

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
MUNICIPAL YEAR 2013-14**

**COMMUNITY & CHILDREN'S SERVICES
SCRUTINY COMMITTEE**

4TH DECEMBER 2013

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

Agenda Item 6

**SOCIAL SERVICES ANNUAL
COMPLAINTS REPORT 2012/13**

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1. PURPOSE OF REPORT

- 1.1 This report provides Scrutiny Members with an overview of the operation and effectiveness of the Council's statutory Social Services complaints procedure between 1st April 2012 and 31st March 2013.
- 1.2 The report contains information on the background of the Social Services statutory complaints procedure, information on lessons learnt from complaints and performance data for Adults & Children's Social Services, together with achievements for 2012/13 and future developments.

2. RECOMMENDATIONS

It is recommended that Members:

- 2.1 agree the contents of the Social Services Annual Complaints Report (attached as Appendix 1);
- 2.2 note the work undertaken by the Social Services Complaints Team.

3. BACKGROUND

- 3.1 Social Services has a statutory requirement to operate a complaints procedure that follows the Wales Government's, "Listening and Learning" guidance. The guidance requires an annual report to be produced relating to the operation of the complaints procedure.
- 3.2 The Social Services complaints procedure is available to:
 - All service users or those wishing to complain on behalf of the service user
 - A child looked after or a child in need
 - A parent
 - Someone with parental responsibility
 - A local authority foster parent
 - A person who the Authority consider to have sufficient interest in the child's welfare

It is based upon the principle that people have a right to complain; to have the complaint examined and resolved as quickly as possible.

3.3 The complaints process 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: Formal Consideration – 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: Independent Panel – If the complainant is dissatisfied with the outcome of stage two, they may request an Independent Panel to consider the way in which the complaints process was carried out. The Panel is comprised of 3 people, all independent and appointed by the Independent Complaints Secretariat. The focus of the panel is to consider the administration of the complaints process, rather than reinvestigate the complaint.

3.4 If the complainant remains dissatisfied with the outcome of the stage three Independent Panel, they may progress their complaint to the Public Service Ombudsman for Wales. It should be noted that complainants can also contact the Ombudsman immediately after the completion of a stage two investigation if they so wish.

3.5 However, it should be noted that consultation has recently been undertaken by the Wales Government on revising the statutory Social Services complaints procedure and it also features in the consultation on the Social Services Bill. At present, there are three stages to the complaints procedure plus the external stage of progressing to the Public Service Ombudsman. The Wales Government is considering simplifying the process and is looking at a number of alternatives. The aim is to have the new procedure in place by April 2014.

4. SOCIAL SERVICES ANNUAL COMPLAINTS REPORT 2012/13

4.1 When analysing complaints, it is important to remember that an increase or decrease in the number of complaints does not necessarily reflect a change in the standard of service provided. An increase might indicate the positive view we take towards complaints, together with the fact that people are well informed about how to make a complaint. Given the vulnerability of many people accessing services, it would be worrying if people felt unable to complain if they were dissatisfied with the services they received.

- 4.2 During the reporting period a total of 164 complaints were received requiring a response at stage one. This is a decrease of 16 complaints when compared to the previous year. Overall, the number of complaints received remains comparatively low in contrast to the number of people that come in contact with Social Services annually.
- 4.3 Across Social Services 80.8% of stage one complaints were responded to within the required timescale of 10 working days, compared with 78% reported last year. Of those complaints not concluded within the statutory timescale, extensions were negotiated with the complainants. Feedback received from complainants suggests they were not dissatisfied with the timescales taken to reach a resolution to the issues raised.
- 4.4 Of the 164 stage one complaints received 5 progressed to stage two. This clearly indicates that the majority of people are happy for the Council to deal with their complaints at a local level and that managers are effectively dealing with the issues raised.
- 4.5 A total of 10 complaints were investigated at stage two compared to 5 in the previous year. Adult Services had 3 complaints investigated at stage two and Children's Service had 7 complaints. There were 2 stage three independent panel investigations both relating to Children Service's issues.
- 4.6 In 2012/13, 266 formal compliments were received, which is an increase from the 229 received in 2011/12.
- 4.7 Further details and analysis about the number and causes of complaints and compliments and the service areas where these have been made are provided in Appendix 1. The annual report also outlines some of the achievements and developments undertaken by the Complaints Team during the year.

5. LEARNING THE LESSONS FROM COMPLAINTS

- 5.1 Within Social Services we strive to improve the quality of the services that we provide and aim to meet our customers' needs and expectations. There are occasions when things go wrong and in Social Services we aim to develop a listening and learning culture where feedback is given from the people who use our services and in turn is fed into the system for driving improvement.
- 5.2 It is crucial that there is learning from complaints at all stages of the procedure, resulting in improved services and delivery, wherever possible and where a service user has not received a service of an acceptable standard. However, complaints are also used to provide valuable feedback on services. Aggregated information drawn from complaints is provided to operational managers, so that themes and issues can be identified and lessons learned. Many complaints result in changes to services locally.

- 5.3 The annual report outlines some of the lessons learned as a result of stage one complaints and the practice recommendations arising from stage two complaints. Implementation of the recommendations is monitored by the Complaints Team.

6. CONCLUSION

Social Services continue to provide a robust and effective complaints procedure in line with the statutory requirements. Complaints are seen as providing valuable customer feedback, with the information from complaints providing valuable lessons learnt when planning and improving services to meet the needs of our customers.

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

COMMUNITY AND CHILDREN'S SERVICES SCRUTINY COMMITTEE

4TH DECEMBER 2013

REPORT OF THE GROUP DIRECTOR COMMUNITY AND CHILDREN'S SERVICES

Item: Social Services Annual Complaints Report 2012/13

Background Papers

- Welsh Government's, "Listening and Learning" guidance.

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APPENDIX 1

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

SOCIAL SERVICES

REPRESENTATIONS AND COMPLAINTS PROCEDURES

ANNUAL REPORT

1 APRIL 2012– 31 MARCH 2013

INTRODUCTION

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

- Representation Procedure (Children) (Wales) Regulations 2005
- Social Services Complaints Procedure (Wales) Regulations 2005
- Welsh Assembly Government Listening & Learning guidance 2005

1.2 Each local authority that provides social services is required to produce an annual report concerning the operation of its representation and complaints procedure.

1.3 This annual report provides information about the operation of the Social Services representation and complaints procedure between 1 April 2012 and 31 March 2013. The report contains information about the number and type of complaints received and also provides details of the activities undertaken by the Social Services Representation and Complaints Unit during that period to develop the representation and complaints service.

2. BACKGROUND

2.1 The Social Services Representation and Complaints Unit adopts a positive attitude towards complaints and views them as a valuable form of feedback, which assists in the development and improvement of services. Complaints also provide an opportunity to learn lessons where a service has fallen short of an expected standard.

2.2 The representation and complaints procedure is widely publicised generally and specifically to people who use our services and provides them with an opportunity to:

- Voice their concerns when they are dissatisfied in order that the issue can be rectified to their satisfaction, wherever possible
- Make compliments
- Suggest improvements
- Challenge decisions

2.3 The aim is for our representation and complaints procedure to secure a better service for all the people using social care services and is underpinned by the following key principles:

- Commitment to providing quality services
- Accessible and supportive to those with particular needs
- Prompt and responsive with resolution at the earliest possible opportunity
- Strong problem solving element
- Operated without prejudice or discrimination
- Adheres to the principle of equal opportunity

The complaints procedure also provides an opportunity for service users to address concerns in relation to independent sector providers where they remain dissatisfied following implementation of the agencies own internal complaints procedures

3. WORK PROGRAMME PROGRESS AND ACHIEVEMENTS

- The Complaints Unit has delivered training to the Independent Sector Residential care providers on good practice in relation to complaints handling.
- The Adult Complaints Officer has visited all private sector residential and nursing homes to improve relationships and to establish links with their complaints process.
- The Adult Complaints Officer has undertaken complaints awareness training with day centre staff and carers.
- The Complaints Manager has delivered a workshop as part of the 4C's provider framework forum on complaints and advocacy.
- The Complaints Unit has worked with Voices from Care and the Blueprint forum in developing a corporate parenting charter and training programme for delivery in 2012/13.
- Good practice checklist developed for managers to assist them when dealing with Stage 1 complaints.
- The Children's Complaints Officer has attended Foster Carer development groups to promote complaints and the use of advocacy.
- The Children's Complaints Officer has visited independent provider residential placements within RCT to discuss his role and promote the commissioned advocacy service.
- Improved performance in meeting statutory timescales for complaints at Stage 1.

Other developments

- The Complaints Unit has been subject to an Internal Audit the outcome of which was that the service operates well with no recommendations for improvements.
- The Unit has updated all of its recording systems and database to reflect the re-structure of Adult Services and developed new reporting mechanisms to ensure lessons are learnt from complaints.
- The complaints Unit has established a list of all private sector adult residential and nursing providers with details of complaints contacts and internal complaints procedures to ensure clear and accurate advice is provided to complainants.

4. STAGE 1 'INFORMAL' COMPLAINTS

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.

4.1 In 2012/13, there were 164 recorded complaints during the year, compared with 180 in the previous year. There was a small decrease in Stage 1 complaints about Adult Services with 103 received in 2011/12 compared to 99 this year. There was also a decrease in Stage 1 complaints about Children's Services with 77 received in 2011/12 compared to 65 this year.

4.2 Out of the 164 Stage 1 complaints received only 5 complaints progressed to stage 2, 5 complaints were received directly at stage 2. This clearly indicates that the majority of people are happy for the Council to deal with their complaints at a local level and that managers are effectively dealing with the issues raised.

4.3 Of the Stage 1 complaints that were received, 80.8% were responded to within statutory timescales which is an increase on 78% in 2011/12. Reasons why timescales have not been met have been monitored for year 2012/13 with the main reason being that the manager has been unable to meet the deadline. Of the remainder, extensions to timescales were negotiated and customer feedback suggests that complainants were not dissatisfied with the time taken to reach a resolution to the issues raised.

Adult Services

4.4 99 complaints were received for Adult Services during the year. This represents a 3.9% decrease on the total amount received at Stage 1 for last year (103).

4.5 Of the complaints made about Adult Services, 27.3% (27) were made by the service users themselves and 72.7% (72) were made by their representatives e.g. carers, family members and advocates.

4.6 Details of complaints received recorded by Service Area are summarised in Table 1 and compares them with the previous year.

Table 1: Summary of complaints by service area

Service Area	2011/12	2012/13
Adaptations and Community Equipment Team	3	4
Protection of Vulnerable Adults Team	2	0
Day Services (Frail Elderly)	2	2
Assessment Care Management Disability Teams	19	18
Emergency Duty Team	1	0
Clients Financial Assessment Team	11	5
Homecare	22	8
Independent Residential Care	8	7
Independent Respite Services	0	0
Independent Domiciliary Care	8	6
Assessment Care Management Learning Disability	9	10
Assessment Care Management Mental Health	4	6
Assessment Care Management Older Persons Mental Health	3	6
Residential Care	3	8
Reablement / Intermediate Care Team	1	2
Duty Team	2	1
Reviewing Team	2	1
Business Support	1	10
Vision Products	2	0
Sensory Impairment Team	0	1
Substance Misuse Team	0	2
Received for Other Depts/Organisations	0	2

4.7 In 2012/13 the highest number of complaints were again received for Disability Teams and Learning Disability Teams. There was a large rise in complaints for the Business Support section which can be attributed to the change in procedure for applying for Blue Badges which was introduced this year. As a result the associated guidance notes were revised. The numbers for the Disability Teams and Learning Disability were consistent with numbers received last year and remain comparatively low in contrast to the number of people that access the services. There was a decrease in complaints received for the Homecare Service; other service area complaints remained fairly consistent with previous years.

4.8 Table 2 sets out in more detail what the complaints were about and compares them with the previous year.

Table 2: Summary of what complaints were about

Nature of Complaint	2011/12	2012/13
Change in call times (Homecare)	2	4
Change in staff team (Domiciliary Care)	3	3
Missed calls (Homecare)	4	2
Confidentiality issues	1	2
Failure to provide a service	12	10
Failure to comply with policy/procedures	0	6
Financial issues	12	8
Issues around adaptations	4	3
Issues around standards	14	10
Lack of information/communication	8	17
Medication issues	3	1
Occupational Therapy issues	0	0
Issues around equipment	0	0
Quality of care	10	3
Staff issues	20	22
Transport issues	1	2
Waiting for assessment	4	4
Request for assessment	1	0
Quality of service	4	1
Bus Pass appeal	0	1

4.9 Complaints relating to issues around Financial Issues, Issues around Standards and Quality of Care have decreased slightly this year. Complaints around lack of information/communication have increased. Other reasons for complaints remain fairly consistent with previous years.

4.10 From the responses provided to adult social care complaints, 29 complainants accepted an apology and 52 were provided with an explanation or further information. In 2 cases services were reviewed or reassessed and additional services arranged as an outcome to the complaint. In 2 cases a meeting was arranged to discuss and resolve the complaint. In 3 cases the complaints were withdrawn. In 2 cases the complaint was passed to another Department (Housing Grants) or organisation (RCT Homes).

4.11 Of the complaints received 97% were resolved locally with just 2 complaints progressing to Stage 2 and 1 progressing to the Public Service Ombudsman Wales. This reflects the commitment of managers to respond effectively to Stage 1 complaints.

Children's Services

4.12 65 complaints about Children's Services were received during the year. This represents a 15.6% decrease in the total amount of complaints received at Stage 1 for the previous year when 77 complaints were received.

4.13 Of the 65 Stage 1 complaints received 3 progressed to Stage 2. As with Adult Services, this reflects the desire to achieve resolution as quickly and as close to service delivery as possible. Of the complaints where an outcome was determined, over 90% were deemed to be effectively concluded by the complaints process.

4.14 Face to face meetings continue to be one of the most effective ways of responding to complaints and wherever practical managers are encouraged to engage directly with complainants to reach resolution of the issues. The other means of effectively resolving complaints was through the provision of further information or an explanation of policy and/or procedures.

4.15 Table 3 sets out the number of complaints recorded by service area and compares them with the previous year.

Table 3: Summary of complaints by service area

Service area	2011/12	2012/13
Assessment and Care Planning Service	65	58
Looked After Children Services	5	3
Miskin Project	1	0
Disabled Children's Team	5	2
Independent Foster Care	0	1
Safeguarding & Standards	1	0
Clients Financial Assessment Team	0	1

4.16 Of the 65 complaints made about Children's Services 10 complaints were made by children/young people or advocates and 55 complaints were made by parents/relatives and carers. The highest number of complaints was again received for the Assessment Care Planning Service; this is consistent with previous years but remains low in comparison to the number of cases being managed by Assessment Care Planning Teams.

Complaints made by Children/Young People or advocates.

4.17 The number of complaints received from Children and Young People is consistent with the previous years however, this year most complaints were received for the Assessment Care Management Teams with only 3 being made by children who were looked after by the Council in either residential or foster placements. 4 Complaints were made by advocates on behalf of a young person.

4.18 The Children's complaints officer continues to visit the four Council run residential units on a quarterly basis to encourage young people to raise concerns and to support staff and young people to reach a resolution before the matter needs to be referred to the complaints process. The commissioned advocacy service also provides a visiting service and all complaints and representations made by young people are resolved at a local level. Visiting

arrangements are to be extended to all privately run establishments within Rhondda Cynon Taf in 2013/14.

4.19 The commissioned advocacy provider also supports children as part of the Child Protection Process as well as supporting them in meetings and for looked after children in their LAC reviews. It is anticipated that this service would raise issues that children and young people have at an early stage and seek some form of resolution thus negating the need for the complaints process to be accessed. 86 young people accessed the service in 2012/13.

4.20 Table 4 sets out in more detail what the complaints from children and young people were about and compare them with the previous year.

Table 4: Summary of what the complaints were about

Nature of complaint	2011/12	2012/13
Failure to provide a service	2	2
Staff issues	5	2
Care planning	3	3
Quality of care	0	1
Quality of service	0	1
Contact issues	0	1

4.21 Of the stage 1 complaints made by children, none progressed to Stage 2 of the complaints procedure and no complaints were received directly at Stage 2. In 1 case, additional services were arranged, 7 were resolved successfully at Stage 1 through the provision of information, a face to face meeting or an apology. 1 complaint concerned an Independent Foster Care Agency and was investigated through their internal complaints process and 1 complaint was recorded as 'unresolved' although staff continue to work with and support the young person.

Complaints made by parents or carers

4.22 The number of informal complaints received from parents and carers decreased from 67 in 2011/12 to 55 in 2012/13. Of those where an outcome was determined 3 progressed to Stage 2 and 4 came straight in at Stage 2 of the complaints process.

4.23 Table 5 sets out in more detail what the complaints from parent and carers were about and compare them with the previous year.

Table 5: Summary of what the complaints were about

Nature of complaint	2011/12	2012/13
Care planning	4	0
Waiting for assessment	0	1
Contact issues	3	8
Failure to provide a service	10	9
Financial issues	3	3
Lack of information/communication	4	4
Quality of care	4	2
Quality of service	8	8
Staff issues	30	20
Quality of information	1	0

4.24 Despite a decrease in numbers, complaints about staff and failure to provide a service remain the highest category of complaint. This is consistent with previous years and reflects the difficult and sensitive nature of the work being undertaken with families.

4.25 The provision of information and an explanation continues to be the highest means of resolution along with face to face meetings. The Complaints Manager regularly meets with managers across the service to discuss complaints handling and to advise on appropriate and improved methods of communication.

5. STAGE 2 'FORMAL' COMPLAINTS

If the complainant remains dissatisfied after completion of Stage 1, they may request that the complaint proceeds to Stage 2 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.

5.1 Overall, there were 10 Stage 2 complaints made during 2012/13 compared with 9 in 2011/12.

Adult Services

5.2 During 2012/2013 complaints received at Stage 2 have decreased in number from the previous year. There were 3 Stage 2 complaints received compared to the 7 complaints that were received for Adult Services during 2011/12. A summary of the complaints made is provided in Table 6.

Table 6: Summary of complaints made at Stage 2

Nature of complaint	2011/12	2012/13
Failure to provide a service	2	0
Quality of care	1	1
Issues around standards	1	0
Staff issues	1	0
Financial issues	1	1
Medication issues	1	0
Issues around adaptations	0	1

5.3 2 of the 3 Stage 2 complaints were responded to within the agreed statutory timescale.

5.4 1 complaint was partially upheld, 2 were not upheld and 1 complainant who remained dissatisfied referred her complaint to the Public Service Ombudsman Wales who declined to investigate the matter further. All formal complaints result in an action plan being developed to ensure improvements for both the service user and the service area. (See learning the lessons).

Children's Services

5.5 There were 7 Stage 2 complaints received relating to Children's Services, which compares with just 2 made in 2011/12. All complaints were made by adults, parents, carers or a representative. A summary of the complaints made is provided in Table 7.

Table 7: Summary of complaints made at Stage 2

Nature of complaint	2011/12	2012/13
Quality of Care	1	1
Staff issues	1	3
Quality of Service	0	2
Failure to provide a service	0	1

5.6 50% of complaints were responded to within the agreed statutory timescales and for 1 complaint the timescale is not known as it is still ongoing. 1 complaint was not upheld, 2 complaints were partially upheld and 1 was upheld and an apology offered. 2 Complainants remained dissatisfied with the outcome of their Stage 2 investigations and referred their complaints to the Stage 3 Panel.

5.7 All formal complaints, where there are identified lessons to be learnt, result in an action plan being developed to ensure improvements for both the service user and the service area. (see learning the lessons).

6. STAGE 3 REVIEW PANELS

If the complainant remains dissatisfied with the outcome of Stage 2, 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.

6.1 There have been 2 Review Panels held during 2012/13 for Children's Services. 1 complaint concerned the quality of service received from Children's Services and the other concerned the Department's failure to provide a service. Both review panels partially upheld the complaints and made recommendations which were acted on by the Authority.

7. OMBUDSMAN COMPLAINTS

Should a complainant be dissatisfied with the outcome of all stages, they are advised about the 'right' to contact the Public Services Ombudsman for Wales.

7.1 In 2011/12, 3 complaints relating to adult services were considered by the Public Services Ombudsman. 2 complaints related to a failure to provide a service and 1 related to staff issues. In all 3 cases the outcome was that the Ombudsman made recommendations which were acted on by the Authority.

8. LEARNING THE LESSONS

8.1 It is crucial that there is learning from complaints at all stages of the procedure, resulting in improved services and delivery, wherever possible. Complaints provide useful information in respect of the way that services are delivered. Some examples of action points arising from the investigation of complaints in both Adult and Children's Services are summarised below.

Adult Services

Learning has resulted in:

- Improvements to the monitoring systems for raising concerns for home care.
- Blue Badge application form and guidance updated.
- Fairer charging policy clarified in relation to charged for transport to day centre. Monies repaid to service user.
- Improvements in supervision and monitoring and arrangements of staff by private care home.
- Improved arrangements between complaints and commissioning for monitoring quality of care providers.
- Arrangements for continuation of line rental where there is a change in circumstances now reassessed automatically.

Children's Services

Learning has resulted in:

- Revision of the Complaints Protocol for Child Protection Conferences with particular emphasis on appropriate notifications and timescales.
- Changes to a young person's care plan enabling him to remain with familiar carers.
- Revised policy and guidance on financial arrangements for Special Guardianship and kinship care arrangements.
- Development of an anti-bullying contract in Local Authority Residential Unit.

9. REPRESENTATIONS

Representations are issues raised by a service user, whether adult or young person, where they are clear that they do not wish to make a complaint but want their comments noted and responded to.

9.1 A total of 20 representations were made to Social Services in 2012/13, 14 of these related to Adult Services and 6 to Children's Services.

Adult Services

9.2 The representations that were received included:

- Unhappy with Health & Safety regulations which make the service they receive inflexible.
- Unhappy that RCT does not consider her daughter eligible for transport from Education Services to enable her to attend Nantgarw College.
- Unhappy that since the Carer's Project has disbanded it is difficult to get hold of a member of staff. Suggested that the telephone number given in Carer's Newsletter does not record messages properly.
- Feels that the wording on correspondence regarding her father's finances was insensitive and caused offence.
- Unhappy with the length of time her sister has been waiting for assessment.

Children's Services

9.3 Of the 6 representations made, 3 were made by relatives or carers, 2 were made by young persons and 1 was made by a member of the public.

9.4 The representations that were received included:

- Unhappy that the young people have to be in at 10.00 pm at night.
- Upset that plans for them to adopt a child were changed at the last minute.
- Unhappy that personal information regarding himself was allegedly shared at a core group meeting concerning his ex-wife's child.
- Unhappy that her children have been removed from her care and placed with her ex-partner. She states she has no contact and was not informed of the children's move from her mother to her ex-partner.
- Young person feels that another young person at Treherbert Community Home is bullying him.

10. COMPLIMENTS

10.1 Compliments provide valuable information regarding the quality of services that are provided and identify where they are working well. The number of compliments recorded in 2012/13 was 266 which represents an increase over the previous year 229 (16.2%).

Adult Services

10.2 In 2012/13 there were 225 compliments made within Adult Services. Table 8 sets out the number of compliments recorded by Service Area.

Table 8: Summary of compliments received

Service areas	Number	%
Adaptations and Community Equipment	13	5.7
Representation and Complaints Unit	3	1.3
Business Support	1	1.3
Community Care (no specific team)	1	0.4
Day Services	7	3.1
Disability Teams	25	11.1
Duty	3	1.3
Finance	3	1.3
Homecare	59	26.2

Intermediate Care	22	9.7
Learning Disability	3	1.3
Carers Support Project	21	9.3
Mental Health	5	2.2
Older Person's Mental Health	10	4.4
Reablement	5	2.2
Residential Care	33	14.6
Research & Information	1	0.4
Reviewing Team	1	0.4
Sensory Impairment	8	3.5
Substance Misuse	1	0.4

10.3 The following are examples of some of the compliments received for Adult Services during 2012/13:

- 'Riverside Day Centre is a credit to you and it's been a privilege to get to know you and your staff'.
- 'Their patience and understanding shown to the family in these difficult times of adjustment are a credit to your teams.'
- 'One reads about the bad homes, Ferndale House is a beacon of care which all homes should aspire to'.
- 'The Social Services team came out to assess our situation and helped my husband to walk again and helped him to use his hands once more.'
- Family rang to thank all care staff for the care and support provided at a difficult time. Stated that family were overwhelmed at the kindness of everyone and that all were willing to "go the extra mile" to improve the home situation and support NAME & all the family in their time of difficulties.
- Adaptations carried out 'has meant that my wife no longer struggles to do the normal things...it has increased my wife's quality of life'.
- 'I will always be extremely grateful to her for the assistance she gave us which allowed my mum to live independently in her own home for so long and which eased the transition into residential care.'
- 'I would like to thank you and your staff for the care, respect, humanity and support given to my brother and myself, showing that there are people out there who do really care.'
- 'During the short time...that he has been appointed her care manager he has helped us to achieve many of NAME's goals in life. She has gone from being totally dependent on her family to a happy and independent

young lady.'

- 'you are a credit to your profession the world would be a better place if there were more of you.'
- 'Thank you for saving my life I wouldn't have known what I'd do if you hadn't have been there'.
- 'I would like to thank...the staff who came through all the snow, wind, rain...it has been an eye opener for us to see the dedication they have shown.'

Children's Services

10.4 In 2012/13 there were 41 compliments made within Children's Services. Table 9 sets out the number of compliments recorded by Service Area.

Table 9: Summary of compliments received

Service areas	Number	%
Looked After Children's Service	1	2.4
Assessment and Care Planning Teams	7	17.1
Early Years	13	31.7
Miskin Project	11	26.9
Disabled Childrens' Team	5	12.2
Foster Care Team	1	2.4
Adoption Service	2	4.9
Complaints Unit	1	2.4

10.5 The following are examples of some of the compliments received for Children's Services during 2012/13:

- 'I appreciate that I'm probably your biggest referrer in RCT but also your biggest supporter when it comes to keeping children out of the care system and the work that solutions do. Please pass my appreciation to the team as everytime I have anything to do with solutions it's always invaluable to what I'm trying to achieve.'
- 'thank you for ... bringing me closer to my daughter, without you this couldn't have happened'.
- Parent noted how caring member of staff's approach has been and how very helpful she has found their work together. She noted that in particular she has felt more able to engage with other agencies as a result of the working relationship they have been able to build, and feels the same is true for her whole family.

- 'But whatever the outcome the attitude and cooperation of the staff involved has been excellent and certainly facilitated the work of Janet in her investigations.'
- Parent noted how caring member of staff's approach has been and how very helpful she has found their work together. She noted that in particular she has felt more able to engage with other agencies as a result of the working relationship they have been able to build, and feels the same is true for her whole family.
- She has felt member of staff has approached her circumstances in a non-judgemental way, and notes how this working relationship has evolved positively in a way she was not initially at all optimistic was possible.
- 'I couldn't ever thank you enough for helping me turn my life around so many times when loads of other people just gave up.'
- 'Member of staff was always consistent, reliable and very hard working and her communication skills were second to none; if it were not for her passion for her job and genuine interest in NAME she would not be the amazing individual she is today. '
- 'the way she supported us in her professional, unbiased and calm manner. We both appreciate the support we received from Children's Services in general during what was a difficult time for us as a family.'
- 'very happy with the present workers and their work together, noting their view that members of staff are co-ordinated in their approach and very supportive indeed. NAME feels her confidence, motivation and insight have all improved over the weeks of her IFST work and she is keen to continue her positive progress'.
- Grandmother had nothing but praise for member of staff's work and says that she always kept in touch with them and more importantly could be relied upon to see through any tasks that she agreed to undertake.
- 'I think it is fair to say that I have never witnessed such a dramatic turn around in a young person and that it is mostly down to the work and interventions that member of staff has conducted with NAME.'