

Complaint details	Learning
<p>Children’s Services – Stage one complaint learning <i>Complaint in relation to delay with obtaining passport for YP</i></p>	<p>Learning – <i>partially upheld on the grounds that correspondence in relation to this matter was not being addressed following the resignation of the previous Social Worker, and this is likely to have led to delays in issues being addressed with the application. However once we were made aware of issues, we have acted upon and completed all we can to expedite the passport application, despite some circumstances outside of our control.</i></p>
<p>Children’s Services – Stage one complaint learning <i>Complaint in relation delays with issuing EHCP</i></p>	<p>Learning – <i>This matter was addressed directly with the SEND officer and as a result an alternative officer was allocated who has since finalised the EHCP</i></p>
<p>Adult Services – Stage one complaint learning <i>Complaint in relation to the quality of care provided by Care Home</i></p>	<p>Learning - <i>Our Quality & Assurance team will continue to work with the care home and ensure they fulfil the requirements of their obligations and also monitor the support they are providing. The care home has agreed the following: All the carers to have their refresher training in Infection Control & Catheter Care annually, manager to monitor the electronic systems to ensure that the carers log in and log out at correct times, staff supervision and spot checks to be done regularly and the lessons from this concern to be shared with other staff during meetings as a learning tool.</i></p>

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<p>Adult Services – Stage one complaint learning <i>Complaint in relation to delays with communication</i></p>	<p>Learning – <i>we have established we would benefit from a formal route of information sharing with all our families and we will therefore be introducing a monthly newsletter that will be shared with all families that will offer an insight into the previous month’s activities and events that have taken place. This is not intended to replace any other significant updates but will enhance information sharing with all families</i></p>
<p>Corporate Complaints – Stage one complaint learning Street Lighting – <i>Complaint in relation to LED street light placed outside property causing light issues with property</i></p>	<p>Learning - <i>A shield was installed by the service to prevent the light from shining into the property; the service also contacted the customer and provided an explanation in relation to the complaint and the resolution</i></p>
<p>Revenues and Benefits – <i>Complaint in relation to Council Tax account and lack of response from the service</i></p>	<p>Learning - <i>the service are carrying out investigations to establish why the bills were not being produced on the council’s system</i></p>
<p>Registrars - <i>Complaint in relation to errors with death registration appointment resulting in long wait times.</i></p>	<p>Learning – <i>a reminder has been issued to all officers regarding moving appointments in the electronic diary system and making suitable booking notes so that it is clear for the receptionist officer to see the contact and audit trail</i></p>

Quarter 1 LGSCO Learning	Complaint details	Ombudsman Outcome/Requirement	Lessons/Action Timeframe
Quarter 1	<p>Adult Services Mental Health Team received one complaint in relation to service and support received in supporting living accommodation and interruptions to schedule causing stress and anxiety</p>	<p>Outcome upheld, fault and injustice.</p> <ul style="list-style-type: none"> Provide a written apology to complainant which acknowledges the quality of support received due to staff absence was not to standard. Pay £300 to acknowledge the impact on the support he received 	<ul style="list-style-type: none"> Apology sent to complainant Payment of £300 to complainant <p>Note: Staff absences were due to Covid 19 impact and staff isolating in accordance with national guidelines</p>
Quarter 1	<p>Adult Services and Health Partnership and Commissioned Services received one complaint in relation to respite care received by care home;</p>	<p>Outcome not upheld</p> <ul style="list-style-type: none"> no maladministration 	N/A
Quarter 1	<p>Revenues and Benefits received one complaint in relation to tenants' applications for housing benefit; -</p>	<p>Outcome upheld, fault and injustice; appropriate recommendations and remedy have been carried out - remedy</p> <ul style="list-style-type: none"> appeals to be passed to Tribunal without delay (within 4wks) 	<ul style="list-style-type: none"> Appeals staff informed of implications Appeals to be submitted within four weeks Direction from the Tribunal should be requested if we considered that further evidence was required.

Compliments

Children's and Education Services – Compliments

"I just wanted to say how heart-warming it is to have a senior manager that is so child focused and knows our children so well. You always take an interest in all of the children and it is clear that you genuinely care about our children and wanting the best possible outcomes for them. I just wanted to pass my thoughts on as I think it is really special for a Local Authority to have senior management that genuinely know, care and nurture their children rather than children being cases or statistics. Thank you for all you do".

"I would like to say thank you so much for everything you have done for XX and my family. XX is like a different child now and it's all thanks to your hard work. You have helped her in so many ways and the biggest thing is how close she has become with her mom. She can now see how far she went off the rails and she understands how it affected us all and I'm so proud of her. You really went above and beyond to see that they all got the help they needed at home and school. I really do appreciate everything you have done. You did a fantastic job, so thank you so much"

Adult Services – Compliments

"All the staff are a credit to you, my stay was short but enjoyable I will be keeping up the good work that you did with me. Thank you once again for all your help and kindness".

"I would like to take this opportunity to say a huge thank you for all your professionalism and to compliment your persistence to get things in place in order to get dad home ASAP. I would not have known what to do or who to speak to, if it was not for you. Your kindness, knowledge and genuine concern has exceeded my expectations. You are a credit to the profession and the profession should be proud to have you as an employee. You are a true ambassador"

Compliments

Customer Services – Compliment - *I called the registry office and spoke to a really lovely, kind and helpful officer. I was in a complete spin over my son's passport application & needed some help as to whether the certificates we had were the correct ones to send to the passport office. The officer went the extra mile to help me, when she really didn't have to. These days people are quick to criticise, but never to compliment. She was very knowledgeable and answered all my questions. She is a credit to your team*

Planning – Compliment - *Thank you for your email and approval. This is my first time dealing with Wolverhampton and the experience has been a joy with the free pre app and proactive dialogue compare to other local authorities that I have and currently dealing with. If I can give a rating this will be 9 out of 10. Based on communication, advise and proactive engagement and speed of the decision*

Visitor Economy – Compliment - *Congratulations to the team that has put on 'The Food and Drink Festival' in Tettenhall. It was such a success and far more stalls than last year - really well placed on the Upper Green within the village itself, and it appeared to be pulling in the crowds from far and wide. Well done everyone – a super event*

Complaint details	Learning
<p>Adult Services – Stage one complaint learning <i>Complaint in relation to delays for adaptations application</i></p>	<ul style="list-style-type: none"> <i>We do have some delays within the service which we have apologised for and can assure that we are working hard to rectify this, however the request to review an alternative property has added to this delay</i>
<p>Adult Services – Stage one complaint learning <i>Complaint in relation to not having a allocated worker</i></p>	<ul style="list-style-type: none"> <i>Partly upheld due to no-one responded to calls or messages. XXXXX acknowledges and apologises for missing this message, however XXXXXX made contact the following day and an increase in support was agreed on the 8 September 2022. Also After discussing the situation in depth, apologised that the situation at home has reached crisis point and I acknowledge that was not ideal for the XXXX to be supporting the XXXXX to that level</i>

Complaint details	Learning
<p>Children’s Services – Stage one complaint learning <i>Complaint in relation to the way we have been treated by Children’s Services</i></p>	<ul style="list-style-type: none"> <i>The S47 process caused a lot of anxiety in this case - we need to ensure that potential adopters understand these processes and are reassured throughout</i> <i>It would have been beneficial for an earlier looked after children’s review to take place at the point where concerns had been raised. Oversight is required to ensure that decision making is balanced and fair</i> <i>To ensure that at the point of concern an updated assessment is completed which clearly outlines concerns as well as expectations to address these</i>
<p>Children’s Services – Stage one complaint learning <i>Complaint in relation to the quality of care provided to XX by the agency care staff</i></p>	<ul style="list-style-type: none"> <i>A new social worker has been allocated, XXX is actively involved in XXX Care Plans. Twice weekly meetings are scheduled and there are active logs in place to report any incidents whilst in the care of the provider of services</i>

Complaint details	Learning
<p>Corporate Complaints – Revenues and Benefits - <i>Complaint in relation to Business Rates liability dispute</i></p>	<p>Learning - <i>Reminder issued to staff and customer services to escalate calls where multiple contact has been made</i></p>
<p>Corporate Complaint – Revenues and Benefits - <i>Complaint in relation to council overcharging for council tax 30 years ago; refund has been provided but requests compensation to be offered for this mistake</i></p>	<p>Learning - <i>Processes for this type of situation have been reviewed and amended</i></p>
<p>Corporate Complaint – Revenues and Benefits - <i>Complaint in relation to energy support payment was paid into an old bank account that is now 7 years old.</i></p>	<p>Learning - <i>This was a one off energy support payment to eligible households in Wolverhampton. Customer changed her bank details at the point the data was extracted and payment was made to an old account</i></p>

Quarter 2 LGSCO Learning	Complaint details	Ombudsman Outcome/Requirement	Lessons/Action Timeframe
Quarter 2	<p>City Housing and Environment Licensing received one complaint in relation to council's delays in dealing with private hire vehicle driver's licence</p>	<p>Outcome upheld: no further action, LGSCO has confirmed that the council had already remedied –</p> <ul style="list-style-type: none"> • No investigation by LGSCO 	<ul style="list-style-type: none"> • Timescales for replying to licencing application reviewed by the service to ensure further delays not incurred
Quarter 2	<p>Children's Services: SEND and Children in Need Services received one complaint in relation to failure to issue an amended Education Health and Care plan within the required time limit;</p> <p>LGSCO satisfied with how the service shares amended EHC plans following tribunal</p>	<p>Outcome, upheld, fault and injustice;</p> <ul style="list-style-type: none"> • Apologise to complainant for delays and poor communication • Review how the service monitors and arranges social care assessments for disabled children to ensure it completes these within a reasonable period of time • Pay £250 to recognise the delays 	<ul style="list-style-type: none"> • Service to review the arrangement of social Care assessment for disabled children – by February 2023 • Apology and payment of compensation issued to complainant
Quarter 2	<p>Adult Services: Safeguarding/MASH Team received one complaint in relation to safeguarding enquiry at care home/care provider</p>	<p>Outcome awaiting draft report decision from the Ombudsman</p>	<p>Live case – awaiting draft</p>

Compliments

Children's and Education Services – Compliments

C&YPIc Team – *The worker was amazing and although she probably had lots of other children to support, we felt like they got a personal service from her and felt that she was just our SW as she was always available. SW does what she says she will and keeps her promises and that she is the best SW we have ever had*

Strengthening Families - *Children at XXXXXX have sent in a Thank you card to say thanks for giving them a real positive summer of fun and activities – canal boat trip, canoeing and also a sports day at the other site to have a competition. Some of the young people have also attended the 4-6 activities in XXXXXX which is amazing that they wanted to engage even more. Well done to everyone involved!*

Adult Services – Compliments

Carer and Community Support- *Brilliant to get this and your staff are lovely caring and the Council should be proud that XXXXXX and the others are an asset to you.*

Community OT Team - *I would like to send positive feedback in relation to XXXXXX. XXXX came to chat with my mum and myself about additional support for my mum's hearing impairment. XXXX was perfectly approachable and so well informed on the subject. She really made such us both feel at ease and that we could ask her anything. And I did! She is a wonderful ambassador for your team and I do hope XXXXX receives the credit she deserves*

Welfare Rights- *There is no need for improvement, your help is amazing. Thank you so much.*

Compliments

Customer Services - *I have been in contact with the officer from the customer services department of taxi Licensing who has helped me with my query and has strived beyond my expectations to resolve my problem pertaining to licensing. I have been unsuccessful in the past resolving simple questions; so naturally I was reluctant to call. However, after speaking today with this officer, I have to say my mind was put at ease due to her striving and reaching out to the relevant parties with whom my query concerned (more than one). I am pleased with her exemplary manner, her motivation for resolution and excellent etiquette. I congratulate the management for having such an excellent staff member. I kindly urge you post this officer into a senior trainers position so that her etiquette and customer relations principles can be passed down onto subordinate trainees. Having management experience I feel it is important to show recognition on the occasion when one is greeted with such a hospitable interaction*

Planning - *Thank you very much and really appreciate your hard work and prompt replies. You really are an asset to Wolverhampton City Council. The process with yourself has been really smooth and you have been extremely helpful in this process*

Waste Management- *Customer called to say thank you for completing the refuse collections on his street after the entire street was missed last week. He would like to pass on his thanks for the fantastic work the team do*