

# Scrutiny Board

12 March 2019

<b>Report title</b>	Quarter 2 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>	Mark Taylor, Deputy Managing Director	
<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>	All Leadership Teams - February 2019	

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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 1 July 2018 to 30 September 2018.

## Recommendations for noting:

The Scrutiny Board is asked to note:

1. The Statutory Complaints Activity for Children's Services, Adult Services 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: Children's Services, Adult Services and Public Health Complaints Activity 1 July 2018 to 30 Sept 2018**

### **1.0 Background**

- 1.1 Complaints activity concerning Children's Services, Adult 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 July 2018 to 30 September 2018

## 3.0 Children's Services – Complaint Activity

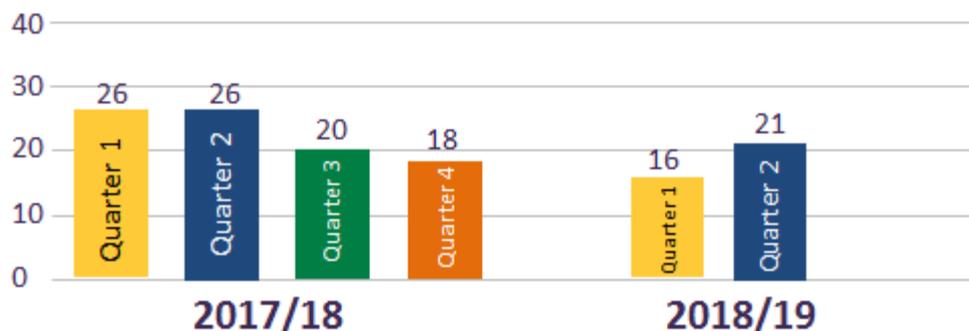
### 3.1 Formal Complaints

During quarter two (1 July 2018 to 30 September 2018) the Council received 21 formal Children's Services social care complaints compared to 16 in the previous quarter; an increase of five.

#### Formal Complaints Received

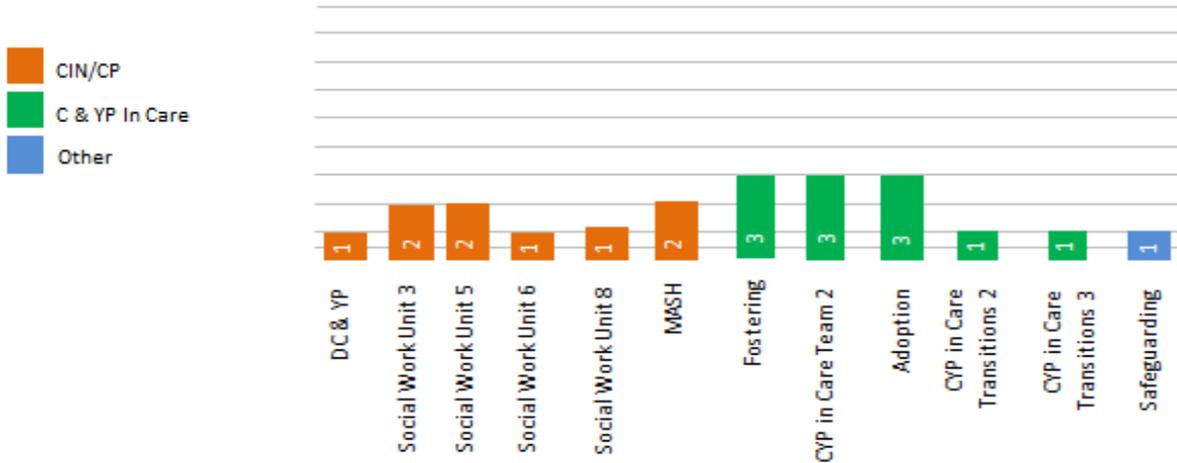


### Stage 1 Complaints Comparison Breakdown by Quarter



3.2 The 21 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 Fostering; Children and Young People in Care (CYP in Care) Team 2 and Adoption teams.

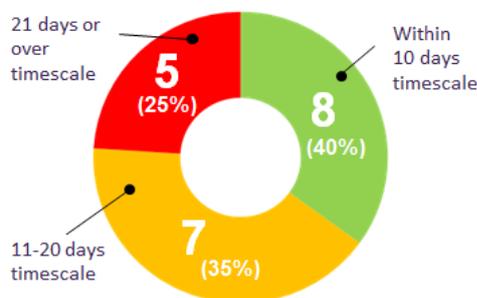
### Stage 1 Complaints Received Breakdown by Quarter



### 3.3 Timescales

Overall, 20 complaints were responded to and concluded during this second quarter. Eight complaints were responded to within 10 working days, seven within 20 working days, and the remaining five in just over 21 working days. Cases responded to 21 days or over timescale are due to various reasons for example, complex cases, availability of resources. In these circumstances, complainants are regularly updated on the progress of their complaint.

#### Response Timescales



3.4 However, it should be noted that of the 20 complaints resolved during this period 13 were dealt with in accordance with the Children’s Act; the average timescale is 15 days. Seven complaints were dealt with in accordance with the Corporate Complaints Procedure (Non Children’s Act) which states complaints should be responded to within 21 calendar days; the average timescale is a pleasing 18 days.

### Average Complaint Response Time



Statutory complaints

### Average Complaint Response Time



Corporate complaints

## 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.

### 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.

### 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; 12 informal complaints were received during quarter two (1 July 2018 to 30 September 2018) compared to 15 in the previous quarter; a decrease of three.

### Informal Complaints

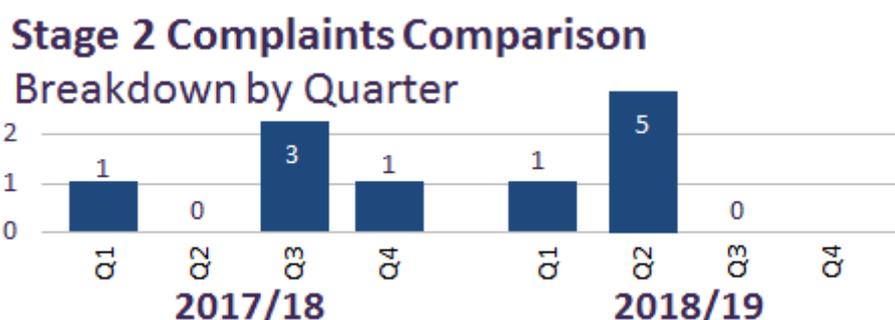


Informal complaints resolved through mediation.

### 3.8 Stage Two Complaints

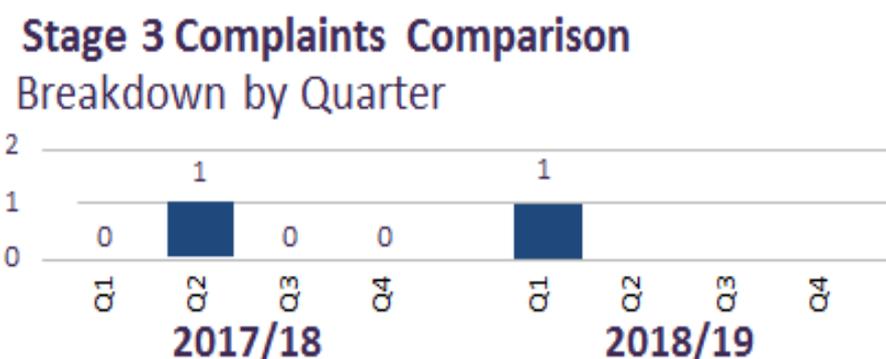
More than 90% of all complaints are resolved at an early stage due to the exceptional efforts that are made to resolve them. Where the complainant is dissatisfied with the written response at stage one regarding statutory complaints (dealt with in accordance with the Children’s Act) they have the right to request that matters should proceed to stage two (a formal independent complaint investigation). However, complaints which do not fall under the Children’s Act are dealt with in accordance with the Corporate Complaints Procedure and, therefore, where the complainant is dissatisfied with the response at stage one it is investigated and responded to by the Customer Feedback Team at stage two.

- 3.9 For Children’s Services statutory complaints, a stage two 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 During this period we have had a total five stage two complaint investigations; all of which were dealt with in accordance with the Corporate Complaints Procedure and, therefore, there were no financial implications for Children’s Services. Several other complaints that could have proceeded down this route were resolved after significant intervention and problem solving.



### 3.11 Stage Three Complaints

Independent Complaint Review Panel. Where a stage two 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 Three Complaint Review Panel.



### 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 second quarter, 19 compliments were received for Children's Services, compared to 17 in the previous quarter. Children and Young People in Care (CYP in Care) Team 3 and Wolverhampton Children's Contact Centre each received four.



## Compliments

### EXAMPLES

*"Social Worker received a thank you from birth relative for all the help and support given".*

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*"Compliment received from family who have received adoption support from Social Workers; stating that they were brilliant."*

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*"Compliment received from a manager who wished to commend xx on officer's support as officer is always supportive and passionate about getting school provisions for our Looked After Children. Officer goes above and beyond to support her colleagues and is a real asset to the team."*

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*"Family member appreciated the Social Worker's support and professionalism throughout; think it is important to recognise when a job is done well."*

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*"Staff are great and welcoming. There is nothing we would change about our session here."*

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*"Very welcoming Centre."*

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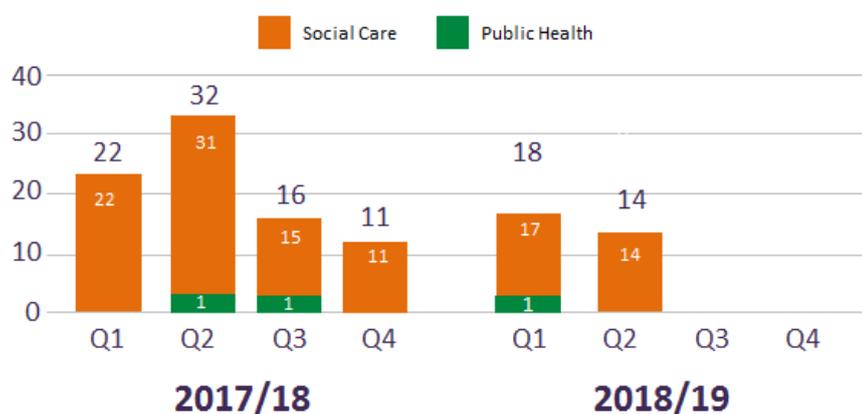
## 4.0 Public Health Complaints

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 were no complaints received in quarter two (1 July 2018 to 30 September 2018).

## 5.0 Adult Social Care Complaints

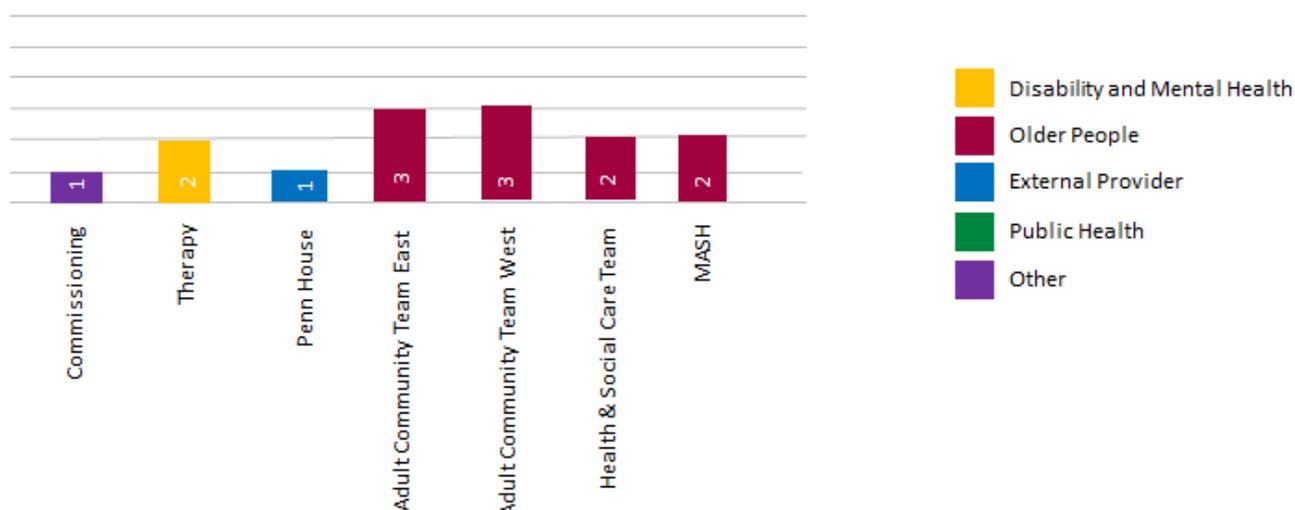
During quarter two the Council received 14 formal complaints compared with 18 in the previous quarter; representing a decrease of four complaints this quarter.



5.1 Of the 14 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 its behalf, such as a domiciliary care service.

## 5.2 Service Areas

This refers to the service the person is complaining about. No service area received a disproportionate amount of complaints. 14 complaints received covered seven separate service areas; the highest figure of three complaints referred to the Adult Community Team West and the Adult Community Team East.



### 5.3 Complaints Outcome

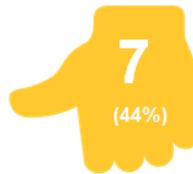
At the conclusion of each complaint we ask that the manager who has enquired into it reaches a finding. This is to decide if the complaint is upheld, partially upheld or not upheld.

#### 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

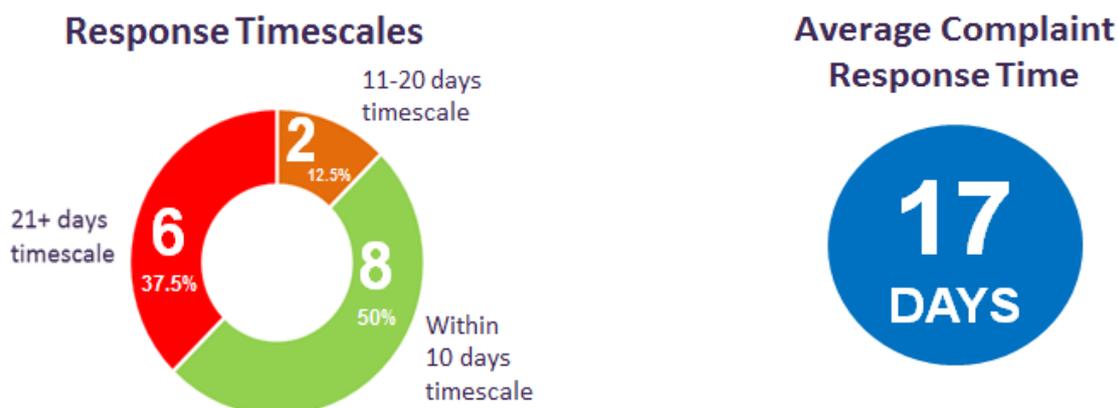
These are the headings under which we register the complaint against, based on the complaint details received.

#### Stage 1 Complaints Received Breakdown by Category



## 5.5 Timescales

Overall, 16 complaints were responded to and concluded during this second quarter. Eight complaints were responded to within 10 working days, two within 20 working days and six complaints were responded to over 21 working days. The average number of days to respond and close all complaints over the term significantly was seventeen days. Cases responded to 21 days or over timescale are due to various reasons for example, complex cases, availability of resources. In these circumstances, complainants are regularly updated on the progress of their complaint.



## 5.6 Informal Complaints

It should be noted that 24 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. 39 compliments were received during this second quarter relating to Adult Services. Bradley Resource Centre received 10, followed by HARP who received seven.



## EXAMPLES

*“Many thanks received from relative to the duty social worker for the way he discussed care options with aunt. Social Worker was polite, respectful and professional.”*

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*“I would like to say thank you to the team; especially the Social Worker for the smooth transition of one of our service users into new service provision. The Social Worker was very efficient and went out of her way to ensure that the handover went without a hitch and without causing too much stress to the people involved.”*

\*\*\*\*\*

*“Thank you to everyone for the care, professionalism, dedication that has been demonstrated during my mother’s stay.”*

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*“We thank all the staff at the resource centre for all the help and care they gave to my mom during her stay with them.”*

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*“A massive thank you to the OT as she was extremely helpful and sensitive to her needs and requirements. She was very empathetic and understanding and delivered her suggestions in a very encouraging way.”*

## 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 specific feedback from each section to demonstrate the learning that has taken place, and the actions followed up, across all service areas and covering all complaint activity.

## EXAMPLES

**Children’s Services** – *Why did we not have a response to our expression of interest to adopt.*

**Learning** - *Policy re foster carers expressing an interest has been devised and is in the approval stage. Once approved, this will be shared with social workers and managers in Children’s Services. Expressions of interest to adopt made by foster carers will be dealt with by the Adoption Service and a response to foster carers will be formulated within five working days. Fostering Service Social Work Unit Manager will allocate a*

*Supervising Social Worker if the allocated worker is off sick and monitor cases to ensure monthly visits are undertaken. Permancy Planning meetings minutes will be completed and saved to the record of the child.*

\*\*\*\*\*

**Children's Services** - *Complaint regarding the difficulty in getting respite for foster child, despite Fostering Team advertising respite available.*

**Learning** - *Complainant can contact manager of her Supervising Social Worker if she is concerned about any aspect of her care of the young man in placement. Manager of Supervising Social Worker will be aware of the need for respite carers arranged to be kept available after they have been booked to avoid this situation arising again.*

\*\*\*\*\*

**Children's Services** – *Complaint about the Social Worker – she has hurt our feelings by going searching through our drawers and wardrobe.*

**Learning** - *Given that the plan is for both children to be adopted, and will be finalised soon, it has been agreed that in future the Social Worker will ask both children about their room and clothes and will not go into their room without their permission.*

\*\*\*\*\*

**Adult Services** - *Complaint in relation to the Social Worker assessing mother for Very Sheltered Housing (VSH), but the family disagreeing with this decision. However, mother was placed in VSH and used savings to purchase carpet , kitchen equipment and a bed; only for the VSH scheme a few weeks later to advise they could not accommodate mother's needs. Mother has now been placed in residential care.*

**Learning** - *Manager has reiterated to the clinical lead for therapy services the relevance of a kitchen assessment for hospital inpatients where the proposed discharge plan entails a move to VSH and to the Social Worker of the importance of ensuring representative from therapy is present at family meetings; particularly when it appears that family may dispute proposed discharge plans.*

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**Adult Services** – *Complaint in relation to care hours being reduced.*

**Learning** - *Manager has discussed with the Social Worker about making sure the appropriate referrals are made to the appropriate professionals to assist in making a decision about the care and support needs of adults with learning disability. Also, to make sure the whole team are aware of this. It will be discussed in team meeting that anyone who is working with a person with a learning disability they will need to establish if there are any learning disability health professionals involved in providing support, and if not to make the necessary referral.*

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**Adult Services** – *Complaint in relation to providing support.*

**Learning** - *Feedback to the team to ensure all Social Workers are aware to minimize unnecessary delay. Also to ensure assessments and support plans are completed in a timely manner.*

\*\*\*\*\*

**Commissioning** – *I do not understand why it has taken so long for XXXX services to be invoiced.*

**Learning:** *Introduce a monthly checklist which prompts officers to set the invoice batches ready for payment.*

**SECTION 2:**

**CORPORATE COMPLAINTS ACTIVITY**

## **7.0 Corporate Complaints Activity, Local Government and Social Care Ombudsman and Housing Ombudsman**

- 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 two (1 July 2018 to 30 September 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. All corporate complaints, compliments, Housing Ombudsman and Local Government and Social Care Ombudsman enquiries are considered a form of customer feedback.

### **7.3 Informal service requests/enquiries**

The customer feedback team works alongside the person complaining and the service involved, to resolve the complaint informally, preventing it becoming a formal complaint. It should be noted that 231 service request enquiries were logged with the customer feedback team, compared to 278 received during quarter one; all enquiries were logged and resolved informally without going through the corporate complaints procedure, therefore providing a better outcome for the customer.

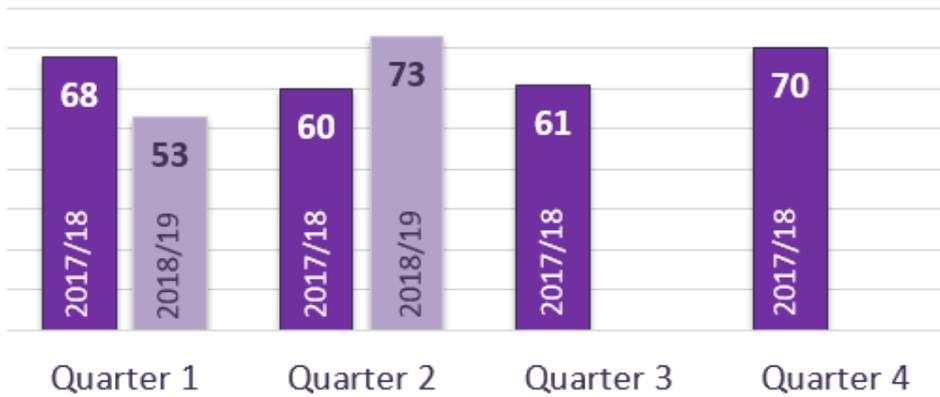
## **8.0 Corporate stage 1 complaints received**

### **Complaints Received**



8.1 During this second quarter (1 July 2018 to 30 September 2018) the Council received 73 stage one complaints compared with 53 in the previous quarter (1 April 2018 – 30 June 2018) an increase of 20 cases.

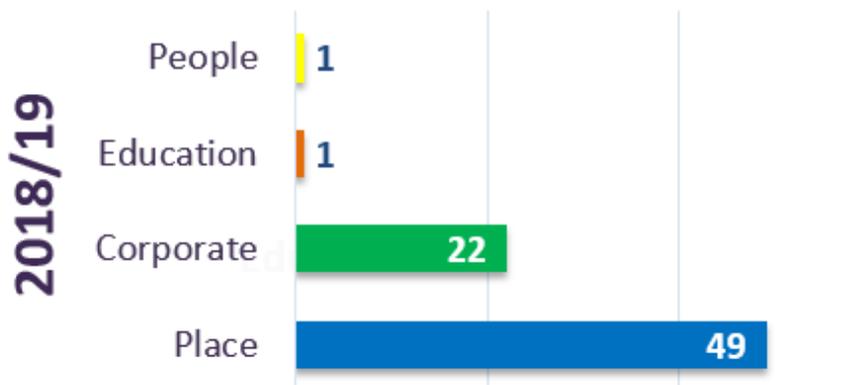
### Stage 1 Complaints Comparison Breakdown by Quarter



### 8.2 Number of Complaints for each Directorate

The 73 complaints received in this first quarter are broken down as follows:

### Stage 1 Complaints Breakdown by Directorate



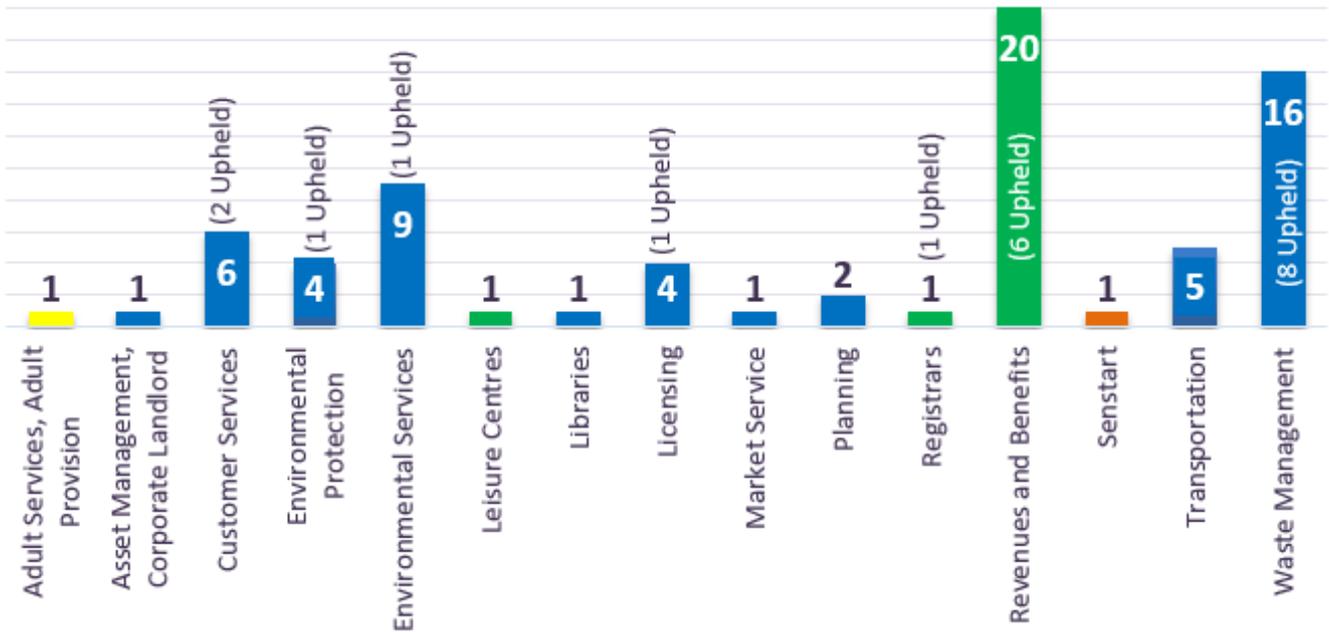
### 8.3 Complaints in relation to Service Areas

This refers to the service the person is complaining about. No service area received a disproportionate amount of complaints. The 73 complaints covering 15 separate service areas, the highest figure of 20 complaints referring to Revenues and Benefit, Waste Management received 16 complaints and Environmental Services received 9. 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.



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



Issues have been identified from 20 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



## 8.4 Corporate Complaint Nature

During quarter two (1 July 2018 to 30 September 2018) the main issue of complaint involved failure to provide a service (51), followed by dissatisfaction of council policies (10), conduct of employees (5), delays in responding or administration (5), failure to consider relevant matters (1), and failure to fulfil statutory responsibilities (1).

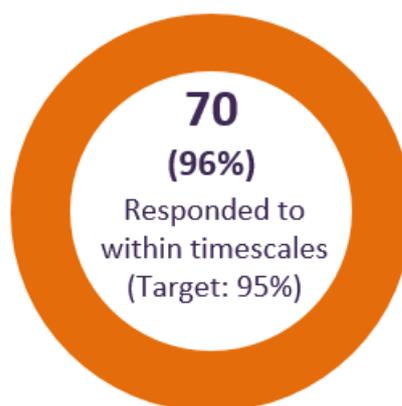
## 8.5 Corporate Timescales

The average response time for responding to each complaint is 13 days for quarter two. This figure is consistent from the previous quarter of 13 days. The response timescale for stage 1 complaints responding within 21 calendar days is 96% for quarter two; in the previous quarter the response timescale was 92% showing an improved response time of 4%.

### Average Complaint Response Time



### Response Timescales

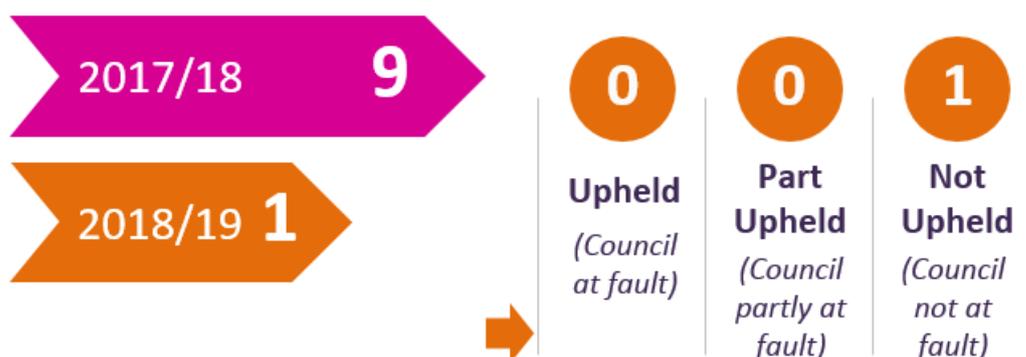


## 9.0 Stage two corporate complaints in quarter two (1 July 2018 to 30 September 2018)

9.1 During quarter two (1 July 2018 to 30 September 2018) the Council received one stage two corporate complaint.

9.2 The Place Directorate received one complaint

### Stage 2 Complaints Comparison for Quarter 2



### 9.3 Place Directorate

- one complaint received for Licensing in relation to delays in issuing a taxi licence; outcome not upheld

### 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 two (1 July 2018 to 30 September 2018) the Council has received 121 compliments, a decrease from the previous quarter. Bereavement Services received 65, Planning received 22, followed by Environmental Services who received 11.

Compliments Received



#### **Examples**

**Planning** – *We would like to take this opportunity to thank you in handling the planning application in a timely and professional manner with all the sensitivity it required.*

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**Education** - *I would just like to make you aware of how pleased we are with the support we received from your officer regarding admissions to XX Primary. I know the admissions process is very difficult, not only for the school, but also the LA, especially with the amount of children needing school places. The officer was very reassuring and helpful it was very much appreciated.*

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**Customer Services** – *At 9.45 I received a call from an Officer in the Blue Badge team who had received my email. The officer was an utter delight to deal with and sorted my enquiry. The officer resolved all enquiries in relation to the Blue Badge and I cannot praise the officer or yourself highly enough.*

### 11.0 Area of Learning for Corporate Complaints

Corporate, Place, People 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 of Stage One Learning**

**Complaint** – *Complaint in relation to refuse officer conduct and location of bin*

**Learning** - *Operations Manager spoke to customer and apologised for the collection crew not putting bin back correctly; Manager has spoken to the crew and made them aware of their conduct and outlined that this will be monitored; manager provided contact details to the customer if they have any further concerns*

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**Complaint** – *Complaint in relation to incorrect correspondence issued to customer*

**Learning** – *Duty Manager liaised with the relevant team to review our processes, so we can prevent errors such as these occurring in the future*

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**Complaint** - *Complaint in relation to incorrectly charging for council tax as customer not legal owner of property*

**Learning** - *Exemption not awarded; service to ensure that officers are aware of qualifying criteria via training/one to one*

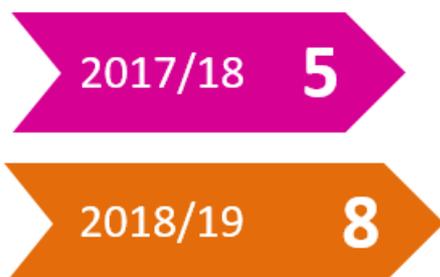
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**Complaint** – *Complaint regarding recycling bin taken away with no notification and no arrival of new bin*

**Learning** – *Refuse Manager visited customer and apologised for the inconvenience of not having the new bin delivered promptly or that the excess recycling was not collected when it was correctly put out for collection. Manager arranged for a new bin to be delivered and has also spoken to the collection crew reinstating procedure for ordering new bins and process for excess recycling when it is correctly presented for collection.*

## 12.0 Local Government and Social Care Ombudsman Enquiries

### LGSCO/Housing Ombudsman Enquiries for Quarter 2



Figures increased for 2018/19 Q2 compared to 2017/18 Q2. Customer Feedback team has also received 20 initial LGSCO/HO assessment enquiries for Q2.

- 12.1 During quarter two (1 July 2018 to 30 September 2018) the council received six Local Government and Social Care Ombudsman enquiries. The Corporate Directorate received one, Place Directorate received two and People Directorate three.
- 12.2 The Corporate Directorate received one enquiry.
- one complaint for Democratic Support in relation to an educational appeal panel failing to properly consider a case, including the fact an application should not have been treated as late; outcome awaiting decision.
- 12.3 The Place Directorate received two enquiries.
- one complaint for Transportation Department in relation to council introducing a traffic regulation order to restrict parking in an area; outcome closed after initial enquiries, out of jurisdiction.
  - one complaint for Parking Services in relation to the council's refusal to compensate residents for a failure to enforce parking restrictions; outcome closed after initial enquiries, no further action.
- 12.4 The People Directorate received three enquiries.
- one complaint for Adult Services in relation to the council moving complainant from care home placements to sheltered accommodation and put in place a care plan at the sheltered accommodation which did not meet complainant's needs; outcome not upheld, no maladministration.
  - one complaint for Adult Services in relation to care assessment/review that the council carried out does not reflect the complainant's needs; because of this the outcome/recommendation made by the council is wrong; outcome not upheld, no further action.
  - one complaint for Children's Services in relation to the council failing to properly consider evidence in deciding concerns about a child's nursery that did not meet the LADO threshold for an allegations management meeting; outcome not upheld, no maladministration.

### **13.0 Housing Ombudsman enquiries**

13.1 During quarter two (1 July 2018 to 30 September 2018) the council received two enquiries from the Housing Ombudsman

- one complaint for Wolverhampton Homes in relation to Anti-Social Behaviour (ASB) reports; outcome no maladministration
- one complaint for Wolverhampton Homes in relation to flood damage from flat above property; outcome no maladministration

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

14.1 During quarter two (1 July 2018 to 30 September 2018) the council received 18 Local Government and Social Care Ombudsman assessment enquiries. Corporate Directorate received six enquiries, Place Directorate received two enquiries, People Directorate received seven enquiries, Education Directorate received one enquiry and Wolverhampton Homes received two.

14.2 The Corporate Directorate received six enquiries.

- one enquiry for Revenues and Benefits in relation adult social care charges element of council tax and is in dispute over this sum; outcome closed after initial enquiries, no further action.
- one enquiry for Revenues and Benefits in relation to council not following tenants wishes and forcing tenant into arrears; outcome closed after initial enquiries, no further action.
- one enquiry for Revenues and Benefits in relation to conflicting information provided regarding council tax and disputed third party living with complainant; outcome premature complaint.
- one enquiry for Revenues and Benefit in relation to Council's advice that complainant would be eligible for a Council tax discount on a refurbished house; outcome closed after initial enquiries, no further action.
- one enquiry for Democratic Support in relation to an educational school appeal against the refusal of a school place; outcome draft decision received, awaiting final decision.
- one enquiry for Democratic Support in relation to an educational school appeal against the refusal of a school place; outcome closed after initial enquiries, no further action.

14.3 The Place Directorate received two enquiries:

- one enquiry for Environmental Services in relation to council's failure to maintain land next to complainant's property; outcome closed after initial enquiries, no further action.
- one enquiry for Environmental Services in relation to refuse collection; outcome premature complaint.

14.4 The People Directorate received seven enquiries:

- one enquiry for Adult Services in relation to the adaptations team for delays in responding to complainant and request for adaptations to property; outcome closed after initial enquiries, no further action.
- one enquiry for Adult Services in relation to whether funding position remains the same; outcome case closed, out of council's jurisdiction.

- one enquiry for Adult Services in relation to council's assessment of his relative's care and support needs; outcome closed after initial enquiries, out of jurisdiction
- one enquiry for Adult Services in relation to investigation about service user's respite care; outcome premature complaint
- one enquiry for Children's Services in relation to restriction of contact with the Council; outcome closed after initial enquiries, no further action
- one enquiry for Children's Services in relation to no communication with social worker, complainant constantly chasing and no update in relation to child; outcome premature complaint
- one enquiry for Children's Services in relation to service received from Fostering Team and Children and Young People in Care (CYP in Care); outcome premature complaint

14.5 The Education Directorate received one enquiry.

- one enquiry for SEND team in relation to EHCP plan; outcome closed after initial enquiries, out of jurisdiction.

14.6 Wolverhampton Homes received two enquiries

- one enquiry for Wolverhampton Homes in relation to housing application; outcome closed after initial enquiries, no further action.
- one enquiry for Wolverhampton Homes in relation to concerns of the council's failure to inform complainant that the property moved into was subject to cost floor, which has affected ability to purchase the property under Right to Buy, despite having over 20 year discount; outcome progressed to a full investigation.

## **15.0 Housing Ombudsman assessment enquiries**

15.1 Wolverhampton Homes received two assessment enquiries as follows

- one enquiry for Wolverhampton Homes in relation to landlord's response to concerns about anti-social behaviour; outcome progressed to stage 2 of complaints procedure.
- one enquiry for Wolverhampton Homes in relation to how the council has dealt with reports of anti-social behaviour from a neighbour, reports of noise nuisance and how complaint has been handled; outcome Wolverhampton Homes to meet with complainant and agree a resolution.

## **16.0 Action Plans/Learning**

16.1 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.

## **17.0 Monitoring Information**

- 17.1 All complainants are requested to supply equalities monitoring information but response rates are low. 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.
- 17.2 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.

## **18.0 Financial Implications**

- 18.1 There are no financial implications associated with the recommendation in this report.  
[TT/14012019/V]

## **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 1 April 2009.
  - Public Health - The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

[TS09012018/W]

## **20.0 Equalities Implications**

- 20.1 There are no equalities implications associated with this report.

## **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 Health and Wellbeing Implications**

24.1 The complaints element of the social care and corporate procedure is part of a wider assurance process supporting quality in service delivery standards. This can then be a positive experience for customers and contribute to their health and well-being. For those occasions where the experience which has led to a complaint is a less positive one, then there is an opportunity for appropriate action or redress so that the health and well-being of the complainant and/or relevant others is secured. The compliments process allows customers to note great practice by the Council; positive experience of officers working in many different settings will support improved experience of health and well-being for individuals as well as for staff who can be satisfied that their work is appreciated.

## **25.0 Schedule of Background Papers**

25.1 None for consideration.