

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL  
MUNICIPAL YEAR 2014/15**

**COMMUNITY AND CHILDREN'S  
SCRUTINY COMMITTEE**

**4<sup>TH</sup> NOVEMBER 2014**

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

**Agenda Item No: 5**

**SOCIAL SERVICES ANNUAL  
COMPLAINTS REPORT 2013/14**

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**1. PURPOSE OF REPORT**

- 1.1 This report provides an overview of the operation and effectiveness of the Council's statutory Social Services complaints procedure between 1<sup>st</sup> April 2013 and 31<sup>st</sup> March 2014.
- 1.2 The report contains information on the new Guidance and Regulations in relation to Social Services Representations and Complaints which was implemented with effect 1<sup>st</sup> August 2014.
- 1.3 The report provides information on lessons learnt from complaints and performance data for Adults & Children's Social Services, together with achievements for 2013/14 and future developments.

**2. RECOMMENDATIONS**

It is recommended that Members:

- 2.1 Note the contents of the Social Services Annual Complaints Report (attached as Appendix 1);
- 2.2 Note the changes to Guidance and Regulations in relation to Social Care Representations and Complaints;
- 2.3 Scrutinise and comment on the information provided.

**3. BACKGROUND**

- 3.1 Since 2006, Social Services has had a statutory requirement to operate a complaints procedure that follows the Wales Government's, "Listening and Learning" guidance. In November 2013, the Deputy Minister for Social Services made it known that the Social Services complaints procedure was to be brought in line with the all Wales 'Model Concerns and Complaints Policy and Guidance' issued by the Welsh Governments in July 2011 and the NHS Complaints procedure 'Putting Things Right'.

- 3.2 An extensive consultation exercise was undertaken by Welsh Government during 2012/13 and a wide range of stakeholders were invited to take part in this exercise. The exercise identified that the current arrangements were too complicated and that Service Users often did not understand how to complain about services they had received. The implementation date for the new Regulations and Guidance was 1<sup>st</sup> August 2014.
- 3.3 The key changes within the new Guidance are summarised below:-
- A twelve month time limit in which to bring a complaint, unless there are exceptional circumstances.
  - A focus on local resolution initially – complainants are to be offered a discussion to resolve their complaints within 10 days of the complaint being received.
  - An independent investigator has to be independent of the Local Authority.
  - Removal of the stage 3 Panel – from August 2014, if a complaint or representation is not resolved at the formal investigation stage (stage 2), the complainant must be advised that they have the right to complain to the Public Services Ombudsman. The Ombudsman's office will aim to complete all investigations within 12 months.
  - Greater emphasis on learning lessons.
- 3.4 The focus of the new procedure is on informal resolution and the regulations require that all those who raise a concern are offered a discussion (either face to face or by telephone) in an attempt to informally resolve the matter. A further major difference is the removal of the independent Panel stage. The new two-stage process is in line with the 'Model Concerns and Complaints Policy and Guidance' and the NHS Complaints procedure 'Putting Things Right'.
- 3.5 This new approach will result in a more straight forward approach to complaints resolution which is more citizen focussed in that the service will concentrate on addressing the issues for the individual rather than on the complaint itself.
- 3.6 The new Guidance also requires Local Authorities to monitor the number of complaints received and to learn from complaints in order to improve service delivery and design. This practice is already embedded in Rhondda Cynon Taff with lessons learned from complaints being summarised within the annual complaints report that the Directorate is required to produce.
- 3.7 Within the new Guidance, responsibilities for key roles (such as the Director of Social Services, the Senior Officer with statutory responsibilities for complaints and the complaints Officer) are clarified and expanded.

#### **4. SOCIAL SERVICES ANNUAL COMPLAINTS REPORT 2013/14**

- 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 180 complaints were received requiring a response at stage one. This is an increase of 14 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. The total number of clients dealt with by Adult Services totalled 6,428 and Children's Services 3,441.
- 4.3 Across Social Services 64% of stage one complaints were responded to within the required timescale of 10 working days, compared with 80% 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 180 stage one complaints received, 4 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 8 complaints were investigated at stage two compared to 10 in the previous year. Adult Services had 6 complaints investigated at stage two and Children's Service had 2 complaints. There was 1 stage three independent panel investigation relating to Adult Service's issues.
- 4.6 In 2013/14, 218 formal compliments were received, which is a decrease from the 266 received in 2012/13.
- 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.

**Appendix 1**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**SOCIAL SERVICES**

**REPRESENTATIONS AND COMPLAINTS PROCEDURES**

**ANNUAL REPORT**

**2013/2014**

## **1. INTRODUCTION**

It is a statutory requirement for local authorities to have in place a representations and complaints procedure for Social Services.

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

This annual report provides information about the operation of the Social Services representation and complaints procedure between 1 April 2013 and 31 March 2014. 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 Team during that period to develop the representation and complaints service.

## **2. BACKGROUND**

Social Services in Rhondda Cynon Taf 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.

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

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 representation and 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.

The Social Services 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.

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. STAGE 1 'INFORMAL' COMPLAINTS**

In 2013/14, there were 180 recorded complaints during the year, compared with 164 in the previous year. There was a decrease in Stage 1 complaints about Adult Services with 99 received in 2012/13 compared to 70 this year. There was an increase in Stage 1 complaints about Children's Services with just 65 received in 2012/13 compared to 110 this year.

Out of the 180 Stage 1 complaints received only 4 complaints progressed to Stage 2 and 4 others were received directly at stage 2. This figure is low in comparison to previous years and would indicate that the majority of people are happy for the Council to deal with their complaints at a local level and that managers are more effectively dealing with the issues raised. All complainants are, where it is deemed appropriate encouraged to allow the Council to find a resolution at Stage 1 as this results in more positive outcomes for them and the ongoing relationship with the service.

Of the Stage 1 complaints that were received, 63.9% were responded to within statutory timescales which is a decrease from 80.8% in 2012/13 and needs to be improved in 2014/15. This is an area we will give priority to in the coming year. However, it should be noted that often there are genuine reasons for not being able to meet the prescribed timescales. For example, some cases can take longer due to the complexity of the issues raised and the need to ensure that cases are thoroughly investigated. In these cases, an

extension to the timescale (of a further 10 working days) is normally agreed with the complainant.

### Adult Services

70 complaints were received for Adult Services during the year. This represents a 29% decrease on the total amount received at Stage 1 for last year (99). The decrease in complaints overall is judged to be due to continuing improvements in mediation, which led to the early resolution of concerns and increased levels of service user satisfaction. The increased awareness by staff of their responsibilities under the Complaints Procedure and commitment to resolving concerns at the earliest opportunity is also considered to be a factor.

Of the complaints made about Adult Services, 20% (14) were made by the service users themselves and 80% (56) were made by their representatives e.g. carers, family members and advocates.

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**

<b>Service Area</b>	<b>2012/13</b>	<b>2013/14</b>
Assessment Care Management Locality Teams	41	31
Protection of Vulnerable Adults Team	0	1
Reablement / Intermediate Care Team	2	2
Emergency Duty Team	0	2
Day Services (Frail Elderly)	2	1
Homecare	8	8
Residential Care	8	6
Reviewing Team	1	0
Adaptations and Community Equipment Team	4	6
Sensory Impairment Team	1	0
Substance Misuse Team	2	2
Clients Financial Assessment Team	5	2
Business Support	10	0
Independent Sector Residential Care	7	6
Independent Sector Domiciliary Care	6	3
Received for Other Departments/Organisations	2	0
<b>Total</b>	<b>99</b>	<b>70</b>

As in previous years, the highest number of complaints were again received for Assessment and Care Management Locality Teams. There was a decrease in complaints received for the Business Support, however, in other service areas complaints were fairly consistent with previous years and remain comparatively low in contrast to the number of people that access the services.



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**

<b>Nature of Complaint</b>	<b>2012/13</b>	<b>2013/14</b>
Change in call times (Homecare)	4	0
Change in staff team (Homecare)	3	3
Missed calls (Homecare)	2	1
Confidentiality issues	2	0
Failure to provide a service	10	16
Failure to comply with policy/procedures	6	1
Financial issues	8	3
Issues around adaptations	3	0
Issues around service standards/quality	14	6
Lack of information/communication	17	6
Medication issues	1	1
Occupational Therapy issues	0	1
Staff issues	22	30
Transport issues	2	0
Waiting for assessment	4	2
Bus Pass appeal	1	0
<b>Total</b>	<b>99</b>	<b>70</b>

Complaints relating to issues around staff and perceived failure to provide a service have increased in 2013/14 and we believe is mainly attributable the remodeling of Adult Services during the year. Complaints around the lack of information/communication and issues around service standards/quality have decreased along with financial issues and failure to comply with policy and procedures. Other reasons for complaints remain fairly consistent with previous years.

Each complaint was considered separately and the most appropriate method of resolution applied. This included:

- provision of explanation (written) as to reasons for decisions;
- provision of an apology (written), where appropriate;
- managers meeting with complainants to discuss their concerns;
- action taken to change a decision

All complainants received a written response offering an explanation, outlining recommendations and/or identifying corrective action.

Of the complaints received 97% were resolved locally with just 2 complainants remaining dissatisfied and progressing to Stage 2. This reflects the commitment of managers to respond effectively to Stage 1 complaints.

## Children's Services

110 Stage 1 complaints about Children's Services were received during the year. This represents a 69% increase compared to the previous year when 65 complaints were received and reflects the difficult and sensitive nature of the work being undertaken with families. The highest number of complaints were for assessment and care planning services and were staff related. It is believed that this is mainly attributable to staff recruitment and retention issues.

Despite the increased in complaints received, the numbers overall still remain low in comparison to the number of cases being managed by the Service. 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**

<b>Service area</b>	<b>2012/13</b>	<b>2013/14</b>
Assessment and Care Planning Service	58	100
Looked After Children Services	3	8
Disabled Children's Team	2	2
Independent Foster Care	1	0
Clients Financial Assessment Team	1	0
<b>Total</b>	<b>65</b>	<b>110</b>

Only 2 of the 110 Stage 1 complaints received 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 94% were deemed to be effectively concluded by the complaints process.

Managers in Children's Services are effectively using the offer of face to face meetings with complainants as a mean to resolving issues, this leads to better outcomes for both the complainant and the service and is now considered 'best practice' becoming a compulsory element of the new complaints regulations and guidance coming into force on 1<sup>st</sup> August 2014.

Of the 110 complaints made about Children's Services, 9 complaints were made by children and young people or advocates, 98 complaints were made by parents/relatives and carers and 3 were made by other professionals.

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

**Table 4: Summary of what the complaints were about**

<b>Nature of complaint</b>	<b>2012/13</b>	<b>2013/14</b>
Failure to provide a service	2	2
Staff issues	2	4
Care planning	3	1
Quality of care	1	1
Quality of service	1	1
Contact issues	1	0
<b>Total</b>	<b>10</b>	<b>9</b>

All of the 9 complaints received related to children and young people who are looked after by the Council - 5 complaints were made by children themselves and the remaining 4 made by advocates. All were resolved at Stage 1.

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 where possible. Contact has been made with all privately run establishments within Rhondda Cynon Taf and the relationship with external providers will continue to be developed to ensure young people are aware of their rights.

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. 83 young people accessed the service in 2013/14.

The number of Stage 1 complaints received from parents and carers increased from 55 in 2012/13 to 101 in 2013/14, as shown in Table 5 below.

**Table 5: Summary of what the complaints were about**

<b>Nature of complaint</b>	<b>2013/13</b>	<b>2013/14</b>
Care planning / assessment	1	4
Contact issues	8	7
Failure to provide a service	9	13
Financial issues	3	0
Information governance issues	0	1
Lack of information/communication	4	6
Quality of care/service	10	16
Staff issues	20	53
Transport issues	0	1
<b>Total</b>	<b>55</b>	<b>101</b>

Each complaint was considered separately and the most appropriate method of resolution applied. This included:

- provision of explanation (written) as to reasons for decisions;
- managers meeting with complainants to discuss their concerns;
- action taken to change a decision

All complainants received a written response offering an explanation, outlining recommendations and/or identifying corrective action.

Of the complaints received the vast majority were resolved locally with just 2 complainants remaining dissatisfied and progressing to Stage 2. This reflects the commitment of managers to respond effectively to Stage 1 complaints.

#### **4. STAGE 2 'FORMAL' COMPLAINTS**

Overall, there were 8 Stage 2 complaints made during 2013/14 compared with 10 in 2012/13.

All Stage 2 complaints result in an action plan being developed to ensure improvements for both the service user and the service area. (See learning the lessons).

##### **Adult Services**

During 2013/14, 6 Stage 2 complaints were received compared to 3 in 2012/13. A summary of the complaints made is provided in Table 6.

**Table 6: Summary of complaints made at Stage 2**

<b>Nature of complaint</b>	<b>2011/13</b>	<b>2013/14</b>
Lack of information/communication	0	1
Quality of care	1	2
Staff issues	0	2
Financial issues	1	0
Care Management issues	0	1
Issues around adaptations	1	0
<b>Total</b>	<b>3</b>	<b>6</b>

Of these, 1 complaint was partially upheld, 2 complaints were upheld and 1 complainant who remained dissatisfied referred her complaint to Stage 3 of the complaints process.

50% of the Stage 2 complaints were responded to within the agreed statutory timescale.

## Children's Services

There were 2 Stage 2 complaints received relating to Children's Services, which compares favorably with 7 made in 2012/13. Both complaints were made by parents/carers. A summary of the complaints made is provided in Table 7.

**Table 7: Summary of complaints made at Stage 2**

<b>Nature of complaint</b>	<b>2012/13</b>	<b>2013/14</b>
Quality of Care	1	0
Staff issues	3	1
Quality of Service	2	1
<b>Total</b>	<b>6</b>	<b>2</b>

1 complaint was responded to within the agreed statutory timescales this complaint was not upheld, although service improvements were made around dealing with sensitive issues. The other complaint was extended due to the complexity of the issues and will be concluded in 2014/15.

### 5. STAGE 3 REVIEW PANELS

There have been no review panels held during 2013/14 for Children's Services. There was one review panel held for Adult Services, which resulted in recommendations made which were acted upon by the Council.

### 6. OMBUDSMAN COMPLAINTS

In 2013/14, 3 Adult Services complaints were considered by the Public Services Ombudsman. These related to:

- failure to comply with policy/procedure
- quality of service provided
- issues around adaptations to property

The Ombudsman decided not to investigate 2 of the cases and for the other made recommendations which have been acted on by the Council.

There were no complaints relating to Children's Services considered by the Public Services Ombudsman.

## **7. LEARNING THE LESSONS**

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:

- Training being delivered to raise awareness of the requirements of the Equalities Act 2010 with particular reference to dealing with disabled people and those with fluctuating conditions.
- Improvements to the process for managing complex issues and/or needs identified for service users accessing day centres.
- The development of a monthly review checklist of all areas to be considered as part of service users monthly review whilst in a residential establishment.
- Good practice advice developed for use in residential settings in relation to the completion of fluid and weight charts and recording generally.
- A review of internal communication processes within Council run residential homes.

### **Children's Services**

Learning has resulted in:

- Improvements to the process of sharing the outcome of viability assessments with families.
- Issues raised for consideration as part of a review of the disabled children's service.
- Issues raised for consideration as part of the review of direct payment policies.
- The monitoring of timescales for fostering assessments from point of referral.
- A review of the Special Guardianship Policy resulting in clarity of the sharing of support plans and contact arrangements.
- Improvements to the process of prioritizing and reallocating cases where there is sickness or annual leave.

## **8. 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.*

A total of 14 representations were made to Social Services in 2013/14, 12 of these related to Adult Services and 2 to Children's Services.

### **Adult Services**

The representations received included:

- Unhappy with the current system for reporting if a carer is going to be late. Requesting that the carer contacts him direct rather than going through the office as per current procedure.
- Unhappy with the quality of the keysafe fitted to her mother's property which is now faulty. She states that it was very difficult to open.
- Unhappy with our medication policy which prevents Homecare workers from prompting her mother to take her medication.
- Unhappy with the process for applying for Disabled Parking Bays.
- Raising concerns about service users' finances and decisions around her care.
- Expressing concerns around her daughter's assessed needs. Feels she needs more support than was identified at assessment.

### **Children's Services**

Of the 2 representations made, 1 was made by a parent and 1 was made by a young person:

- Parent unhappy that medical information was shared with her ex-partner who is using it against her in his residency application.
- Concerns were raised with CSSIW during an inspection relating to a number of issues a young person had with his treatment by staff.

## 9. COMPLIMENTS

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 2013/14 was 218 which represents a decrease compared to the 266 received in 2012/13.

### Adult Services

In 2013/14 there were 186 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	Percentage
Adaptations and Community Equipment	18	10%
Representation and Complaints Unit	3	2%
Business Support	1	0.5%
Day Services	1	0.5%
Locality Teams	36	19%
First Response	4	2%
Finance	3	2%
Homecare	37	20%
Intermediate Care/Reablement	25	13%
Learning Disability Services	4	2%
Carers Support Project	7	4%
Mental Health	9	5%
Residential Care	17	9%
Safeguarding Team	1	0.5%
Reviewing Team	1	0.5%
Sensory Impairment	17	9%
Substance Misuse	2	1%

The following are examples of some of the compliments received for Adult Services during 2013/14:

- 'The staff have been so kind and caring...They are a team of professionals to be proud of.'
- Wanted to pass on her thanks, she said the equipment provided has really made a difference, she is so pleased with the outcome of her assessment she said she, "couldn't thank you enough".



- 'I picked up the book "Cwmtaf Carers A-Z guide" I am 80 years of age and found it a very useful book to have.'
- Caller advised that she was very impressed with the way her call was handled and the knowledge the advisor had of the range of services available.
- Regarding Homecare staff who, 'became friends to him not just carers, words cannot express how much we appreciate their dedication.'
- 'It was fantastic to see the wonderful work that you and your colleagues do, as well as the incredible achievements that this enables your service users to attain'.
- 'The elderly people you care for in the Cynon Valley should be thankful for having such a kind and caring person to help them in the twilight years of their lives.'
- 'I'd like to say a big thank you to you and all of your staff for helping and supporting me through my difficult time. I've now wrote about my struggle with alcohol to share with others dealing with same illness, maybe this could help them. Many thanks'
- 'I will be forever grateful that Mum's final years were warm and comfortable surrounded by people whose care for her was exemplary'.
- 'Thank you very much for what you have done for me. And gave me the confidence to carry on'.

### Children's Services

In 2013/14 there were 32 compliments made within Children's Services.

Table 9 sets out the number of compliments recorded by Service Area.

**Table 9: Summary of compliments received**

<b>Service areas</b>	<b>Number</b>	<b>Percentage</b>
Assessment and Care Planning Teams	9	28%
Early Years	12	38%
Miskin Project	3	9%
Disabled Childrens' Team	1	3%
Foster Care Team	4	13%
Adoption Service	1	3%
Complaints Unit	1	3%
Training Unit	1	3%

The following are examples of some of the compliments received for Children's Services during 2013/14:

- 'I first sailed in April 2010 with a Welsh group called Miskin...My first trip was amazing, I'll never forget it!'
- Regarding her son, 'He has learnt so much...He has learned to express himself and the time you have taken to observe, listen and nurture him is so valued.'
- The adopters were extremely complimentary about Social Worker and felt that they had been supported by her throughout the process. Their overall view was that the introductions would not have gone as well as they did without her input.
- Foster Panel recently complimented Social Worker on the quality of her work stating that it was clear she included the children's perspective which others do not always do.
- Commented in particular on the high levels of support, commitment and effort Social Worker puts into ensuring the right things happen for our Looked After Child ... This child will no doubt benefit from her commitment to her and to sustaining her placement.
- Rang to say thank you to us all for our help and support over the last ten months. She said that the payments have always been on time and that we have been very supportive of her when there have been issues with the childcare and so wanted to take the time out to thank us.

## **10. WORK PROGRAMME PROGRESS AND ACHIEVEMENTS**

During 2013/14:

- Training has been delivered to independent sector residential care providers on good practice in relation to complaints handling and to Councilors as part of their corporate parenting responsibilities.
- Complaints awareness raising sessions have been delivered to independent living service and residential care service users in adult services and to residential short breaks staff in children's services.
- Advocacy services for children and young people have been re-tendered and awarded to a national advocacy provider the 'National Youth Advisory Service' (NYAS).
- Responsibility for the appeals process for both blue badge and concessionary bus pass applications passed to the Complaints Team for administration.