

Scrutiny Board

8 December 2020

Report title	Quarter 1 Social Care, Public Health and Corporate Complaints Report 2020/21	
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
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Report to be/has been considered by	Leadership Teams - Finance, Governance, Regeneration, Adult, Children's, Public Health, City Environment, City Asset/Housing	November 2020

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review complaints management and performance for the period 1 April 2020 to 30 June 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 2020 to 30 June 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 online corporate and children's complaint procedure training for council officers, which is available via the council's learning hub. These online training courses are essential for officers to learn more about the corporate complaints and children's statutory complaints process and procedure within the council.

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 unreasonable customer behaviour procedure manages challenging customers and behaviours that they may exhibit. During this period the customer feedback team has managed a total of three cases in line with this procedure.

6.0 Financial Implications

- 6.1 There are no financial implications associated with the recommendation in this report. [GE/0511202/N]

7.0 Legal Implications

7.1 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: [Legal Code: TS/04112020/Q]

8.0 Equalities Implications

8.1 There are no equalities implications associated with this report.

9.0 Climate change and environmental implications

9.1 There are no environmental implications associated with this report.

10.0 Health and Wellbeing Implications

10.1 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.

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 Covid Implications

- 13.1. Customers who contacted the customer feedback team during 1 April 2020 to 30 June 2020 were notified that the Council was focusing its attention on addressing the challenges of the pandemic and therefore may not be able to meet the corporate complaint deadline of a reply within 21 calendar days or statutory complaint deadline of a reply within 10 working days. The Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman (HO) also confirmed the need for flexibility and paused casework during this period to allow local authorities to focus on Covid19; customers were sign posted to their guidance. The team also confirmed that the Council may only be able to send out a response in electronic format, so where feasible customers were asked to provide an email address along with their request. If this was not feasible the team ensured information was provided in a physical manner.

During 1 April 2020 to 30 June 2020 the customer feedback team received a decrease in complaint enquiries apart from waste management complaints and service requests which received an increase. Covid 19 pandemic restrictions, which were put in place to protect staff and customers and revised working procedures, impacted on waste service delivery and resources. All changes to service delivery for waste were implemented across the service and outlined on the council's website. Response timescales have also been impacted across the complaints function; this is due to complexities of cases and Covid19 influences on service delivery. It should be noted, however, that all concerns and enquiries received by the customer feedback team were logged, actioned and responded to accordingly, with the focus of achieving the best outcome for the customer.

14.0 Schedule of Background Papers

- 14.1 None for consideration.