

Scrutiny Board

6 October 2020

Report title	Annual Social Care, Public Health and Corporate Complaints Report	
Cabinet member with lead responsibility	Cllr Paula Brookfield, Cabinet Member for Governance	
Wards affected	All	
Accountable director	David Pattison, Director of Governance	
Originating service	Information Governance, Customer Feedback	
Accountable employee(s)	Sarah Campbell	Customer Engagement Manager
	Tel	01902 551090
	Email	sarah.campbell@wolverhampton.gov.uk
Report to be/has been considered by	Leadership Teams - Finance, Governance, Regeneration, June and August Housing, Adult, Children's, Public Health, 2020 City Environment	

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review complaints management and performance for the period 1 April 2019 to 31 March 2020.

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 detailed in Appendix 3 (Section 1).
2. All the other complaints activity governed by the Corporate Complaints Procedures as detailed in Appendix 3 (Section 2).

1.0 Background

- 1.1 The Council's Customer Feedback Team handles complaints, compliments and service enquiries from members of the public. Those relating to social care and public health matters fall under a statutory framework, while the remainder are handled under the council's corporate policy and procedures.
- 1.2 This report provides an overview of the complaints, including Local Government and Social Care/Housing Ombudsman enquiries received during 1 April 2019 to 31 March 2020.

2.0 Attachments

- 2.1 Appended to this covering report are the following documents:

Appendix 1 – Statutory Customer Feedback Dashboard

Appendix 2 – Corporate Customer Feedback Dashboard

Appendix 3 – Notes to the dashboard – Statutory (Section 1); Corporate (Section 2), Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman (HO)

Appendix 4 – Learning from stage one complaints (corporate, adults, children's and public health)

3.0 Complaint Training

- 3.1 The Customer Feedback Team has compiled mandatory corporate complaint training for council officers, which is available via the council's learning hub. During 1 April 2019 to 31 March 2020 the organisation development team has confirmed 87 officers have completed the mandatory corporate complaint training. The team has worked with the Council's organisational development team and is currently compiling an online training module for Children's complaint handling; this will be launched during 2020.

4.0 Monitoring Information

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

5.0 Managing Unreasonable Customer Behaviour Procedure

- 5.1 The management of unreasonable complainant behaviour procedure has been active since February 2015. A full review of the Council's Managing Unreasonable Complainant Behaviour procedure has been undertaken and the revised procedure will now be known as 'Managing Unreasonable Customer Behaviour Procedure' and now includes all customers not just complainants. This procedure has been aligned with the Council's Potentially Violent Person (PVP) register and will ensure all officers and councillors are aware of the processes and resources available to manage challenging customers and

the behaviours that they may exhibit. The revised procedure has been agreed by Strategic Executive Board (SEB) and a briefing session has been undertaken for all Heads of Service. During 1 April 2019 and 31 March 2020, the Customer Feedback Team has managed a total of 8 cases in line with this procedure.

6.0 Complaint Policy/Procedures

The customer feedback team has carried out a review of the council's corporate complaints policy and Children's, Adults and Public Health complaint procedures to reflect current working practices and legislation. All policies and procedures were presented to Leadership Teams and Cabinet Resources Panel for approval.

7.0 Financial Implications

7.1 There are no financial implications associated with the recommendation in this report. [GE/08062020/W]

8.0 Legal Implications

8.1 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.

Legal Code: [TS/08062020/R]

9.0 Equalities Implications

9.1 There are no equalities implications associated with this report.

10.0 Environmental Implications

10.1 There are no environmental implications associated with this report.

11.0 Human Resources Implications

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

12.0 Corporate Landlord Implications

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

13.0 Health and Wellbeing Implications

13.1 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.

14.0 Schedule of Background Papers

14.1 None for consideration.