

CITY OF  
WOLVERHAMPTON  
COUNCIL

# Governance and Ethics Committee

1 September 2022

<b>Report title</b>	Annual Social Care, Public Health, Corporate Complaints & Compliments Report 2021-2022	
<b>Cabinet member with lead responsibility</b>	Councillor Paula Brookfield, Cabinet Member for Governance and Equalities	
<b>Accountable director</b>	David Pattison, Chief Operating Officer	
<b>Originating service</b>	Information Governance, Customer Feedback	
<b>Accountable employee</b>	Sarah Campbell	Customer Engagement Manager
	Tel	01902 551090
	Email	sarah.campbell@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	Finance, Governance, Regeneration, Joint Adult, Children's & Education, Public Health, City Housing & Environment, City Assets, People and Change	July/August 2022

---

## Recommendations for noting:

The Governance and Ethics Committee is asked to note:

1. The contents of the Annual Social Care Public Health Complaints and Compliments Report for the period 1 April 2021 to 31 March 2022, including:
  - a. The Statutory Complaints Activity for Children's Services, Education Services, Adult Services and Public Health, as detailed in Appendix 3 (Section 1).
  - b. All the other complaints activity governed by the Corporate Complaints Policy and Procedure as detailed in Appendix 3 (Section 2).

## **1.0 Purpose**

1.1 This report provides an overview of the complaints, including Local Government and Social Care/Housing Ombudsman enquiries received during 1 April 2021 to 31 March 2022.

## **2.0 Background**

2.1 The council's Customer Feedback Team handles complaints, compliments and service requests/informal complaints from members of the public. Those relating to children's, adults and public health matters fall under a statutory framework, while the remainder are handled under the council's corporate complaints policy and procedure.

## **3.0 Complaint Training**

3.1 The Customer Feedback Team has compiled mandatory corporate complaint training and children's complaint handling for council officers, which is available via the council's learning hub. The team is currently working with the council's organisational development team and is compiling an online training module for Adult's complaint handling; this will be launched during 2022.

## **4.0 Managing Unreasonable Customer Behaviour Procedure**

4.1 The management of unreasonable complainant behaviour procedure has been active since February 2015. During this period, the Customer Feedback Team has managed a total of 7 cases in line with this procedure

## **5.0 Complaint Policy/Procedures**

5.1 The Customer Feedback Team carries out regular reviews 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 are presented to the relevant leadership teams and democratic panel/board for approval.

## **6.0 Financial implications**

6.1 There are no financial implications associated with the recommendation in this report.  
[GE/26072022/L]

## **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.  
[SZ/27072022/P]

## **8.0 Equalities implications**

8.1 There are no concerns with the data analysis, equality implications or evidence of any groups being disproportionately affected associated with this report. 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.

## **9.0 Health and Wellbeing Implications**

9.1 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.

## **10.0 Covid Implications**

10.1 A number of complaint cases were implicated by Covid pandemic which are outlined Appendix 3; some cases are due to government restrictions and regulations in place.

## **11.0 All other Implications**

11.1 There are no other implications arising from this report.

## **12.0 Schedule of Background Papers**

12.1 None for consideration.

## **13.0 Appendices**

13.1 Appended to this covering report are the following documents:

Appendix 1 – Statutory Social Care 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 and compliments (corporate, social care and public health)

Appendix 5 – LGSCO annual letter case reports; 7 out of the 8 upheld cases which are published on the LGSCO website; not all cases are published due to confidentiality