



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CORPORATE PARENTING BOARD

19TH MARCH 2018

**SOCIAL SERVICES QUARTERLY COMPLAINTS
AND COMPLIMENTS REPORT**

**3rd Quarterly Report
1st OCTOBER 2017 – 31ST DECEMBER 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 October 2017 – 31ST December 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 councillor, 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

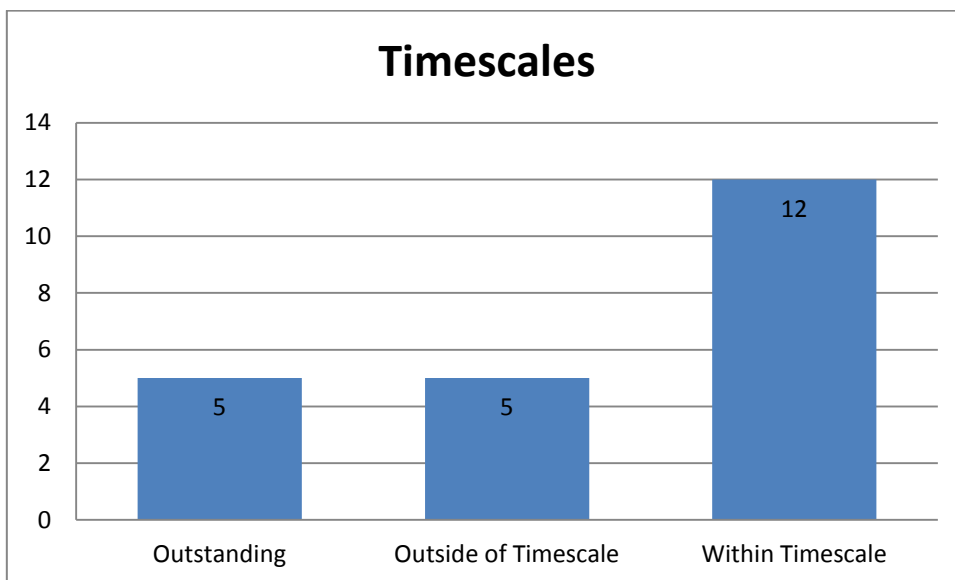
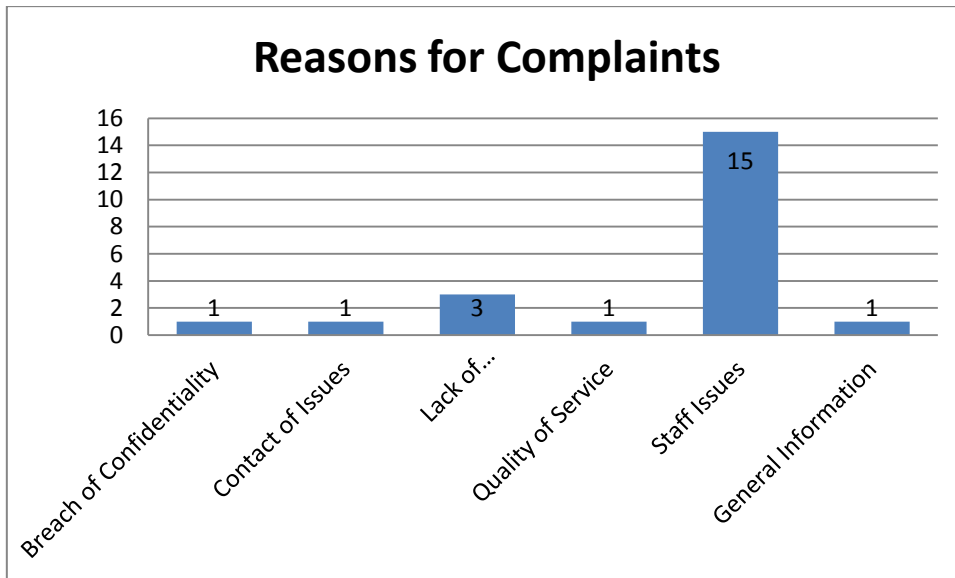
Representation and Complaints Unit

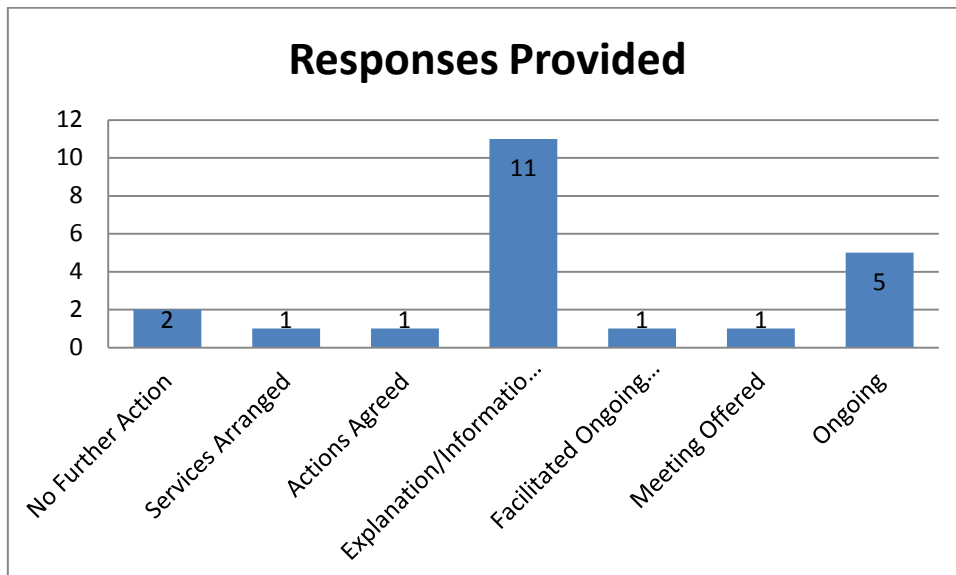
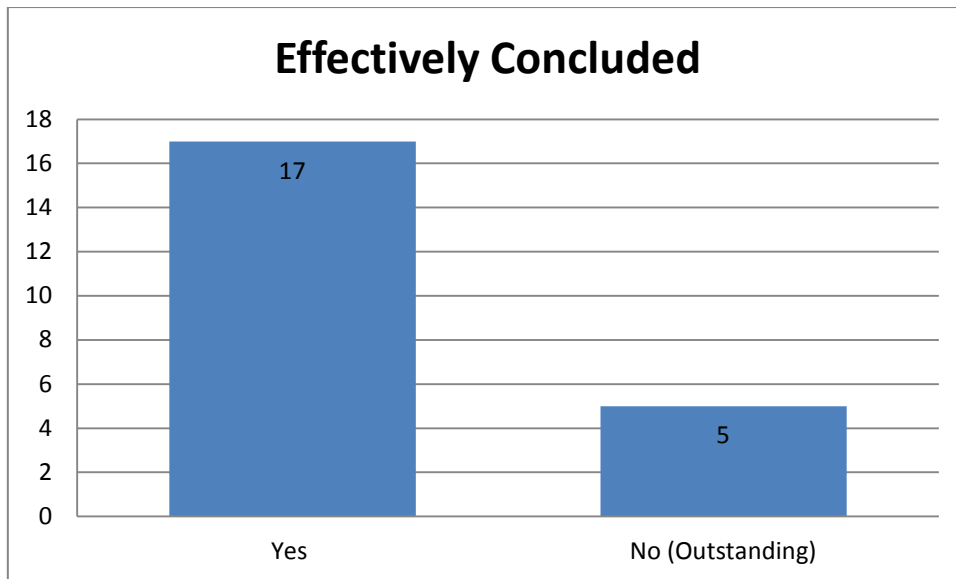
3rd Quarterly Report

1st October 2017 – 31st December 2017

Summary – Children’s Services					
3rd Quarter 2017/18			Previous Quarter		
<u>Informal Complaints</u>			<u>Informal Complaints</u>		
Total Number	=	23	Total Number	=	36
Informal Complaints made by Parents/Adults	=	22	Informal Complaints made by Parents/Adults	=	36
Concluded		16	Concluded	=	34
Informal Complaints made by Children/Advocates	=	1	Informal Complaints made by Children/Advocates	=	0
Concluded	=	1	Concluded	=	
Received via Corporate Scheme	=	1	Received via Corporate Scheme	=	1
Concluded	=	1	Concluded	=	1
<u>Formal Complaints</u>			<u>Formal Complaints</u>		
Total Number (Progressed from Informal Complaint)	=	0	Total Number	=	0
<u>Concerns</u>	=	0	<u>Concerns</u>	=	1
<u>Compliments</u>	=		<u>Compliments</u>	=	12
<u>Appeals</u>	=		<u>Appeals</u>	=	
(Bus Pass)		5	(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	=	18	Total Number	=	7
<u>Councillor Enquiries</u>			<u>Councillor Enquiries</u>		
Total Number	=	5	Total Number	=	5
<u>Contacts</u>	=	23			20

Children's Services Informal Complaints





Informal Complaints made by Parents/Adults Total = 22

Service Areas / Team

Disabled Children's Team	= 1	Intensive Intervention East 1	= 1
Fostering	= 1	16+ Team	= 1
Enquiry & Assessment West	= 2	Intensive Intervention East 3	= 3
Intensive Intervention West 1	= 1	Intensive Intervention West 2	= 4
Intensive Intervention West 3	= 4	Intensive Intervention East 2	= 4

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Complaint about SW breaching confidentiality to foster children's birth mother	Meeting held and information provided	Intensive Intervention	Intensive Intervention East 2	Foster carer	Explanation/information provided	Breach of confidentiality	12/10/2017
Complaining that contact has been cancelled today due to SW being unwell. Mother is unhappy with on-going contact issues and is concerned that she will not be able to see or speak to children before Christmas	Issues around cancelled contact resolved - other matters to be addressed in court	Intensive Intervention	Intensive Intervention East 2	Mother	Explanation/information provided	Contact issues	18/12/2017
Complaint that child in care was threatened with change of placement is he didn't listen. Complainant feels that this was inappropriate and should not be used as a threat given it was the only option available due to ill health of foster carer	Complainant apologised to foster carer, as information provided by child was incorrect	Fostering		Parent	N.F.A.	General Information	04/10/2017
Complaining that SW is not communicating with her and feels that she is not being kept informed	Agreed to provide monthly updates	Intensive Intervention	Intensive Intervention East 2	Parent	Actions Agreed	Lack of information/communication	09/10/2017
Complaint about lack of		Intensive Intervention	Intensive Intervention	Mother		Lack of information/	21/12/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
communication off SW and would like to discuss issues with a manager			West 2			communication	
Complaining about the way she has been treated by Fostering and East 11 Team with the removal of Foster Child	New supervising worker allocated and independent assessment to be undertaken	Intensive Intervention	Intensive Intervention East 1	Foster carer	Services arranged	Lack of information/communication	15/12/2017
Complaint about viability assessment undertaken by Fostering Team Complainant claims that during the assessment she was told that she had failed and that there was no point continuing with assessment however was later asked why she had withdrawn	Explanation provided and apology offered for any distress inadvertently caused	Intensive Intervention	Intensive Intervention West 2	Relative	Explanation/information provided	Quality of service	25/10/2017
Complaint about SW, who he claims has not listened to him. He has been accused by his ex partner of domestic violence, but claims this is not true	Meeting Held and issues resolved. Further meeting to be held with S/W and ex partner	Intensive Intervention	Intensive Intervention West 3	Father	Meeting offered	Staff issues	22/12/2017
Complaint about the way SS have dealt with investigation	Explanation provided around child protection	Intensive Intervention	Enquiry & Assessment West	Parent	Explanation/information provided	Staff issues	07/11/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
and outcome of conference. Also complaining that CS had agreed to pay for hotel for family for week, however only paid for 4 nights	process. Explanation also provided as to payment of hotel accommodation						
Complaining about the time it is taking for CS to conduct an investigation into concerns about the care of his daughter	Information provided to clarify position	Intensive Intervention	Disabled Children's Team East	Parent	Explanation/information provided	Staff issues	15/11/2017
Enquiring about contact with son, who is being cared for by grandparents. She is unhappy with lack of information provided by SW		Intensive Intervention	Intensive Intervention East 3	Parent	ONGOING	Staff issues	15/11/2017
Complaint about current SW and requesting change of SW		Intensive Intervention	Intensive Intervention West 3	Parent	ONGOING	Staff issues	21/11/2017
Complaint about the way in which she was spoken to by granddaughter's SW		Intensive Intervention	Intensive Intervention East 3	Great Grandmother	ONGOING	Staff issues	06/12/2017
Complaint about Fostering Team SW, who they feel has not communicated with them in relation to them being de-registered as foster carers and are	De-registration issues dealt with by Independent Review Mechanism		16+ Team East	Grandparent	Explanation/information provided	Staff issues	11/12/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
requesting that Fostering Team look into decision made and to meet with them to discuss							
Complaint about the way he is being treated by CS's. Claims that he has been unable to see his son, 4/5 weeks since he last saw his son due to SW being off sick.	Despite following up no contact has been made with Team. No contact number left, therefore no further action	Intensive Intervention	Intensive Intervention West 2	Parent	N.F.A.	Staff issues	02/10/2017
Grandfather complaining about the way in which children's services are treating granddaughter. Claims that he has been stopped from seeing granddaughter and he has grave concerns for safety		Intensive Intervention	Intensive Intervention West 3	Grand father	ONGOING	Staff issues	15/12/2017
Complaint about the way he's been treated by CS in relation to contact with children. Also claims that rights have been violated under Data Protection Act	Advised that no information had been shared by CS with child's mother. Urged to link with CS to establish a supervised contact agreement.	Intensive Intervention	Enquiry & Assessment West	Parent	Explanation/information provided	Staff issues	27/10/2017
Complaint about SW and requesting	Change of SW denied, plan remains	Intensive Intervention	Intensive Intervention West 1	Mother	Explanation/information provided	Staff issues	21/12/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
change in SW as she feels she would interact better with a more mature person	working towards rehabilitation						
Complaint that assessment meeting was cancelled at short notice	SW advised that complaint came in while she was on annual leave - meeting has now been held with complainant and no further issues raised	Intensive Intervention	Intensive Intervention West 3	Parent	Explanation/information provided	Staff issues	01/11/2017
Complaining that communication with the team is poor. She is concerned that there is a report due for CAFCASS and no one has been to visit. She has tried ringing office and no-one is returning her calls	Numerous attempts made to contact complainant without success - matters now placed before the court for further assessment	Intensive Intervention	Intensive Intervention East 2	Step Mother	Explanation/information provided	Staff issues	27/10/2017
Complaint about lack of contact and support from CS		Intensive Intervention	Intensive Intervention West 2	Parent	ONGOING	Staff issues	30/10/2017
Aunt has serious concerns for children and wishes to complain about SW. She feels that children have been left in such bad conditions and feels SS should have intervened	Explanation provided. On-going child protection monitoring	Intensive Intervention	Intensive Intervention East 3	Aunt	Explanation/information provided	Staff issues	12/12/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
sooner							

There was **Informal Complaint made by Children/Advocates** during this quarter

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Oomplaint	Date Received
Complaint that SU is not allowed to go on holidays with carers	Permission given for young person to go on holiday with foster carers parents and support carers	Intensive Intervention	Intensive Intervention East 2	Advocate	Services arranged	Physical environment	

There were No **Formal Complaints** during this quarter

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
Complaint that he and his partner (same sex couple) regularly receive correspondence from Reviewing Team addressed to Mr & Mrs... Despite asking on a number of occasions that records are amended	Apology offered and further information requested to assist investigation		Fostering Support	Foster carer	Apology	General	23/11/2017

There was 0 **Concerns** received during this quarter

There were 5 **Appeals** 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 issue companion bus pass	Appeal for companion bus pass declined		Complaints	Parent	Does not meet criteria	Appeal	30/10/2017
Appeal against decision to issue companion bus pass	Appeal for companion bus pass approved		Complaints	Parent	Services arranged	Appeal	15/11/2017
Appeal against decision to issue companion bus pass	Appeal for companion bus pass approved		Complaints	Parent	Services arranged	Appeal	17/11/2017
Appeal against decision to issue companion bus pass	Appeal for companion bus pass declined		Complaints	Parent	Does not meet criteria	Appeal	23/10/2017
Appeal against decision to issue companion bus pass	Application declined - as children under secondary school age require supervision at all times while travelling on public transport - irrespective of a disability		Complaints	Mother	Does not meet criteria	Does not fit criteria	21/12/2017

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
Complaint submitted to	Whilst previous	Intensive Intervention	Intensive Intervention	Parent	Meeting offered	Staff issues	16/11/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
Ombudsman in relation to experiences with CS	complaints have been dealt with by this team, in this instance complaint letter sent direct to SM and response provided. Ombudsman closed enquiry		East 1				

Compliments Total = 12

Service Areas/Teams

Miskin Project	=	5	Foster Care	=	2
Intensive Intervention East 1	=	1	Kinship Care	=	1
Disabled Children's Team	=	2	Residential Care	=	1

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
Jonathan Evans	"You have been amazing with the help and guidance with me and my children. It has been a privilege to work with you"	Miskin Project		05/10/2017
Maria Mills	Feedback from court, giving praise to foster carer for support given to future carers to overcome language barrier	Foster Care		06/10/2017
Hayley Speicher	"Thank you so much for being my 1 to 1 the past 12 weeks. You've help me so much that well honestly... I can't even put it into words or expressions	Miskin Project		10/10/2017
Jean Jonathan	Giving thanks and congratulation to Care Manager for work done with both carers and children to ensure transfer of placement went smoothly for all concerned	Intensive Intervention East 1		10/10/2017
Jayne Alsop	Email to Team given thanks for SW who she said "is a marvellous Social Worker, who has been supportive whilst working with NAME and has maintained excellent communication with grandparents since Lewis became accommodated earlier this	Disabled Children's Team		20/10/2017

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
	year"			
Joanna Coombs	" A big thank you to Joanna Coombs for all the work completed with the family"	Miskin Project		20/10/2017
All Staff	"I just want to share my views about how well this case has been managed. The team around the child have worked effectively and the care planning has been exemplary in minimising any disruption to NAME whilst securing permanence. The Kinship Team are incredibly professional and child centred and the social work skills very impressive"	Kinship Care		24/10/2017
Chloe Mathieson	"I wanted to pass on my thanks and say how much I appreciated her continued work with NAME. It benefited the family to have continuity and was a great help to my team due to staffing issues"	Miskin Project		06/11/2017
Jodie Hillier/Emily Collins	A big thank you to you both for your help and support. The adaptations have made a huge difference	Disabled Children's Team		06/11/2017
Rhys Waite	"Thanks for the work and time you have given NAME. He has told me that it was beneficial and he enjoyed the Miskin work".	Miskin Project		24/11/2017
Alison Crane	"I wish to compliment Alison Crane who went over and above to help me with a query"	Residential Care		07/12/2017
All staff	"We would like to thank you and your team for your support and help regarding NAME"	Foster Care		21/12/2017

Member of Parliament/Assembly Member Enquiries

Name MP/AM	Detail of Enquiry	Action Taken	Effectively Concluded	Service Area	Code of Enquiry	Date Received
Ann Clwyd	MP enquiring on behalf of constituent who is hoping to be reconciled with his son and is concerned about his safety	Advised that SU is prepared to have telephone contact with complainant, but does not want his address divulged. Mobile No. provided	yes	Intensive Intervention	General information	06/10/2017
Ann Clwyd	MP requesting clarification around	Advised that processes have been followed and	yes	Intensive Intervention	General Information	12/10/2017

Name MP/AM	Detail of Enquiry	Action Taken	Effectively Concluded	Service Area	Code of Enquiry	Date Received
	SS decision to place child into Foster care	decision made by the Courts. Complainant was given the opportunity to engage with the process but unfortunately did not take up opportunity				
Owen Smith	MP has been contacted by constituent who feels he is being discriminated against. Contact with daughter needs to be supervised	Advised that supervised contact was only suggested by CS in the short term. There are no ongoing concerns with CS and the case is now closed	yes	Intensive Intervention	Contact issues	02/10/2017
Leanne Wood	Constituent has contacted AM with regard to reduction in contact with grandchildren	Explanation provided around decision in relation to contact	yes	Intensive Intervention	Contact issues	11/10/2017
Ann Clwyd	MP requesting the assistance in providing urgent help for constituent experiencing serious difficulties as a result of son's operation.	Advised that as SU will be in a cast The Health OT Service will provide support and aids to the family and home. Advised to contact LHB	yes	Intensive Intervention	Failure to provide a service	25/10/2017
Owen Smith	MP highlighted concerns on behalf of constituent around SGO allowance for grandson who is in her care	Matter referred to is currently being given further consideration and we will provide with an update once a decision has been reached	yes	Finance	Financial	31/10/2017
Ann Clwyd	Constituent providing information on allocation of new SW for son	Information passed to Team	yes	Intensive Intervention	General Information	31/10/2017
Stephen Kinnock	AM acting on behalf of constituent who has concerns over withdrawal of contact with child who was previously fostered by them	Advised that as RCT do not have parental responsibility, however confirmed that parent has agreed that contact can continue. SW to make arrangements	yes	Intensive Intervention	Contact issues	02/11/2017
Ann Clwyd	AM's office enquiring whether contact has been made with constituent	Advised that Constituent has started on Care to Work Programme and is engaging with SW who	yes	Intensive Intervention	General Information	15/11/2017

Name MP/AM	Detail of Enquiry	Action Taken	Effectively Concluded	Service Area	Code of Enquiry	Date Received
		are providing ongoing support and advice, however he doesn't always attend appointments				
Vikki Howells	Constituent claims he's had no response to previous complaint CYP1191 and is trying to set up a meeting the CS to discuss	Advised that meetings have been held with complainant and responses provided. Best outcomes to meet children's needs will be filed in due course within ongoing private court proceedings	yes	Intensive Intervention	Contact issues	17/11/2017
Owen Smith	MP acting on behalf of constituent, who despite completing all necessary courses, is unable to have unsupervised contact with his children, who are currently being cared for by his ex partner	Advised that unfortunately contact with children will not be progressing to unsupervised contact at present as there has been further involvement with mental health services and the police	yes	Intensive Intervention	Contact issues	20/11/2017
Andrew Gwynne	MP raising concern on behalf of constituent around the welfare of his daughter who currently lives with mother. Constituent is also unhappy that he hasn't seen his daughter for some time	Advised that this is a legal matter and advised that constituent seeks legal advice	yes	MASH	Contact issues	22/11/2017
Geraint Hopkins	Councillor enquiring about use of fostering agencies, resilient foster care and Foster Care Associated	Explanation provided around Foster Carers and Foster Care providers.	yes	Safeguarding & Support	General Information	28/11/2017
Ann Clwyd	AM has been approached by constituent who is trying to contact a SW in relation to contact access for 2 of her children who live with father	Advised that the decision to stop contact was made by the father as he has parental responsibility and is therefore a private law issue	yes	Intensive Intervention	Contact issues	05/12/2017

Name MP/AM	Detail of Enquiry	Action Taken	Effectively Concluded	Service Area	Code of Enquiry	Date Received
Chris Bryant	Unhappy with changes in relation to Flying Start Nursery provisions	Explanation provided around E-tendering process, resulting in some existing providers not being awarded tenders for provision they currently provide	yes	Early Years	Failure to provide a service	06/12/2017
Ann Clwyd	Cllr raising concern on behalf of constituent in relation to claimed distress caused to family following CS involvement from Sept 2015 to December 2016 - Link to Cllr Enquiry CYP 332	Advised that response letter has been sent to constituent advising that concerns raised will not be investigated further as outlined in letter response to constituent	yes	Complaints	Staff attitude/conduct	13/12/2017
Vikki Howells	AM has been approached by a number of constituents regarding situation with TAF	Information provided in relation to review and remodelling of TAF	no	Early Intervention	General Information	22/12/2017
Owen Smith	Link to previous complaint (CYP 319), in relation to continuation of SGO Allowance	Advised that TM reported that continuation of SGO allowance has now been agreed by Senior Managers	yes		General Information	19/12/2017

Total Number = 18

Service Areas

Early Years	=	1	Intensive Intervention	=	11
Early Intervention	=	1	Disabled Children's Team	=	1
Complaints	=	1	Finance	=	1
MASH	=	1	Safeguarding & Support	=	1

Local Councillor Enquiries

Name Councillor	Detail of Enquiry	Action Taken	Effectively Concluded	Service Area	Code of Enquiry	Date Received
Jayne Brencher	Childcare, Nursery and Holiday Care provision in Graig area	Explanation provided for issues raised	yes	Early Years	No service available	12/10/2017
Geraint Hopkins	Councillor raising concerns on behalf of constituent who feel that their grandson with mental health problems is not receiving the help he needs	Apologies for difficulties being experienced as a family and advised that numerous services have been put in place to try and assist family and grandson and further funding has been agreed to support services for a further 12 weeks	yes	Intensive Intervention	Quality of care (including accommodation issues)	05/12/2017
Sera Evans-Fear	Unhappy with changes to Holiday Fun Time Service and introduction of new Care2Play Service and the effect this has on the children with additional needs as well as the local childcare sector	Explanation provided around introduction of Care2Play Service and the placement of children	yes	Early Years	Quality of care (including accommodation issues)	01/12/2017
Jeffrey Elliott	Cllr raising concerns on behalf of constituent in relation to assessment being carried out in order that son can return to her care	ONGOING - Awaiting Assessment		Intensive Intervention	Contact issues	08/12/2017
Pauline Jarman	Cllr raising concern on behalf of constituent who has had foster children removed without explanation	Explanation provided around reasons for removal of foster child	yes	Intensive Intervention	Lack of information/communication	19/12/2017

Total Number = 5

Service Areas

Early Years = 2 Intensive Intervention = 3

There were 23 **Contacts** dealt with during this quarter.