



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CORPORATE PARENTING BOARD

29TH JANUARY 2018

**SOCIAL SERVICES QUARTERLY COMPLAINTS
AND COMPLIMENTS REPORT**

**2nd Quarterly Report
1st July 2017 – 30th September 2017**

**REPORT OF THE GROUP DIRECTOR, COMMUNITY AND CHILDREN'S
SERVICES IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER,
COUNCILLOR C LEYSHON**

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 July 2017 - 30th September 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

- 2.1 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

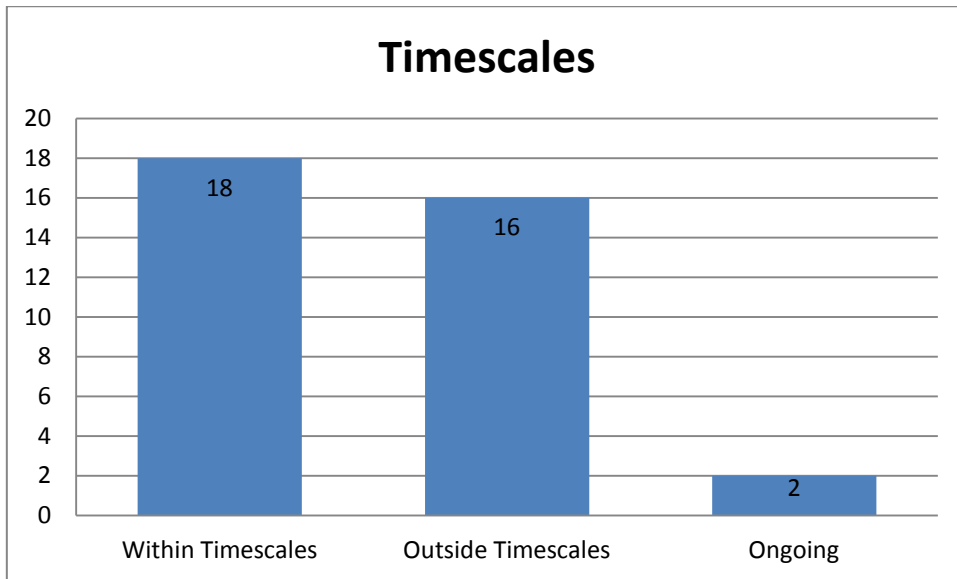
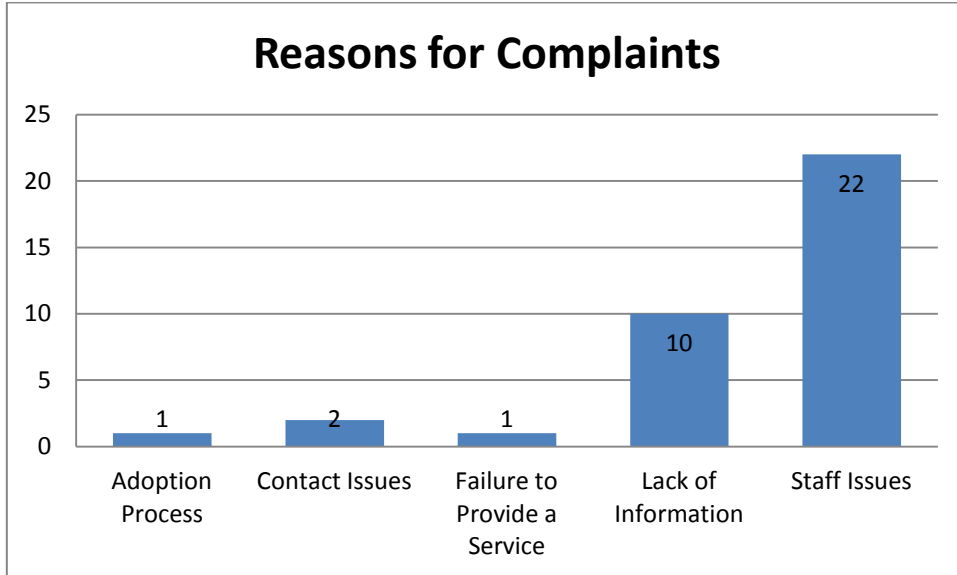
Representation and Complaints Unit

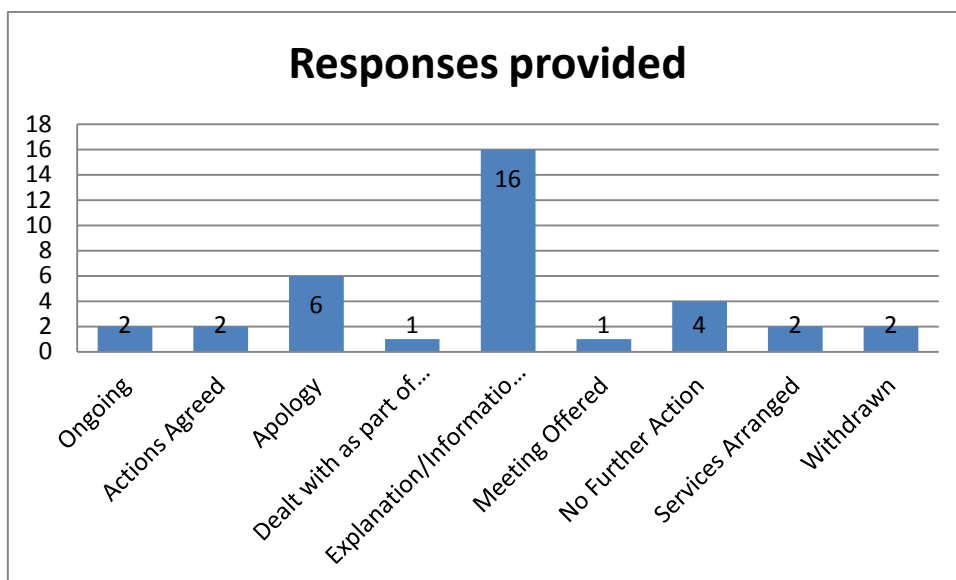
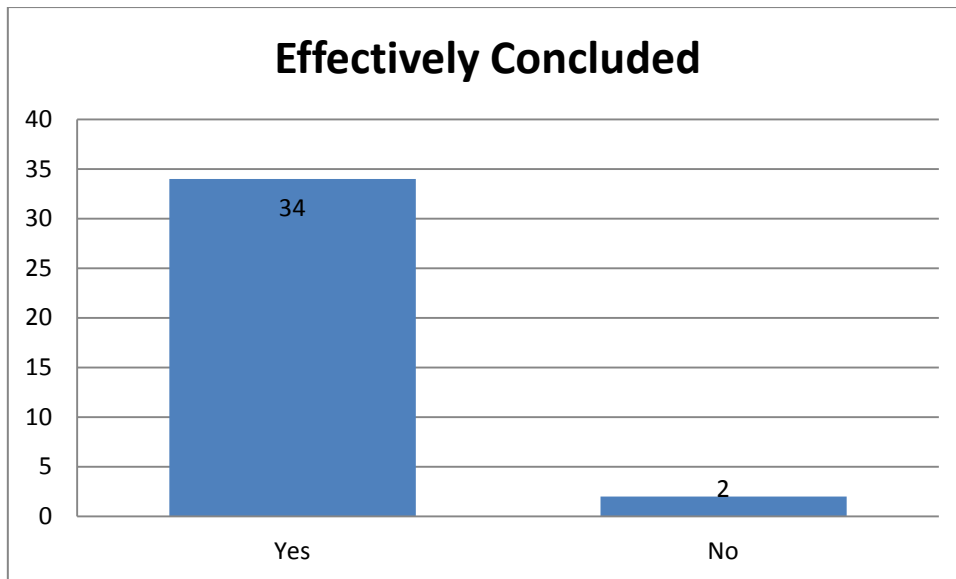
2nd Quarterly Report

1st July 2017 – 30th September 2017

Summary – Children’s Services					
<u>2nd Quarter 2017/18</u>			<u>Previous Quarter</u>		
<u>Informal Complaints</u>			<u>Informal Complaints</u>		
Total Number	=	36	Total Number	=	30
<u>Informal Complaints made by Parents/Adults</u>	=	36	<u>Informal Complaints made by Parents/Adults</u>	=	29
Concluded	=	34	Concluded	=	27
<u>Informal Complaints made by Children/Advocates</u>	=	0	<u>Informal Complaints made by Children/Advocates</u>	=	1
Concluded	=		Concluded	=	1
<u>Received via Corporate Scheme</u>	=	1	<u>Received via Corporate Scheme</u>	=	1
Concluded	=	1	Concluded	=	1
<u>Formal Complaints</u>			<u>Formal Complaints</u>		
Total Number (Progressed from Informal Complaint)	=	0	Total Number	=	1
<u>Concerns</u>	=	1	<u>Concerns</u>	=	0
<u>Compliments</u>	=	12	<u>Compliments</u>	=	8
<u>Appeals</u>	=	1	<u>Appeals</u>		
			(Bus Pass)	=	1
<u>Ombudsman Enquiries</u>	=	1	<u>Ombudsman Enquiries</u>	=	1
<u>Information Commissioner</u>	=	0	<u>Information Commissioner</u>	=	0
<u>MP/AM Enquiries</u>			<u>MP/AM Enquiries</u>		
Total Number	=	7	Total Number	=	3
<u>Councillor Enquiries</u>			<u>Councillor Enquiries</u>		
Total Number	=	5	Total Number	=	1
<u>Contacts</u>	=	20			

Children's Services Informal Complaints





Informal Complaints made by Parents/Adults Total = 36

Service Areas / Team

Disabled Children's Team	= 2	Intensive Intervention East 1	= 4
Enquiry & Assessment East	= 4	Intensive Intervention East 2	= 4
Enquiry & Assessment West	= 1	Intensive Intervention East 3	= 4
Intensive Intervention West 1	= 6	Intensive Intervention West 2	= 4
Intensive Intervention West 3	= 7		

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Unhappy with the matching process within Vale, Valleys Adoption Consortium	Apologies offered and some areas for improvements noted	Intensive Intervention	Intensive Intervention West 3	Foster carer	Apology	Adoption Process	18/09/2017
Complaining that contact with granddaughter had been cancelled at short notice and also disputes fact that SW said she was shouting at her, she was just frustrated upset and emotional during call	SW advised that complaint has already been dealt with and family reported they were satisfied with the outcome	Intensive Intervention	Intensive Intervention West 3	Grand-parent	N.F.A.	Contact issues	02/08/2017
Complaint around lack of contact from CS in relation to contact sessions	Contact re-established at request of child - meeting offered	Intensive Intervention	Intensive Intervention East 1	Parent	Services arranged	Contact issues	06/09/2017
Mum feels that assessment carried out by DCT does not reflect her sons needs and claims that SW has not looked at what services are available for son	Alternative options for support discussed	Intensive Intervention	Disabled Children's Team West	Parent	Explanation/information provided	Failure to provide a service	18/08/2017
Complaining about proposed change in care provided to foster child	Meeting held to discuss complaint - actions agreed	Intensive Intervention	Disabled Children's Team West	Foster carer	Actions Agreed	Lack of information/communication	20/07/2017
Complaint about CS involvement with ex partner and daughter	Meeting held and issues resolved. Assessment to be progressed	Intensive Intervention	Intensive Intervention West 3	Parent	Actions Agreed	Lack of information/communication	29/08/2017
Unhappy with Children's Services and their lack of communication	Apology offered and ensure complainant that they are updated after	Intensive Intervention	Intensive Intervention West 3	Parent	Apology	Lack of information/communication	27/09/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
	every core meetings.						
Complaining about the delay in carrying out an assessment on his son's mother is putting son at risk. Also waiting for confirmation that amended minutes have been circulated to agencies involved	Complaint being dealt with as part of Ombudsman enquiry	Intensive Intervention	Intensive Intervention West 2	Parent	Dealt with as part of Ombudsman Enquiry	Lack of information/ communication	02/08/2017
Complaining that he is still not able to have unsupervised contact with grandson following allegations of sexual offences - which have not been taken any further by the police	SW advised that no request has been made to relax supervised contact sessions. TM advised that complainant should make contact with SW to discuss further	Intensive Intervention	Intensive Intervention East 3	Grand-parent	Explanation/ information provided	Lack of information/ communication	18/07/2017
Reporting that CS are not engaging with SU, who continues to have supervised contact with her children, even though her mental health has improved and she is compliant with planned treatment and interventions	Issues raised have been discussed and SW and family have stated that they are able to manage risks with wider family support - case closed	Intensive Intervention	Intensive Intervention East 2	Other professional	Explanation/ information provided	Lack of information/ communication	07/07/2017
Complaint that previous complaint has not been recorded/ addressed correctly and feels that there	Complainant issued with warning letter under stage 1 of the Unreasonable Persistent	Intensive Intervention	Intensive Intervention West 1	Parent	Explanation/ information provided	Lack of information/ communication	25/08/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
has been a breach in confidentiality	Customer Policy						
Complaint that SW has no empathy/concern of problems	Complainant asked to contact Team Manager - no response	Intensive Intervention	Enquiry & Assessment East	Friend	N.F.A.	Lack of information/communication	10/08/2017
Complainant feels she is not getting support she needs from current p/t SW. Previous SW was full time and was able to respond quickly to issues complainant and daughter may have had	Meeting held and plan agreed	Intensive Intervention	Intensive Intervention West 3	Parent	Services arranged	Lack of information/communication	10/07/2017
Complaint about lack of communication from SW	Complainant telephoned and advised he wished to withdraw complaint	Intensive Intervention	Intensive Intervention West 2	Parent	Withdrawn	Lack of information/communication	18/09/2017
Complaint on behalf of mother that SW had hung up on her during a telephone conversation. Advised that whilst we could take complaint from her we can only deal directly with Mother of child		Intensive Intervention	Intensive Intervention West 2	Friend	ONGOING	Staff issues	06/09/2017
Claims SW is not responding to her calls and contact is very limited. Supervised contact to continue until CPS make decision whether or not the case will proceed		Intensive Intervention	Intensive Intervention East 1	Parent	ONGOING	Staff issues	06/07/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Complaint about SW regarding recent contact with session with child's mother	Apologies offered and new Social Worker allocated to case	Intensive Intervention	Intensive Intervention East 1	Parent	Apology	Staff issues	30/08/2017
Complaining that SW did not turn up on 2 occasions as planned and did not ring to cancel. Parent has tried contacting SW and has been advised she is now on annual leave	Apologies provided for missed calls	Intensive Intervention	Intensive Intervention East 1	Parent	Apology	Staff issues	10/07/2017
Complaint in regards to conduct of SW and her line manager	Meeting held and apologies offered for inappropriate sharing of information	Intensive Intervention	Enquiry & Assessment East	Parent	Apology	Staff issues	03/07/2017
Complaint that he has been misinformed by SW	Apologies offered for any distress caused	Intensive Intervention	Enquiry & Assessment West	Parent	Apology	Staff issues	18/09/2017
Reporting concerns for her cousins and has asked SW that she remains anonymous	TM advised that details of complainant were not passed on	Intensive Intervention	Intensive Intervention East 2	Cousin	Explanation/information provided	Staff issues	07/08/2017
Complaining about children's new SW	Written response provided following complainant's failure to attend meeting	Intensive Intervention	Intensive Intervention West 1	Parent	Explanation/information provided	Staff issues	20/07/2017
Number of issues raised concerning SW	Team Manager advised that Complaint was received directly by themselves and has already been dealt with. Family were satisfied with	Intensive Intervention	Intensive Intervention West 3	Parent	Explanation/information provided	Staff issues	10/07/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
	outcome.						
Complaining about how SS have handled his case as he believes that he and partner have done all SS have asked of them and were led to believe by SW that they would get their daughter back	Matters have been considered and decision reached by Court	Intensive Intervention	Intensive Intervention East 2	Parent	Explanation/information provided	Staff issues	06/07/2017
Complaining about conduct of SW and Team Manager	Further issues raised which fell outside of the Complaints process. Complainant advised of appropriate course of action and staff issues being considered by HR	Intensive Intervention	Enquiry & Assessment East	Parent	Explanation/information provided	Staff issues	04/07/2017
Complaining that SW has not visited as planned and has failed to turn up to Core Group Meetings and Contact Sessions	Complaint resolved following meeting with TM	Intensive Intervention	Intensive Intervention West 2	Parent	Explanation/information provided	Staff issues	31/08/2017
Complaining about son's professionalism	Apology for delay in responding, however TM needed to clarify some points with the school prior to responding. No concerns identified in relation to SW's professionalism	Intensive Intervention	Intensive Intervention East 3	Parent	Explanation/information provided	Staff issues	25/07/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
	that would warrant a change in SW						
Complaint that Children's Services have taken no action following him reporting that a drug addict is currently living with his former wife and children. Also complaining that SW are not returning his calls	Explanation provided. Team spoken to about message taking and communication of information	Intensive Intervention	Intensive Intervention West 1	Parent	Explanation/information provided	Staff issues	15/08/2017
Complaint against Children's Services staff, requesting meeting to discuss a number of issues	Meeting held and practical help provided	Intensive Intervention	Intensive Intervention East 3	Parent	Explanation/information provided	Staff issues	25/09/2017
Complaint about SW and lack of communication and would like to speak to someone about next steps in getting son back home	Apology offered where appropriate, explanation of current situation provided	Intensive Intervention	Intensive Intervention West 1	Parent	Explanation/information provided	Staff issues	27/09/2017
Complaining about SW, who it is claimed was rude and made him feel small. He does not want to see SW again	Explanation provided following complainant failing to attend meeting	Intensive Intervention	Intensive Intervention West 1	Parent	Explanation/information provided	Staff issues	21/07/2017
Grandmother complaining that SW has divulged personal information	Advised that SW did not divulge any financial information to third party.	Intensive Intervention	Intensive Intervention West 1	Relative	Explanation/information provided	Staff issues	24/07/2017
Complaint about SW and requesting change in worker as claims that	Meeting held to resolve difficulties	Intensive Intervention	Intensive Intervention East 3	Parent	Meeting offered	Staff issues	27/09/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
things he says are taken out of context and states that he wants to move things forward, but feels that he can't do this with current SW							
Complaining about CS involvement with the family following allegations of domestic violence	Matters subject to court proceedings	Intensive Intervention	Intensive Intervention East 2	Parent	N.F.A.	Staff issues	25/07/2017
Complaint about SW sharing confidential and unnecessary information about her son with his ex partner	Issues resolved outside of Complaints procedure	Intensive Intervention	Intensive Intervention West 3	Relative	N.F.A.	Staff issues	01/09/2017
Complaint about SW's involvement and the need for her to sign a working agreement with Children's Services, which means that her current partner can have no contact with her son	Following meeting with TM, complaint has been withdrawn	Intensive Intervention	Enquiry & Assessment East	Parent	Withdrawn	Staff issues	11/09/2017

There were no **Informal Complaint made by Children/Advocates** during this quarter

There were no **Formal Complaint** during this quarter

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

Details of complaint	Outcome of complaint	Service	Complaint source	Code of outcome	Code of complaint	Date rec'd
Complaint with regard to payment of £2.00 as snack contribution at Flying Start Childcare Setting	Meeting held and setting manager confirmed that child concerned is receiving Foundation Phase funding and not Flying Start childcare placement and is therefore required to pay the £2.00 snack contribution	Early Years Childcare	Relative	N.F.A.	Financial	10/07/2017

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

Details of complaint	Outcome of complaint	Service area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Complaint that SW did not notify them that a different Taxi firm was being used to take children to contact and that they turned up without car seats	TM contacted complainant and discussed concerns	Intensive Intervention	Intensive Intervention West 3	Parent	Explanation/information provided	Lack of information/communication	31/08/2017

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
Appeal against decision to decline bus appeal	Approved - Bus pass issued	Complaints		Parent	Services arranged	Appeal (Bus Pass)	22/09/2017

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
Link to previous complaint. Complaint concerning experiences with Council's SS in relation to his son.	Ongoing	Intensive Intervention	Intensive Intervention West 2	Parent		Quality of Service	12/09/2017

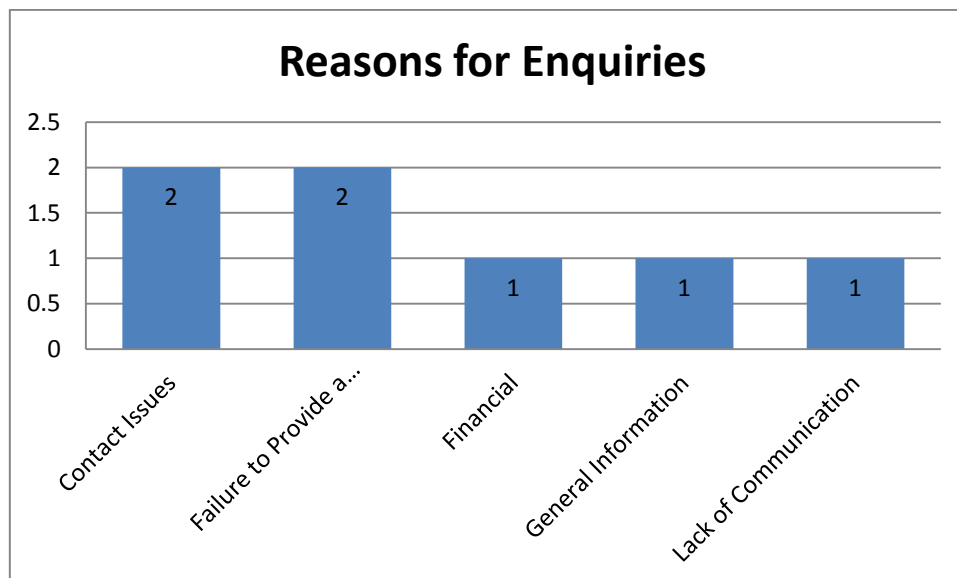
Compliments

Total = 12

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
Jolene Rutledge	Foster Carer reported that Jolene treated both her and her children with respect and not only spoke to them courteously, but also listened to them all	Foster Care		10/07/2017
Rachel Phillips	"A huge thank you to you and the team for all your help with all my cases. You run the contact centre so smoothly and it is a weight of SW's not to have to worry about it"	Contact Centres		13/07/2017
All Staff	"Your Department has been very patient and professional with my husband and I through one of the most harrowing times of our life, when we could see no light at the end of the tunnel"	Complaints		17/07/2017
Karen Gillard	"This lady has put back a little bit of trust that we lost while dealing with Children's Services over the past few months"	Foster Care		18/07/2017
Stacey Beamand	Thanks to you and Flying Start for a very enjoyable fun day event at Ferndale Community School. These days are so beneficial as unfortunately not all families have the finance to take holidays or regular day trips out of the area	Early Years		17/08/2017
Lindsey Short	"We wanted to thank you for your support through the Family Court SGO process. You made a very difficult time as smooth as it ever could be.	Kinship Care		08/08/2017
Jolene Rutledge	It was felt that Jolene had managed a recent review very well, given that it was a new case for her and didn't know the background history. Jolene also did a good job dealing with a difficult man at a recent CLA Review	Foster Care		03/08/2017
Kim Saunders	"Thank you for all your hard work, time and efforts to help NAME during the last 7 months. I know it has been difficult at times and that her case has taken up a lot of	Intensive Intervention East 2		02/08/2017

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
	your time. Thank you for your care and professionalism and for being so approachable			
Lily Woolrich	"Thought I would let you know the meeting went well on Friday, we are going on the Care Support which means NAME comes off the register, thanks for all your help"	Miskin Project		05/07/2017
Karen Gilbert	"What a wonderful professional SW you sent to work with my family and I. She has put back a little bit of trust in Children's Services that we had previously lost. She is open, honest, direct, caring compassionate and most of all she listens	Foster Care		14/07/2017
Adam Wiggins	"Adam helped me to deal with my anger and the effect it can have, which I've taken on board for the future. I would like to thank Adam for his help and for showing me that there is help for me and support"	Miskin Project		28/09/2017
John Evans	"I always find John professional and he has a true talent for engaging with young people. It is also a great bonus that he takes carers opinions into consideration"	Miskin Project		28/09/2017

Member of Parliament/Assembly Member Enquiries



Total Number = 7

Service Areas

Early Years

=

2

Intensive Intervention

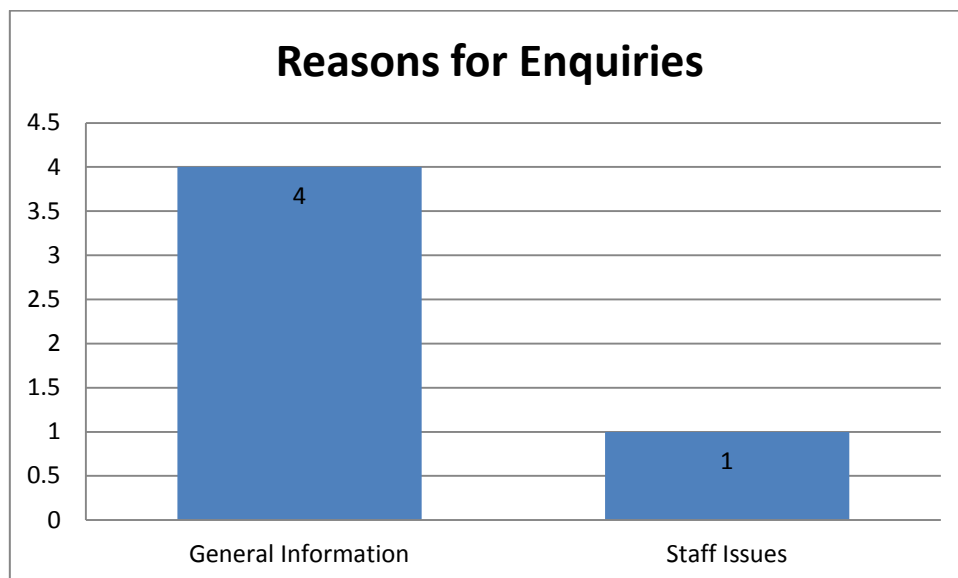
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Name of MP/AM	Detail of Enquiry	Action Taken	Effectively Concluded	Service Area	Code of Enquiry	Date Received
Vicki Howells	Constituent querying eligibility for Flying Start scheme	Explanation provided around LSOA areas and eligibility criteria as well as availability of F/S Outreach Services throughout RCT	Yes	Early Years	Failure to provide a service	17/07/2017
Gareth Hughes	Constituent complaining that due to staff shortage, no holiday club will be running at Ynyscynon throughout the summer holiday period	Information provided on LSOA areas as per WG guidelines, unfortunately the LSOA where the family reside is not eligible for Flying Start support. Signposted to alternative childcare and events in area	yes	Early Years	Failure to provide a service	13/07/2017
Ann Clwyd	Grandmother raising concerns around CS lack of involvement with grandchildren whilst in her care also raised concerns around financial difficulties of caring for grandchildren	Agreed financial support will be provided until court hearing, by which time financial assessment should have been complete	yes	Intensive Intervention	Financial	23/08/2017
Gareth Hughes	Constituent not happy with outcome of last meeting and whilst she is happy to have increased contact, she does not feel that all issues were discussed and resolved	Meeting arranged was to discuss contact with children. Alternative appointment was offered to address other issues, however SU left as soon as meeting ended. Further meeting was arranged but Mum rung to cancel meeting and said she will ring to re-arrange	yes	Intensive Intervention	Contact issues	18/07/2017
Owen Smith	Constituent disagrees with decision made at CP conference to place children on CP register and	Advised that decision to place children on register was not made by CS in isolation. SW team will continue to provide ongoing support	yes	Intensive Intervention	Lack of information/ communication	13/07/2017

Name of MP/AM	Detail of Enquiry	Action Taken	Effectively Concluded	Service Area	Code of Enquiry	Date Received
	wants to know on what basis this decision was made	to family				
Gareth Hughes	Constituent feels that her and her son have been victimised and treated unfairly by SS and feels that the other biological grandparents and mother are being given preferential treatment	Explanation around contact arrangements explained to MP via a letter. Issues raised will be further discussed at an arranged contact meeting	yes	Intensive Intervention	Contact issues	11/07/2017
Chris Bryant	Constituent has contacted MP following application for custody of granddaughter was rejected	Advised that Care and Placement Orders have been granted by Court. It was not felt that the complainant was appropriate to care for granddaughter and has since logged application to the Court to appeal - awaiting Court's response	yes	Intensive Intervention	General Information	11/07/2017

Local Councillor Enquiries



Total Number = 5

Service Areas

Complaints = 1
 Looked After Children = 1

Intensive Intervention = 3

Name of Councillor	Detail of Enquiry	Action Taken	Effectively concluded	Service Area	Code of Enquiry	Date Received
Sue Pickering	CLlr raising concern for constituent with 3 children, one of which has been diagnosed as autistic, who appears to be struggling with life	Following discussion with constituent, it was agreed that cllr will visit and advise of services available e.g. TAF	yes	Complaints	General information	13/09/2017
Gareth Hughes	CLlr has been alerted to concerns by constituent over a neighbour who has been seen self harming and lighting fires inside and outside of house and is concerned for the safety of her children	Advised that Care Company and SS are aware of the issues and are putting additional safety measures in place	yes	Intensive Intervention	General information	25/09/2017
Wendy Lewis	Constituent is unhappy with the decision to remove his grandchildren from his daughter and place them in care	Advised that children were removed by the court. Constituent has been offered and engaged with all services that we are able to offer	yes	Intensive Intervention	Staff attitude/conduct	11/08/2017
Pauline Jarman	CLlr has been contacted by constituent following court decision for baby to be adopted. CLlr has advised that first priority is safeguarding of child and that court decision cannot be	SW contacted CLlr via telephone due to sensitive nature of case and has provided an update on the situation	yes	Intensive Intervention	General information	06/07/2017

Name of Councillor	Detail of Enquiry	Action Taken	Effectively concluded	Service Area	Code of Enquiry	Date Received
	influenced					
Steven Powell	CLlr enquiring if there is any funding in schools for Looked After Children when they are adopted	Advised that whilst children adopted are not subject to the same processes as looked after children, it is recognised that the needs of adopted children within education remain a high priority but fall under less statutory monitoring.	yes	Looked After Children	General Information	26/09/2017

There were **20 Contacts** dealt with during this quarter, which did not come under the Complaints Scheme.