

**AGENDA ITEM 3****RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL****CORPORATE PARENTING BOARD****16TH MARCH 2015****SOCIAL SERVICES QUARTERLY COMPLAINTS AND COMPLIMENTS  
REPORT- 1st OCTOBER 2014 - 31st DECEMBER 2014****1. Purpose of Report**

- 1.1 This report provides the Corporate Parenting Board with an overview of the operation and effectiveness of the statutory Social Services complaints procedure between **1st October 2014 to 31st December 2014.**
- 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 October 2014 - 31st December 2014**

**Summary – Children’s Services****3rd Quarter 2014/15****Informal Complaints**

Total Number = 22

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

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

**Received via Corporate Scheme**  
= 0

**Formal Complaints**

Total Number = 0

**Representations** = 0**Compliments** = 29**Appeals (car badge)** = 3**Ombudsman enquiries** = 1**MP/AM enquiries**

Total number = 6

**Councillor enquiries**

Total number = 0

**Previous Quarter****Informal Complaints**

Total Number = 26

**Informal Complaints made by  
parents/adults = 25**  
Concluded = 25

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

**Received via Corporate Scheme**  
= 0

**Formal Complaints**

Total Number = 0

**Representations** = 1**Compliments** = 9**Appeals (car badge)** = 2**MP/AM enquiries**

Total number = 10

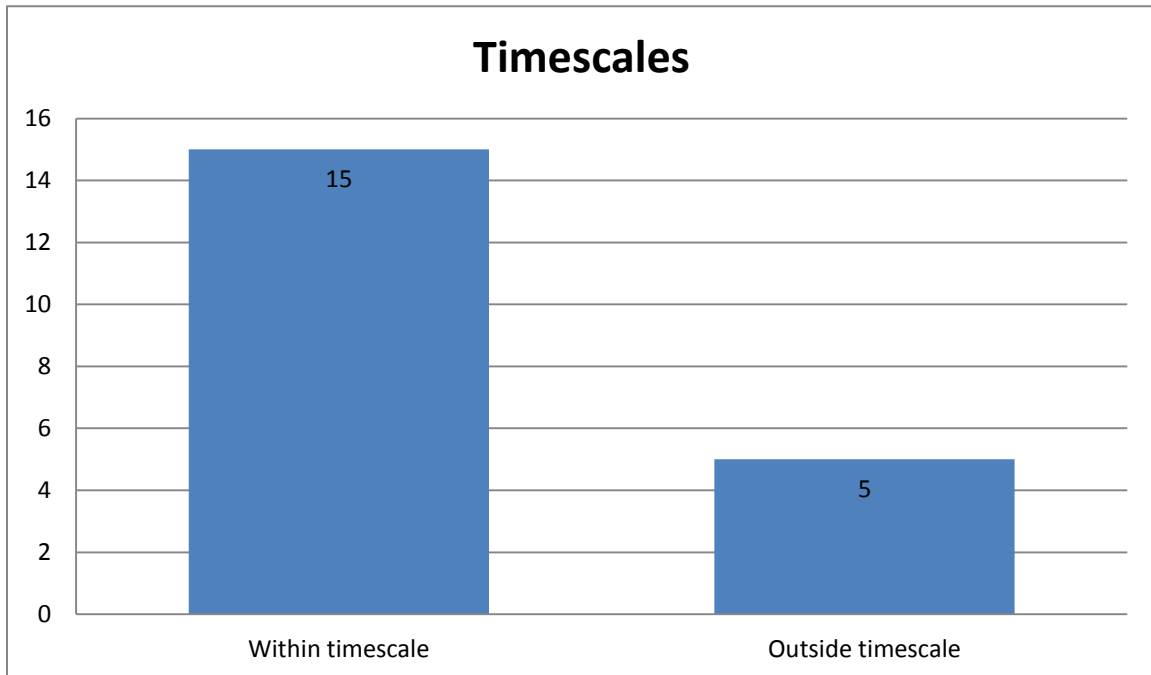
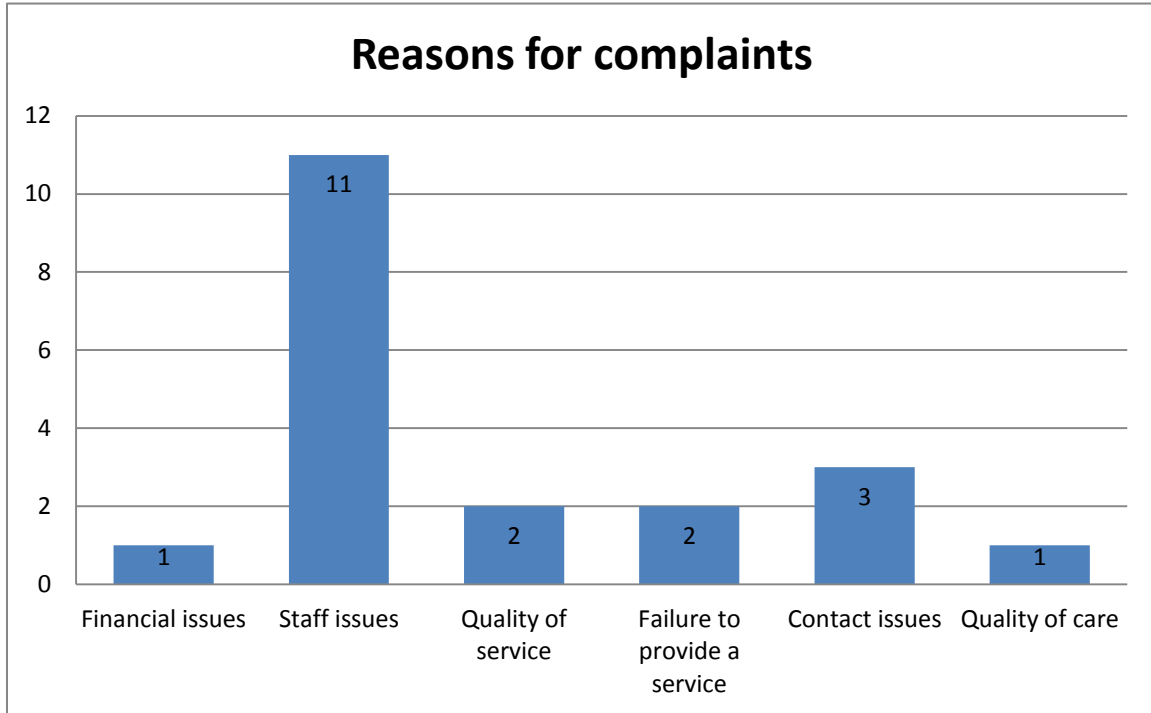
**Councillor enquiries**

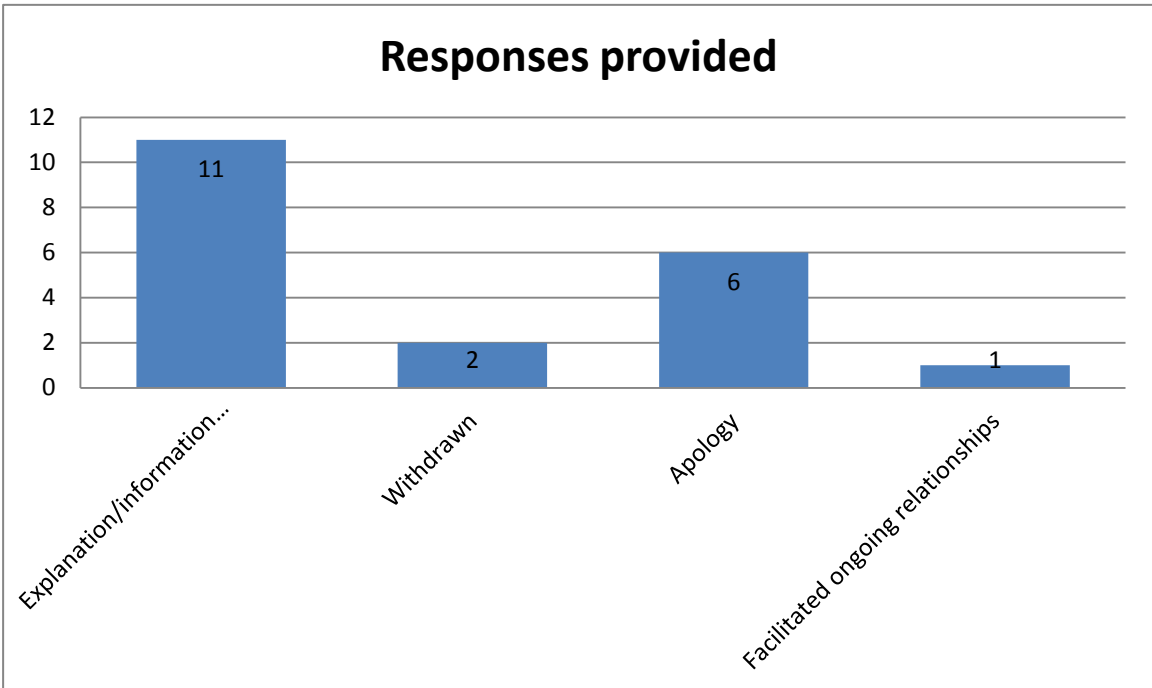
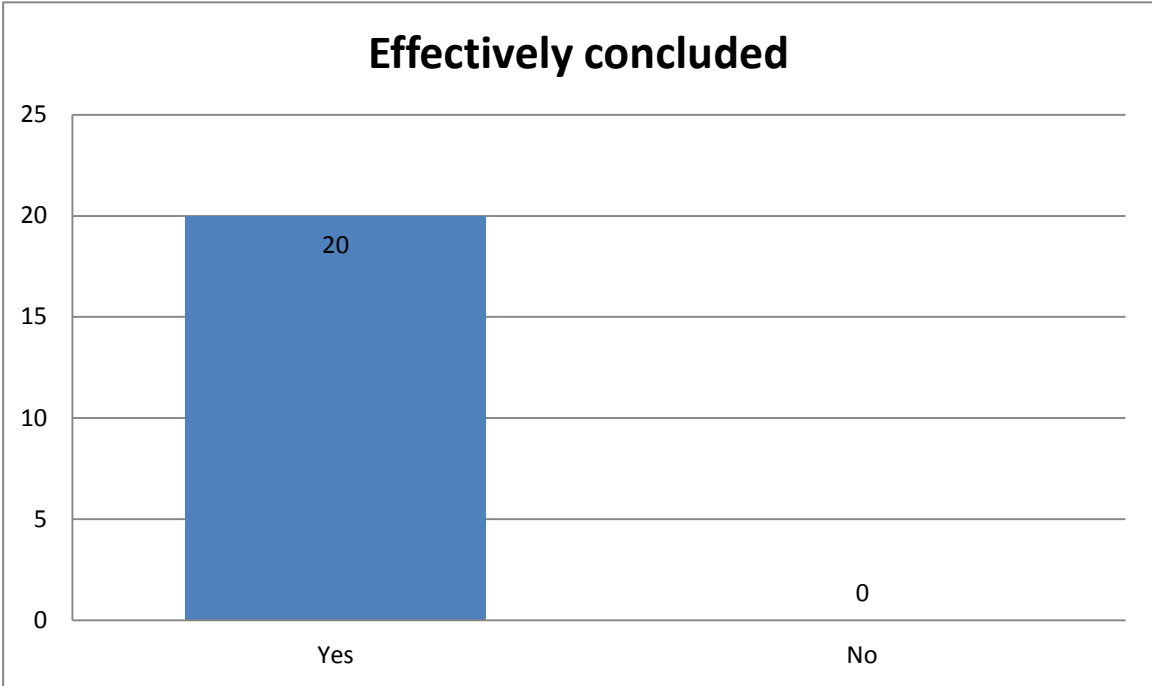
Total number = 0

## Children and Young People

Informal complaints made by Parents/Adults

Total = 20





**Informal complaints made by Parents/Adults****Total = 20****Section areas**

Assessment Care Planning = 19

Looked After Children = 1

Details of complaint	Outcome of complaint	Service area	Team	Complain t source	Date rec'd	Code of outcome
Feels that his children's SW is not keeping him informed and that meetings are cancelled at short notice. Also visitation rights have not been arranged as promised. He is very concerned for his children's welfare.	TM accepted that complainant had not been kept up to date with planning. Reassurance provided that he will be kept informed of any issues in future. Complainant happy with new S.W. and current level of communication.	Assessment and Care Planning	ACP 1 Taf	Parent	02/10/2014	Apology
Complaining about how he has been treated by Children's Services. Feels he has been treated unfairly and has been victimized by his daughter's Social Worker.	SM has investigated and is happy that with information available at the time of the allegations made against complainant, both SWs took appropriate action to ensure the children were safe & protected from harm.	Assessment and Care Planning	Duty Taf	Parent	03/10/2014	Explanation /information provided
There are a number of issues with Children's Services, in particular, she is not happy with her daughter's Social Worker.	Complainant referred to response sent to her father 10/10/14 agreeing that in the best interests of all parties a new S.W. will be allocated. Stressed the importance of engaging with professionals involved with the CP assessment process.	Assessment and Care Planning	ACP 3 Cynon	Parent	07/10/2014	Explanation /information provided
Complaining that appropriate introductions to respite foster carer were not carried out and feels that this caused her daughter emotional harm.	Team Manager disagrees with complainant's view that her child had not been appropriately introduced to respite carers. Although she was initially upset she did settle into her respite placement fairly quickly.	Assessment and Care Planning	ACP 2 Rhondda	Parent	14/10/2014	Explanation /information provided
Unhappy with S.W. who she claims does not turn	Explanation and apology offered for the one	Assessment and Care	ACP 1 Cynon	Parent	23/10/2014	Explanation /informatio

Details of complaint	Outcome of complaint	Service area	Team	Complain t source	Date rec'd	Code of outcome
up to meetings and refused to let her children return to her when their father had been arrested. Also wants to know who cared for her children during this period.	meeting S.W. was unable to attend. Also explanation provided around events following children's father's arrest where he was able to resume care that evening.	Planning				n provided
Previous S.W. involved with siblings promised them monthly contact, however they have been waiting nearly a year and no contact arrangements have been made.	Apology offered for the length of time taken, but contact has now been arranged.	Assessment and Care Planning	ACP 2 Taf	Relative	17/10/2014	Apology
Complaining about the input of support worker which is having a negative impact on his relationship with partner and child.	Issue discussed with T.M. Complainant does not wish to take complaint any further. Meeting offered should complainant change his view. NFA.	Assessment and Care Planning	ACP 1 Taf	Other	29/10/2014	Withdrawn
Feels S.W. is not visiting in line with CP requirements. Also unhappy that her daughter has been told she has to allow contact between the children & their father despite his abusive behaviour towards her. Feels he is being treated more favourably.	TM to look into frequency of visits to complainant's grandchildren as a matter of urgency. Other concerns around planning will be addressed at a forthcoming meeting arranged for 04/12/14 between complainant, children's mother and their S.W.	Assessment and Care Planning	ACP 1 Taf	Relative	04/11/2014	Facilitated ongoing relationships
Unhappy with care provided to her child, i.e lack of control and boundaries. Also unhappy with change in travel allowances to contact sessions, she feels she is not being kept informed of important events and that the S.W. ignores her calls.	No concerns re: the care being provided by Foster Carers, but will continue to mediate along with monitoring the children's education, health & development. Has been kept informed of important events. There is no scope to increase financial assistance.	Assessment and Care Planning	ACP 2 Cynon	Parent	06/11/2014	Explanation /information provided
Unhappy with S.W. who	Reasons explained as to	Assessment	ACP 3 Taf	Parent	05/11/2014	Explanation

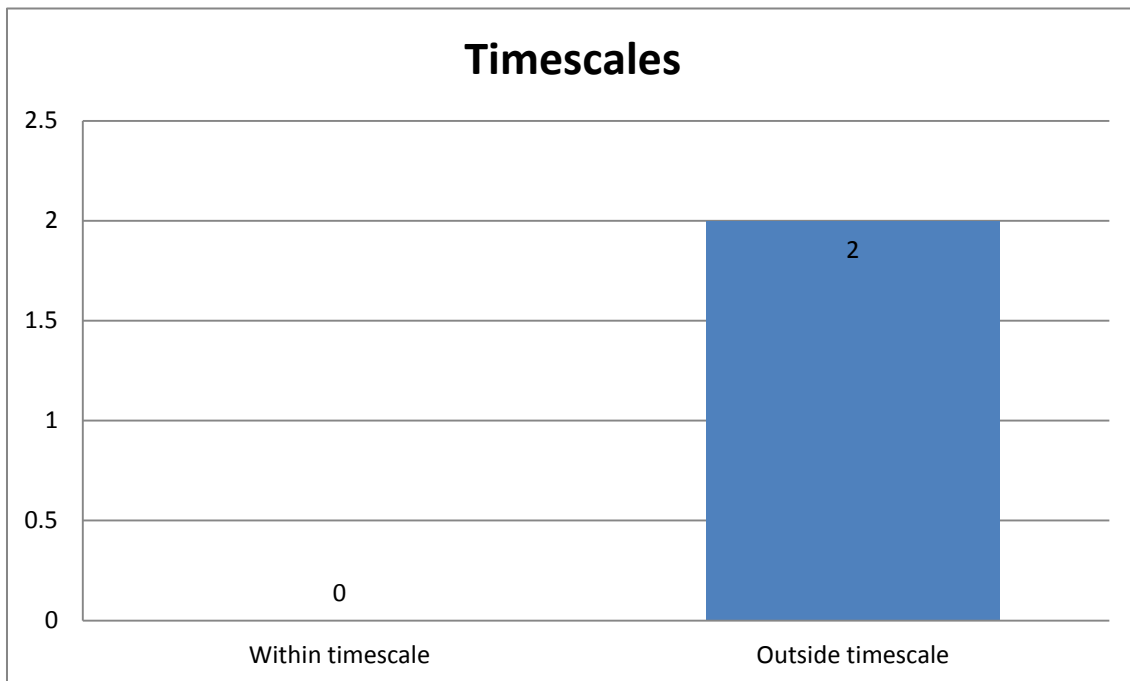
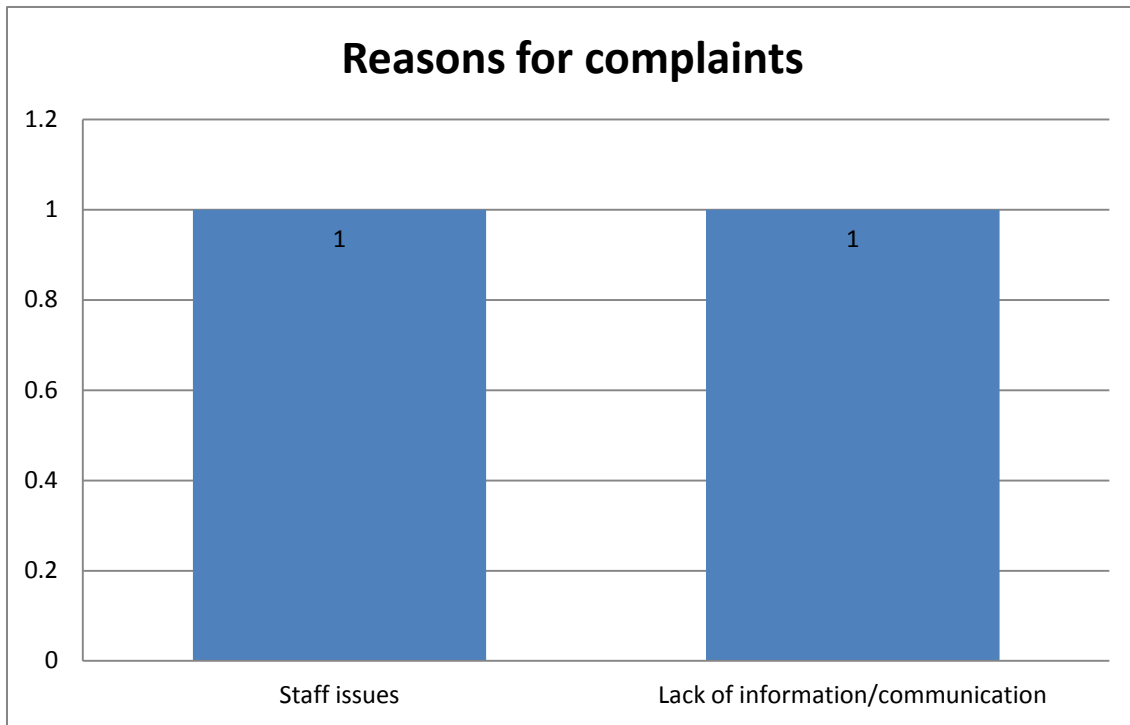


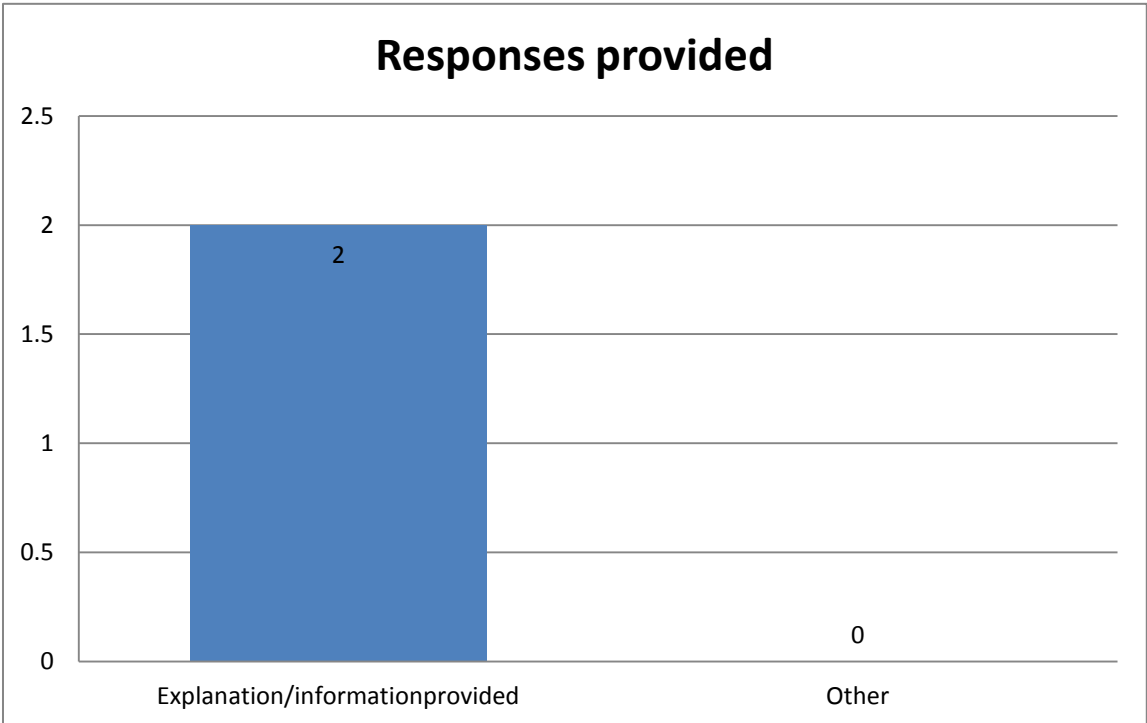
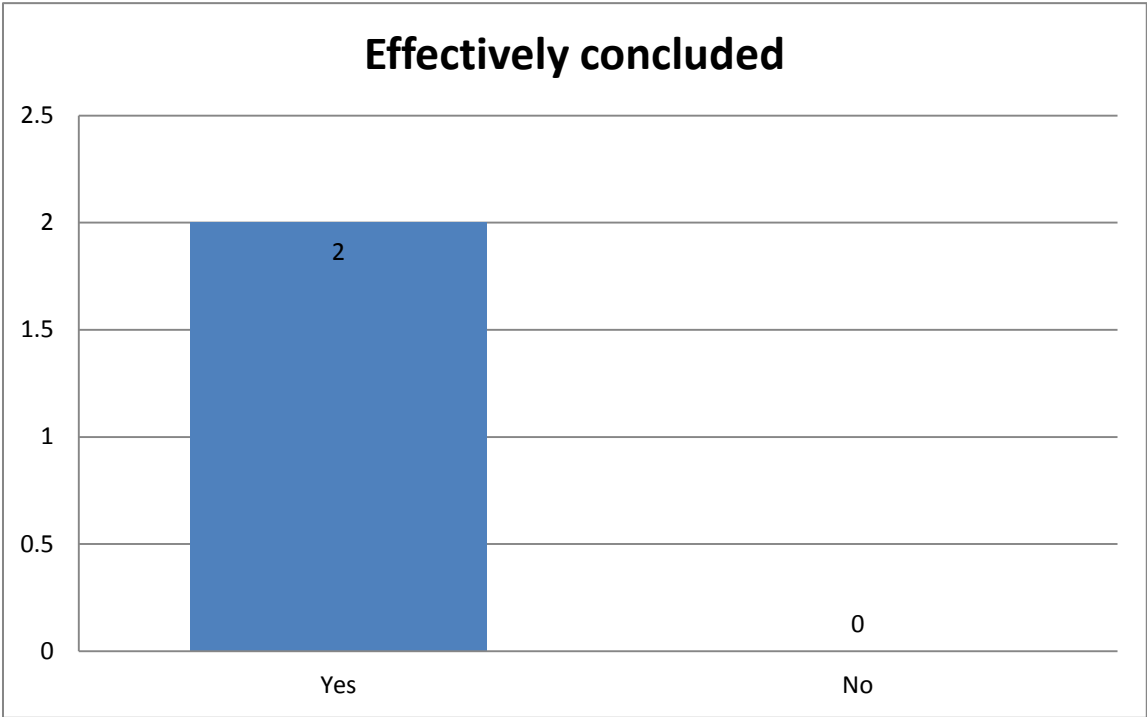
Details of complaint	Outcome of complaint	Service area	Team	Complain t source	Date rec'd	Code of outcome
she says does not contact her, lies to her and excludes her from the planning process. Also claims S.W. does not arrange contact as agreed.	why Dept does not support her son returning to her care. Problems around contact due to an incident and complainant's failure to attend meetings to discuss problems. There is only 1 instance of S.W. being unable to return call.	and Care Planning				/informatio n provided
Complaining that Childrens Services involvement was based on lies which his ex-partner told about him. This resulted in her having custody of the children who she subsequently abandoned. Feels the children have suffered as a result of Dept's incompetence.	Current concerns have led to children being added to CP Register and consequently their situation will be further assessed. TM to contact GP, CAMs & Educational Psychologist for their views. Issue of residence & contact will be addressed before the court.	Assessment and Care Planning	ACP 2 Rhondda	Parent	13/11/2014	Explanation /informatio n provided
Unhappy with behaviour & attitude of S.W. which she felt was patronising, particularly when she advised complainant to find a man and seek counselling.	Apology offered for any comments or letters which were felt to be inappropriate and for any offence inadvertently caused. This will be addressed with S.W. during supervision.	Assessment and Care Planning	Duty Cynon	Parent	18/11/2014	Apology
Unhappy with S.W. who she claims is bullying/pressurising her into admitting to things she hasn't done e.g. meeting with her boyfriend when she has not.	TM felt that information shared was not done so as a result of bullying, but because it is a true reflection of the current situation re: her relationship with her child's father. Complainant did not agree & was referred back to the Complaints process.	Assessment and Care Planning	ACP 2 Rhondda	Parent	17/11/2014	Explanation /informatio n provided
Claims that calls to caseworker have not been returned, unhappy with contact	Meeting held with relevant family members. It was agreed that problems at the review	Assessment and Care Planning	ACP 1 Taf	Relative	18/11/2014	Apology

Details of complaint	Outcome of complaint	Service area	Team	Complain t source	Date rec'd	Code of outcome
arrangements, concerned with the care grandchildren are receiving from their foster carers. Does not feel that policies and procedures have been adhered to.	meeting had meant that complainant's part of the meeting was rushed. Complainant to attend future review meetings as she plays significant role in children's lives.					
Complaining about Children's Services and the delay in assessment regarding her husband. At present he is unable live at the family home which is having an effect on her daughter.	Delay in assessment for NSPCC service was due to staff being on sick leave. With regards to sharing of information amongst family & professionals, advised to contact S.W. if she feels this is not happening appropriately.	Assessment and Care Planning	ACP 3 Taf	Parent	26/11/2014	Explanation /information provided
Claims that S.W. & T.M. are excluding her from the planning process, not keeping her informed or answering her phone calls. She is also waiting for contact with her children to be arranged, which is taking a long time.	Complainant has been invited to pre-court planning meetings & LAC review. If a message is left for either S.W. or T.M. then they will respond in a timely manner. Contact has now been agreed twice a week.	Assessment and Care Planning	ACP 1 Cynon	Parent	05/12/2014	Explanation /information provided
Number of complaints concerning Children's Services which she feels is using the Child Protection process to bully & undermine her as a parent in her wish to home educates her child.	Meeting arranged for 12/12/14 but complainant failed to attend. No response to follow up letter 16/12/14. NFA.	Assessment and Care Planning	Duty Rhondda	Parent	09/12/2014	Withdrawn
Unhappy that RCT are hosting a party for Foster Carers when there are cuts to other services and staff are losing their jobs.	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	Anonymo us	08/12/2014	Explanation /information provided
Unhappy with the attitude of the IRO at her daughters' LAC review meeting. She felt IRO was 'unfair, biased	Meeting held with relevant family members. It was agreed that problems at the review meant that time	Assessment and Care Planning	Reviewing Team	Parent	17/12/2014	Apology

Details of complaint	Outcome of complaint	Service area	Team	Complain t source	Date rec'd	Code of outcome
and derogatory'.	constraints did not give complainant enough time to fully express her views. Apology offered & new IRO allocated.					
Complaining that contact with his son has been cancelled today as the supervising officer is ill. Feels that there should be someone to cover and ensure contact goes ahead as planned. Also stating that he does not want S.W. to call to his home in future.	Apology offered for inconvenienced caused by cancellation of contact (due to unexpected illness) on 30/12/14. Complainant's wish for correspondence to be posted rather than delivered has been recorded on Children's Services systems.	Assessment and Care Planning	ACP 2 Cynon	Parent	30/12/2014	Apology

**Informal complaints made by Children/Advocates** **Total = 2**





**Informal complaints made by Children/Advocates**                      **Total = 2**

**Section areas**

Assessment Care Planning    = 2

Details of complaint	Outcome of complaint	Service area	Team	Type of complaint	Date rec'd	Code of outcome
Unsure about what is happening with foster placement. Wishes to return to care at Glyn Neath but also wants to stay at Ysgol Bryn Gwyn. Would like to know her options and have an assurance that consideration will be given to her remaining in current school.	Reassurance provided that Dept will continue to look at all possibilities for complainant to remain in current school and placement. Reviewing Officer will be asked to call an earlier LAC Review to give her the opportunity to put her views across.	Assessment and Care Planning	ACP 2 Cynon	Informal	14/10/2014	Explanation/information provided
Complaining about her S.W. claims she never answers calls, never answers her questions and told other members of the family information before telling her. Also asking why she can't stay at her current placement as she is settled there.	Reasons given as to why information re: Parenting Assessment was shared with her mother, however complainant had been informed prior to this. Apology offered for delay in completing Parenting Assessment. Other issues were resolved during meeting 21/11/14.	Assessment and Care Planning	ACP 1 Cynon	Informal	06/11/2014	Explanation/information provided

There were no **Formal complaints** received during this quarter.

There were no **Representations** received during this quarter.

**Appeals**                      **Total = 3**

All were in respect of Car Badges, received from parents/adults during this quarter. 2 were successful and 1 was unsuccessful.

There was 1 contact from the **Ombudsman**

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint
Unhappy with the Council's conduct during her review as a Foster Carer and its decision to terminate her approval as a Foster Carer.	Information provided to Ombudsman as requested. Ombudsman decided not to investigate.	Assessment and Care Planning	ACP 1 Rhondda	Foster carer	Explanation /information provided	Quality of service

### Compliments

**Total = 29**

### Service areas

Early Years	= 6	Children with Disabilities	= 17
YOS	= 1	Assessment Care Management	= 2
Foster Care	= 1	Miskin Project	= 2

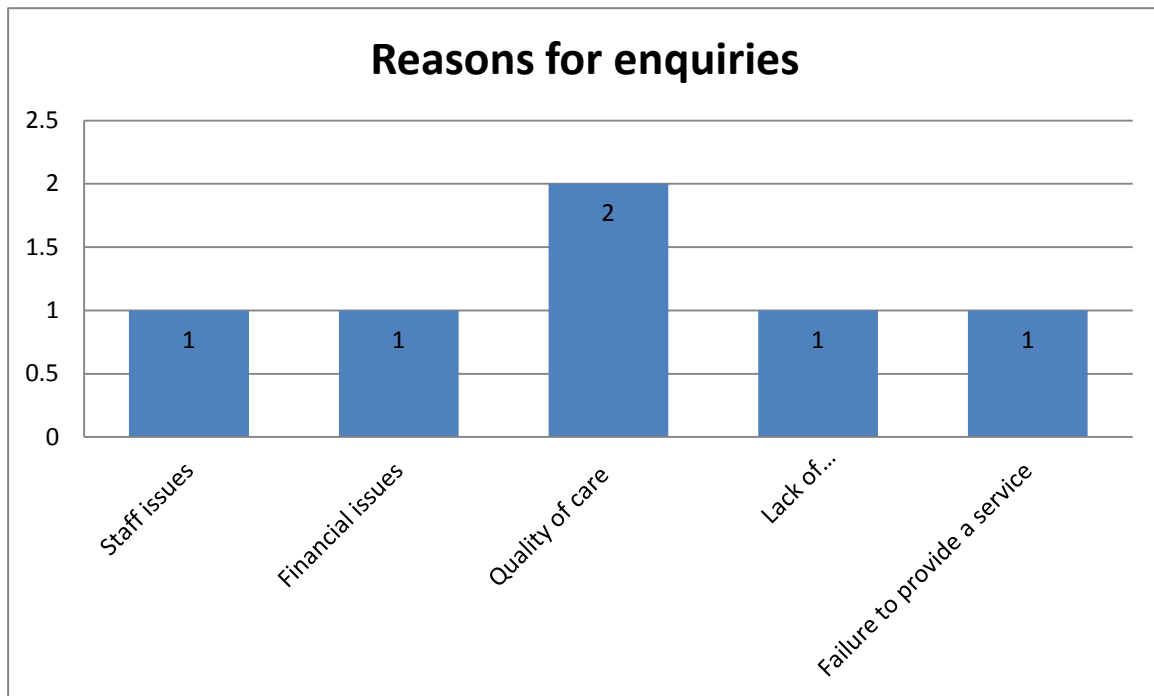
Name of Staff Member	Nature of Compliment	Team	Area
Alison Crane	'Thank you very much for all you have done for us. The boys are so happy they are staying with us.'	Foster Care	SGO
All staff	'We were struggling with socialisation into the community. Helpful.'	Children with Disabilities	1 in 7 Team
All staff	'Please can you pass on to the child minder and the staff involved in setting up the holiday placements the positive difference attending the holiday fun time school has made to NAME'S holiday. '	Early Years	Holiday Fun Time Scheme
All staff	Service was 'very supportive and useful to have every week'.	Children with Disabilities, Foster Care	1 in 7 Team
All staff	'Can't see that it could be improved, NAME loves it'.	Children with Disabilities	1 in 7 Team
All staff	'NAME loves going out and has come out of herself a lot.'	Children with Disabilities	1 in 7 Team
All staff	It's a service that NAME loves and the staff are fab!	Children with Disabilities	1 in 7 Team
All staff	NAME is fab, I'm very happy with that. Nothing to improve on.'	Children with Disabilities	1 in 7 Team
All staff	'Staff always pleasant & helpful'.	Children with Disabilities	1 in 7 Team
All staff	'It's excellent. I don't think I can think of anything to improve the	Children with	1 in 7 Team

Name of Staff Member	Nature of Compliment	Team	Area
	service. It's great.'	Disabilities	
All staff	'Does a fantastic job.'	Children with Disabilities	1 in 7 Team
All staff	'how grateful we are for giving us all the opportunity to attend the Santa trip last Friday, it was brill. We had lots of positive feedback from the parents/children. We all thoroughly enjoyed making the most of all the activities on offer. The pony rides gave the children a lovely experience too. Santa was fabulous and his reindeer '.	Early Years	Family Support
All staff	'the response I had off the parents was excellent. They all thoroughly enjoyed it and said it was better than they expected. They said it was nice to go to a place where u didn't have to spend any money and that you could see it was all based on the children having a good time.'	Early Years	Family Support
All staff	States that she is enjoying strengthening & building on what she is doing in Physio and SALT.	Children with Disabilities	1 in 7 Team
All staff	'Just a quick thank you, for the Christmas trip on behalf of Genesis /Sure steps Pontypridd. We all had a very positive experience and feedback from parents and children was very good.'	Early Years	Family Support
All staff	'Just a quick email to say a huge thank you from all the staff and children here at Little Inspirations. The trip yesterday was fab!!! Everyone thoroughly enjoyed, there was lots to see and do and all had a lovely day so thank you for arranging and giving the children such a special experience.'	Early Years	Family Support
All staff	'The service provided is very good.'	Children with Disabilities	1 in 7 Team
All staff	'just a quick email to say thank you for today's SANTA trip, I have to say it was one of the nicest trips we have been on and the children & parents at my setting absolutely loved every minute, it was so well organised and a lot of work had been put into it.'	Early Years	Family Support
Chris Davies	'Chris has addressed the issues raised in the LAC review in a short space of time and is ensuring that NAME is now being provided with a service that is tailored to meet her specific needs and is assisting her to meet her full potential.'	Assessment and Care Planning Service	ACP3 Cynon
Deri Hughes	'it made such a difference to have someone who understood...The young people you work with are so lucky to have you.'	Miskin Project	
Huw Taylor	'so thank you so so much for making a difference to the young man who has needed you and the family who totally appreciate this.'	Miskin Project	
Laura Phillips	'Although Laura has only been working with NAME for a short period of time the positive impact that her work has had on his emotional wellbeing and behaviour both in placement and in school was recognised in his LAC review. NAME's understanding	Assessment and Care Planning Service	ACP1 Rhondda



Name of Staff Member	Nature of Compliment	Team	Area
	of his situation has improved greatly and the chances of him transferring to an adoptive placement successfully have greatly increased.'		
Louise	'Brilliant. Louise copes well with NAME and he loves going out with her.'	Children with Disabilities	1 in 7 Team
Owain	'NAME enjoys the support, looks forward to Owain coming on the session.'	Children with Disabilities	1 in 7 Team
Rhian	'Rhian is excellent with NAME and the other children...She gives advice and tips which is greatly appreciated'.	Children with Disabilities	1 in 7 Team
Rhianon Overdale	'Her professionalism, efficiency, compassion and commitment to helping resolve many difficult, distressing and frustrating issues we have encountered in recent weeks has been incomparable. Additionally, she has been an invaluable source of reassurance and moral support to us as parents'	Children with Disabilities	West
Ryan	'NAME has interacted well with Ryan'.	Children with Disabilities	1 in 7 Team
Steph	'Since the day you came into our lives we have thoroughly enjoyed and we are grateful for the support and kindness you have provided.'	Children with Disabilities	1 in 7 Team
Tony, Christine, Lynne	'They have done some fantastic work here over the months and we love seeing the young people they bring along with them. Not only are they improving our building with painting works etc, but they have helped us raise funds with such events as the table top sale this week.'	YOS	

### Member of Parliament/Assembly Member Enquiries



**Total Number = 6**

#### Service Areas

Assessment Care Planning = 6

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
Ann Clwyd	Not happy with her daughter's Social Worker. There are a number of issues with Children's Services including not being given minutes of meetings or information requested.	Constituent has also complained directly to L.A. (CYP/786) and an investigation is ongoing. Response will be provided directly to constituent.	yes	Assessment & Care Planning	Staff attitude/conduct	07/10/2014
Christine Chapman, Cllr Bradwick	Constituent claiming that she was promised foster carer's allowance to assist her to care for her grandchildren. She has received no money as yet and now claims to be	It has been agreed that regular financial support will be provided. Emergency payments have been provided as an interim measure.	yes	Assessment & Care Planning	Financial	14/10/2014

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
	desperate.					
Ann Clwyd	Constituent raising concerns regarding his daughter who is currently residing with her grandmother. He has reported that the property is in a poor & unhygienic condition, but nothing has been done.	Following issues raised, an unannounced home visit was undertaken where home conditions were deemed acceptable and no concerns were noted. Reassurance given that any further concerns will be investigated under the appropriate procedures.	yes	Assessment & Care Planning	Quality of care (including accommodation issues)	16/10/2014
Ann Clwyd	Constituent stating that a neighbour has raised concerns about him living with his partner & child, but states that his previous convictions do not prevent him from being in the presence of children.	A Child Protection investigation is currently underway in relation to contact with constituent's partner & her child. This action is only taken where it is considered necessary to ensure that the child is protected.	yes	Assessment & Care Planning	Lack of information/communication	21/10/2014
Christine Chapman	Constituent states that Social Services were due to carry out assessments by 14/11/14, but they have not been done. Baby is due in 3 weeks and she is concerned about their future.	Public Law Outline meeting held 01/12/14 where constituents were advised of plans for their unborn baby. Children's Services will continue working constituents around the ongoing assessment and long term plans for the baby.	yes	Assessment & Care Planning	Failure to provide a service	20/11/2014
Chris Bryant	Constituents worried about their sons' safety following report that one of them had been slapped in the face by his foster carer.	Foster carers have denied causing injury. They have, however, cooperated with the investigation and recognise the need to work with Children's Services and follow agreed plans. Children have made considerable progress in their care.	yes	Assessment & Care Planning	Quality of care (including accommodation issues)	03/12/2014

There were no **Local Councillor Enquiries** received for this quarter.

## **Analysis of customer feedback Questionnaires**

Numbers of questionnaires returned slightly improved but remained low again for this quarter with just 30% being sent back.

Of those that were returned:

66% were dissatisfied with the outcome to their complaint.

17% were satisfied with the outcome to their complaint.

17% were neither satisfied nor dissatisfied with the outcome to their complaint

50% were dissatisfied with the handling of their complaint.

25% were satisfied with the handling of their complaint.

25% were neither satisfied nor dissatisfied with the handling of their complaint

The Complaints Unit also dealt with 4 other **contacts** during this quarter.