet these target response deadlines.

9.0 Stage two complaints

9.1 If a customer is not satisfied with the response provided at stage one of the complaints procedure, they have the option to escalate their complaint to stage two. Stage two complaints are investigated by the Corporate Complaints Manager; a report is issued to the service director and a response sent out to the customer accordingly.

9.2 During quarter 3 (October to December 2015), the Council received seven stage two complaints; this equates to 11% of stage one complaints escalating to stage two in this quarter. Of the seven, four were received for Place Directorate, two for Corporate Directorate and one for People Directorate.

9.3 Of the four for Place Directorate, one enquiry was received for Planning, one enquiry received for Outdoor Events, one enquiry received for the Assets Team and one enquiry received for Transportation.

9.4 Of the two for Corporate Directorate, one enquiry was received for Transformation Services and one enquiry received for Revenues and Benefits.

9.5 The People Directorate stage two complaint was in relation to Libraries.

9.6 Out of the seven complaints, five complaints were not upheld (not at fault), one was partially upheld (partially at fault) and one was upheld (at fault). The partially upheld complaint was in relation to Outdoors Events, officer conduct and the upheld complaint was in relation to Assets Team, sale of Council owned land. The Customer Feedback Team has agreed with service groups that remedies and recommendations be implemented into the teams and apologies issued to the customers. This is reflected in appendix 5.

9.7 Of the seven stage two complaints received, two complaints (29%) escalated to the LGO; one complaint regarding planning permission proceeded to a full LGO investigation which is currently on-going and one complaint regarding outdoor events; the LGO closed this complaint after initial enquiries with no further action.

10.0 Local Government Ombudsman enquiries

- 10.1 Local Government Ombudsman enquiries are formal investigations. Local authorities are requested to provide information about a complaint; this information is requested via a LGO enquiry.
- 10.2 During quarter 3 (October to December 2015), the Council received six LGO enquiries; three enquiries for People Directorate, two for Corporate Directorate and one for Place Directorate. This is reflected in appendix 5.
- 10.3 Of the three for the People Directorate, two were received for Children and Young People social care enquiries and one Adult Social Care enquiry. The outcome of the Adult Social Care case is not upheld, no maladministration; both Children and Young People social care cases are still under investigation and an update will be provided within quarter 4 report (January to March 2016).
- 10.4 Of the two for the Corporate Directorate, one was received in relation to Finance/Private Sector Housing and one in relation to Democratic Support; the outcome of Finance/Private Sector Housing case is not upheld, no maladministration; the case for Democratic Support is still under investigation and an update will be provided within Quarter 4 report (January to March 2016).
- 10.5 The Place Directorate enquiry is in relation to Transportation; the outcome of this case was not upheld, no maladministration.

11.0 Local Government Ombudsman assessment enquiries

- 11.1 In order for the LGO to determine whether a case should be formally investigated, local authorities are requested to provide further information about a complaint; this information is requested via an "assessment enquiry".
- 11.2 During quarter 3 (October to December 2015) the Council received 15 LGO assessment enquiries; four for Corporate Directorate, four for Place Directorate, four for People Directorate and three for Wolverhampton Homes from the Housing Ombudsman.
- 11.3 Of the four for Corporate Directorate, one enquiry was received for Bereavement Services; outcome closed after initial enquiries, no further action. One enquiry was received for Revenues and Benefits; outcome closed after initial enquiries, no further action. One enquiry was received for Democratic Support; outcome, this initial enquiry proceeded to a full investigation. One enquiry was received for the insurance team; outcome case closed as case is currently under investigation with the insurance team.
- 11.4 Of the four for Place Directorate, one enquiry was received for Leisure Services; outcome closed after initial enquiries, no further action. One enquiry was received for City Environment; outcome closed after initial enquiries, out of jurisdiction. One enquiry was received for Markets; outcome closed after initial enquiries, no further action. One enquiry was received for Planning; outcome proceeded to a full LGO investigation.

- 11.5 Of the four for People Directorate, one enquiry was received for Libraries; outcome closed after initial enquiries, no further action. One enquiry was received for Children Social Care; outcome closed after initial enquiries, out of jurisdiction. One enquiry was received for Children Social Care; outcome case closed as complainant seeking compensation. This case was passed across to insurance services by legal. One enquiry was received for Adult Social Care; outcome premature complaint. This case was passed across to adult social care team for investigation.
- 11.6 Of the three for Wolverhampton Homes, one enquiry related to lack of work on pathways around home and one enquiry related to no consultation regarding installation of fencing; we are still awaiting the Housing Ombudsman's outcome for both cases. One enquiry related to anti-social-behaviour; outcome the Housing Ombudsman advised to ensure complainant has access to complaints procedure to progress complaint.

12.0 Compliments

- 12.1 During quarter 3 (October to December 2015), the Council has received 153 compliments from customers; this is an increase of 22% from Quarter 2, 2015/16. Bereavement Services accounted for the highest number of compliments with 43, followed by Customer Services with 28 and Planning Services with 26. All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process. This is reflected in appendix 8.

13.0 Customer Focus Groups

- 13.1 Complaint focus groups are arranged by the Customer Feedback Team on a quarterly basis. They are attended by customers who have raised issues with the Council regarding specific topics. A focus group will take place on 22 March 2016 and an update will be provided within quarter 4 report. Findings from the focus group will be presented to the appropriate Heads of Service and to the next Service Improvement Group which will be attended by senior officers from the relevant service areas. Officers will be expected to consider and, where possible, act on findings presented to ensure that improvements within their services are customer led. Outcomes from Service Improvement Groups are then fed back to focus group attendees.

14.0 Service Improvement Reports

- 14.1 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 a service improvement report. Recommendations within these reports are agreed with appropriate Heads of Service and shared with the relevant Service Director, Strategic Director and the Managing Director.
- 14.2 Two service improvements reports for stage two complaints are currently being compiled for the Place Directorate; one for Outdoor Events and one for Assets Team.

15.0 Ward Data

15.1 During quarter 3 (October to December 2015), ward complaint data has been collated; monitoring ward data provides an insight into trends, equalities data and numbers in complaints for each ward. This information is detailed at appendix 7.

16.0 Monitoring Information

16.1 All complainants are requested to supply equalities monitoring information but response rates are uneven. In terms of the returns that have been received and analysed there are no concerns with the data analysis; there is no evidence of any groups being disproportionately affected. The equalities data is based upon what complainants have provided and therefore there are no concerns of any groups being disproportionately affected. This is reflected in appendices 4 and 7.

16.2 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. As mentioned in point 20.0, officers are currently investigating proposals to improve the ways equalities information can be collected.

17.0 Service updates from the Complaints Report Quarter 2 – 2015-16

17.1 Local Government Ombudsman enquiries

Two final outcomes have been received from the LGO during quarter 3; one enquiry related to People Directorate, Adult Social Care; the outcome of this enquiry was not upheld, no maladministration; one enquiry related to Place Directorate, Planning Department; the outcome was not upheld, no maladministration.

18.0 Financial Implications

18.1 There are no financial implications associated with the recommendation in this report.

[MK/18022016/U].

19.0 Legal Implications

19.1 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 1st April 2009.
- Public Health - The NHS Bodies and Local Authorities (Partnership Arrangements,

Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

[RB/17022016/X]

20.0 Equalities Implications

20.1 There are no equalities implications associated with this report where in relation to its recommendation for noting. There are important equalities implications in terms of the complaints procedure itself and these were analysed for equalities implications when the corporate complaints procedure was reviewed in 2015.

20.2 In terms of the operation of the procedure these are currently the subject of discussion to explore how returns offering closer insight into the equalities aspects of complaints monitoring can be improved.

21.0 Environmental Implications

21.1 There are no environmental implications associated with this report.

22.0 Human Resources Implications

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

23.0 Corporate Landlord Implications

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

24.0 Schedule of Background Papers

24.1 None for consideration.

Appendices

1. Children and Young People Customer Feedback Dashboard
2. Adult Social Care and Public Health Services Customer Feedback Dashboard
3. People Directorate Organisational Learning
4. Corporate Complaints Equalities Data Stage 1
5. Corporate Customer Feedback Stage 2, LGO Enquiries and Ward Data
6. Corporate Customer Feedback Stage 1 Dashboard
7. Corporate Ward Data
8. Compliments Data

Appendix 1 - Quarter 3 (October - December 2015)

Formal complaints received

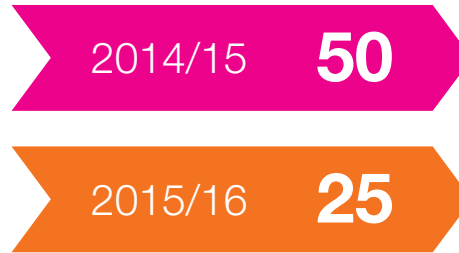


*This represents
a decrease of*

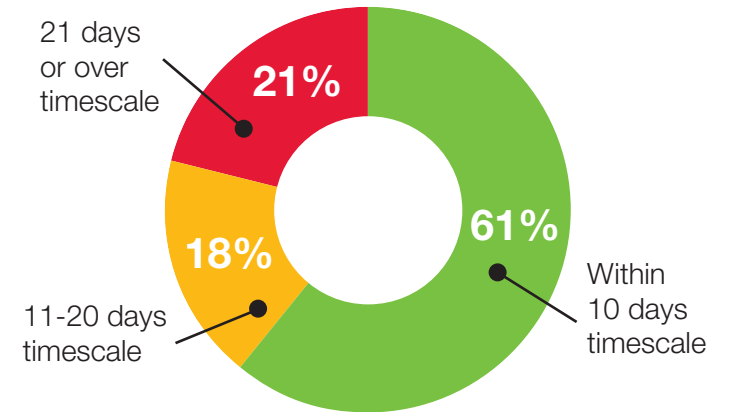


26.47%

Stage 1 complaints comparison for quarter 2



Response timescales



Average complaint response time

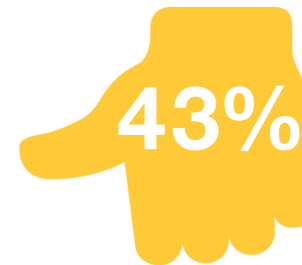


Complaints where the Council is at fault (upheld)



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



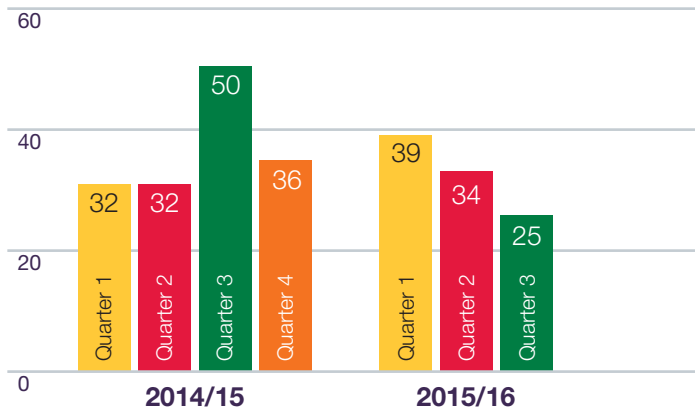
Complaints where the Council is not at fault



Appendix 1 - Quarter 3 (October - December 2015)

Stage 1 complaints comparison

Breakdown by quarter



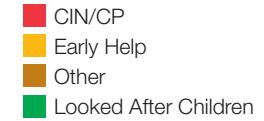
Stage 2 complaints comparison -

Breakdown by quarter



Stage 1 complaints received

Breakdown by service area



Stage 1 complaints received

Breakdown by category



20

Compliments

9

Informal complaints

Appendix 2 - Quarter 3 (October - December 2015)

Formal complaints received

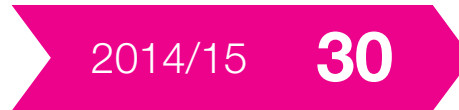


This represents a decrease of

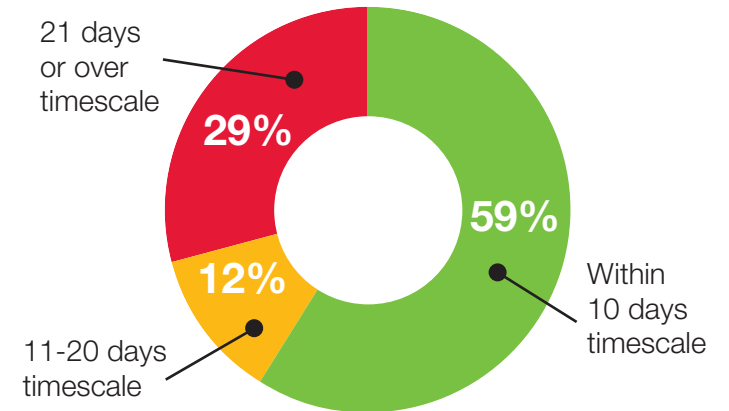


68%

Stage 1 complaints comparison for quarter 2



Response timescales



Average complaint response time

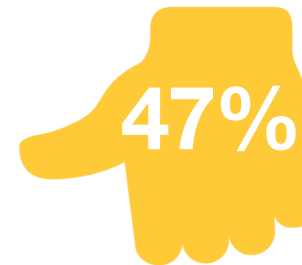


Complaints where the Council is at fault (upheld)



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



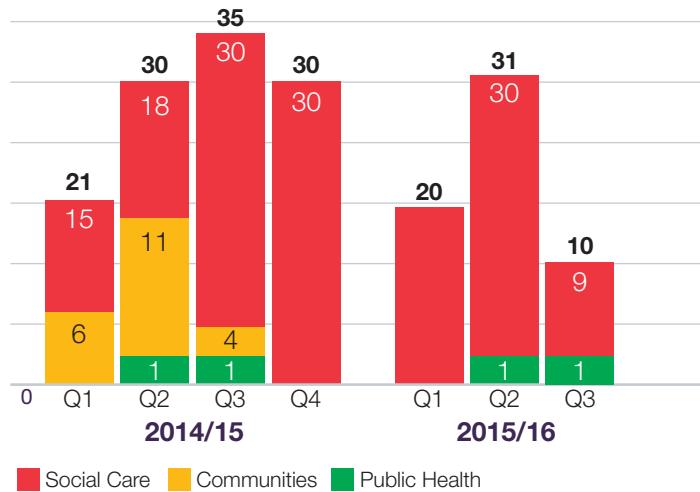
Complaints where the Council is not at fault



Appendix 2 - Quarter 3 (October - December 2015)

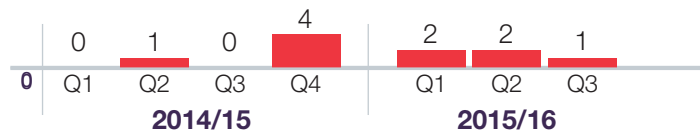
Stage 1 complaints comparison

Breakdown by quarter



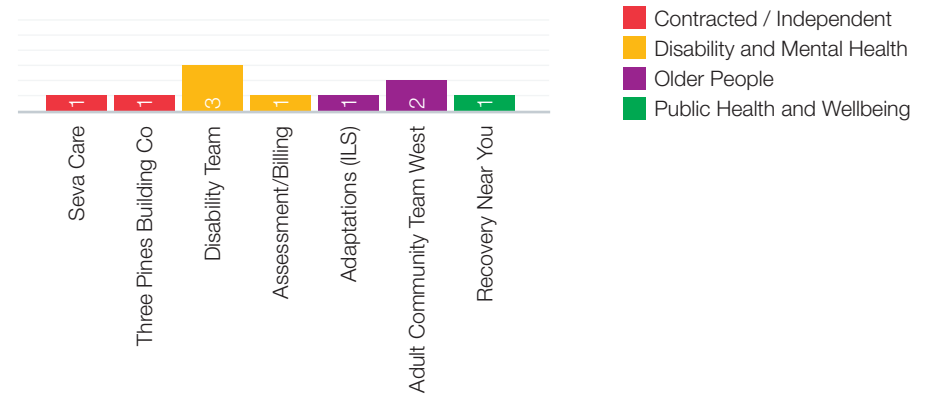
LGO enquiries or investigations

Breakdown by quarter



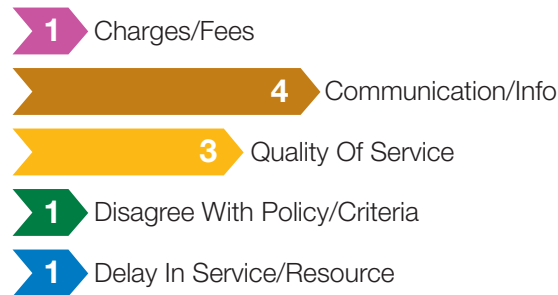
Stage 1 complaints received

Breakdown by service area



Stage 1 complaints received

Breakdown by category



32

Compliments

11

Informal
complaints

Appendix 3 - Quarter 3 (October - December 2015)

Learning from Customer Feedback is an increasingly important part of the Authority's philosophy. Managers responding to complaints are encouraged to identify any shortcomings within the service. In a service striving for excellence there is no room for complacency and where there is an open culture of reflective learning, complaints can at best be used in the design, delivery and improvement of services, as well as highlighting concerns for the safety and welfare of adults: children, young people and families. Below are brief descriptions of learning from complaints for this quarter.

ASC – Assessment and Billing -

Complainant had been waiting over 6 months for an invoice for care service costs due to an error in relation to the Service Agreement.

Learning: A new step is to be introduced into the financial assessment process whereby the first set of invoices sent to new customers are to be checked for accuracy.

ASC – All Age Disability Team - Concerns around the recent manner within which a funding review has been held.

Learning: Ensure that social workers are aware of the reasons for their visits, and are also aware of current legislation.

ASC – Community Team West - Complaint regarding several communication issues and the length of time it is taking for an assessment to be carried out.

Learning: Staff to have a clear understanding of policies and procedures and to ensure they are explained to the public when necessary.

CYP - Adoption Team - It has been almost 3 years since we adopted a child from WCC and we still have not received the 'Later Life Letter'.

Learning: The completion of 'Later Life Letters' are now tracked through case tracking planning meetings. There are already Policies and Procedures in place to ensure that such a complaint is not received in the future.

CYP – Social Work Unit 8a - Family raised concerns in relation to the Social Worker's professional conduct as well as their integrity in terms of inaccurate information gathering and sharing.

Learning: Conversation undertaken with the allocated worker regarding how to reference information from previous reports; and also the importance of ensuring accuracy of information utilised/checking information shared from previous documents.

CYP – Leaving Care/Transitions Team - Young person is happy in their current placement and everything is going really well. However, she has now been advised that the Authority would like her to move into semi-independent living, but she feels she is not prepared for this change.

Learning: Better planning by Social Worker when young person is approaching 18 years of age.

CYP – LAC Team 1 - The Court Agreement was for mother to see her children every 6 months. However, she has just received a letter advising her that the next Contact session will be in April 2016. She last saw her children in August 2015 which means Contact should take place in February 2016.

Learning: It is important that the Social Worker plans the contact for the children he works with, and to also work in line with the Care Plan.

CYP – Social Work Unit 8b - Failure of Social Worker to provide birth certificate throughout the placement despite constant requests; and also to action the review decision to advise carers of the payee on the cheque.

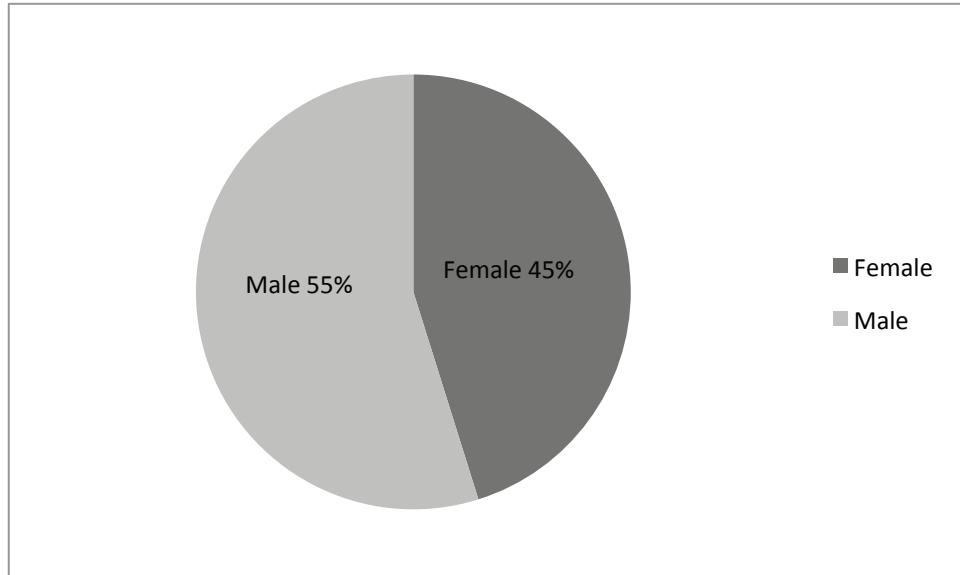
Learning: All issues raised were addressed through formal supervision with allocated worker.

CYP – Social Work Unit 3a - Social Worker failed to attend key meetings and meet deadlines in actions agreed.

Learning: Improved communication with carers and professionals. Visits and meetings to take place in regular/statutory timescales.

Appendix 4

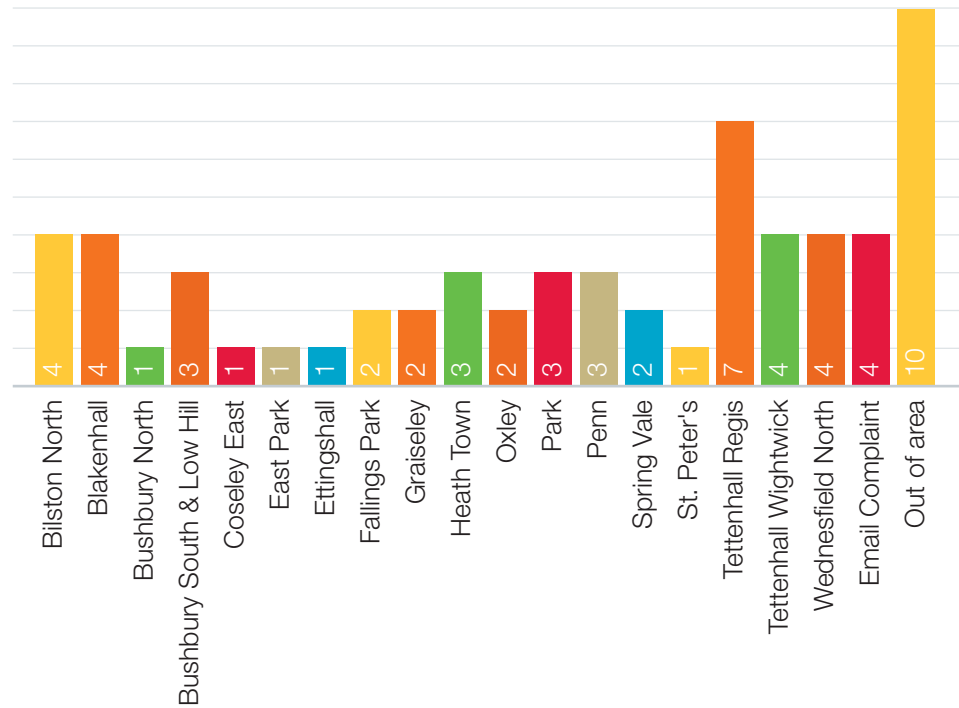
Equalities data for Corporate Stage 1 Complaints – October to December 2015



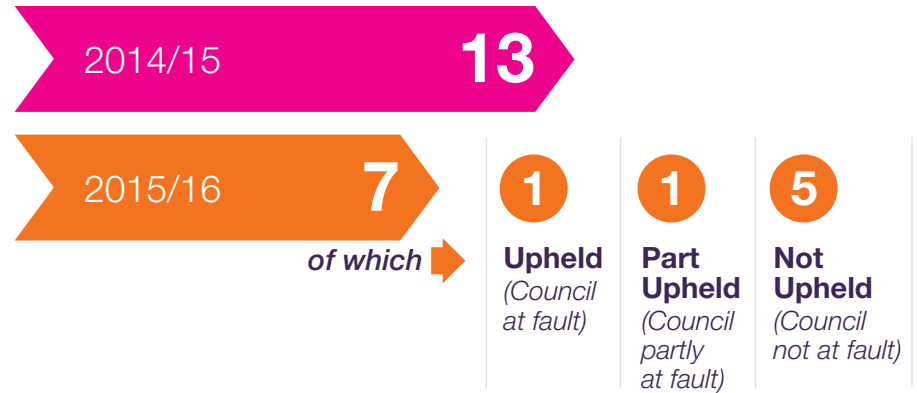
Service Group	Female	Male
Governance	3	2
Finance	5	7
City Assets	3	1
City Environment	12	16
Customer Services	1	2
Older People	3	3
Education		2
City Economy		1
Disability and Mental Health	1	
Total	28	34

Appendix 5: Quarter 3 (October - December 2015)

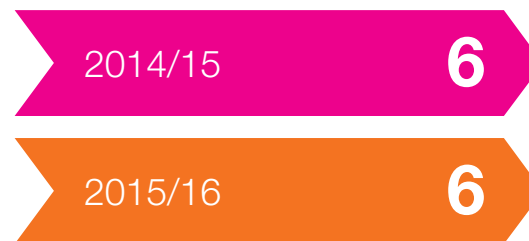
Complaints received by ward



Stage 2 complaints comparison for quarter 3



LGO enquiries for quarter 3



Figures consistent for 2015/16 Q3 compared to 2014/15 Q3 - Customer Feedback Team has also received 15 initial LGO assessment enquiries for Q3.

Appendix 6: Quarter 3 (October - December 2015)

Complaints received



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

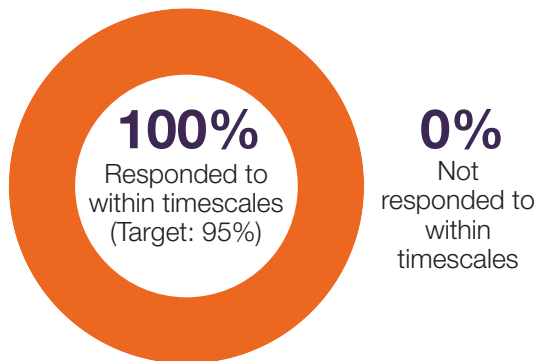


Issues have been identified from 7 upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Complaints where the Council is not at fault



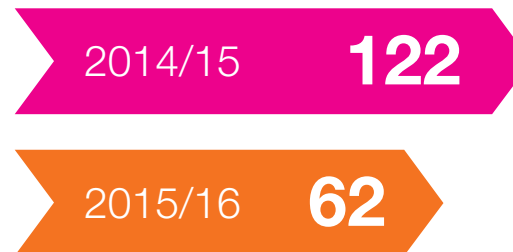
Response timescales



Average complaint response time



Stage 1 complaints comparison for quarter 3



Complaints received down by

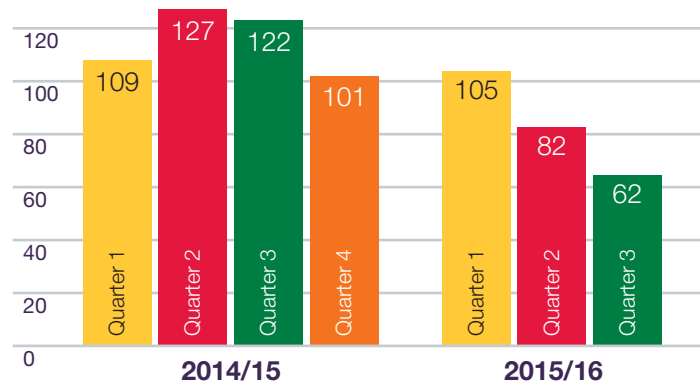


due to service groups being encouraged to be more pro-active in resolving complaints at service level.

Appendix 6: Quarter 3 (October - December 2015)

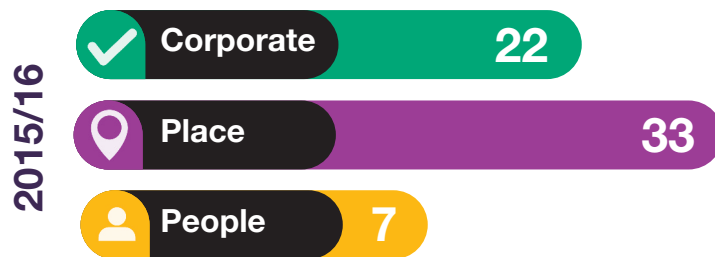
Stage 1 complaints comparison

Breakdown by quarter



Stage 1 complaints

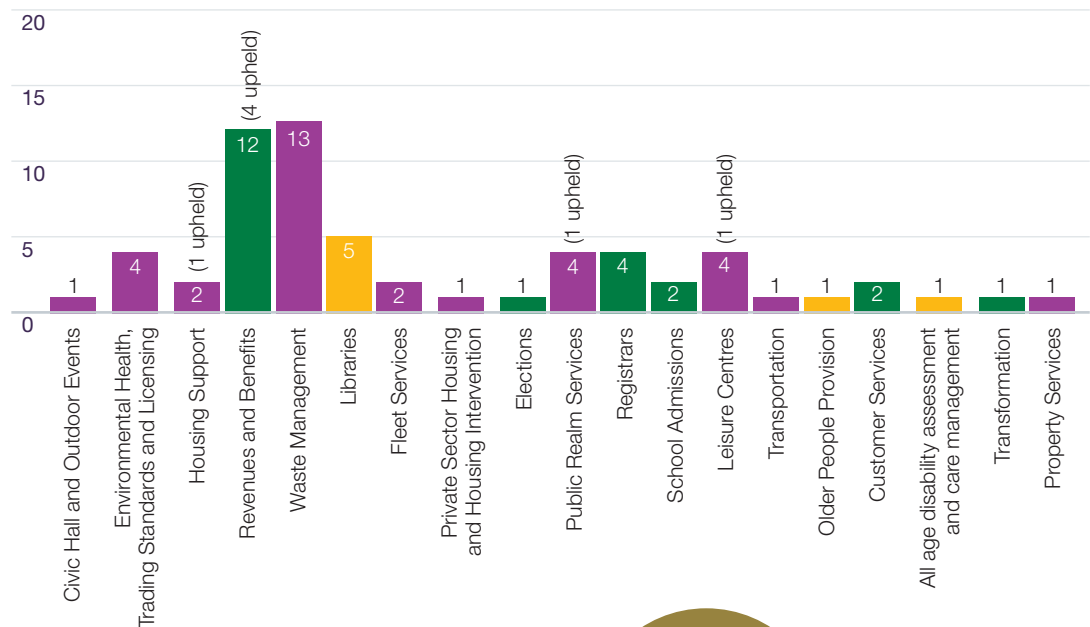
Breakdown by directorate



Stage 1 complaints received

Breakdown by service area

Complaints were not upheld unless otherwise indicated.



Compliments received

An increase of 22% from Q2

153

Appendix 7
Complaint Ward Equalities Data Quarter 3 – October – December 2015

Key
G=Gender
E=Ethnicity
D=Disability
A=Age

Ward	Number of complaints received	Complaint upheld	Equalities Data	Nature of complaint
Bilston North	4	No	G=Female E= D=Yes A=	Complaint regarding bulky item collection
		No	G=Female E= D=Yes A=	Complaint regarding incorrect advice by social care centre
		No	G=Male E= D= A=	Complaint about council employee
		No	G=Male E= D= A=	Complaint against staff member
Blakenhall	4	No	G=Female E= D=No A=	Complaint regarding staff conduct in library
		No	G=Female E= D= A=	Complaint regarding Registrar staff
		No	G=Male E= D= A=	Complaint about environmental health
		Yes	G=Male E= D= A=	Complaint regarding delays in processes

<u>Bushbury North</u>	1	No	G=Female E= D= A=	Complaint about library facilities
<u>Bushbury South and Low Hill</u>	2	No	G=Female E= D= A=	Complaint about library services
		No	G=Female E= D= A=	Complaint about Environmental Health staff
<u>Coseley East</u>	2	No	G=Female E=Mixed D= A=25-44	Complaint about Leisure Centre classes being cancelled
		No	G=Male E= D= A=	Complaint about library staff
<u>East Park</u>	1	No	G=Female E= D= A=	Complaint regarding dropped kerb
<u>Ettingshall</u>	1	No	G=Male E=Mixed D= A=25-44	Complaint about council tax staff
<u>Fallings Park</u>	2	No	G=Female E= D=Yes A=	Complaint regarding passenger transport
		No	G=Male E= D= A=	Complaint against refuse staff
<u>Graiseley</u>	2	No	G=Female E= D= A=	Complaint regarding business rate payments
		No	G=Male E= D= A=	Complaint regarding lack of action after request

Heath Town	3	Yes	G=Female E= D= A=	Complaint about Housing Support
		No	G=Male E=Indian D= A=	Complaint about refuse personnel
		No	G=Male E=Asian D=Yes A=45-PA	Complaint regarding electoral register
Oxley	2	No	G=Male E= D= A=	Complaint about council tax staff
		No	G=Female E=Mixed D= A=16-24	Complaint about council tax staff
Park	3	No	G=Male E= D= A=	Complaint about a street cleaner
		No	G=Male E= D= A=45-PA	Complaint regarding refuse collection
		No	G=Male E= D= A=	Complaint regarding WV active card
Penn	3	No	G=Female E= D= A=	Complaint about refuse
		No	G=Female E= D= A=	Complaint regarding refuse collection

		Yes	G=Male E= D= A=	Complaint regarding payment card for council tax – not received after two requests
<u>Spring Vale</u>	2	Yes	G=Female E= D= A=	Complaint regarding street cleaner officer conduct
		No	G=Male E= D= A=	Complaint about leisure centre
<u>St Peters</u>	1	No	G=Male E= D= A=	Complaint about stoppage of housing benefit
<u>Tettenhall Regis</u>	7	Yes	G=Female E= D= A=	Complaint regarding leisure centre staff
		No	G=Female E= D= A=	Complaint regarding refuse staff when collecting bins
		No	G=Male E= D= A=45-PA	Complaint regarding refuse collection
		No	G=Male E= D= A=	Complaint regarding additional refuse collection
		No	G=Male E= D= A=75+	Complaint about telephone service
		No	G=Male E= D= A=	Complaint regarding green bin collection over Christmas
		No	G=Male E= D= A=	Complaint regarding tree cutting

<u>Tettenhall</u> <u>Wightwick</u>	4	No	G=Male E= D= A=	Complaint over refuse collection
		Yes	G=Male E= D= A=	Complaint regarding council employee
		No	G=Male E= D= A=	Complaint regarding green bin collections over the winter
		No	G=Male E= D= A=	Complaint regarding registering a school application
<u>Wednesfield North</u>	4	No	G=Female E= D= A=	Complaint regarding access to department facilities
		No	G=Male E= D= A=	Complaint regarding park access
		No	G=Male E= D= A=	Complaint about customer services
		No	G=Female E= D= A=	Complaint about housing staff
<u>Email Complaint</u>	4	No	G=Female E= D= A=	Complaint about benefit staff/policies
		No	G=Female E= D= A=	Complaint regarding procedures followed by staff at refuse site
		No	G=Male E= D= A=	Complaint about admissions staff

		No	G=Male E= D= A=	Complaint regarding being unable to make contact by phone
Outside area	10	Yes	G=Female E= D= A=	Complaint about debt recovery
		No	G=Female E= D= A=	Complaint about Registrars Policy and Procedure
		No	G=Female E= D= A=	Complaint regarding customer services
		No	G=Female E= D= A=	Complaint about incorrect benefit being paid to relative
		No	G=Female E= D= A=	Complaint about info being passed to Coal Board re possible mine shafts
		No	G=Female E= D= A=	Complaint about Registrars staff
		No	G=Male E= D= A=	Complaint regarding debt management sending demand to deceased relative
		No	G=Male E= D= A=	Complaint regarding outstanding council tax
		No	G=Male E= D= A=	Complaint about Nationality Checking Services
		No	G=Male E= D= A=	Complaint about event security
Total	62	7		

Appendix 8

Compliment Data for Quarter 3 – October – December 2015

Social Care Complaints

Directorate/Team	Nature of compliment
People	
Adult Social Care	
Disability Team (Adult CCC Directorate)	Excellent help with fitting a hearing system to my TV. Great care taken in finding the right 'loop' system that fitted my room and my needs. Nothing was too much trouble to the member of staff, and very good aftercare services.
Adult Community Team East (Adult Services)	I wish to thank you for your help in this matter and for the good-will gesture that you provided in settlement which was received with thanks.
	My compliment goes to a member of staff from social care. She has been caring, understanding and helped a great deal with our stress. We now have a life and I am grateful.
Adult Community Team North (Adult Services)	Thank you to member of staff for sorting out a problem I had acquiring extra time allocation for my mother to have a shower.
Adult Community Team West (Adult Services)	Very pleased with the help and advice received
	I just wanted to tell you about the fantastic support I've received from social services. My husband is 65 years of age with advanced Alzheimers and can be very difficult. Social Worker and Carer Support Worker have worked tirelessly to help me and sort out our problems. They are always so helpful.
Respite Care (Adult Services, Merry Hill House)	Since my mother's admission into Merry Hill House, I can see a vast improvement. The staff are ready to do their best to meet her caring needs. Staff are culture sensitive and mixed. The home is very clean and tidy and staff are so welcoming. I wish this home was not closing.
Carer Support Team	I just wanted to tell you about the fantastic support I've received from social services. My husband is 65 years of age with advanced Alzheimers and can be very difficult. The Social Worker and the Carer Support Worker have worked tirelessly to help me and sort out our problems. They are always so helpful.
Children and Young Children	
Leaving Care/Transitions Team	Social Worker has a wonderful way of reframing things that have not gone so well which means child knows that he is supported no matter what.

	In both reviews I was impressed by the comments made by both set of carers. Social Worker in the short time he has had the cases, has clearly got a good understanding of the children's needs, reviewed their files and importantly met the children and managed to engage with them immediately; something previous social workers have struggled achieve.
Social Work Unit 3a	Compliment with regard to Social Worker and the support she provided for a pupil at our school who was subject to a CP plan. Throughout the time that she supported the family, Social Worker was always professional, courteous and efficient and always had the needs of the pupil at the forefront of her practice.
Social Work Unit 5a	Compliment received from family in relation to the help and support given.

Corporate Complaints

Directorate/Team	Nature of compliment
Corporate	Grand Total = 47
Customer Services	Total 28
1	Compliment for officer conduct
2	Compliment for professionalism of front of house staff
3	Compliment for officer conduct
4	Compliment for conduct of duty manager
5	Compliment regarding officer conduct
6	Compliment for politeness of front of house staff
7	Compliment about officer conduct
8	Compliment regarding officer conduct
9	Compliment regarding professionalism of officer
10	Compliment regarding knowledge of officer
11	Compliment for service of front of house staff
12	Compliment over officer conduct
13	Compliment over officer conduct
14	Compliment over duty manager conduct
15	Compliment over officer conduct
16	Compliment over professionalism of officer
17	Compliment regarding courtesy of staff

18	Compliment over understanding of staff
19	Compliment regarding compassion of staff
20	Compliment regarding professionalism of duty manager
21	Compliment regarding staff conduct
22	Compliment over efficiency of front of house staff
23	Compliment regarding professionalism of staff
24	Compliment over officer conduct
25	Compliment over officer conduct
26	Compliment regarding efficiency of staff
27	Compliment regarding courtesy of staff
28	Compliment regarding politeness of staff
Revenues & Benefits	Total 4
1	Compliment regarding conduct of staff
2	Compliment regarding professionalism of staff
3	Compliment regarding swiftness of solving issue
4	Compliment regarding officer conduct
Registrars	Total 8
1	Compliment regarding professionalism of staff
2	Compliment regarding understanding over staff
3	Compliment regarding efficiency of staff
4	Compliment over conduct of staff
5	Compliment regarding professionalism of staff
6	Compliment about courtesy of staff
7	Compliment regarding pleasantness of staff
8	Compliment regarding consideration to circumstances
Education	Total 3
1	Compliment for professionalism of staff
2	Compliment for understanding of staff
3	Compliment of expertise of staff
Governance	Total 2
1	Compliment for conduct of staff
2	Compliment for efficiency of staff
ICT	Total 1
	Compliment from Councillor regarding knowledge of staff
Complaints Team	Total 1
1	Compliment from Councillor over knowledge of staff

Place/City Environment	Grand Total = 58
Waste Management	Total 4
1	Compliment regarding helpfulness of refuse staff
2	Compliment regarding professionalism of refuse staff
3	Compliment regarding kindness of refuse staff
4	Compliment over officer conduct
Public Realm	Total 11
1	Compliment regarding excellent work of street scene worker
2	Compliment regarding kindness of street scene worker
3	Compliment over quickness of street lighting maintenance
4	Compliment of efficiency of clearing up of gully
5	Compliment about conduct of street scene workers
6	Compliment about efficiency of tree cutting
7	Compliment about street scene worker conduct
8	Compliment over conduct of car park staff
9	Compliment regarding street scene staff
10	Compliment regarding effectiveness of tree trimming
11	Compliment regarding litter clearing
Bereavement Services	Total 43
1	Compliment regarding professionalism of staff
2	Compliment regarding compassion of staff
3	Compliment regarding efficiency of staff
4	Compliment regarding compassion of staff
5	Compliment regarding consideration of music
6	Compliment over delivery of service
7	Compliment over staff conduct
8	Compliment regarding kindness of staff
9	Compliment over consideration of needs
10	Compliment over compassion of staff
11	Compliment over organisation of service
12	Compliment regarding arrangement of floral tributes
13	Compliment regarding professionalism of staff
14	Compliment regarding efficiency of arrangements
15	Compliment over conduct of staff
16	Compliment of professionalism of staff

17	Compliment of conduct of staff
18	Compliment of kindness of staff
19	Compliment over arrangement of service
20	Compliment regarding compassion of staff
21	Compliment over conduct of staff
22	Compliment regarding floral tributes
23	Compliment of cleanliness of crematorium
24	Compliment over tidiness of grounds at crematorium
25	Compliment regarding order of service
26	Compliment regarding consideration of needs
27	Compliment regarding kindness of staff
28	Compliment regarding professionalism of staff
29	Compliment regarding order of service
30	Compliment over smoothness of service
31	Compliment regarding compassion of staff
32	Compliment regarding consideration of needs
33	Compliment regarding officer conduct
34	Compliment over consideration of music requests
35	Compliment regarding arrangement of service
36	Compliment over conduct of staff
37	Compliment of arrangement of service
38	Compliment regarding professionalism of staff
39	Compliment regarding consideration of needs
40	Compliment over conduct of staff
41	Compliment over conduct of staff
42	Compliment regarding arrangement of service
43	Compliment regarding kindness of staff
Place/City Assets	Grand Total = 48
Planning Services	Total 26
1	Compliment regarding speed of service
2	Compliment over explaining policy and procedure
3	Compliment regarding advice given
4	Compliment over assistance with application
5	Compliment regarding speed of response
6	Compliment regarding hosting of workshop
7	Compliment regarding organisation of meeting

8	Compliment regarding smoothness of procedure
9	Compliment regarding response times of communication
10	Compliment regarding efficiency of staff
11	Compliment regarding understanding of needs
12	Compliment regarding speediness of response
13	Compliment regarding efficiency of staff
14	Compliment regarding assistance received
15	Compliment regarding patience and understanding
16	Compliment regarding understanding of needs
17	Compliment regarding speediness of response
18	Compliment regarding advice and guidance over trees
19	Compliment regarding communication of applications
20	Compliment regarding ease of application
21	Compliment over efficiency of staff
22	Compliment regarding efficiency of staff
23	Compliment regarding general assistance
24	Compliment over efficiency of staff
25	Compliment of understanding of needs
26	Compliment regarding speediness of staff
Housing Options	Total 22
1	Compliment of staff patience and understanding
2	Compliment regarding care of staff
3	Compliment regarding clear information received
4	Compliment regarding understanding of needs
5	Compliment of conduct of staff
6	Compliment regarding conduct of staff
7	Compliment regarding kindness of staff
8	Compliment over accommodation offered
9	Compliment over understanding of staff
10	Compliment over conduct of staff
11	Compliment over efficiency of staff
12	Compliment over conduct of officers
13	Compliment over understanding of staff
14	Compliment regarding ease of application
15	Compliment over efficiency of staff
16	Compliment over explanations over procedures

17	Compliment over helpfulness of staff
18	Compliment over efficiency of staff
19	Compliment regarding professionalism of staff
20	Compliment over efficiency of staff
21	Compliment over understanding of needs
22	Compliment over conduct of staff