

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CORPORATE PARENTING BOARD

20TH JULY 2016

SOCIAL SERVICES QUARTERLY COMPLAINTS AND COMPLIMENTS REPORT 1ST JANUARY 2016 - 31ST MARCH 2016

REPORT OF THE GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES

1. Purpose of Report

- 1.1 This report provides the Corporate Parenting Board with an overview of the operation and effectiveness of the statutory Social Services complaints procedure between **1st January 2016 - 31st March 2016**.
- 1.2 The report contains information on the number of complaints received, the nature of the complaints and any lessons learnt as well as detailing councilor, A.M and M.P enquiries and the number of compliments received.
- 1.3 As an attachment to the Complaints Quarterly Report is a summary provided by the Welsh Governments Independent Complaints Secretariat of comparative figures from each Local Authority in Wales. The figures show the number of complaints dealt with by each Local Authority at Stage 2 and those that progressed to Stage 3. Whilst the comparison does not indicate the total number of complaints received it provides an indication of how well Local Authorities effectively manage complaints at Stage 1 and 2 thus avoiding them escalating to Stage 3. The total number of complaints for 2011/12 relating to children's services was 77 with only 2 progressing to the next Stage both of which were resolved successfully.

2. Recommendations

It is recommended that Corporate Parenting Board note the contents of the report and the work undertaken by the Complaints Unit.

3. Background

3.1 It is a statutory requirement under the following items of new recently issued legislation for local authorities to have in place a complaints and representations procedure for Social Services:

- i). Representation Procedure [Children][Wales] Regulations 2005
- ii). Social Services Complaints Procedure [Wales] Regulations 2005

3.2 Each local authority that provides social services is required to produce an annual report relating to the operation of its complaints and representations procedure.

3.3 The statutory complaints procedure Social Services has three stages:

Stage One: Local Resolution – The emphasis at this stage of the process is to resolve the complaint by means of discussion and problem solving, whilst adhering to the 10 working days response time that has been imposed under the Regulations.

Stage Two: Investigation – If the complainant remains dissatisfied after completion of Stage One, they may request that the complaint proceeds to Stage Two of the process. This involves a formal investigation of the complaint with a report being produced by the investigating officer appointed to the case. The timescale for dealing with this stage is 25 working days.

Stage Three: Review Panel – Similarly, if the complainant remains dissatisfied with the outcome of Stage Two, they may request a review panel. The panel consists of 3 people, independently appointed by the Welsh Assembly Government. The focus of the panel is to consider the administration of the complaints process, rather than reinvestigate the complaint.

Rhondda-Cynon-Taf County Borough Council
Adult and Children's Social Services

REPRESENTATION AND COMPLAINTS UNIT

4TH QUARTERLY REPORT

1st JANUARY 2016 - 31ST MARCH 2016

Summary – Children’s Services

4th Quarter 2015/16

Informal Complaints

Total Number = 19

**Informal Complaints made by
Parents/adults** = 18
Concluded = 17

**Informal Complaints made by
Children/advocates** = 1

Received via Corporate Scheme
= 2

Formal Complaints

Total Number = 1

Concerns = 0

Compliments = 26

Appeals
(Bus Pass) = 0

Ombudsman enquiries = 0

MP/AM enquiries
Total number = 9

Councillor enquiries
Total number = 3

Previous Quarter

Informal Complaints

Total Number = 26

**Informal Complaints made by
parents/adults** = 26
Concluded = 15

**Informal Complaints made by
children/advocates** = 0

Received via Corporate Scheme
= 0

Formal Complaints

Total Number = 0

Concerns = 2

Compliments = 17

Appeals
(Bus Pass) = 1

Ombudsman enquiries = 0

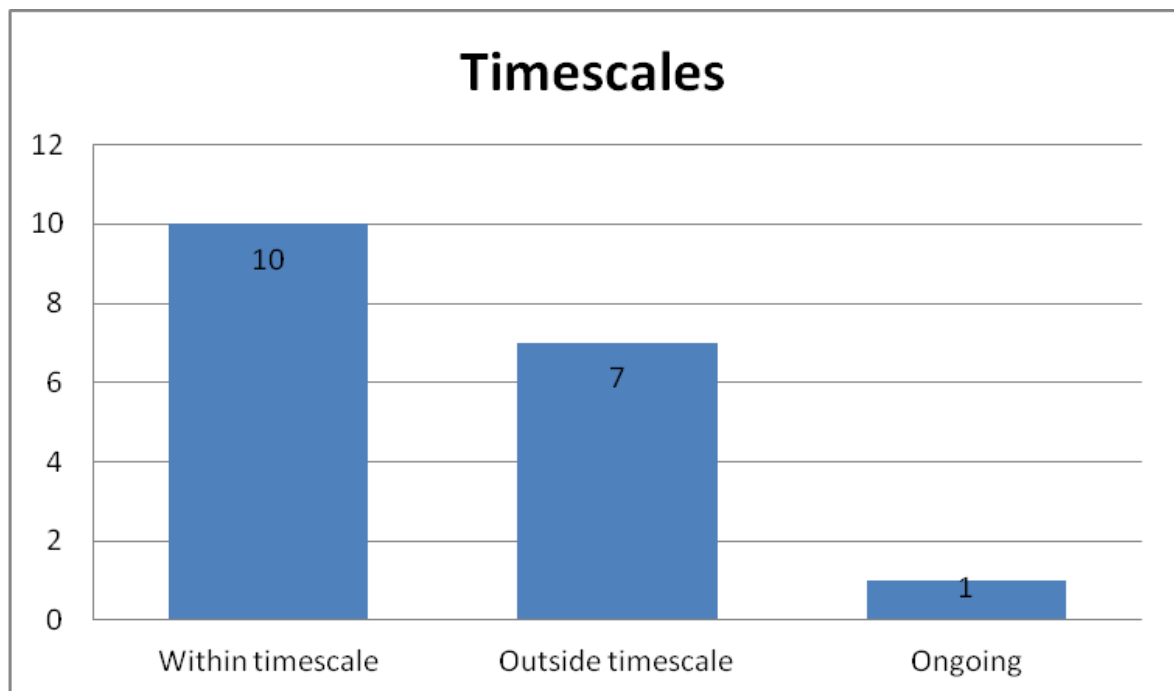
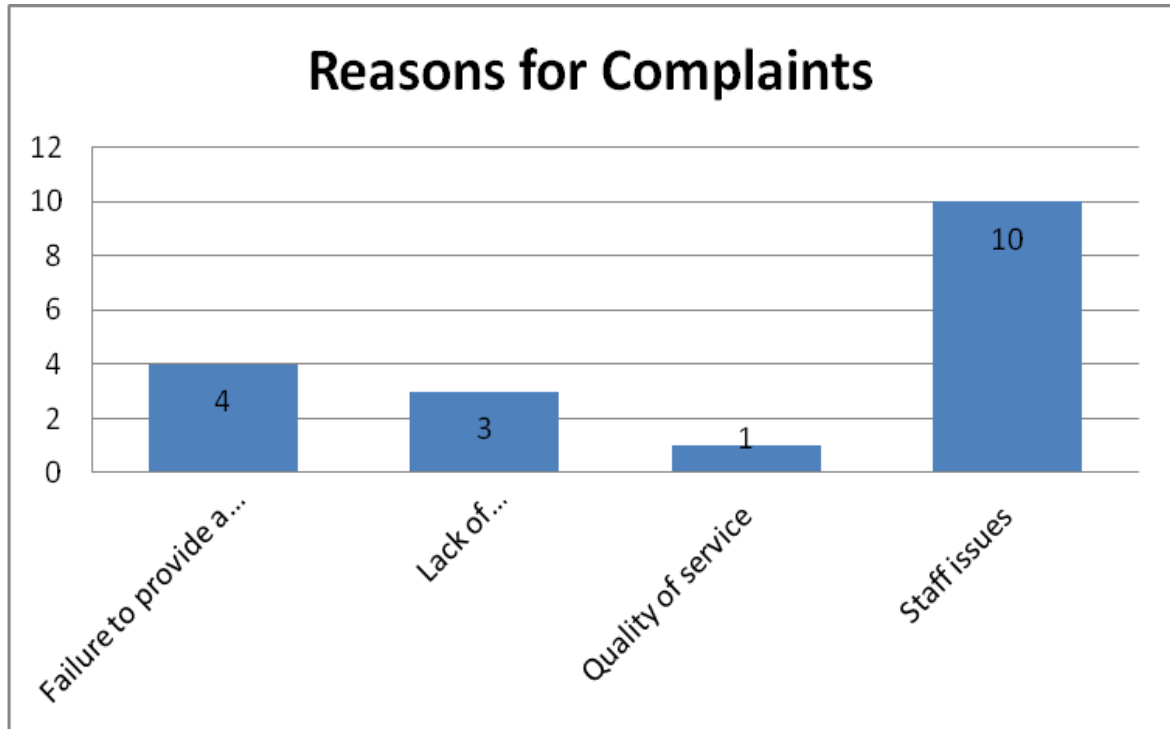
MP/AM enquiries
Total number = 5

Councillor enquiries
Total number = 2

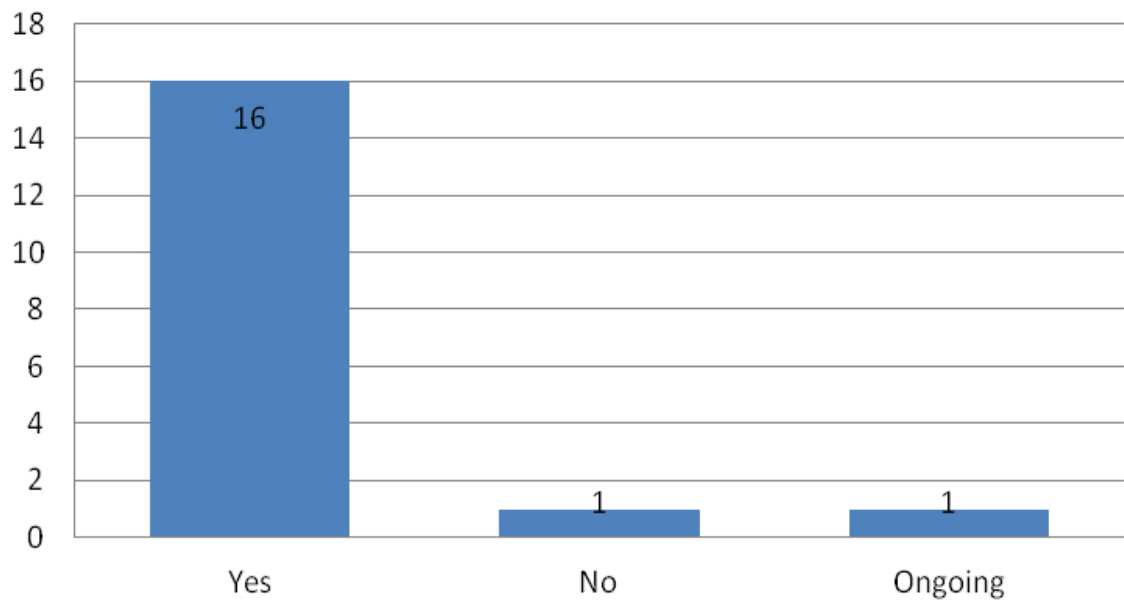
Children and Young People

Informal complaints made by Parents/Adults

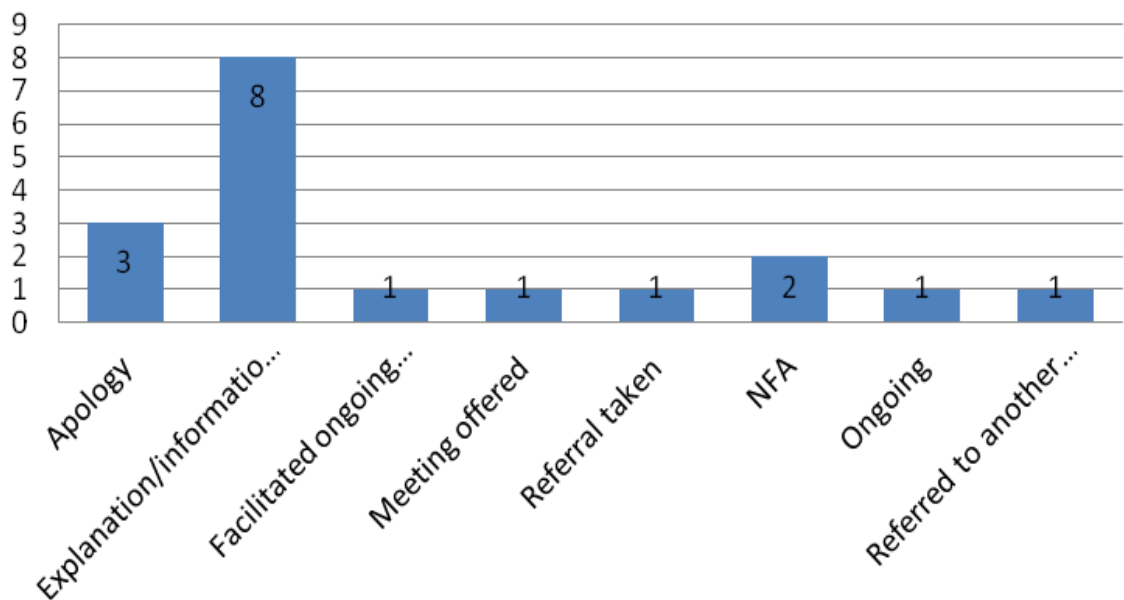
Total = 18



Effectively concluded



Responses provided



Informal complaints made by Parents/Adults

Total = 18

Section areas

Assessment Care Planning = 15

Looked After Children = 3

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
Unhappy with the SW who was due to pass on his tel number to son's Foster Carers so that they could speak over Xmas. SW claims to have done this, but Foster Carer states they were not given his tel number.	Issues concerning contact have now been resolved and a letter has been sent (02/02/16) to complainant outlining forthcoming contact.	Assessment and Care Planning	ACP 1 Rhondda	Parent	Explanation/information provided	05/01/2016
Unhappy with her SW who made comments about her being a risk to her daughter which has led to her ex-partner stopping contact.	TM has attempted to make contact on 3 occasions by telephone and mail, but there has been no response. NFA.	Assessment and Care Planning	ACP 3 Cynon	Parent	N.F.A.	06/01/2016
Unhappy that Social Services did not act sooner to remove them from their mother's care to prevent them from being subjected to abuse from their uncle.	Not RCT, sent to Caerphilly CBC.	Assessment and Care Planning	Disabled Children's Team	Advocate	Referred to another Authority	12/01/2016
Unhappy with her negative initial assessment with regards to being able to care for her grandson long term. States that she had little notice of the assessment which was hurried and inaccurate. Also unhappy with the attitude of the assessing SWs.	It was acknowledged that the assessments were carried out over a short period of time, however, SWs believe their reports to be accurate. Communication/procedural issues raised will be addressed as necessary through staff supervision.	LAC	Kinship Care	Relative	Explanation/information provided	14/01/2016
Unhappy with the attitude & actions of SW who she feels is overly critical of her attempts to improve her home environment.	Now happy with SW but raised issue of not receiving CP report in good time. Agreement made for SW to share report directly with complainant in days leading up to conference.	Assessment and Care Planning	ACP 2 Cynon	Parent	Facilitated ongoing relationships	14/01/2016
Unhappy that EDT did not ring back to advise of the	Apology offered for delay in providing feedback to	Assessment and Care	EDT	Parent	Referral taken	18/01/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
outcome of a referral he made regarding his children who he described as emaciated.	complainant. Team Manager has progressed case to a referral for assessment to be carried out by a Social Worker.	Planning				
Unhappy with the fact that SWs visited her to discuss issues which had been raised by the Police following a recent telephone call to Barclays Bank.	Issue discussed with complainant and explanation provided as to why members of staff needed to follow up the information received.	Assessment and Care Planning	ACP 1 Rhondda	Parent	Explanation/information provided	21/01/2016
Has had 5 SWs since Sept and feels there is no consistency/continuity. There has been no progress regarding plans being made or followed. Feels that CS are making the situation worse by making demands that are difficult to meet without required SW input.	Letter sent 04/04/16. Complainant does not wish to proceed with rest of complaint until pending police investigation is concluded.	Assessment and Care Planning	ACP 2 Rhondda	Relative	N.F.A.	26/01/2016
YP has been living with her in supported lodgings. He is exhibiting some very difficult and anti-social behaviour and she feels that he was not properly assessed before being placed with her. She believes she should be receiving a higher rate of payment.	YP has been referred to Autistic Spectrum Disorder Unit and the Forensic Mental Health Team - awaiting diagnosis. Complainant can contact Dept, Police or Health professionals to discuss concerns.	LAC	Aftercare	Other professional	Explanation/information provided	08/02/2016
Unhappy that meetings are cancelled at short notice, has had no response to his e-mails and is generally unhappy with how the case has been handled. 2nd email 16/05/16 unhappy with response re: report from Lucy Faithfull Foundation.	SM could not find instances of e-mails being unanswered. 1 meeting was re-arranged causing a delay. Complainant advised to take up any inaccuracies in the report directly with the Lucy Faithfull Foundation. 2nd response 16/05/16 advised to go to Ombudsman	Assessment and Care Planning	Disabled Children's Team	Relative	Explanation/information provided	09/02/2016
Feels CS are dismissing her concerns about her	TM has discussed with complainant and	Assessment and Care	ACP 1 Rhondda	Relative	Explanation/information	11/02/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
grandchildren putting them at risk. Also staff are not speaking to her or returning her calls. Unhappy with response 22/02/16.	reassured her that Children's Services are looking into her concerns. There are no safeguarding issues and the case is currently open on a Child in Need basis and will be monitored accordingly. 2nd response 25/02/16.	Planning			provided	
In light of significant developments in her son's CAMHS' diagnosis, complainant feels it is important that comments made about her parenting following a previous complaint (CYP/869) are withdrawn.	HOS agreed to withdraw previous comments which were made on the basis of information provided by partner agencies. Apology offered for any upset experienced as a result of the response to her previous complaint.	Assessment and Care Planning	ACP 1 Taf	Parent	Apology	15/02/2016
Feels that Children's Services are discriminating against her as a transgender person. Also unhappy with the level of contact with her children which she feels is unfair as she has never harmed or abused them.	Copies of LAC Review minutes to be forwarded. Level of contact with children is as agreed in Court care plan. Complainant to be invited to future LAC reviews to discuss children's care plans.	Assessment and Care Planning	ACP 1 Rhondda	Parent	Explanation/information provided	26/02/2016
Was told that her daughter would be adopted and placed with her son, however she was informed a month ago this would not happen as the placement had broken down. She has been told today that this is not the case and wants situation clarified/explained.	Meeting held to discuss issues. Care plan for daughter has recently changed and her planned adoption is no longer an option, apology offered for any miscommunication regarding this. Contact session between complainant and her daughter has been arranged.	Assessment and Care Planning	ACP 3 Taf	Parent	Apology	03/03/2016
Wanting to know why a family contact session with her 3 children has to be supervised. Also unhappy with attitude of son's Social Worker.	Any changes to contact arrangements need to be assessed. Complainant invited to attend a meeting to discuss this assessment. TM felt that SW has communicated appropriately although	Assessment and Care Planning	ACP 3 Cynon	Parent	Explanation/information provided	08/03/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
	complainant did admit to being verbally abusive during telephone call.					
SW was informed of complainant's intention to buy her children mobile phones, but during the contact visit they were told they were not allowed to have them.		Assessment and Care Planning	ACP 2 Rhondda	Parent	ONGOING	30/03/2016
Complainant was not informed that her SW was leaving until the actual day. There were no arrangements made to provide immediate ongoing support. Poor communication from Team and ineffective Duty Desk.	Apology offered for way in which SW informed complainant that she was leaving her post. In future TM will check that SW leaving has arranged a final visit to each family they have been working with.	Assessment and Care Planning	Disabled Children's Team	Parent	Apology	30/03/2016
Complaining about the lack of support she has received following the placement and forthcoming adoption of her son.	A meeting of all professionals has been arranged for 27/04/16 to discuss the issues raised in complaint.	LAC	Adoption Support Services	Adoptive Parent	Meeting offered	21/03/2016

There was 1 **Informal complaint made by Children/Advocates** during this quarter.

Section area

Looked After Children

=1

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
Complaining that a member of staff at Beddau C.H. has been disclosing personal information about her (she is a former resident)	TM has discussed with member of staff who did not work at Beddau C.H. whist complainant was a resident. She denies sharing any info about her and states that she has no info to share. There is no evidence to establish the facts in any further detail.	LAC	Beddau	Child	Explanation/information provided	30/03/2016

There were 2 **Corporate Stage 1** complaints received during this quarter.

Section areas

Early Years

= 1

Assessment Care Planning

= 1

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
Unhappy that she has been told that her daughter's flying Start will end in March leaving a 5 month gap before she starts school. Website states that the scheme is meant to be a gapless transition into a school setting.	Unfortunately preferred school does not take enrolments before start of academic year. Alternative options discussed with complainant.	Early Years	Flying Start	Parent	Explanation/information provided	11/01/2016
Headteacher complaining that regarding one of his pupils, CS has not fulfilled its statutory duties in monitoring the Child Protection Plan to ensure that she remains safe.	SM to look at establishing mechanisms to improve the transfer of cases between area teams to ensure delays/problems of this kind do not happen again. From March the allocated SW has carried out all CP visit requirements.	Assessment and Care Planning	ACP 3 Rhondda	Other professional	Explanation/information provided	30/03/2016

There was 1 **Formal complaint** received during this quarter.

Section areas

Assessment Care Planning

=1

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
Number of issues: inaccuracies in report written, bias in reporting which does not give a balanced view, poor communication, failure to confirm/clarify medical opinion.	Partially upheld. Number of practice issues identified which will be considered by Head of Service.	Assessment and Care Planning	Duty/Intake West	Parent	Partially upheld	12/01/2016

There were no **Concerns** received during this quarter.

There were no **Appeals** received during this quarter.

There were no **Ombudsman** contacts received for this quarter.

Compliments **Total = 26**

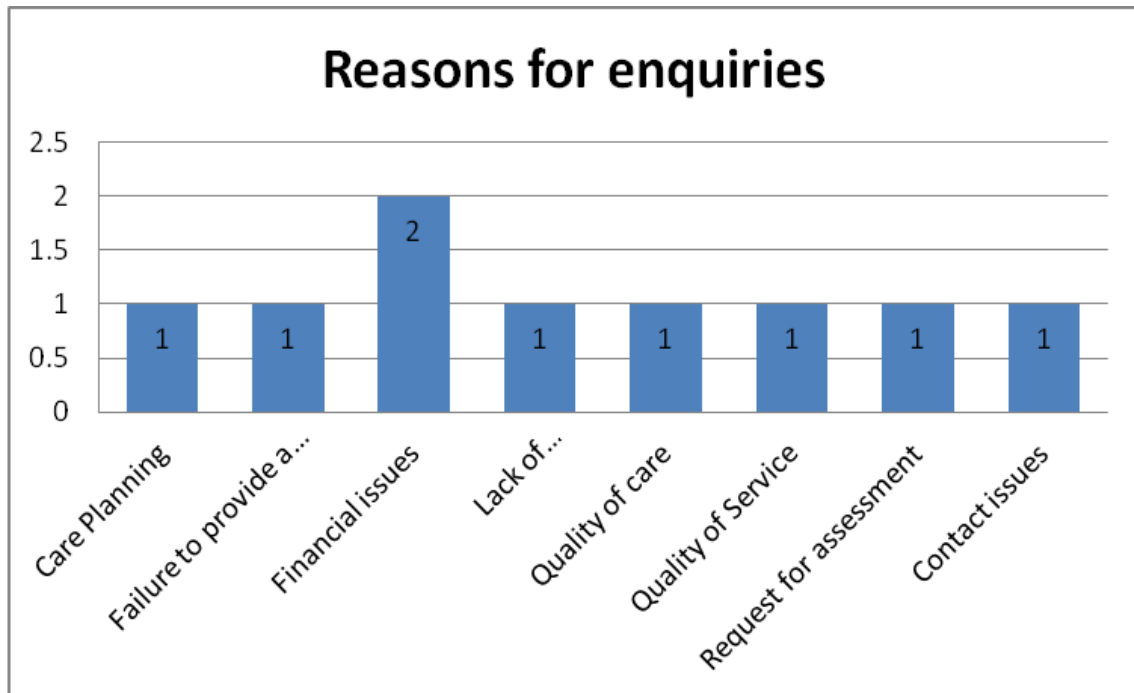
Service areas

Children with Disabilities	= 6	Foster Care	= 4
Miskin Project	= 8	Early Years	= 1
Residential Care	= 1	On Track	= 6

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
Helen Morris	'She was so helpful, supportive and professional. The support and training sessions she carried out were a huge help to me. '	Early Years	Flying Start Training	12/01/2016
Lesley Brinkworth	'I can not completely put into words just how truly amazing Leslie has been. I will be forever grateful for the help.'	On Track		25/01/2016
All staff	'Many thank you s for an incredible service which has benefited us so much.'	On Track		25/01/2016
Janine Frowen	'thank you so much for everything, you have kept me positive through some of the toughest times....I will be forever grateful.'	On Track		25/01/2016
Joan Thomas	'you have been so supportive and the children have developed and learned a lot through the activities you have brought along.'	On Track		25/01/2016
Lesley Brinkworth	'Thank you for everything you have done for us! I dread to imagine where we would be without your help!'	On Track		25/01/2016
Joan Thomas	'Just to say thanks for sticking by us through thick and thin....We will not forget you for all your help and support.'	On Track		25/01/2016
Allyson Davies	'I sort of feel as if I'm not working alone anymore, I feel you try to understand things even when they are difficult to understand or uncomfortable to have to deal with.'	Foster Care		22/01/2016
Cheril Davies, Natalie Brookes, Richard Mears, Amanda Davies	The foster carers named recently gave evidence at court and were commended by the Judge for being very good when giving their evidence and obviously very invested in their roles with the children.	Foster Care		04/02/2016
Jan Owen	'You will be missed, we couldn't have asked for a nicer & caring Social Worker'.	Children with Disabilities		17/02/2016
Leanne Gallo	'Leanne was very easy to talk to and I was grateful for the information she gave me.'	Children with		25/01/2016

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
		Disabilities		
All staff	'Thank-you for all the help received for NAME, much appreciated.'	Children with Disabilities		14/01/2016
Lowri Huish	'I am very grateful that Lowri came to do a home visit to see myself and my son'.	Children with Disabilities		08/02/2016
Gemma Davies	'You have been a great Social Worker, Thank you.'	Children with Disabilities		01/02/2016
Hayley Morgan	'I gained a lot of knowledge and understanding of autism during my time on the course...I am so pleased I got this opportunity and experience.'	Children with Disabilities		01/02/2016
Chris Rowe	'Chris provided a positive role model....He would raise any concerns promptly and was very professional throughout.'	Miskin Project		16/02/2016
Helen Leonard	'Thank you so much for all your help with NAME. It's made a real difference to all of our lives.'	Miskin Project		22/02/2016
Andrea & Jonathan Walters	'Participants in the children's LAC review yesterday commended the foster carers for the outstanding quality of care and level of commitment that they have provided to these boys and the quality of attachment between the carers and the babies.'	Foster Care		04/03/2016
All staff	'I chaired NAME's LAC review last week and just wanted to say how impressed I was with the care and support she is receiving at Bryndar.'	Residential Care	Bryndar	14/03/2016
All staff, Belinda	'Thanks to all your team. Belinda was excellent, very helpful.'	Foster Care		29/03/2016
Louise Walsh	'Thanks for coming to see me today, or I wouldn't have had anyone here to watch me'.	Miskin Project		19/02/2016
Lily Woolrich	'Thanks for all your input with this Lily'.	Miskin Project		17/02/2016
Lily Woolrich	'You are my role model - you are really kind and you are funny and I just want to be like you.'	Miskin Project		24/02/2016
N/K	'we've seen a real difference in NAME since your involvement, she's really come out of her shell, thank you for all you've done.'	Miskin Project		09/03/2016
Lily Woolrich	'Thanks to you and Jemma for today it was enjoyed by us all and was just what we all needed.'	Miskin Project		14/03/2016
Charlotte Lee	'Thanks you so much for all your help, NAME has been so much better since seeing you. You've done him the world of good. He seems to be less argumentative with me.'	Miskin Project		24/03/2016

Member of Parliament/Assembly Member Enquiries



Total Number = 9

Service Areas

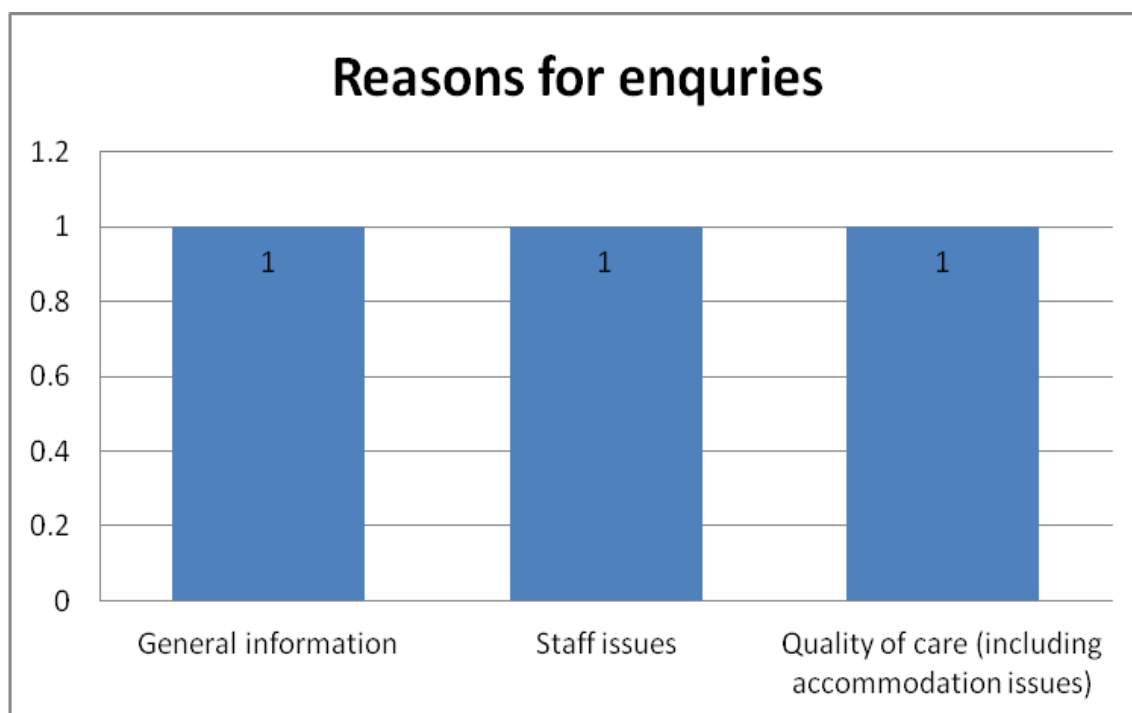
Assessment Care Planning = 4 Looked After Children = 3
 Early Years = 2

Name ofMP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
Ann Clwyd	Unhappy that he has been told he does not come under the catchment area for Flying Start childcare. Feels this system is unfair and does not necessarily target underprivileged families.	As a Council we are directed by Welsh Government to ensure Flying Start is eligible to the areas, or Lower Super Output Areas, of highest needs within RCT. More information is available from the Family Information Service.	yes	Early years	Failure to provide a service	29/01/2016
Chris Bryant	Constituent querying why her daughter is not eligible for Flying Start services when children who live 10 seconds away do qualify.	Process for applying for Flying Start explained. Constituent does not live in an eligible area. Contact details for FIS provided which can provide info on what services are available in	yes	Early years	Financial	14/03/2016

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
		her area.				
Ann Clwyd	Constituent unhappy re: the way case has been handled & requests an independent review. She has parental responsibility but is not being updated on children's progress. 2nd query 09/05/16, 3rd 12/05/16.	Info provided re: handling of this case. Decisions that have been made by Court can't be independently investigated. Constituent is not permitted to know daughters address & her daughter doesn't want contact at present. 2nd response 09/05/16, 3rd 17/05/16.	yes	Assessment & Care Planning	Lack of information /communication	25/03/2016
Chris Bryant	Constituent stating that he is not getting the care or support he needs from Children's services.	Constituent is well known to CS. He is currently receiving support and has an advocate and solicitor who are helping him to pursue a complaint against the LA. He has declined support from Adult Services but Aftercare Service will continue to provide support	yes	Looked After Children	Quality of care (including accommodation issues)	01/02/2016
Chris Bryant	MP asking whether there is any assistance Children's Services can offer to his constituent and her son who is exhibiting difficult behaviour.	A referral has been made to the Family Aide Support Team to assist mother in addressing her son's behaviour at home and they will have the ongoing support of a Social Worker who will co-ordinate a multi-agency child in need plan.	yes	Assessment & Care Planning	Request for assessment	12/01/2016
Ann Clwyd	Requesting help in securing her grandson a long term placement away from his maternal family and what she states are their negative and criminal behaviours.	Meeting held to try to resolve issues but on 27/01/16 constituent served notice on the placement. An alternative placement for her grandson is now actively being sought.	yes	Assessment & Care Planning	Care Planning (including moves around placements)	18/01/2016
David Melding	AM querying whether or not anything can be done to allow his	Explanation provided and issues resolved.	yes	Looked After Children	Contact issues	25/02/2016

Name ofMP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
	constituent access to her son who is currently in the custody of his father.					
Mick Antoniw	Constituent states that RCT post adoption SW has recommended an assessment at the Maudsley Centre, but RCT do not have a budget to fund this referral. AM requesting clarification on this.	Constituent's daughter has been referred to a specialist service within CAMHS (Maudsley Hospital), however, this is primarily a health matter. If Health make the decision not to fund this service, then it will be considered by the L.A.	yes	Looked After Children	Financial	01/03/2016
Ann Clwyd	Constituent does not feel that Social Services have been supportive to her with regards to her grandson being adopted.	Meeting held to try to resolve issues but on 27/01/16 constituent served notice on the placement. An alternative placement for her grandson is now actively being sought.	yes	Assessment & Care Planning	Quality of service	07/01/2016

Local Councillor Enquiries



Total Number = 3

Service Areas

Assessment Care Planning = 3

Name ofMP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
Doug Williams	Raising concerns about family in Trallwn which may be sleeping on the living room floor in a state of untidiness.	Concerns passed to Care Manager to take any appropriate action necessary.	yes	Assessment & Care Planning	General information	08/01/2016
Margaret Davies	Cllr's daughter is unhappy with her SW and is fearful for the safety of her grandson and his unborn sibling.	Daughter advised to discuss her issues with the Team Manager who will make contact with her to arrange a convenient time for them to meet.	yes	Assessment & Care Planning	Staff issues	13/01/2016
Pauline Jarman	Constituent has raised concerns re: child who lives with his father on a farm and is dirty and unkempt and does not appear to attend school. He has also seen him eating food meant for the animals.	The case is known to the Initial assessment team (East). Child is currently subject to an initial assessment which will be looking at issues of concern, the information that constituent has provided will be incorporated in to that assessment.	yes	Assessment & Care Planning	Quality of care (including accommodation issues)	01/02/2016

Analysis of customer feedback Questionnaires

Numbers of questionnaires returned were extremely low this quarter with just 13% (36% previous quarter) being sent back.

Of those that were returned:

67% were dissatisfied with the outcome to their complaint.

33% were satisfied with the outcome to their complaint.

33.33% were dissatisfied with the handling of their complaint.

33.33% were satisfied with the handling of their complaint.

33.33% were neither satisfied nor dissatisfied with the handling of their complaint.

There were 8 other contacts dealt with during this quarter which did not come under the Complaints Scheme.