

## **APPENDIX 3**

### **SECTION 1:**

### **Children's Services, Education Services, Adult Services and Public Health Complaints Activity**

**1 April 2021 to 31 March 2022**

#### **1.0 Children's and Education Services – Complaint Activity**

##### **1.1 Informal Complaints**

The complaint regulations provide an opportunity for young people/children, parents, advocates and carers to raise issues of concern without those matters being treated as formal complaints, as long as they are effectively addressed and resolved in a timely manner. These are referred to as informal complaints; 75 informal complaints were received during 1 April 2021 to 31 March 2022 compared to 42 informal complaints received during 1 April 2020 to 31 March 2021; representing an increase of 33 cases. Out of the 75 informal complaints received, three enquiries were submitted via an advocacy service.

##### **1.2 Stage One Complaints**

During 1 April 2021 to 31 March 2022 the council received 40 stage one Children's and Education Services complaints compared to 33 during 1 April 2020 to 31 March 2021, representing an increase of 7 cases. The 40 complaints received during this period refer to 14 separate service areas. The highest figure of 12 cases referred to the SEND Team. In some cases, this has followed extensive but unsuccessful attempts to resolve some of those complaints informally. The following customer groups submitted complaints to the council; 22 parents, 7 foster carers, 3 children/young people, 3 relatives, 2 neighbours, 1 family friend, 1 adopter and 1 guardian. Out of the 40 complaints logged and investigated, 36 were received via email, two received via online form and two received via paper format. Three stage one complaints were received via an advocacy service. Out of the 40 complaints logged and investigated during this period, nine cases were upheld (at fault), 19 cases were partially upheld (partially at fault) and 12 cases not upheld (not at fault).

##### **1.3 Timescales**

Out of the 40 complaints logged and investigated during this period, 4 complaints were dealt with in accordance with the Children's Act with a response timescale of ten working days; the average timescale for complaint responses was 22 days. 36 complaints were dealt with in accordance with the corporate complaints policy and procedure (Non-Children's Act) with a response timescale of 21 calendar days; the average timescale for complaint responses was 22 days. The Customer Feedback Team regularly reviews response times with Children's Services to improve these timescales and complainants are regularly updated on the progress of their complaint, whilst providing realistic timescales. The Customer Feedback Team also chase individual cases and submit weekly reminder complaint case reports to the relevant services, outlining response timeframes.

##### **1.4 Stage Two Complaints**

During this period, the council received no statutory stage two complaints; this is in comparison to one complaint case received during 1 April 2020 to 31 March 2021.

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The council received nine children's and education stage two complaints in accordance with our corporate complaints policy and procedure. This is in comparison to four corporate cases received during 1 April 2020 to 31 March 2021. Out of the nine cases received, four cases were upheld (at fault), four cases not upheld (not at fault) and one case partially upheld.

Stage two complaints received are as follows:

- Adoption@heart received one complaint in relation to process/procedure and actions of the service during post adoption; outcome upheld; appropriate learning and remedies have been put in place
- Adoption@heart received one complaint in relation to service provided by the Adoption Team during the adoption procedure; outcome upheld; appropriate remedies and learning have been put in place
- Children and Young People in Care, Disabled Children and Young People (DC&YP) Team received one complaint in relation to social worker conduct, request for a new worker to be allocated to a case and delays in concluding a stage one response; outcome not upheld
- Children and Young People in Care, Disabled Children and Young People (DC&YP) Team received one complaint in relation to a request for a reassessment and disagreement with an outcome of an initial assessment; outcome partially upheld; appropriate remedies and learning have been put in place
- Children and Young People in Care, CYPiC Team received one complaint in relation to no progress with child contact and ongoing letter box contact; outcome upheld; appropriate remedies and learning have been put in place
- Children and Young People in Care, Fostering Team received one complaint in relation to process/procedure of fostering placement and actions of fostering team; outcome not upheld
- Education, SEND team received one complaint in relation to officer conduct; outcome not upheld
- Education, SEND team received one complaint in relation to delays incurred by the team for an EHCP and psychological advice report; outcome upheld; appropriate learning and remedies have been put in place
- Education, SEND team received one complaint in relation to placement consultation of a PRU; outcome not upheld

### 1.5 Stage Three Complaints

Where a statutory children's 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 statutory complaints procedure; a stage three Independent Complaint Review Panel. During 1 April 2021 to 31 March 2022 no complaints escalated to a stage three panel during this period; this is in comparison to no stage three cases during 1 April 2020 to 31 March 2021.

### 1.6 Complaint Category

These are the headings under which we register the complaint against, based on the complaint details received – see attached Dashboard, Appendix 1.

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### **1.7 Compliments**

All compliments are recorded by the Customer Feedback Team and reported as part of the team's monitoring process. During this period 117 compliments were received for Children's and Education Services, compared to 29 received during 1 April 2020 to 31 March 2021. Safeguarding and Exploitation received 15, Early Intervention 14 followed by Children and Young People in Care receiving 13. See Appendix 4 for compliments.

### **2.0 Public Health – Complaint/Compliment Activity**

2.1 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 a separate complaint process managed by Health Services. In relation to Public Health complaints, there has been no complaints received during 1 April 2021 to 31 March 2022; this is in comparison to one complaint received during 1 April 2020 to 31 March 2021. During this period Public Health received 247 compliments.

### **3.0 Adult Services – Complaint Activity**

#### **3.1 Informal Complaints**

The complaint regulations provide an opportunity for adult complaints to be resolved informally utilising a number of resolution methods as long as they are effectively addressed and resolved in a timely manner. During 1 April 2021 to 31 March 2022 the council received 53 informal complaints which were resolved at service level without going through the formal route. This was compared to 29 informal complaints received during 1 April 2020 to 31 March 2021, an increase of 24 cases.

#### **3.2 Stage One Complaints**

During 1 April 2021 to 31 March 2022 the council received 34 formal complaints compared to 32 during 1 April 2020 to 31 March 2021, representing an increase of two cases during this period. The 34 complaints received covered 21 separate service areas. Out of the 34 complaints received, 28 complaints were received via email, three complaints via online form and three complaints via paper correspondence. In some cases, this has followed extensive but unsuccessful attempts to resolve some of those complaints informally. During this period, 13 complaints received were in relation to commissioned/independent services – see Appendix 1. Out of the 34 cases logged and investigated during this period, four cases were upheld, eight cases partially upheld and 22 cases not upheld.

Out of the 34 complaint cases received, one case escalated to stage two under the corporate complaints policy and procedure; this is in comparison to no stage two complaints received during 1 April 2020 to 31 March 2021.

Stage two case received is as follows:

- Mental Health, Carer Community Support Team received one complaint in relation to the council's response to statutory guidance during Covid19 concerning Direct

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Payments/Carer Support; outcome partially upheld; appropriate learning and remedies have been put in place.

### **3.3 Complaint Category**

These are the headings under which we register the complaint against, based on the complaint details received – see attached Dashboard, Appendix 1.

### **3.4 Timescales**

Out of the 34 complaints logged and investigated during this period, two cases were dealt with in accordance with the corporate complaints policy and procedure with a response timescale of 21 calendar days; the average response time was 16 days. 32 cases were dealt with in accordance with the statutory adults procedure with a response timescale of ten working days; the average response time was 29.5 days. Cases responded to outside of the ten working day organisational 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, whilst providing realistic timescales. The Customer Feedback Team also chase individual cases and submit weekly reminder complaint case reports to the relevant services, outlining response timeframes.

### **3.5 Compliments**

All compliments are recorded by the Customer Feedback Team and reported as part of the team's monitoring process. 441 compliments were received during 1 April 2021 to 31 March 2022 relating to Adult Services compared to 142 during 1 April 2020 to 31 March 2021. Welfare Rights received 203, Wolverhampton and Shropshire Macmillan WRS 178 followed by Community Occupational Therapy Team receiving eight. See Appendix 4 for compliments.

### **3.6 Areas of Learning from Complaints**

See Appendix 4 for stage 1 learning.

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### **SECTION 2: Corporate Complaints Activity, Local Government and Social Care Ombudsman and Housing Ombudsman Complaints Activity 1 April 2021 to 31 March 2022**

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

##### **4.1 Service Requests/Informal Complaint Enquiries**

The Customer Feedback Team works alongside the service involved and the customer complaining to resolve the complaint informally, preventing it becoming a formal complaint. It should be noted that 1,229 informal complaints and service request enquiries were logged with the Customer Feedback Team in line with our complaints policy and procedure during 1 April 2021 to 31 March 2022, compared to 1,054 received during 1 April 2020 to 31 March 2021. These types of enquiries are varied, for example, missed bin collection, contaminated bins, appeals, parking enquiries, litter or enquiries that fall outside of the complaints policy and procedure jurisdiction. All enquiries were logged and resolved informally or sign posted to the correct process without going through the corporate complaints procedure; this provides a swift outcome and resolution for the customer by resolving concerns at service level.

##### **4.2 Stage One Complaints**

During 1 April 2021 to 31 March 2022 the council received 114 stage one corporate complaints compared to 256 received during 1 April 2020 to 31 March 2021; a decrease of 142 cases. Out of the 114 cases logged and investigated, 41 cases were upheld (at fault) and 73 not upheld (not at fault). The 114 complaints cover 17 separate service areas, the highest figure of 55 complaints refer to Waste Management, followed by Revenues and Benefits receiving 14 cases. The 55 complaints for Waste Management refer to the following; missed bin (25); garden waste (7); purple bin (5); assisted collection (4); replacement bin (2); staff conduct (2); bins not provided (2); additional waste not collected (1); alleged damage to wall (1); refused entry to refuse site (1); bulky waste refund (1); lack of service (1); larger bin request (1); missed trade waste (1); waste timetable (1). In some cases, this has followed extensive but unsuccessful attempts to resolve some of those matters at service level. Out of the 114 stage one complaints received, 90 cases were submitted via email, 13 cases via webform, seven cases via telephone and four cases via written correspondence.

##### **4.3 Complaint Category**

During 1 April 2021 to 31 March 2022 the main issue of complaint involved failure to provide a service (50), dissatisfaction of council policies (23), conduct of employees (18), failure to achieve standards/quality (16), delays with responding or administration (4); failure to consider relevant matters (3).

##### **4.4 Timescales**

The average response time for responding to each complaint is 17 days for this period; this is in comparison to 14 days for 1 April 2020 to 31 March 2021. The response timescale for stage 1 complaints responding within 21 calendar days (corporate complaints policy and procedure) is 90%. Out of the 114 cases logged and investigated during this

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period, 103 cases were responded to within 21 calendar days and 11 cases responded to outside of this timescale. The target of 95% response time has therefore not been achieved; the Customer Feedback Team will continue to monitor this response time and work with service groups to improve this timescale. Cases responded to outside of the 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. The Customer Feedback Team also chase individual cases and submit weekly reminder complaint case reports to the relevant services, outlining response timeframes.

### 4.5 Stage Two Complaints

During 1 April 2021 to 31 March 2022 the council received 18 stage two corporate complaints compared to 20 cases for 1 April 2020 to 31 March 2021, a decrease of two cases. Out of the 18 cases received, three cases were upheld (at fault) and five cases partially upheld (partially at fault) and ten cases not upheld (not at fault).

Stage two complaints received are as follows:

City Housing and Environment received ten cases as follows:

- Waste Management received one case in relation to officer conduct, Covid guidelines and customer experience at a refuse site; outcome not upheld
- Waste Management received one case in relation to assisted waste collection; outcome not upheld
- Waste Management received one case in relation to waste operative leaving bin against a wall; outcome partially upheld; appropriate learning and remedies have been put in place
- Arbor team received one case in relation to the maintenance of a tree located near to a property; outcome partially upheld; appropriate learning and remedies have been put in place
- Housing Team received one case in relation to damage caused to a property during redevelopment, lack of communication received and inadequate temporary accommodation provided for the family; outcome upheld; appropriate learning and remedies have been put in place
- Grounds maintenance received one case in relation to damage caused to shrubs and bushes; outcome partially upheld; appropriate learning and remedies have been put in place
- Parks Team received one case in relation to unmaintained hedge; outcome not upheld
- Private Sector Housing received one case in relation to the council gaining entry into a property without consent or contact; outcome partially upheld; appropriate learning and remedies have been put in place
- Private Sector Housing received one case in relation to handling of personal data and breach of data on a HMO register; outcome upheld; appropriate learning and remedies have been put in place
- Transportation Team received one case in relation to potholes; outcome not upheld

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Regeneration received six cases as follows:

- Planning received one complaint in relation to the team's actions in relation to a planning application; outcome partially upheld; appropriate learning and remedies have been put in place
- Planning received one complaint in relation to a planning application and concerns over record of plans on the planning portal; outcome not upheld
- Planning received one complaint in relation to the conduct of the Chair from a planning committee; outcome not upheld
- Planning received one complaint in relation to a planning application process for a school; outcome not upheld
- Planning received one complaint in relation to a planning application process and impact of direct daylight; outcome not upheld
- Planning received one complaint in relation to a planning process/procedure and planning committee; outcome not upheld

Governance received two cases as follows;

- Equality and Diversity Team received one case in relation to equality identification information on an online form; outcome not upheld
- Information Governance received one case in relation to process and procedure for a FOI (Freedom of Information) request; outcome upheld; appropriate learning and remedies have been put in place

### 4.6 Compliments

All compliments are recorded by the Customer Feedback Team and reported as part of the team's monitoring process. During 1 April 2021 to 31 March 2022 the council received 188 compliments; this is in comparison to 221 received during 1 April 2020 to 31 March 2021. Planning received 72, Waste Management received 20 followed by Finance receiving 13. See Appendix 4 for compliments.

### 4.7 Area of Learning for Complaints

See Appendix 4 for stage one learning.

## 5.0 Local Government and Social Care Ombudsman/Housing Ombudsman

### 5.1 Local Government and Social Care Ombudsman Enquiries (LGSCO)

During 1 April 2021 to 31 March 2022 the council received ten Local Government and Social Care Ombudsman (LGSCO) enquiries as follows:

Adult Services received four cases as follows:

- Adult Services and Health Partnerships received one complaint in relation to a specialist chair; outcome not upheld, no maladministration
- Adult Services and Health Partnerships received one complaint in relation to failure to provide appropriate care and treatment; and Nursing Home failed to provide request of records; outcome, not upheld, no maladministration

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- Adult Services and Communities received one complaint in relation to the council not taking prompt action in response to concerns raised to a social worker; outcome, upheld, maladministration and injustice; appropriate learning and remedies have been put in place
- Adults Services and Commissioning received one complaint in relation to actions of a care provider; outcome, upheld, maladministration and injustice; appropriate learning and remedies have been put in place

Children's Services received four cases as follows:

- Strengthening Families received one case in relation to failure to act on the complainant's reports about a family member, failure to safeguard complainant's children and council prevented contact with children; outcome not upheld, no maladministration
- Children and Young People in Care received one case in relation to no offers of suitable fostering placements and failure to communicate in relation to whereabouts of a young person; outcome upheld, no further action; appropriate learning and remedies have been put in place
- Adoption@heart received one case in relation to delays in providing adequate support, therapies and interventions, delays in providing later-in-life letters, failure to properly understand the family's needs and communicate and delays in responding to their complaint; outcome upheld, maladministration and injustice; appropriate learning and remedies have been put in place
- Education SEND Team received one case in relation to actions of the council and health trust during an Education, Health and Care Plan (EHCP) needs assessment process; outcome awaiting draft report from the LGSCO

Regeneration received one case as follows:

- Planning received one complaint in relation to a planning application process/procedure and code of conduct of councillors; outcome not upheld, no maladministration

Wolverhampton Homes received one case as follows:

- Wolverhampton Homes received one complaint about the standard of work carried out by tradesman when completing adaptations to a property under a grant from the council. The council did not follow up and inspect the quality of the work once completed; outcome not upheld, no maladministration

During 1 April 2021 to 31 March 2022 Children's Services received one published report from the LGSCO. Adoption@heart declined a customer's request to register as a potential adopter; the LGSCO found fault causing injustice and recommendations were made. The council accepted the findings of the LGSCO and has reviewed its adoption recruitment to ensure it adheres to the Department of Education 2013 statutory guidance on adoption.

### 5.2 Housing Ombudsman (HO) Enquiries

During 1 April 2021 to 31 March 2022 the council received eight enquiries from the Housing Ombudsman (HO) for Wolverhampton Homes as follows:



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- One enquiry received in relation the landlord's handling of reports of antisocial behaviour (ASB) at a previous property and the impact this had on the health and well-being of the resident; outcome, no maladministration
- One enquiry received in relation to the landlord's response to a request for redecoration; outcome, the landlord has offered redress to the resident prior to investigation; the HO are happy that this resolves the complaint satisfactorily with respect to its response to the resident's request for re-plastering the walls; outcome, service failure in respect of the landlord's handling of the resident's complaint; appropriate learning and remedies have been put in place
- One enquiry received in relation to handling of case while in temporary accommodation and conduct of tenancy officers whilst securing a new tenancy; outcome, falls outside of HO's jurisdiction; the HO has sign posted accordingly
- One enquiry received in relation to landlord's response to the resident's damp and mould reports; outcome no maladministration
- One enquiry received in relation to the landlord's handling of repairs to the paving and handling of repairs to the shed; outcome no maladministration
- One enquiry received in relation to the landlords handling of the resident's reports concerning the condition of the front garden and security/key access; outcome no maladministration by the landlord in its response to the resident's concerns over security relating to a key safe at the property and maladministration by the landlord in its response to the resident's request for it to remove elements from the garden; appropriate learning and remedies have been put in place
- One enquiry received in relation to the landlord's response to the resident's concerns about the information provided at sign up about parking, the suitability of the property and the landlord's handling of the resident's concerns about their neighbour's window cleaners and their use of the resident's garden; outcome awaiting HO's decision
- One enquiry received in relation to the landlord's handling of various concerns regarding a property; outcome awaiting HO's decision

### 5.3 Local Government and Social Care Ombudsman (LGSCO) Assessment Enquiries

During 1 April 2021 to 31 March 2022 the council received 27 Local Government and Social Care Ombudsman assessment enquiries as follows:

City Environment received four enquiries as follows:

- Commercial Regulation received one enquiry in relation to FPN received for opening a shop during lockdown due to the COVID-19 pandemic; outcome, closed after initial enquiries out of jurisdiction
- Environmental Services received one enquiry in relation to fly tipping; outcome, closed after initial enquiries, no further action
- Transportation received one enquiry in relation to disabled parking space and PCN; outcome, closed after initial enquiries, no further action
- Transportation received one enquiry in relation to speed cushion outside of the property; outcome, closed after initial enquiries, no further action

Finance received four enquiries as follows:

- Revenues and Benefits received one enquiry in relation to housing benefit overpayment; outcome, closed after initial enquiries, out of jurisdiction

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- Revenues and Benefits received one enquiry in relation to refusal of a discretionary business grant; outcome, closed after initial enquiries, no further action
- Insurance Services received one enquiry in relation to refuse officers damaging front wall and the insurance response; outcome closed after initial enquiries, out of jurisdiction
- Insurance Services received one enquiry in relation to a customer being unhappy with an insurance decision/outcome; outcome, closed after initial enquiries, out of jurisdiction

Adult Services received five enquiries as follows:

- Adaptions Team received one enquiry in relation to lack of support from team; outcome passed to assessment team for further consideration
- Adult Services and Health Partnerships received one complaint in relation to care received for both health and social care services; outcome progressed to a full investigation
- Adult Services and Health Partnerships received one complaint in relation to supported living re; staffing issues, support and administering medication and issues with direct payments; outcome premature complaint and progressed to a full investigation
- Adult Services and Communities received one enquiry in relation to a specialist chair; outcome premature complaint and progressed to a full investigation
- Adult Services and Communities/Commissioning Team received one complaint in relation adult social care provider respite stay; outcome premature complaint

Children's Services received four enquiries as follows:

- Strengthening Families received one enquiry in relation to a section 7 report content and recommendations; outcome, closed after initial enquiries, out of jurisdiction
- Strengthening Families received one enquiry in relation to the council's interpretation of a judge's wishes; outcome, closed after initial enquiries, out of jurisdiction
- Children and Young People in Care received one enquiry in relation to actions of the fostering service; outcome, progressed to a full investigation
- Education SEND Team received one case in relation to actions of the council and health trust during an Education, Health and Care Plan (EHCP) needs assessment process; outcome progressed to a full investigation

Governance received one case as follows

- Legal Services received one enquiry in relation to electoral fraud; outcome closed after initial enquiries, out of jurisdiction

Regeneration received three cases as follows:

- Planning received one enquiry in relation to the council failing to identify defective building work from 2007; outcome, closed after initial enquiries, no further action

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- Planning received one enquiry in relation how a planning application was dealt with close to the complainant's home; outcome, closed after initial enquiries, no further action
- Planning received one enquiry in relation to officer conduct; outcome, closed after initial enquiries, no further action

Wolverhampton Homes received six cases as follows:

- Complaint received in relation to a request to move house due to housing needs; outcome premature complaint
- Complaint received in relation to work carried out to a private property; outcome, progressed to full investigation
- Complaint received in relation to no support for a house move; outcome premature complaint
- Complaint received in relation to repairs carried out by the council to a property next door; outcome, closed after initial enquiries, out of jurisdiction
- Complaint received in relation to housing allocation; outcome closed after initial enquiries, no further action
- Complaint received in relation to eviction from a tenanted property; outcome, closed after initial enquiries, out of jurisdiction

### 5.4 Housing Ombudsman Assessment Enquiries

During 1 April 2021 to 31 March 2022 the council received 23 Housing Ombudsman assessment enquiries as follows:

Pendeford Tenant Management Organisation (TMO) received one enquiry as follows:

- One enquiry received in relation to actions of a neighbour; outcome premature complaint

Wolverhampton Homes received 22 enquiries as follows:

- One enquiry in relation to how the landlord has handled the resident's reports of outstanding repairs; outcome premature complaint
- One enquiry in relation to lack of response to a complaint; outcome premature complaint
- One enquiry in relation to how the landlord has handled the resident's reports/concerns about a property; outcome premature complaint
- One enquiry in relation to landlord's handling of outstanding repairs to a fence; outcome premature complaint
- One enquiry in relation to how the landlord has handled the resident's reports of antisocial behaviour from a neighbour, reports of damp and mould and Housing Allocation Scheme; outcome premature complaint
- One enquiry in relation to a resident being unhappy with complaint response and unclear whether this is the final response; outcome premature complaint
- One enquiry in relation to multiple leaks within the resident's ceiling and resident is unhappy that no repairs have been carried out; outcome premature complaint
- One enquiry in relation to outstanding repairs within a property, communication with the resident and level of compensation offered; outcome premature complaint

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- One enquiry in relation to no loft installation in the property; outcome premature complaint
- One enquiry in relation to handling of reports of damp and mould in the property; outcome premature complaint
- One enquiry in relation to landlord's handling of plastering in the property and the time it took in responding to the formal complaint; outcome premature complaint
- One enquiry in relation to reports of rubble left in the garden, drainage system and disrepair to the kitchen flooring; outcome premature complaint
- One enquiry in relation to HO requesting a copy of the final decision statement referenced in Wolverhampton Homes complaint letter; outcome premature complaint
- One enquiry in relation to lack of a response and action to access to heating or hot water; outcome premature complaint
- One enquiry in relation to how the landlord has handled reports of inadequate heating and draughts within the property; outcome premature complaint
- One enquiry in relation to an issue with a tree in a neighbouring resident's garden that has caused damage to the resident's car; outcome premature complaint
- One enquiry in relation to the landlord's handling of damp and mould and delays in responding to the complaint: outcome premature complaint
- One enquiry in relation to the landlord's response to the resident's reports of a defective boiler and heating system within the property and handling of a formal complaint; outcome premature complaint
- One enquiry in relation to about the landlord's handling of responsive repairs; outcome premature complaint
- One enquiry in relation to a request for copy of correspondence; outcome progressed to a full investigation
- One enquiry in relation to various issues within the property; outcome progressed to a full investigation
- One enquiry in relation to the landlord's handling of maintenance to the resident's property; outcome premature complaint

### 5.5 **Local Government and Social Care Ombudsman (LGSCO) Annual Review Letter 2021/22 and Housing Ombudsman**

The Local Government and Social Care Ombudsman (LGSCO) publishes annual complaint statistics for each local authority. The LGSCO provided decisions on 41 complaints and enquiries during 2021/22 in relation to this council; this is in comparison to 41 during 2020/21. This process involves referring complaints back to the council for local resolution, advice given, closed after initial enquiries, upheld and not upheld. Out of the 41 enquiries from the LGSCO, they carried out 13 detailed investigations of the complaints they received about the City of Wolverhampton Council for 2021/22; this is in comparison to 11 detailed investigations received for 2020/21. Out of the 13 detailed investigations carried out, the LGSCO has recorded 8 cases (62%) findings of fault (upheld) for the council during 2021/22 (this compares to an average of 68% in similar authorities). The annual report confirms that the council is 100% compliant with carrying out the LGSCO's upheld remedies and recommendations.

City of Wolverhampton Council's performance for 2021/22 can be compared with neighbouring and other authorities via the LGSCO's interactive map; this interactive tool shows data and information, including annual performance data, about councils in one place. The map also provides links to published decision statements, public interest

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reports, annual letters and information about service improvements that have been agreed by each council. This interactive tool assists the council to monitor the service improvements they agree to make following the LGSCO's investigations. See link to interactive map as follows: [your council's performance interactive map](#). The LGSCO has confirmed that the numbers of cases which they report will not necessarily match the complaints data that we hold as statistics are recorded by the LGSCO in different annual year business periods. Please see 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.

The Housing Ombudsman has published their first annual review in March 2022; this review covers 1 April 2020 to 31 March 2021; the council is currently awaiting the Housing Ombudsman review figures for 1 April 2021 to 31 March 2022. More information is available via the Housing Ombudsman's link. [Landlords Archive - Housing Ombudsman \(housing-ombudsman.org.uk\)](#)

### 6.0 Learning/Action Plans

- 6.1 Where complaints highlight that things have gone wrong, heads of service, managers and the Customer Feedback Team are required to identify these areas, implement remedies and review processes/procedures where necessary. Customer Feedback Team and Directorates are committed to learning and require the completion of a tracking form/learning log from each complaint investigated at all stages. When a complaint is upheld/partially upheld (council at fault) and the findings of a subsequent investigation is for a financial remedy, 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 Manager/Director to ensure appropriate remedies and changes to policy/service delivery are implemented. The Customer Feedback Team also attend regular quality assurance meetings for Adults and Children's Services and Waste Liaison Meetings to ensure they use the learning from complaints to drive service improvements and implement learning into their practice improvement plans. The Local Government and Social Care Ombudsman (LGSCO) provides an overview of any learning and service improvement recommendations in relation to upheld cases for City of Wolverhampton Council and for other local authorities. More information on learning can be found via the following link [your council's performance interactive map](#).

See attached Appendix 4, Learning dashboard