

Much activity carried out by staff is of a statutory nature which makes it difficult to obtain positive feedback. However, as already mentioned it is pleasing to report that during 2017-2018 we received 98 compliments.

## Learning From Complaints

The Directorate considers outcomes to complaints as valuable lessons to be learnt and seeks to incorporate these lessons into its practices and procedures. A Learning Log is completed by managers following the resolution of a complaint to capture the learning outcomes. We are embedding learning into service improvement in various ways; including one to one supervision sessions and team meetings.

*The complaints investigation and review process did however, result in a number of proposed improvements and some examples have included:*

- Disabled Children & Young People Team will ensure that families are provided with copies of the Reports in a timely manner. This will enable families to raise their concerns sooner.
- All care leavers should be provided with a care leaver information pack post 16 years of age. Therefore, the young person's advisor is to ensure that all the young people allocated to them receive this pack. Young person's advisors to check on statutory visits and in pathway plan review that young people are aware of their entitlements.
- Improved communication between the Personalised Support Team, Locality Teams and customers in relation to requests to re-provision or terminate care and support.
- An existing letter has been revised which should be given by Social Workers to citizens and families clearly explaining that short stay placements made by Social Care are chargeable.



Heads of Service receive weekly reports on the progress of complaints. The outcome of complaints is routinely shared with staff and teams through briefing meetings and training. Young people who wish to make a complaint are offered the services of an advocate to support them.

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# Executive Summary for the People Directorate Annual Complaints Reports 2017-2018



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## Introduction

This is a brief summary of the annual complaints report 2017-2018. The Customer Feedback Team issues a full annual report which can be accessed via City of Wolverhampton Council's website, [www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk).

The People Directorate of the City of Wolverhampton Council has continued to work hard over the past year to put customers' care needs first; despite having to make continued efficiencies. It has maintained a proactive approach to managing and responding to complaints in a timely manner.

The Directorate has a responsibility to safeguard vulnerable adults, children and young people at risk of harm. Members of the public who have a safeguarding concern should contact the MASH on (01902) 555392 or (01902) 552999 out of hours.

Public Health is about improving and protecting the health of groups of people. It is also about influencing the factors that help people to stay healthy and avoid becoming ill.

Service users have access to leaflets which refer to Compliments, Comments and Complaints. We also welcome service users to use our Customer Feedback site via City of Wolverhampton website.

## Compliments

The City of Wolverhampton Council welcomes suggestions or compliments from service users on their experience of services.

We are pleased to say that we have received:

223 compliments for Adult Services and Public Health; and 98 compliments for Children's Services during 2017-2018 from service users or their families/carers who wish to express their satisfaction about our services. Some examples:

**Adult Services:** *"We would like to thank you all for looking after our special son. We have had some fantastic weekends, and even a week's holiday knowing he is in very safe hands."*

**Adult Services:** *"Thank you for your patience and care provided to mom. We appreciate everything the social worker did and will think of her fondly – fantastic social worker"*.

**Children and Young People:** *"I just wanted to say thank you for guiding me through my independence and to be honest I'm actually coping quite good."*

**Children and Young People:** *"Compliment received regarding how case was managed in relation to the birth mother meeting with the prospective adopter"*.

## Adult Social Care and Public Health Complaints

Once again it is pleasing to report that compliments received this year far outweigh the number of complaints made.

There were more than 4,574 people who received Adult Services in 2017-2018.

From those figures Adult Services and Public Health Services received a total of 81 formal complaints from 1 April 2017 to 31 March 2018; compared to 90 during 2016-2017 - a decrease of 10%.

### Formal complaints received - Adult Services/Public Services

2016/17	90	2017/18	81
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This figure includes two Public Health complaints and 18 complaints received from service users whose care is provided by a private provider and commissioned by Social Services.

Out of the 79 complaints resolved during 2017-2018; 28% were not upheld.

There has been a slight decrease in the number of complaints received concerning quality of service (21 compared to 27 during 2016-2017).

Where possible complaints are resolved at service level and without going through the formal statutory complaints procedure; there were 59 informal complaints received for this period compared to 36 during 2016-2017.

The average complaint response time is 16 days. Full details are held in the Annual Complaints Report.

## Children and Young People Complaints

The Directorate is committed to continually assessing and improving the services it provides in line with the Children's Act. This is evident as there has once again been a decrease in the number of formal complaints received during 2017-2018 (90 received) compared to 2016-2017 (96 received).

### Formal complaints received - Children and Young People

2016/17	96	2017/18	90
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The most frequently complained about issues for this period is communication followed by quality of service. As a consequence, senior managers will remind staff during team meetings and 1:1 sessions of the importance to keep service users updated on their concerns and return telephone messages. This will improve the quality of service delivered to service users and staff performance.

Emphasis is put on trying to resolve matters at service level and 64 complaints were resolved informally.

Due to mediating with complainants, only four complaints during 2017-2018 were escalated to Stage 2 of the statutory complaints procedure which required the appointment of Independent People to investigate further. However, out of these four complaints; two were escalated to Stage 3 (Panel).