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CITY OF WOLVERHAMPTON COUNCIL

# Scrutiny Board

14 June 2022

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| **Report title** | Quarter 3 Social Care, Public Health, Corporate Complaints & Compliments Report 2021-2022 |
| **Cabinet member with lead responsibility** | 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 — Customer Engagement Manager<br>Tel 01902 551090<br>Email 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 — May 2022 |

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**Recommendation(s) for action or decision:**

The Scrutiny Board is recommended to:

1. Review complaints management and performance for the period 1 October 2021 to 31 December 2021.

**Recommendations for noting:**

The Scrutiny Board is asked to note:

1. The Statutory Complaints Activity for Children's Services, Education 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 children's, adults 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 October 2021 to 31 December 2021.

## 2.0 Attachments

2.1 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)

## 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 two 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/29042022/J]

## 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.

Legal Code: [TC/03052022/A]

## 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 There are no Covid implications arising from the recommendation(s) of this report.

## 15.0 Schedule of Background Papers

15.1 None for consideration.