



Scrutiny Board

7 December 2021

Report title	Quarter 1 Social Care, Public Health and Corporate Complaints Report 2021-2022	
Cabinet member with lead responsibility	Cllr Paula Brookfield, Cabinet Member for Governance	
Wards affected	All	
Accountable director	David Pattison, Chief Operating Officer	
Originating service	Information Governance, Customer Feedback	
Accountable employee(s)	Sarah Campbell Tel Email	Customer Engagement Manager 01902 551090 sarah.campbell@wolverhampton.gov.uk
Report to be/has been considered by	Leadership Teams - Finance, Governance, Regeneration, Joint Adult, Children's & Education, Public Health, City Housing & Environment, City Asset & Housing, People and Change	November 2021

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review complaints management and performance for the period 1 April 2021 to 30 June 2021.

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 2021 to 30 June 2021.

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 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 2021-2022.

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. During this period, the Customer Feedback Team has managed a total of three cases in line with this procedure.

6.0 Complaint Policy/Procedures

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.

7.0 Financial Implications

- 7.1 There are no financial implications associated with the recommendation in this report. [GE/04112021/S]

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.

[SZ/08112021/P]

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 Covid Implications

- 14.1 During the period, 1 April 2021 to 30 June 2021 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.

15.0 Schedule of Background Papers

- 15.1 None for consideration.