

City of Wolverhampton Council Executive Summary for the People Directorate Annual Complaints Reports 2014-15

the People's Directorate.

Examples of improvements have included:

- The need to review policy guidance.
- The Local Authority to ensure that all employees undertake Customer Care Training.
- Service user consultation and involvement to be paramount when considering making changes to services and provision.



Compliments

As already mentioned in this leaflet, the Council welcomes suggestions or compliments from people about how they have experienced services. This feedback provides an opportunity to share best practice across other service areas for organisational learning.

We are pleased to say that 202 compliments were received across Adult Social Care Services from service users or their families who wished to express their satisfaction about our services.

Some compliments made:

"I cannot praise the staff enough. They all acted in a caring and professional manner and were very supportive to us all. They are providing a service Wolverhampton City Council should be proud of and recognise".

"I would just like to express my thanks to all the staff at the Resource Centre who looked after my husband so well during his stay there. The coped professionally with his overall care in often difficult circumstances".

Some compliments made for Children, Young People and Families services:

"The Social Worker has been very supportive through some very difficult times".

"Thank you to worker for her ongoing support and advice".

Alison Dowling

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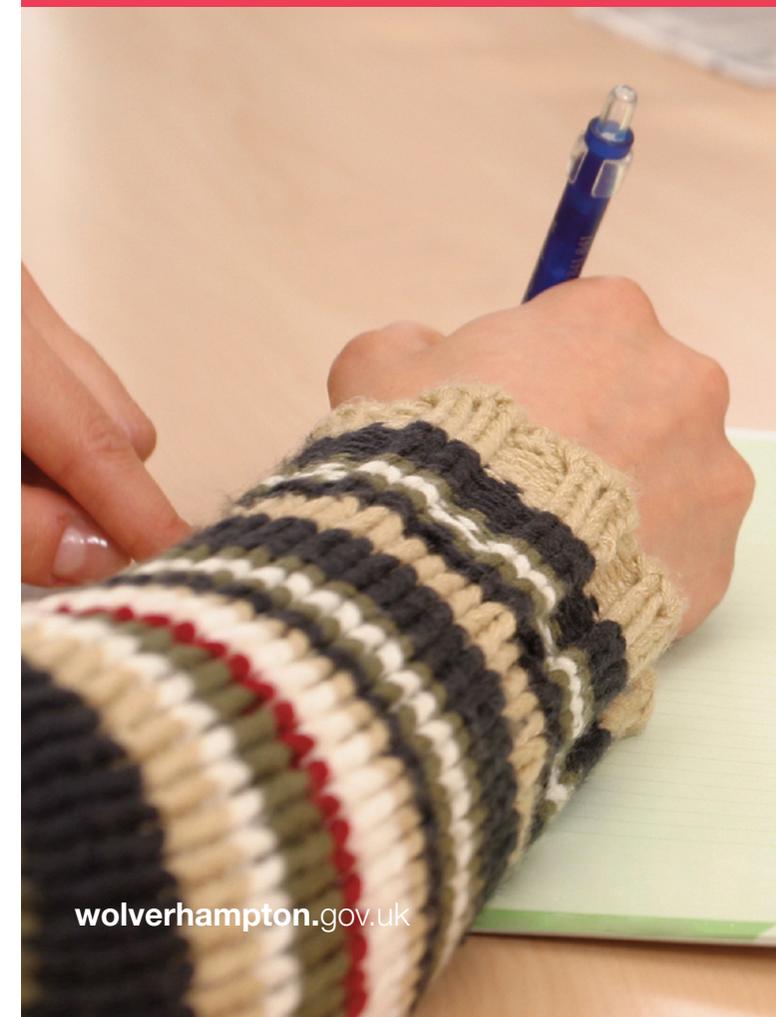
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Introduction

The People Directorate arranges and supports provision of a wide variety of services to enable people to remain in their own homes; and when this is no longer possible, supports residential or nursing care.

Children's Social Care Services also comes under the leadership of the People Directorate and supports Children, Young People and Families within the Looked After Children, and Children in Need/Child Protection departments.

The Directorate also has lead responsibility to safeguard adults and children and young people at risk of harm by others.

Public Health is about improving and protecting the health of groups of people. It is also about helping people to stay healthy and avoid becoming ill.

All complaints are dealt with in accordance with the relevant procedures and legislation. They are recorded onto a database which enables more effective monitoring of performance reporting mechanisms and which enables managers to track complaints effectively.

Each year the Customer Relations and Complaints Manager issues annual reports and can be accessed via Wolverhampton City Council's website

www.wolverhampton.gov.uk/home

Adult Social Care and Community Complaints

We are pleased to report again that this year compliments received outweigh the number of complaints made; and a further 187 positive comments were received from the Welfare Rights Team.

However, the key message from the 2014/15 monitoring of Adult Social Care and Public Health complaints is that there has been an increase in the number of complaints received from 99 in 2013/14 to 107 in 2014/15

It should be noted that as at 31 March 2015 there were 3728 service users receiving care services funded by the City Council (including Direct Payments) and based on this number, the number of complaints received represents 2.87% of customers expressing dissatisfaction with the service they have received.

There has been a decrease in the number of complaints received from customers whose care service is provided by a private provider commissioned by Social Services.

With an emphasis on timeliness, 78% of the Adult Social Care and Public Health complaints received were dealt with and responded to within 20 working days; and 54% within 10 working days.

Services which fall under the umbrella of Community Services received 23 formal complaints, and all of these were responded to within the 21 days Corporate Complaints Procedure timescale.

Children and Young People

Children, Young People and Families have access to leaflets which refer to Compliments, Comments and Complaints – rather than simply complaints. This offers the opportunity for people to make suggestions or compliments about how they have experienced the

services. We also welcome service users to use our Customer Feedback site via Wolverhampton City Council Website. This feedback is used to build on good practice in order to improve services and how they are provided. An Advocacy service is also available for C&YP in need and for those who are looked after, who need support to make their complaint.

There has been a slight decrease in the volume of complaints received during 2014/15. 152 complaints were received compared to last years figure of 160. During this period 13% of complaints were received from Children and Young People themselves. A further 2% of Children and Young People used the services of an Advocate. The total of complaints resolved within the statutory 20 day timescale was 80%. Of this amount 51% were closed within the initial 10 day statutory timescale.

Much activity carried out by staff is of a statutory nature which makes it difficult to obtain positive feedback. However, we have received positive feedback this year in relation to several of our services.

Learning From Complaints

Learning from complaints is an increasingly important part of the Authority's philosophy, and managers responding to complainants 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. Lessons learned from the outcome of complaints are also fed back to staff in their one to one supervision sessions, and team meetings to enable practice to be improved. They are also reported upon quarterly to



SOLUTIONS

PROBLEMS