

## **RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

### **CORPORATE PARENTING BOARD**

**6<sup>TH</sup> NOVEMBER 2017**

### **SOCIAL SERVICES QUARTERLY COMPLAINTS AND COMPLIMENTS REPORT 1st April 2017 - 30th June 2017**

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#### **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 April 2017 - 30th June 2017**.
- 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.

#### **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 legislation for local authorities to have in place a complaints and representations procedure for Social Services.

**The Social Services Complaints Procedure (Wales) regulations 2014 and ;**

**The Social Services Representation Procedure (Wales) Regulations 2014.**

- 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 two 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 15 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.

If the complainant remains dissatisfied following the Stage 2 investigation they can refer the matter to the Public Service Ombudsman.

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

**Representation and Complaints Unit**

**1<sup>st</sup> Quarterly Report**

**1<sup>st</sup> April – 30<sup>th</sup> June 2017**

## Summary – Children’s Services

### 1<sup>st</sup> Quarter 2017/18

#### Informal Complaints

Total Number = 30

Informal Complaints made by Parents/Adults = 28  
 Concluded = 27

Informal Complaints made by Children/Advocates = 2  
 Concluded = 2

Received via Corporate Scheme = 1  
 Concluded = 1

Formal Complaints  
 Total Number = 1

Concerns = 0

Compliments = 8

Appeals = 1

Ombudsman Enquiries = 1

Information Commissioner = 0

MP/AM Enquiries  
 Total Number = 3

Councillor Enquiries  
 Total Number = 1

### Previous Quarter

#### Informal Complaints

Total Number = 19

Informal Complaints made by Parents/Adults = 18  
 Concluded = 17

Informal Complaints made by Children/Advocates = 1  
 Concluded = 1

Received via Corporate Scheme = 1  
 Concluded = 1

Formal Complaints  
 Total Number = 1

Concerns = 1

Compliments = 9

Appeals  
 (Bus Pass) = 1

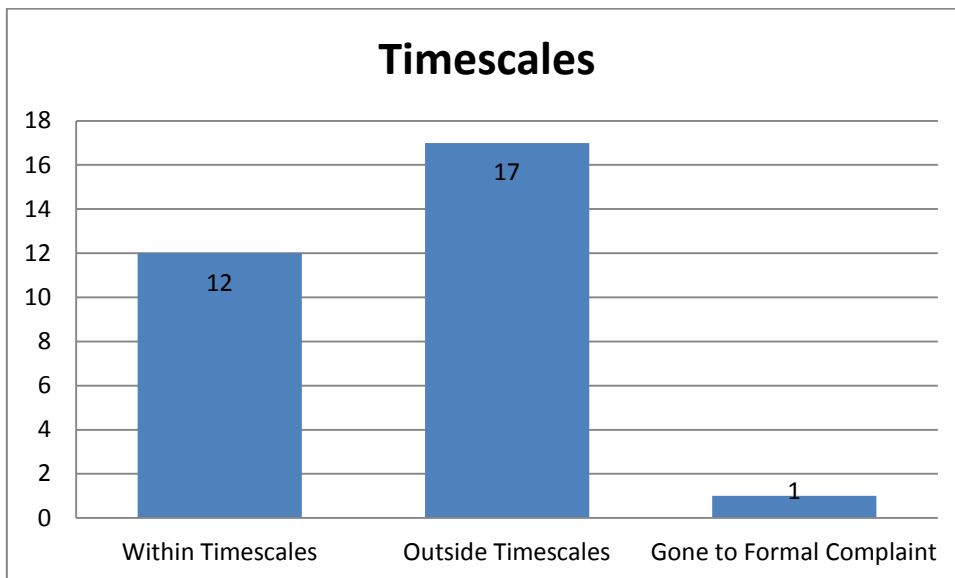
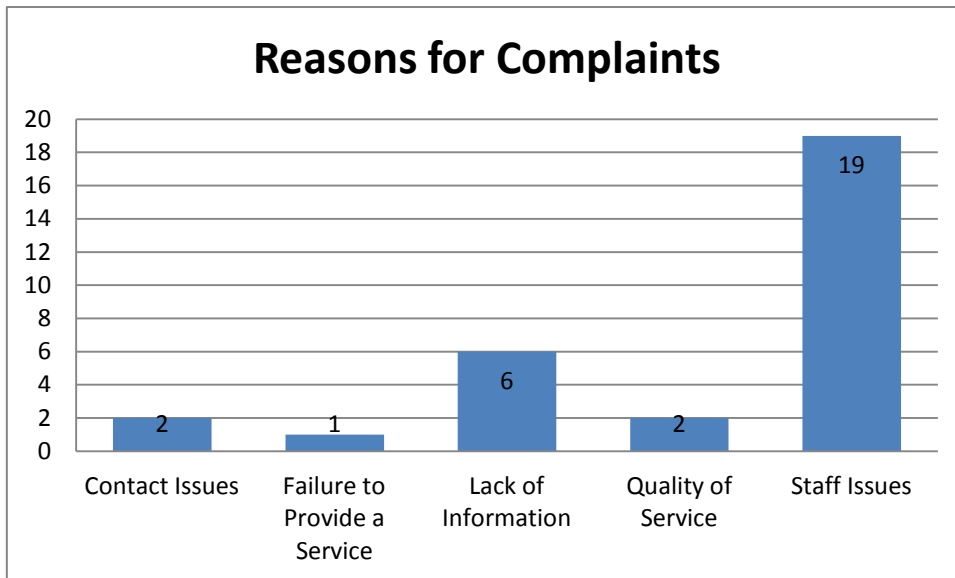
Ombudsman Enquiries = 0

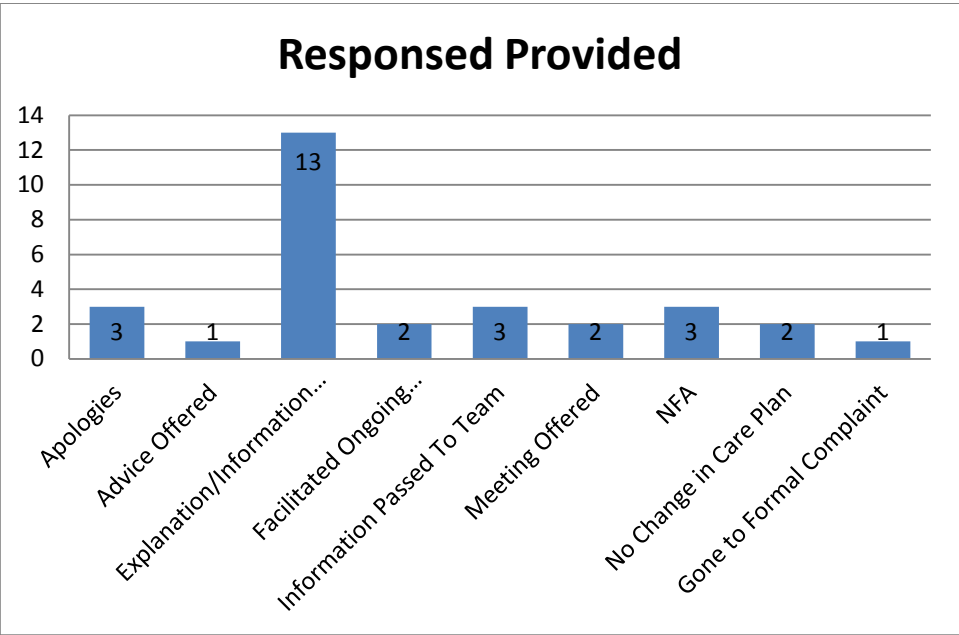
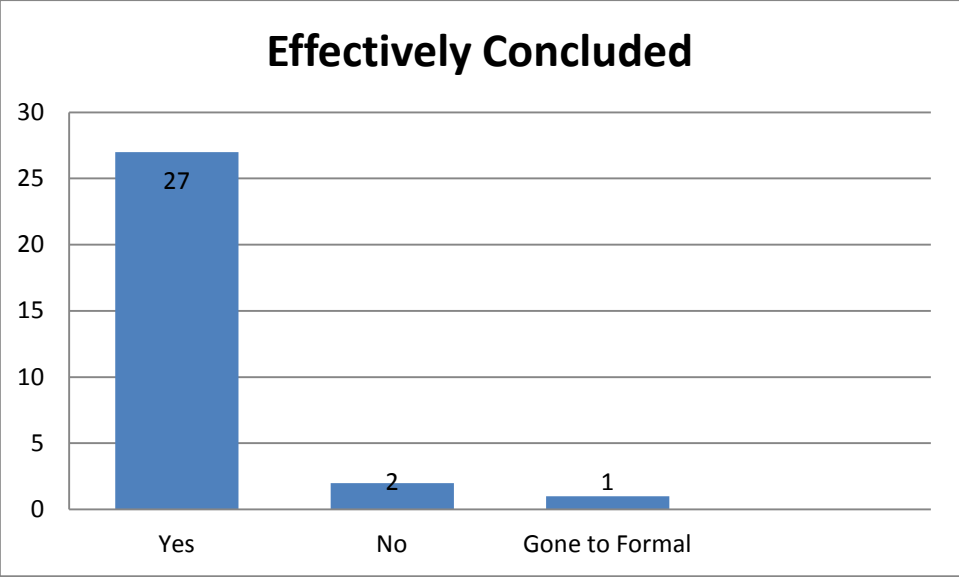
Information Commissioner = 0

MP/AM Enquiries  
 Total Number = 13

Councillor Enquiries  
 Total Number = 2

## Children's Services Informal Complaints





## Informal Complaints made by Parents/Adults

Total = 28

### Section Areas

Intensive Intervention = 22  
 Assessment & Care Planning = 1

Early Intervention = 4  
 MASH = 1

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Complaining about children's SW and lack of communication, incorrect information provided	Advised that current SW is leaving post and new SW will be allocated. Previously offered to meet to discuss complaint further but offer declined. Again offered to meet to discuss issues raised.	Intensive Intervention	Intensive Intervention East 2	Parent	Meeting offered	Staff issues	03/04/2017
Unhappy with breach of confidentiality	TM spoken to SU and apologised that identity was divulged. A meeting was offered to reiterate apology, however SU appeared satisfied.	MASH	MASH	Public	Apology	Quality of service	03/04/2017
Complaining about RCT Adoption Unit's delay in providing life story book/work for adopted son	Gone to Formal complaint	Intensive Intervention	Intensive Intervention East 1	Parent	Gone to Formal Complaint	Failure to provide a service	06/04/2017
Complaining of SW attitude and of contact issues	SM and TM met with complainant and Issues were addressed and explanation provided	Assessment and Care Planning Scheme	Intensive Intervention East 3	Foster carer	Explanation/information provided	Lack of information/communication	07/04/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Complaining about SW. Children are in care due to relationship with former partner which has now ended, however her children are still being kept from her.	SM has investigated the complaint and plan to be agreed in line with positive parenting assessment, with a view to agreeing rehabilitation of children	Intensive Intervention	Intensive Intervention East 3	Parent	Explanation/information provided	Lack of information/communication	10/04/2017
Claims that SW had advised that CS would pay for Childcare costs for son. Son has now started school and complainant has started work and is receiving no help with cc costs.	After consideration LA are not in agreement to fund nursery fees. Provision was sought without first consulting CS. LA already funding application for special guardianship order and legal representation	Intensive Intervention	Intensive Intervention East 3	Parent	Explanation/information provided	Staff issues	24/04/2017
Complaining that no letter box has been set up as promised, allowing parents to send letters/gifts to child. Also claiming that SW is negligent	Contact made with Adoption Manager, arrangements to be made for letterbox contact to be set up	Intensive Intervention	Intensive Intervention West 2	Parent	Information passed to Team	Staff issues	24/04/2017
Complaining about communication around contact	Apologies were given for breakdown in communications and advised that discussions are being held to avoid this happening again	Intensive Intervention	Intensive Intervention East 2	Parent	Apology	Staff issues	26/04/2017



Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Complaining about various issues with SW causing trauma to complainant and his family	Concerns addressed and explanations provided. Apologies given for incorrect information provided on venue for meeting. Finally it was confirmed that SW will continue to observe contact sessions which in not uncommon.	Intensive Intervention	Intensive Intervention East 3	Parent	Explanation/information provided	Staff issues	26/04/2017
Complaining about various issues with SW, including lack of contact, cancellation of meetings at short notice and non payment of travelling expenses	TM advised complaint withdrawn - No further action	Intensive Intervention	Intensive Intervention East 3	Parent	N.F.A.	Staff issues	02/05/2017
Complaining about SW not keeping her informed about the welfare of her children and has not had contact with her children for several weeks and a number of meetings have been cancelled	LA will continue to promote supervised contact sessions. Advised to discuss any issues that may arise regarding the children with SW initially to discuss.	Early Intervention	Enquiry & Assessment West	Parent	Facilitated ongoing relationships	Lack of information/communication	03/05/2017
Concerns over SW's lack of preparation for Core Group meeting and welfare of children	Explanation provided and advice given	Intensive Intervention	Intensive Intervention East 3	Relative	Explanation/information provided	Lack of information/communication	03/05/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Following on from contact 1105, complaining about way Children's Services staff spoke to her at a core group meeting	Complaint to be addressed by Children's Safeguarding Board	Early Intervention	Enquiry & Assessment East	Parent	Information passed to Team	Staff issues	05/05/2017
Complaint about child's SW, claiming that SW had called dad a paedophile	Assurance given that SW had not called complainant a paedophile. However SW's have a duty to make hospital staff aware of any allegations previously made to safeguard children within their role	Intensive Intervention	Intensive Intervention East 1	Parent	Explanation/information provided	Staff issues	09/05/2017
Complaint off both mother (and son himself) that son is not allowed an overnight stay with mother due to risk of drug use by mothers partner.	Explanation provided as to why overnight stays cannot be agreed	Intensive Intervention	16+ Team East	Parent	Explanation/information provided	Staff issues	09/05/2017
Complaint that father has been excluded from meetings concerning son. Concern for son's welfare and complaining of lack of contact from SW.	Contact is a matter for the court as mother is refusing to allow access	Intensive Intervention	Intensive Intervention East 3	Parent	Facilitated ongoing relationships	Contact issues	13/05/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Foster carer unhappy with actions of guardian and support	Following further consideration - placement will continue	Intensive Intervention	Intensive Intervention West 3	Foster carer	No change to care plan	Staff issues	17/05/2017
Concern and disgust with Children's Services handling during Section 47 and subsequent conference	Concerns discussed and complainant happy that complaint has been resolved	Intensive Intervention	Enquiry & Assessment West	Parent	Explanation/information provided	Staff issues	22/05/2017
Complaint about how the family were treated and subsequent lack of communication from Children's Services following son's admission to hospital after breaking his arm in his cot	Concerns addressed by TM and explanation of process provided, meeting offered should family wish to discuss	Intensive Intervention	Enquiry & Assessment East	Parent	Information passed to Team	Staff issues	25/05/2017
Complaining about SW, who it is claimed is very rude. Also claims SW has recommended that children are placed on the CPR. Complainant has tried contacting him and has been told no decision has been made as yet.	Apologies offered if complainant felt SW was rude on occasions. Also apologies for delay in risk assessment being processed. Advised that children will not automatically be placed on CPR as a result of conference	Early Intervention	Enquiry & Assessment West	Parent	Apology	Staff issues	26/05/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Complaining about the way daughter has been treated by CS. In particular to clash in medical appointment times, resulting in daughter having to go to hospital appointment alone	Explanation provided and meeting offered to discuss a way forward if not satisfied. Wider complaint being considered at Stage 2	Intensive Intervention	Intensive Intervention East 1	Relative	Explanation/information provided	Staff issues	26/05/2017
Complaining about how he has been treated by Children's Services		Intensive Intervention	Intensive Intervention West 3	Relative	Explanation/information provided	Lack of information/communication	01/06/2017
Complaining about appropriateness of foster carers taking children to pub and foster carer having a drink when children had been removed from her care because she was drinking	TM advised that concerns have been considered and all suitable measures to promote the children's health and well being are in place. Several attempts made to speak to parent without success	Intensive Intervention	Intensive Intervention East 2	Parent	Explanation/information provided	Contact issues	07/06/2017
Complaining about number of issues with SW. Claims that SW has a very low opinion of her and does not understand or care why she had to leave children in the care of father		Intensive Intervention	Intensive Intervention East 3	Parent	Advice provided	Staff issues	09/06/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Complaining about Social Work team involvement with case	Meeting arranged but had to be abandoned due to complainants unreasonable behaviour	Intensive Intervention	Intensive Intervention West 3	Parent	N.F.A.	Staff issues	15/06/2017
Unhappy that personal information contained within safe care arrangements has been shared with schools by SW	SW spoke with mother and provided rationale of why letter was sent. Mother does not wish to meet to discuss further.	Early Intervention	Enquiry & Assessment East	Parent	N.F.A.	Staff issues	15/06/2017
Complaint concerning grandchildren being placed with another family member following involvement in a police investigation being undertaken	Explanation provided, children are subject to Care Orders and contract has been offered but refused	Intensive Intervention	Intensive Intervention East 1	Grandparent	Explanation/information provided	Quality of service	27/06/2017
Complaining about SW who SU believes has not taken account of her bi-polar and makes her feel like a bad mother. SW does not support her to ensure that children are well cared for.	Complainant contacted and further meeting agreed, however complainant did not attend	Intensive Intervention	Enquiry & Assessment East	Parent	Meeting offered	Staff issues	29/06/2017

There were **2 Informal Complaints made by Children/Advocates** during this quarter

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Complaining about SW and lack of communication and lack of Core Group meetings	Confirmed dates of core group meetings this to date this year. TM manager already offered to meet to discuss issues, but SU declined. SU given the opportunity to reconsider meeting up with SW and TM	Intensive Intervention	Intensive Intervention West 2	Child	Explanation/information provided	Lack of information/communication	05/04/2017
Complainant is unhappy with decision to move him his current foster care placement and has asked via his advocate that a manager from another service area looks into his complaint	Following further consideration - placement will continue	Intensive Intervention	Intensive Intervention West 3	Child	No change to care plan	Staff issues	22/05/2017

There was one **Informal Complaint which progressed to Formal Complaint**

### Section Area

Intensive Intervention = 1

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Complaining about RCT Adoption Unit's delay in providing life story book/work for adopted son	Gone to Formal complaint	Intensive Intervention	Intensive Intervention East 1	Parent	Ongoing	Failure to provide a service	06/04/2017

There was **1 Corporate Stage 1** complaint received during this quarter

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Enquiry off foster carers around payment of school meals for foster child	Advised that following enquiries with finance, Education and Children's Services a Task group has been set up to look at issues and seek advice from Welsh Government. Offered to keep them informed of progress	Complaints Team		Foster carer	Referred to another division	Financial (including Direct Payments)	17/05/2017

There were no Concerns received during this quarter

There was **1 Appeal** received during this quarter

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Complaint against Parenting Assessment (link to Complaint 1080)	Advised SW who carried out assessment is not in agreement and will not be amending assessment. Advised details of Information Commissioners Office		Complaints Team	Parent	Explanation/information provided	Appeal	11/04/2017

There was **1 Ombudsman Contact** received during this quarter

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Received via Ombudsmen – Complaining that SW had lied, agreed	Meeting held and matters resolved. New SW allocated	Intensive Intervention	Intensive Intervention East 1	Relative	Explanation/information provided	Staff issues	26/06/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
meetings had not been set up and that children had missed contact which was not followed up with CS							

**Compliments Total = 8**

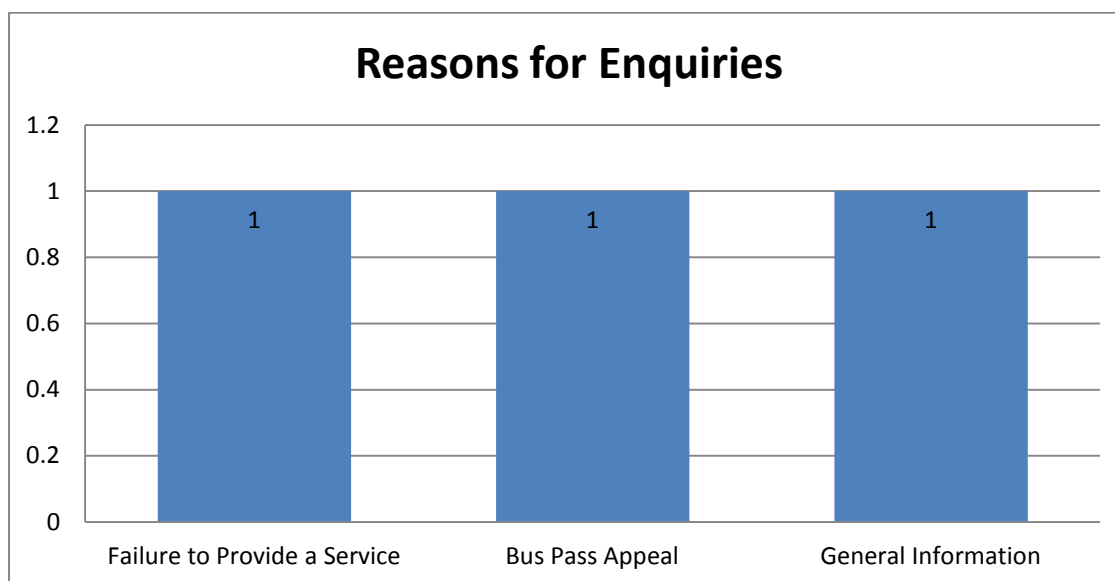
**Service Areas**

Foster Care = 1  
 Miskin Project = 7

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
Foster Carer	To acknowledge the exemplary practice of carers who have prioritised 'NAME's' needs despite having emerging needs of her own.....	Foster Care		29/04/2017
Catherine Williams	"Thank you for all your help"	Miskin Project		04/05/2017
Huw Taylor	"Just wanted to let you know that I have really appreciated having work with NAME. It has been a particularly challenging case and his perseverance has paid off"	Miskin Project		19/05/2017
Sadie Saunders	"Thank you for everything you did for me. You have helped me a lot and you became my best friend, we got along so well and I'm so sad it's the end. Thank you so much"	Miskin Project		02/06/2017
Huw Taylor	"An excellent service"	Miskin Project		02/06/2017
Huw Taylor	"Just wanted to say thank you for your help on Bank Holiday with NAME. It was really appreciated, particularly as it was extremely short notice and a Bank Holiday"	Miskin Project		02/06/2017
Chris Rowe	Thank you message from mum of service user "Big Thanks to Chris Rowe for all his support"	Miskin Project		19/05/2017
Jon Evans and all staff	"Want to thank you and all of Miskin for the support and good work you have done with NAME and us"	Miskin Project		08/06/2017

**Member of Parliament/Assembly Member Enquiries**





**Total Number** = **3**

**Service Areas**

Complaints = 1      Environmental Services = 1  
 No Specific Team = 1

Name of MP/AM	Detail of Enquiry	Action Taken	Effectively Concluded	Service Area	Code of Enquiry	Date Received
Leanne Wood	Mother unhappy with current home to school transport arrangements	Constituent advised that the issues around transportation have been considered by a number of departments and agencies and adjustments made where appropriate. The Council are unable to see any further benefit from a wider meeting.	yes	Environmental Services	Failure to provide a service	06/04/2017
Ann Clwyd	Appealing against decision to issue companions bus pass	Constituent advised that companion passes are not granted to children of primary school age who would not under normal circumstances be able to travel	yes	Complaints	Bus Pass appeal	03/04/2017

Name of MP/AM	Detail of Enquiry	Action Taken	Effectively Concluded	Service Area	Code of Enquiry	Date Received
		unaccompanied irrespective of disability				
Ann Clwyd	Cllr seeking advice on behalf of constituent who claims Social Services took her child away when it was 4 days old and are planning to put child up for adoption and asking if a petition would help	Advised that plans for adoption are matters that are considered by the court and suggested parent seeks legal advice and representation	yes	No Specific Team	General Information	29/06/2017

### Local Councillor Enquiries

There was only one **Local Councillor** enquiry for this quarter

Name of Councillor	Detail of Enquiry	Action Taken	Effectively Concluded	Service Area	Code of Enquiry	Date Received
Geraint Hopkins	Cllr has been contacted by Newlife Chairty who are raising concerns over funding for appropriate specialist bed for disabled child	Advised that due to change of need that OT assessment will be carried out with a view to purchasing bed	yes	Intensive Intervention	Failure to provide a service	19/06/2017

There were **11 Contacts** dealt with during this quarter, which did not come under the Complaints Scheme.