

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CORPORATE PARENTING BOARD

18th MARCH 2013

**SOCIAL SERVICES QUARTERLY COMPLAINTS REPORT
1st September 2013 – 31st December 2013**

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 September 2013 – 31st December 2013**.
- 1.2 The report contains information on the number of complaints received, the nature of the complaints and any lessons learnt as well as detailing councilor, A.M and M.P enquiries and the number of compliments received.
- 1.3 As an attachment to the Complaints Quarterly Report is a summary provided by the Welsh Governments Independent Complaints Secretariat of comparative figures from each Local Authority in Wales. The figures show the number of complaints dealt with by each Local Authority at Stage 2 and those that progressed to Stage 3. Whilst the comparison does not indicate the total number of complaints received it provides an indication of how well Local Authorities effectively manage complaints at Stage 1 and 2 thus avoiding them escalating to Stage 3. The total number of complaints for 2011/12 relating to children's services was 77 with only 2 progressing to the next Stage both of which were resolved successfully.

2. Recommendations

It is recommended that Corporate Parenting Board note the contents of the report and the work undertaken by the Complaints Unit.

3. Background

- 3.1 It is a statutory requirement under the following items of new recently issued legislation for local authorities to have in place a complaints and representations procedure for Social Services:
 - i). Representation Procedure [Children][Wales] Regulations 2005
 - ii). Social Services Complaints Procedure [Wales] Regulations 2005

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 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: 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.

Stage Three: Review Panel – Similarly, if the complainant remains dissatisfied with the outcome of Stage Two, 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.

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

Representation and Complaints Unit

3rd Quarterly Report

1st September 2013 – 31st December 2013

Summary – Children’s Services

3rd Quarter 2013/14

Informal Complaints

Total Number = 27

**Informal Complaints made by
Parents/adults = 25**
Concluded = 20

**Informal Complaints made by
Children/advocates = 2**
Concluded = 0

Received via Corporate Scheme
= 0

Formal Complaints

Total Number = 0

Representations

Received via the Corporate
Scheme = 1

Compliments = 8

Appeals (bus pass) = 2

MP/AM enquiries

Total number = 5

Councillor enquiries

Total number = 1

Previous Quarter

Informal Complaints

Total Number = 21

**Informal Complaints made by
parents/adults = 20**
Concluded = 13

**Informal Complaints made by
children/advocates = 1**
Concluded = 0

Received via Corporate Scheme
Early Years = 5
LAC = 1

Formal Complaints

Total Number = 0

Representations

Total Number = 0

Compliments = 10

Appeals = 0

MP/AM enquiries

Total number = 6

Councillor enquiries

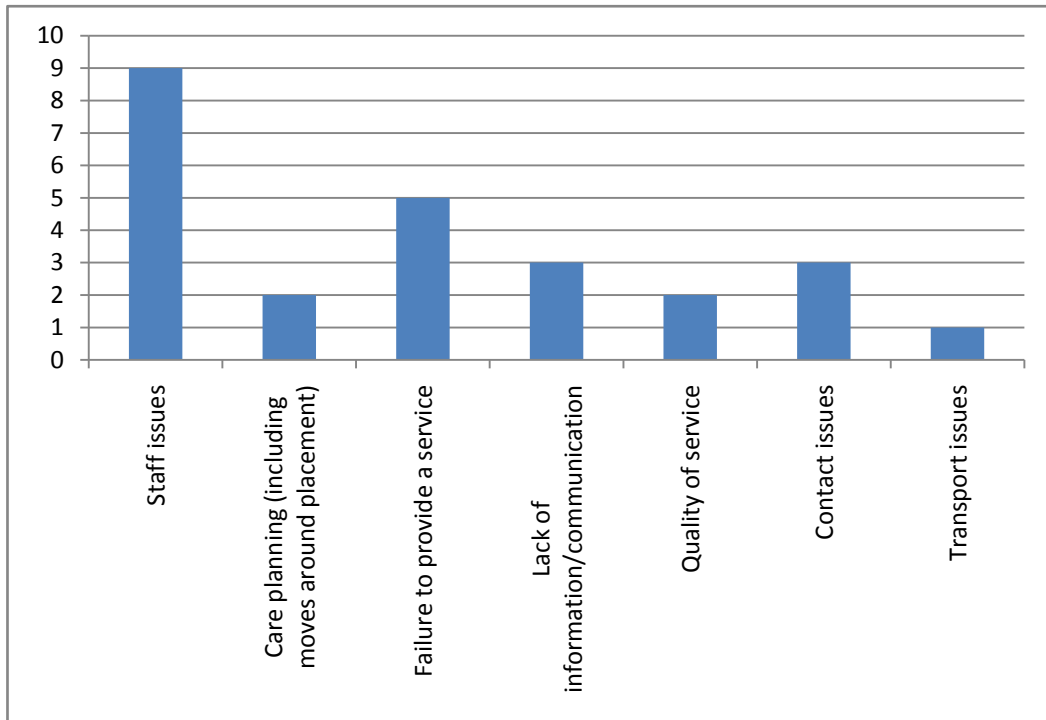
Total number = 2

Children and Young People

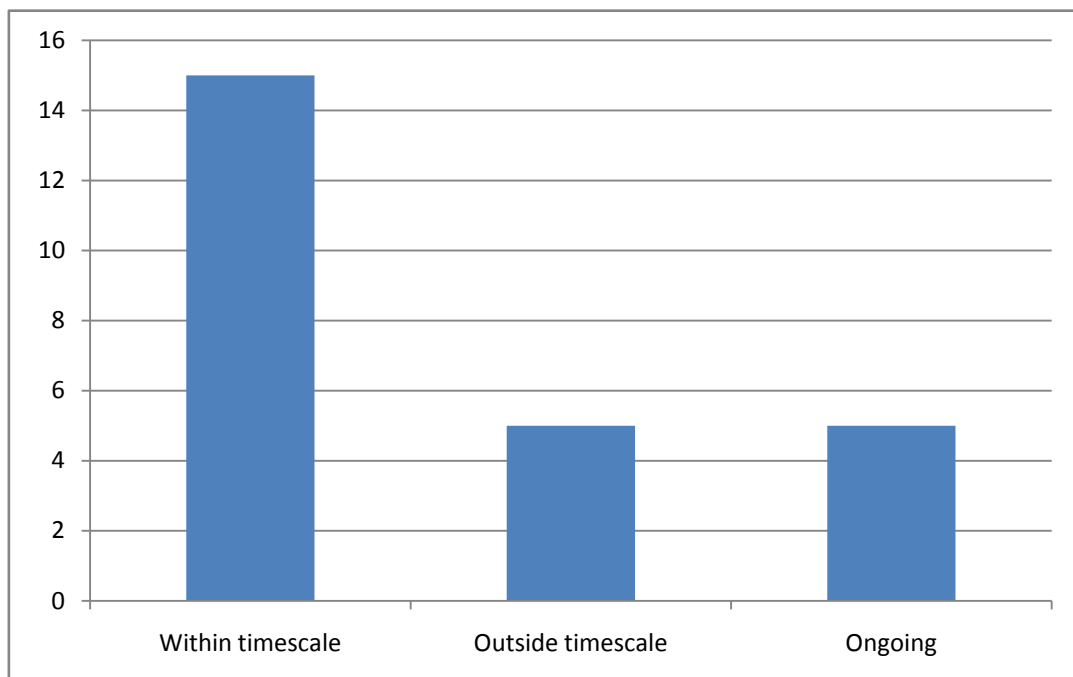
Informal complaints made by Parents/Adults

Total = 25

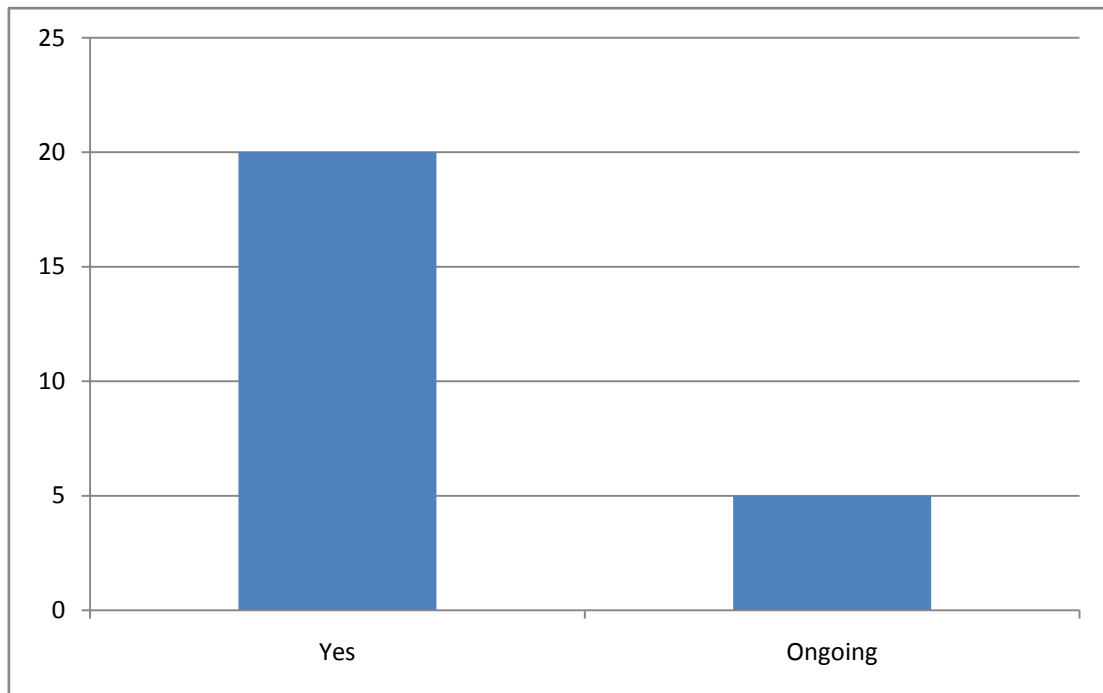
Reasons for complaints



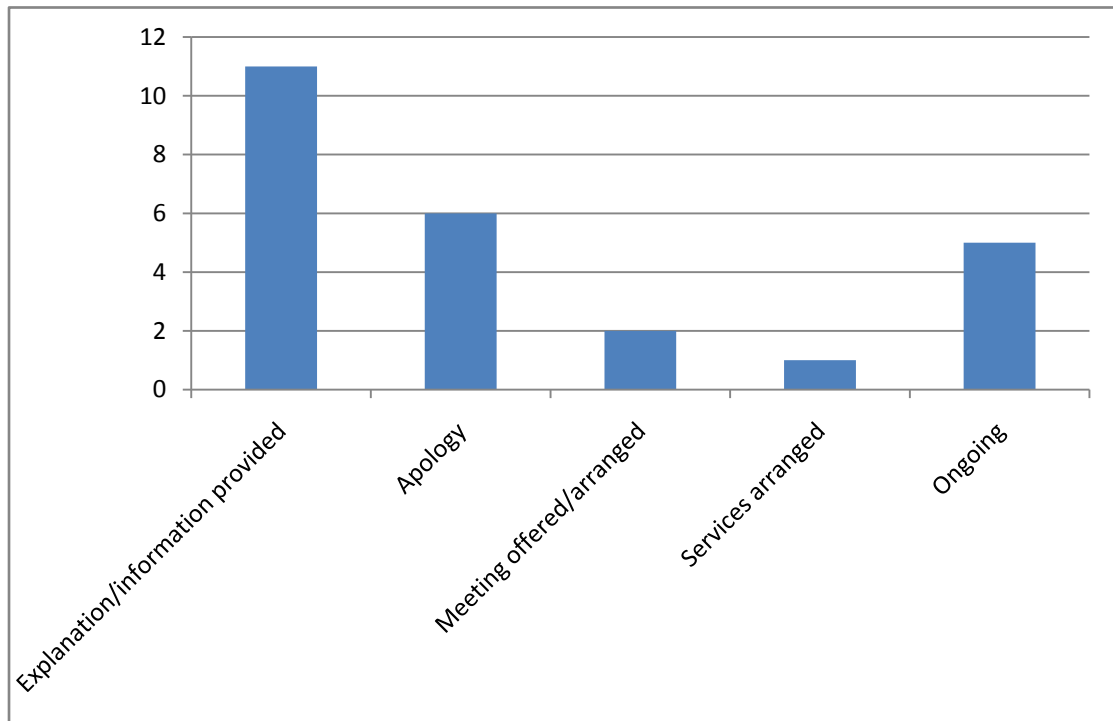
Timescales



Effectively concluded



Responses provided



Informal complaints made by Parents/Adults

Total = 25

Section areas

Assessment Care Planning = 25

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome
Complaining that her ex-partner is having more frequent contact with her son that was agreed. She has raised this with SW and is unhappy with the response alleging that the SW was already aware of this issue.	Ex-partner's sister has SGO in relation to YP and arranged the additional contact herself. SW has discussed the issue with Guardian.	Assessment and Care Planning	ACP 1 Rhondda	Parent	Explanation /information provided
Complaining about the number of moves to unplanned and inappropriate placements miles away from family, delay in accessing services from CAMHS and review meetings being arranged/cancelled at short notice.	Explanation provided that matches with placements nearer to home have been repeatedly jeopardised by YP's behaviour. This has also led to delays in accessing CAMHS. Current Care Plan is still active, copy offered to complainant if required.	Assessment and Care Planning	ACP 1 Cynon	Parent	Explanation /information provided
Unhappy with the way her children's case is being handled. Referral has been made to Action for Kids but she has heard nothing from them. Feels the home situation is deteriorating and is requesting a meeting to plan the best way forward.		Assessment and Care Planning	ACP 1 Taf	Parent	
Complaining that she is not being kept informed of important events in her daughter's life, such as placement moves. Feels communication from the team is poor.	Placements changed due to emergency situation, outside office hours. Complainant was informed the following morning. Apology offered for lack of returned calls, this is being addressed. Team will endeavour to keep complainant informed of any other events.	Assessment and Care Planning	ACP 3 Taf	Parent	Apology
Unhappy with the length	Apology offered. Review of	Assessment	Disabled	Parent	Apology

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Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome
of time they have been waiting for their son to have a COT assessment and also the lack of communication in relation to this.	COT service has been completed to improve waiting times. Also progress update letters on OT referrals are now a standard expectation. Assessment due to begin 02/12/13.	and Care Planning	Children's Team		
Unhappy with the way SW treated him and felt he was denied spending time with his new born daughter.	Team were unaware of babies birth and then complainant was denying paternity and denied access by hospital staff.	Assessment and Care Planning	ACP 1 Rhondda	Parent	Explanation /information provided
Claims SW is not visiting as per child protection requirements. Also SW not returning his calls or taking his concerns seriously when making allegations re: his ex-partner.	Meeting held to discuss complaint 29/10/13. Team Manager has found that SW visits have been carried out within expected timescales. Also reassurance provided that allegations of abuse have been taken seriously and investigated appropriately.	Assessment and Care Planning	ACP 2 Rhondda	Parent	Explanation /information provided
Complaining that she has been unable to get hold of the two workers who have been involved with her children, despite leaving messages.	Apology offered for the lack of Social Work involvement for her children. Worker has now been allocated and will be in touch shortly (contact details provided).	Assessment and Care Planning	ACP 1 Cynon	Parent	Apology
Still unhappy that she has been told by SW that it is too soon to arrange an overnight stay for her son who is in care. Meeting was held 10/09/13, but she seems to remains unhappy.	Written to complainant to see if issues have now been resolved. Complainant confirmed that the complaint is now resolved.	Assessment and Care Planning	ACP 2 Cynon	Parent	Meeting offered
Complaining about the failure to provide services for her daughter who DCT say is not eligible for services due to her IQ level.	TM recognised that YP with diagnosis of high functioning autism/aspergers often fall outside the DCT criteria for services. This is a recognised gap in L.A. provision and complaint will be forwarded to Senior Managers to inform future service development.	Assessment and Care Planning	Disabled Children's Team	Parent	Explanation /information provided
Complaining that he is	Apology offered for changes	Assessment	ACP 2	Parent	Apology

Corproate Parenting Board - 18.03.14
Agenda Item 3

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome
not being kept informed with regard to changes in his daughter's SW.	in allocated worker which is due to a number of unavoidable staff changes within the department. TM will ensure that complainant is kept informed of any future developments.	and Care Planning	Rhondda		
Complaining about inappropriate behaviour of taxi driver who transports her children for contact arrangements.	Transport Unit has now transferred contract to a different taxi company.	Assessment and Care Planning	ACP 3 Rhondda	Parent	Services arranged
Complaining about the attitude and conduct of SW working with her child, who she claims is dishonest.	TM has looked at complaint and feels that the SW did act in an appropriate manner. Decision to safeguard the children was a necessary course of action which has been ratified by the Court.	Assessment and Care Planning	ACP 3 Cynon	Parent	Explanation /information provided
Complaining that Children's Services are saying that he is violent and are raising issues from his past which is unfair.	Meeting held to discuss issues, complainant satisfied with explanation given.	Assessment and Care Planning	ACP 3 Taf	Parent's partner	Explanation /information provided
Complaining that her contact with her child has been unfairly stopped pending a meeting to review contact. Feels her ex-partner's family are being believed over her.	Meeting held, awaiting outcome	Assessment and Care Planning	ACP 1 Rhondda	Parent	Meeting offered
Complaining about a number of inaccuracies in a report for initial child protection conference	Issues addressed individually. Apology offered for any inaccuracies in information provided by Children's Services, however, most of the details disputed came from other agencies.	Assessment and Care Planning	Duty Taf	Parent	Apology
Complaining about the input of SW at LAC review meeting, in particular the lack of information	Staffing issues have resulted in another worker covering the LAC Reviews. Apology offered for the fact	Assessment and Care Planning	ACP 2 Cynon	Relative	Apology

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Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome
provided by Social Services.	that complainants felt that proper discussions around care planning had not been held. This will be addressed with children's S.W.				
Complaining about the decision not to allow her granddaughter and baby to return to her daughter's care	Both mother and granddaughter happy with arrangement for one weekend following which meeting to be held.	Assessment and Care Planning	ACP 2 Taf	Relative	Explanation /Information provided.
Paternal aunt complaining that the children's SW is not taking seriously any concerns raised by the family regarding various risks she feels the children are facing.	Reassurance provided that concerns raised by complainant have all been considered and that the plan for the children is moving forward.	Assessment and Care Planning	ACP 2 Cynon	Relative	Explanation /information provided
Unhappy with attitude of SW who he feels is verbally bullying. He feels his views are ignored and that Social Services are continually trying to catch him out.	Meeting held 07/11/13 which addressed the issues raised in complaint. Complainant satisfied with response and did not wish to pursue issues further.	Assessment and Care Planning	ACP 1 Taf	Relative	Meeting offered
Complaining that contact between the children is being cancelled at short notice. Also do not like having to ring at set times on mornings of contact. Also messages are being left but not acknowledged or passed on.		Assessment and Care Planning	ACP 1 Cynon	Relative	
Feels that SW and TM are excluding her from being involved with her grandson. Also feels that her son is being unfairly treated as his circumstances have now changed for the better.	HOS has investigated and found that both SW and TM have made every effort to arrange to meet complainant to discuss the issues raised in complaint. Neither complainant nor son made her wish known to be considered as prospective carer for her grandson.	Assessment and Care Planning	ACP 1 Taf	Relative	Explanation /information provided
Complaining that she is not being kept informed	Delay in SGO is due to the fact that assessment	Assessment and Care	ACP 1 Rhondda	Relative	Explanation /informatio

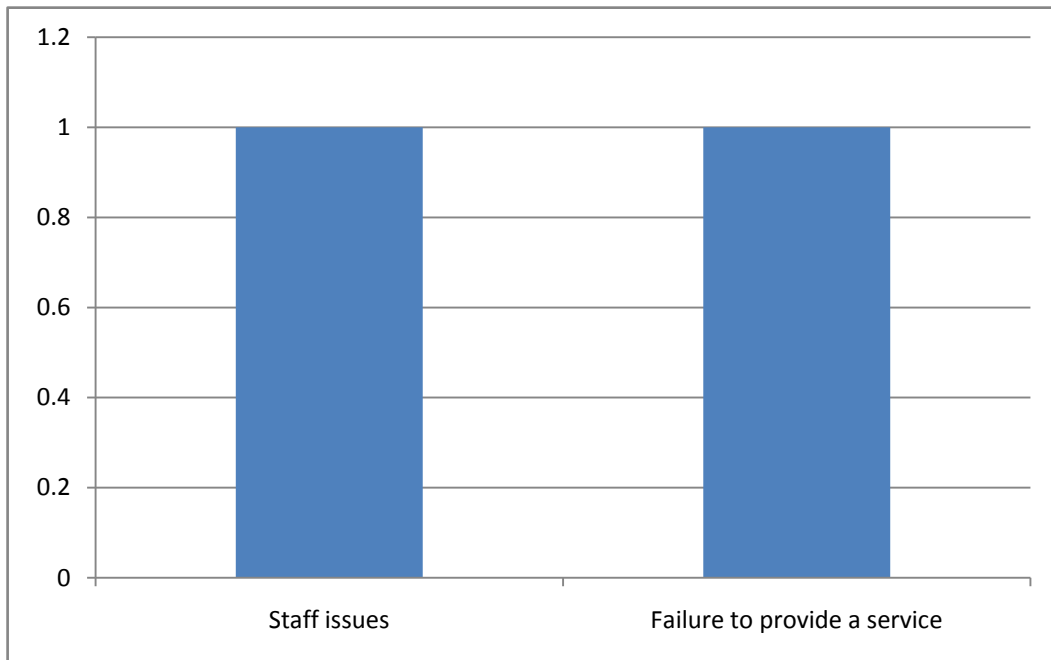
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Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome
regarding her granddaughter's case. Meetings have been cancelled at short notice and there has been a delay in providing the report re: her application for SGO	cannot progress without receipt of 2 references and the Health Assessment Reports from GPs. Cancellation of Child in Need meeting was due to unforeseen circumstances, this will be rearranged shortly.	Planning			n provided
Feels that her daughter's SW is dismissive of her requests for help. Would like to meet to discuss support package which would include financial support.	Complainant's daughter has parental responsibility and wishes her daughter returned to her care. Petrol costs reimbursed to complainant. If YP remains in complainant's care then discussions need to be made re: monies being made available from her mother.	Assessment and Care Planning	Duty Cynon	Relative	Explanation /information provided
Unhappy that a police check was sought without his permission, also unhappy with the actions of S.W. Who called at his home.	Both SWs who called to complainant believed that they had fully explained the need for police checks. Apology offered for any offence caused, but information was being sought in order to ensure the child was safeguarded.	Assessment and Care Planning	ACP 1 Cynon	Friend	Explanation /information provided

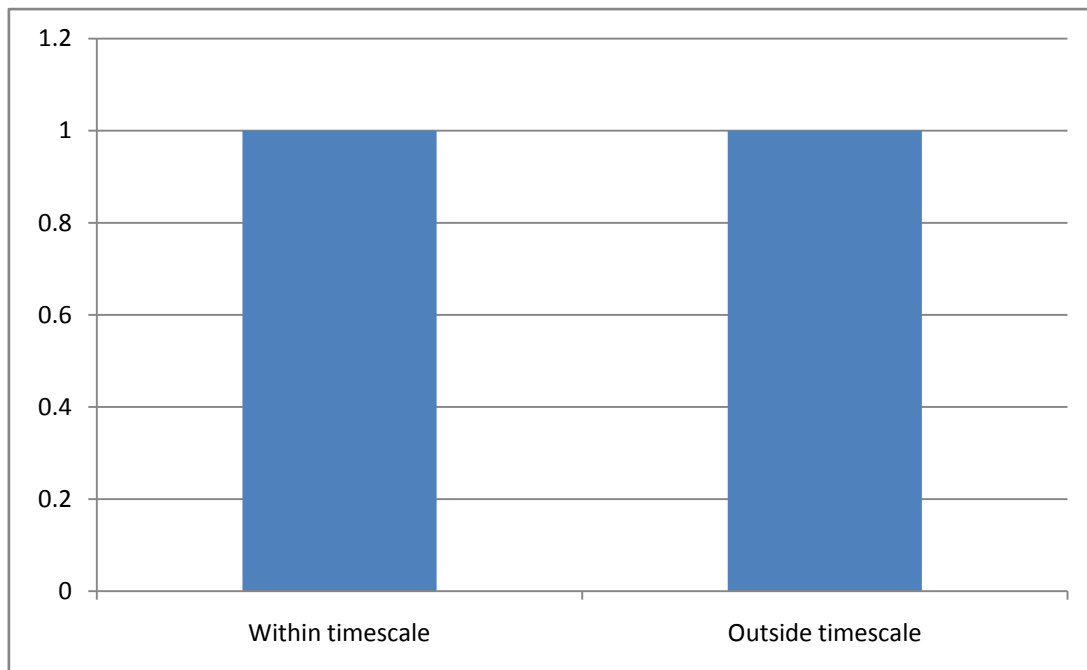
Informal complaints made by Children/Advocates

Total = 2

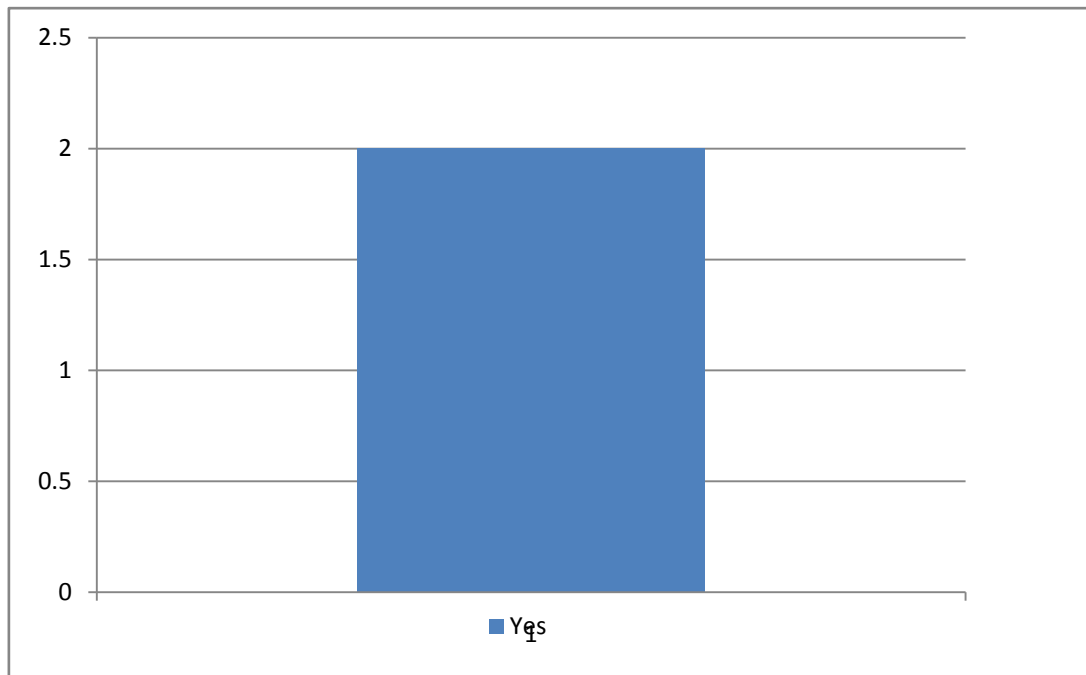
Reasons for complaints



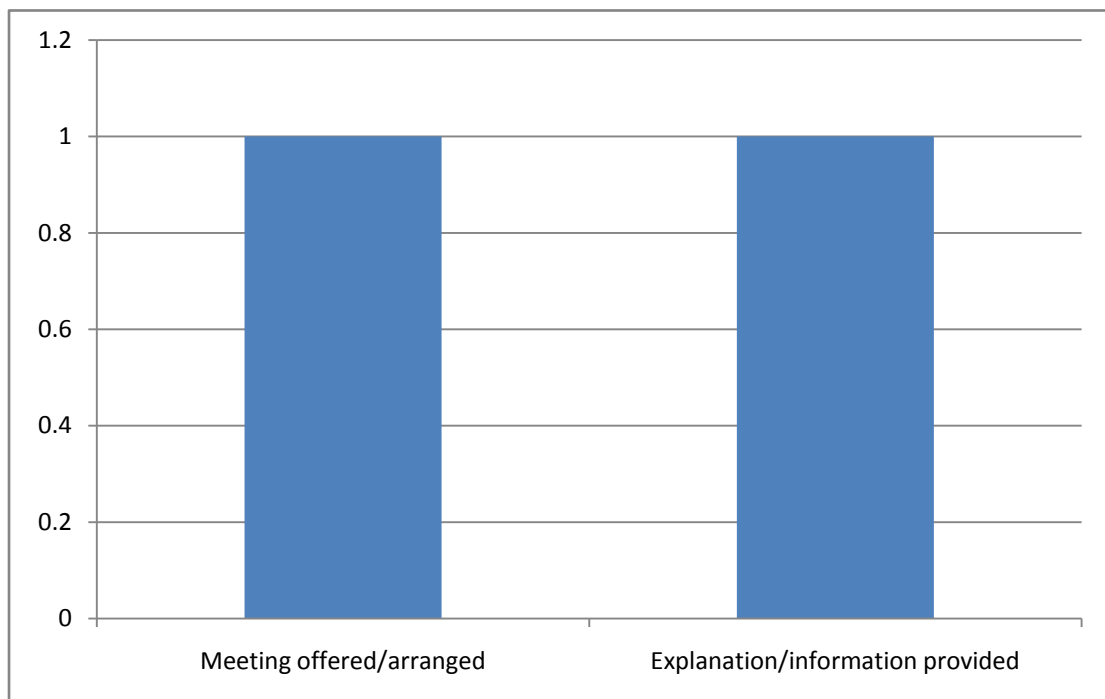
Timescales



Effectively concluded



Responses provided



Informal complaints made by Children/Advocates

Total = 2

Section areas

Assessment Care Planning = 2

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome
Complaining that an assessment, which was promised, has not been undertaken.	Assessment has now been undertaken and it was not felt that there was a current role for Children's Services.	Assessment and Care Planning	Duty Cynon	Child	Explanation /information provided
Complaining that the minutes of Case Conference were inaccurate and also that during the meeting the Team Manager had an unprofessional attitude.	Service Manager has offered to meet with complainant to discuss the minutes which are felt to be inaccurate. TM mentioned is no longer in post.	Assessment and Care Planning	ACP 3 Cynon	Advocate	Meeting offered

There were no **Informal Complaints** received through Corporate Scheme for this quarter.

There were no **Formal complaints** received from either parents/adults or children/advocates during this quarter.

There were no **Representations** received from either parents/adults or children/advocates during this quarter, but there was 1 **Corporate Representation** received for LAC services.

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome
Unhappy that RCT had funded a meal at a hotel for Foster Carers.	Info passed to TM. Event in question was the Foster Carers' Appreciation Lunch which is given in recognition of their service to children & the Local Authority.	LAC	Foster care	Public	Explanation/i nformation provided

There were no **Appeals** against assessment received from either parents/adults or children/advocates during this quarter.

There were a total of 2 **Companion bus pass appeals** received from parents/adults during this quarter, both of which were successful.

Compliments **Total = 8**

Service areas

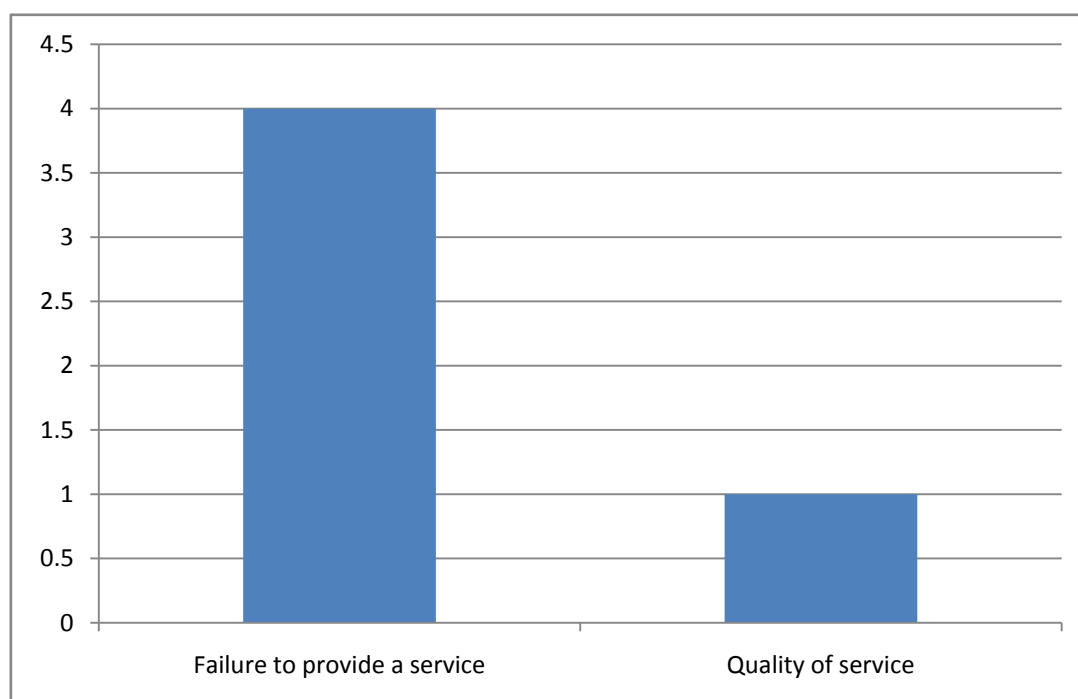
Early Years = 4 Miskin Project = 1
Assessment Care Planning = 3

Name of Staff Member	Nature of Compliment	Team	Area
Carol Daniel	'Awards such as these demonstrate that there are high standards and safe care within the workforce and that the commitment of individuals in local sites contributes considerably to good experiences for users and carers.'	Early Years	
Leanne Jones	Jo Davies, Educational Psychologist stated how impressed she has been with Leanne Jones's support for a young person. She has consistently followed her advice and has implemented a programme of support which has led to visible progress.	Early Years	Flying Start
All staff	We have been working with the Disabled Children's Team to administer funding to run the Holiday Fun Time Programme. One of the parents of a referred child to this scheme received confirmation this morning of her son's placement for October half term. She called to just say thank you for the wonderful job we are doing and really appreciates the service we are providing for her son.	Early Years	Holiday Fun time Programme
Rob Watson	Children's Guardian stated that Rob has been very thorough in exploring permanence options for this child and in seeking to engage the child's mother and extended family in this process. Rob keeps him very much up to date with all case developments.	Assessment and Care Planning Service	ACP2 Rhondda
All staff, Helen Morris	My family and I would like to thank the team for a lovely evening at the award ceremony on Tuesday night. I would also say a special thank you to Helen for all her help and support over the last two years while I was doing the level 5 QCF.	Early Years	Training
Teresa Evans	Commented in particular on the high levels of support, commitment and effort Teresa puts into ensuring the right things happen for our Looked After Child ... This child will no doubt benefit from Teresa's commitment to her and to sustaining her placement.	Assessment and Care Planning Service	ACP Rhondda 2
Salvo Pepe	Salvo Pepe has been commended by an IRO regarding a	Assessment	ACP Taf 2

Name of Staff Member	Nature of Compliment	Team	Area
	conference report – said to be one of the best reports ever seen	and Care Planning Service	
Amy Brewin	'Thank you again for the information, it was very kind of you.'	Miskin Project	Open Doors event

Member of Parliament/Assembly Member Enquiries

Reasons for enquiries



Total Number = 5

Service Areas

Assessment Care Planning = 4 Looked After Children = 1

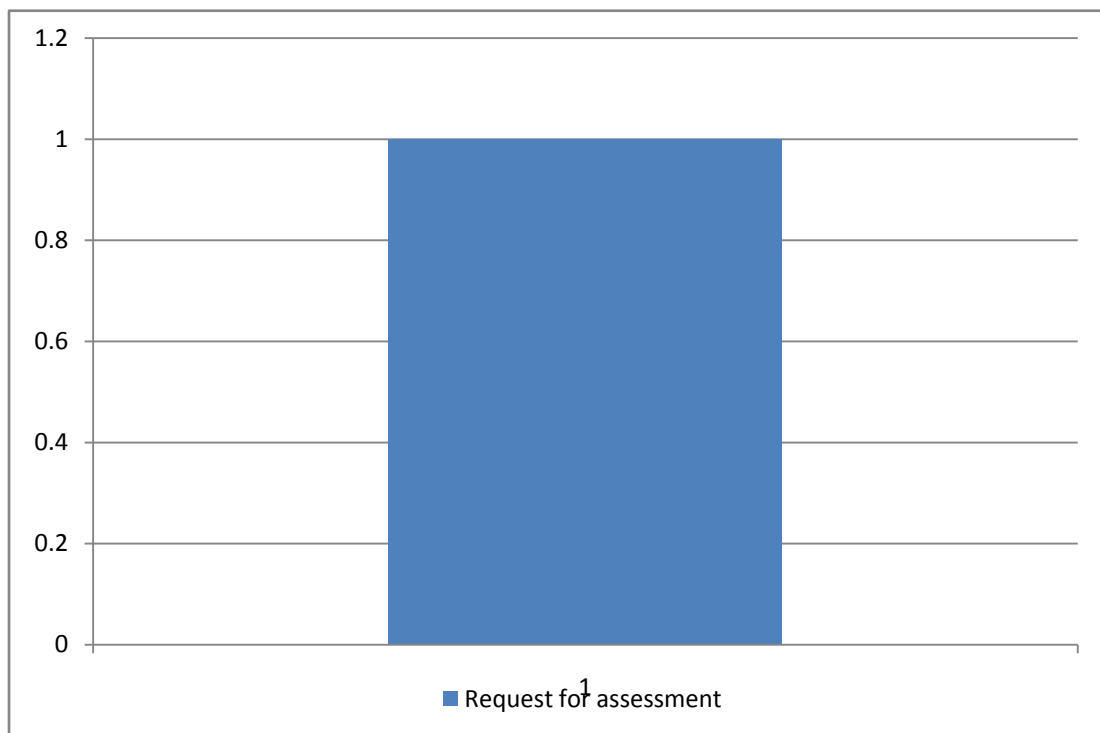
Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry
Ann Clwyd	Constituents concerned with regards to their daughter who now lives out of county but desperately needs support from CAMHS.	Acknowledgement made that there have been unavoidable inconsistencies in daughter's care. She is now involved with CAMHS in her current placement.	yes	Looked After Children	Failure to provide a service

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Name ofMP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry
		Apology offered if complainants felt they had not always been kept informed of plans for their daughter.			
Ann Clwyd	Constituent unhappy with the number Direct Payments hours which have been assessed for their son.	Constituent has taken his grievance through all 3 stages of the complaints process and has been advised to make representation to the Public Service Ombudsman.	yes	Assessment & Care Planning	Failure to provide a service
Owen Smith	Constituents unhappy that they have been waiting approx a year for a COT assessment. Also no-one has contacted them to keep them up to date with the progress of their application.	Copy of response (already sent to family) provided. Apology offered for delay. Referral has been re-prioritised and assessment will be concluded within 7 working days.	yes	Assessment & Care Planning	Failure to provide a service
Chris Bryant	Constituents unhappy with a number of issues which have arisen following entering into a voluntary agreement for their children to be placed in foster care.	Issues have been addressed, it was felt that PLO process had been complied with. There are no concerns around the care provided to the children by their foster carers. It was not felt appropriate to change SW as children require stability & consistency.	yes	Assessment & Care Planning	Failure to provide a service
Ann Clwyd	Concerned that Children's Services recently requested a Police check without his knowledge or consent.	MP forwarded a copy of letter to constituent explaining reasons for police check being necessary.	yes	Assessment & Care Planning	Quality of service

Local Councillor Enquiries

Reasons for enquiries



Total number = 1

Service areas

Assessment Care Planning = 1

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry
Paul Baccara	Neighbours have raised concerns about a local resident and whether or not her children are safe.	Arrangements being made for constituent to be visited and the highlighted concerns addressed.	yes	Assessment & Care Planning	Request for assessment

Analysis of customer feedback Questionnaires

Numbers of satisfaction questionnaires returned decreased significantly this quarter (with just 16.1% of them being returned).

Of those returned:

0% were satisfied with the outcome
100% were dissatisfied with the outcome
0% were neither satisfied nor dissatisfied

0% were satisfied with the way the complaint was handled
80% were dissatisfied with way the complaint was handled
20% were neither satisfied nor dissatisfied

Contacts

The Complaints Unit also dealt with 8 other contacts during this quarter.