

Meeting date: 7th November 2022

Report to: Resources & Delivering Value Scrutiny Board

Report title: Annual Complaints Reports - 2021/2022

Report from: Paul Johnson, Director of Resources & Deputy Chief Executive and Mary Morrissey, Director of Economy and Infrastructure

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Wards affected:

- All Wards | Bickenhill | Blythe | Castle Bromwich | Chelmsley Wood | Dorridge/Hockley Heath | Elmdon | Kingshurst/Fordbridge | Knowle | Lyndon | Meriden | Olton | Shirley East | Shirley South | Shirley West | Silhill | Smith's Wood | St Alphege
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Public/private report: Public

Exempt by virtue of paragraph: N/A

1. Executive Summary

- 1.1 To present to the Board an overview of both Corporate and Statutory complaints and compliments activity for 2021/2022.
- 1.2 The number of corporate complaints and representations received in 2021/22 was slightly lower than in 2020/21, although there was a slight increase in the number of complaints progressed to the second (and final) stage of the complaints procedure.
- 1.3 The number of complaints about Adult Social Care Complaints reduced by 2 (from 35 to 33) and the number of Children's Social Care complaints increased by 2 (from 52 to 54). There was a decrease in the proportion of statutory Children's Social Care complaints resolved within the 20 working day timescale but the quality of responses was maintained.

2. Decision(s) Recommended

- 2.1 For the Scrutiny Board to review and endorse the content of the Annual Complaints & Compliments Reports – 2021/2022.

3. Matters for Consideration

- 3.1 The Council uses the Statutory Children's Social Care Complaints and Representations Procedure, the Statutory Adults Social Care Complaints and Representations Procedure and its own Corporate Complaints Procedure to process complaints and representations received. The main issues arising during 2021/2022 under each area are as follows:

Complaints and representations concerning Children's Services

- 3.2 Appendix 1 attached is a summary of the Annual Report of Complaints and Representations relating to Children's Services with Appendix 1(a) being the full report.

Complaints and representations concerning Adults Social Care Services

- 3.3 Appendix 2 attached is a summary of the Annual Report of Complaints and Representations relating to Adults Social Care Services with Appendix 2(a) being the full report.

Corporate Complaints and representations concerning other areas of the Council

- 3.4 Appendix 3 attached is the Annual Corporate Feedback report for 2021/2022.
- 3.5 619 complaints were received for 2021/2022, a decrease of 31 (4.8%) compared to the previous year when 650 were received.
- Of the 619 complaints received 80 (12.9%) progressed to the second and final stage of the complaints procedure compared to 67 (10.3%) in 2020/2021.
- 3.6 957 compliments were received in 2021/2022, compared to 1104 for the previous year, a decrease of 147 (13.3%).
- 3.7 There has been a decrease in the total number of complaints received with a slight increase in complaints escalated to stage 2. Service areas that provide services to all residents received the most complaints as forecast and reflected in previous years. 59.9% of all customers chose dissatisfaction with service delivery as the main reason for complaint.
- 3.8 The LGSCO received 26 corporate complaints. 22 for Economy and Infrastructure and four for Income and Awards. Three complaints were upheld, two of these related to the Planning Service and one for Waste and Recycling.
- 3.9 In line with the Council's legal obligations under part seven of the Immigration Act 2016, the Council's complaint procedure has incorporated a measure in which a customer can make a formal complaint to the Council, should any member of the public feel that a customer-facing council officer has insufficient fluency in spoken English in the performance of their role. Since the implementation of the Act, we have received no complaints in relation to this category which is a positive indicator on the quality of English fluency used by staff.

4. What options have been considered and what is the evidence telling us about them?

- 4.1 N/A

5. Reasons for recommending preferred option

5.1 N/A

6. Implications and Considerations

6.1 State how the proposals in this report contribute to the priorities in the [Council Plan](#):

Priority:	Contribution:
<p>People and Communities:</p> <ol style="list-style-type: none">1. Improving outcomes for children and young people in Solihull.2. Good quality, responsive, and dignified care and support for Adults in Solihull when they need it.3. Take action to improve life chances and health outcomes in our most disadvantaged communities.4. Enable communities to thrive.	<p>Ensuring there are accessible mechanisms for customers and members of the public to provide feedback underpins all of the council's services. It enables the council to provide responsive services, learning from feedback and thereby continuously improving delivery and contributing to the delivery of the Council Plan priorities.</p>
<p>Economy:</p> <ol style="list-style-type: none">5. Develop and promote the borough's economy, with a focus on revitalising our town and local centres.6. Maximising the opportunities of UK Central and HS2.7. Increase the supply of affordable and social housing that is environmentally sustainable.	<p>N/A</p>
<p>Environment:</p> <ol style="list-style-type: none">8. Enhance our natural environment, improve air quality and reduce net carbon emissions.	<p>N/A</p>
<ol style="list-style-type: none">9. Promote employee wellbeing	<p>Actively seeking compliments from the public, and sharing those with employees, emphasises the value of their work.</p>

6.2 Consultation and Scrutiny:

6.2.1. For the Board to scrutinise complaints, trends and themes and compliments made to Council staff.

6.3 Financial implications:

6.3.1. N/A

6.4 Legal implications:

6.4.1. N/A

6.5 Risk implications, including Risk Appetite:

6.5.1. All risk has been managed in line with the Corporate Risk Policy.

6.6 Equality implications:

6.6.1. Whilst processing complaints, the Council has a duty to ensure that 'due regard' is taken under our Statutory Equality Duty. The Complaints and Compliments procedure seeks equality information from service users when conducting customer satisfaction surveys to help the Council check that we are treating people fairly and to identify any issues we might need to address. For the period 2021/2022 there were no equality issues identified.

6.7 Linkages to our work with the West Midlands Combined Authority (WMCA), Local Enterprise Partnership or the Birmingham & Solihull Integrated Care System (ICS):

6.7.1. N/A

7. List of appendices referred to

7.1 Appendix 1 – Summary of Annual Report of Complaints and Representations relating to Children's Services for 2021/2022.

7.2 Appendix 1(a) - Annual Report of Complaints and Representations relating to Children's Services for 2021/2022.

7.3 Appendix 2 – Summary of Annual Report of Complaints and Representations relating to Adults Social Care for 2021/2022.

7.4 Appendix 2(a) - Annual Report of Complaints and Representations relating to Adults Services for 2021/2022.

7.5 Appendix 3 – Annual Corporate Customer Feedback Report for 2021/2022.

7.6 Appendix 3.1 - Summary of data from the full report.

7.7 Appendix 3.2 - Learning examples from complaints & case studies.

8. Background papers used to compile this report

8.1 Complaints and representations data for 2021/2022.

8.2 Local Government and Social Care Ombudsman Letter.

9. List of other relevant documents

9.1 N/A