

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**CORPORATE PARENTING BOARD****27th JULY 2015****SOCIAL SERVICES QUARTERLY COMPLAINTS
AND COMPLIMENTS REPORT
1st JANUARY 2015 - 31st MARCH 2015****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 January 2015 to 31st March 2015**.
- 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

4th Quarterly Report

1st January 2015 - 31st March 2015

Summary – Children’s Services**4th Quarter 2014/15****Informal Complaints**

Total Number = 30

Informal Complaints made by
Parents/adults = 27

Concluded = 25

Informal Complaints made by
Children/advocates = 3

Concluded = 2

Received via Corporate Scheme
= 1**Formal Complaints**

Total Number = 0

Representations = 0**Compliments** = 3**Appeals (bus pass)** = 1**Ombudsman enquiries** = 0**MP/AM enquiries**

Total number = 2

Councillor enquiries

Total number = 3

Previous Quarter**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 (bus pass)** = 3**Ombudsman enquiries** = 1**MP/AM enquiries**

Total number = 6

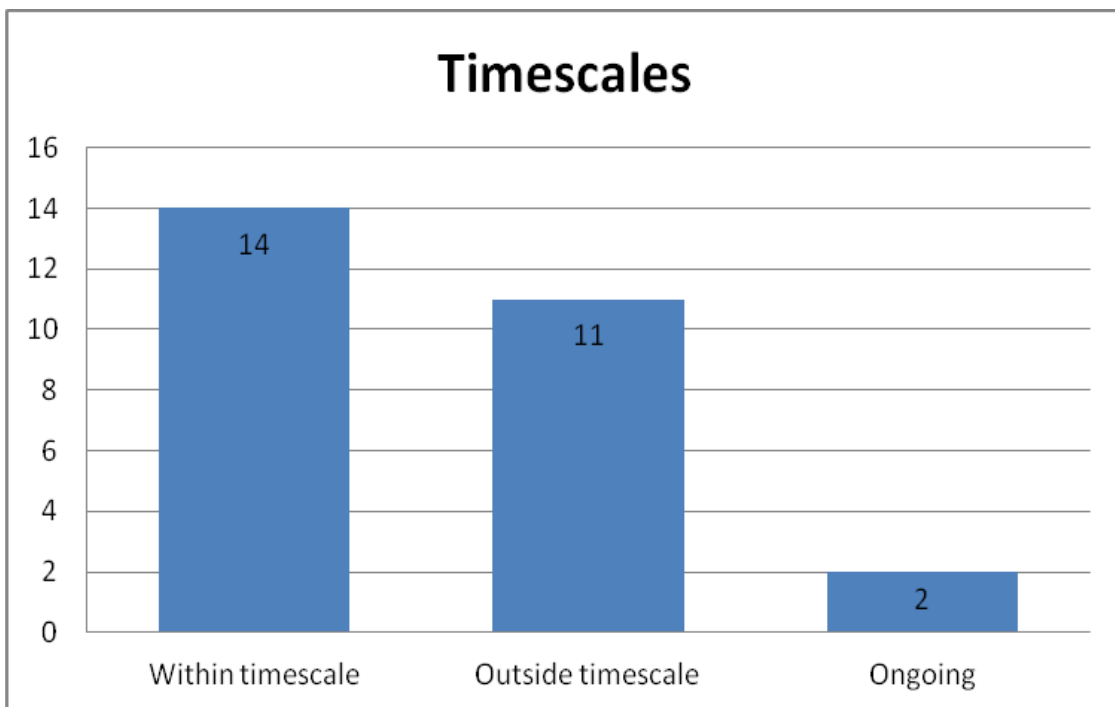
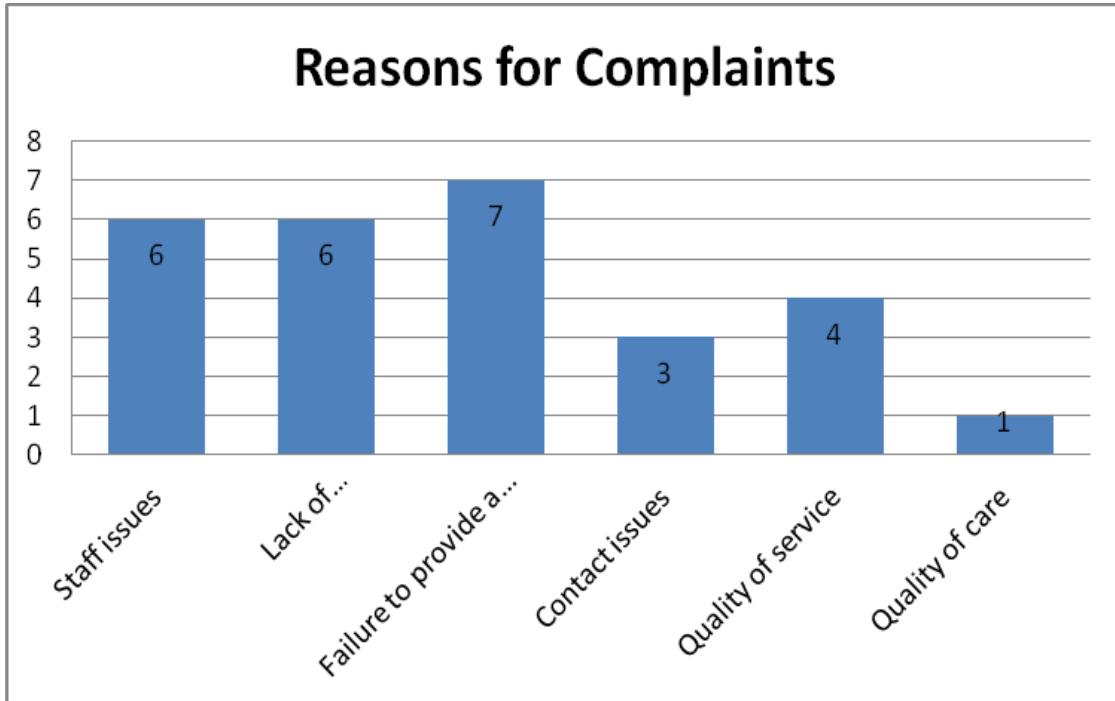
Councillor enquiries

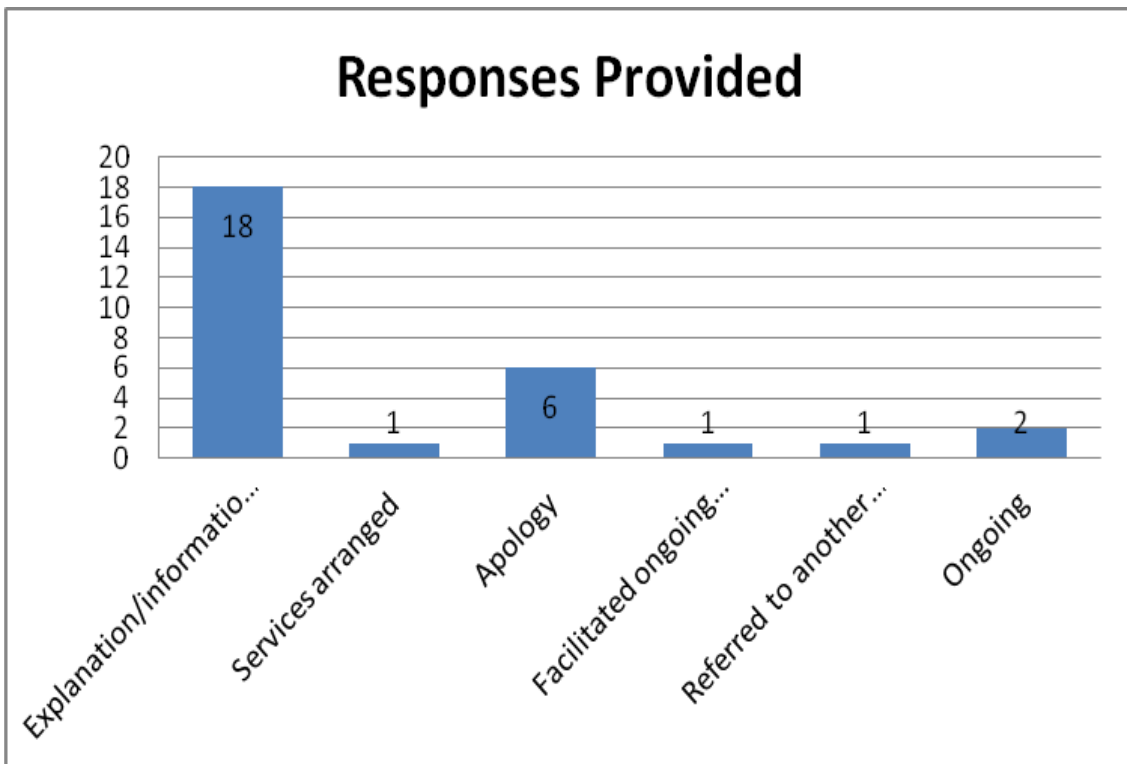
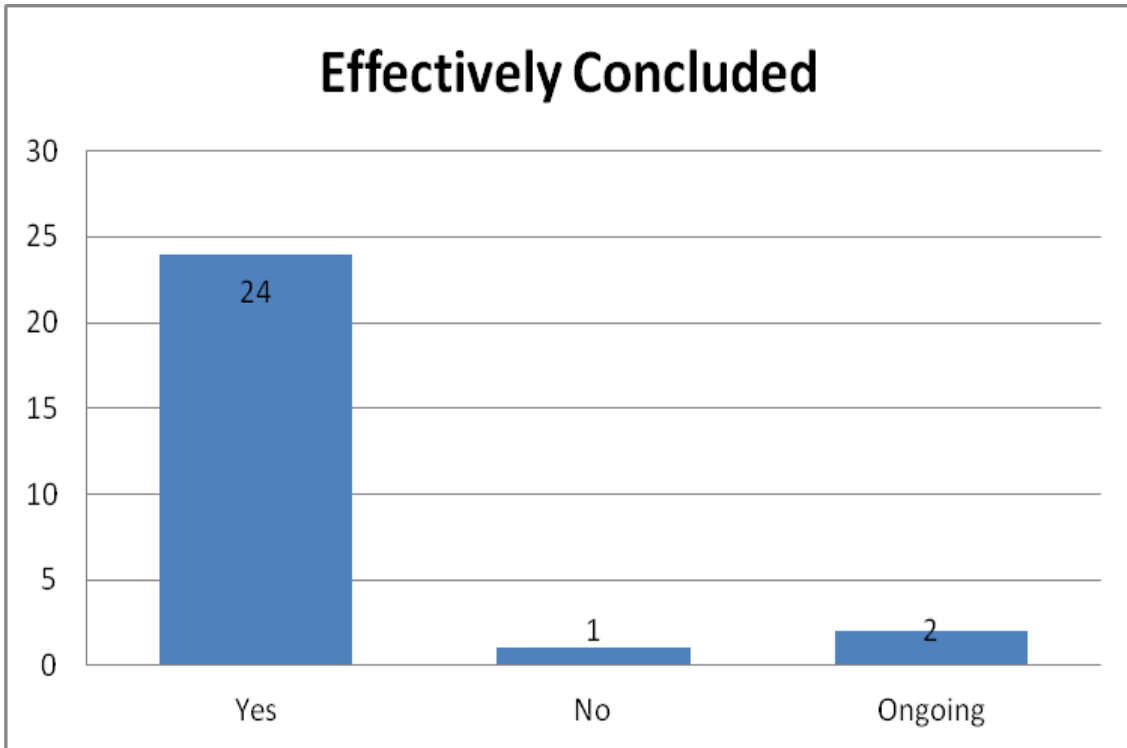
Total number = 0

Children and Young People

Informal complaints made by Parents/Adults

Total = 27





Informal complaints made by Parents/Adults**Total = 27****Section areas**

Assessment Care Planning = 26

Looked After Children = 1

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
Unhappy with advice given by ACE Team concerning her application for DFG (namely around removing her name from housing list and information concerning financial limits of DFG).	Reassessment undertaken by Senior C.O.T. Who will remain involved until adaptations are completed.	Assessment and Care Planning	ACE	Parent	Services arranged	Lack of information/communication	09/01/2015
Complaining that works agreed under a DFG have not been carried out and that it is unsafe for his son to go into the garden.	Apology offered for the delay in recommendations being finalised. All works now completed to complainant's satisfaction.	Assessment and Care Planning	ACE	Parent	Apology	Failure to provide a service	27/03/2015
Feels that Children's Services are treating her less favourably than the children's father. Claims that her attempts to raise concerns with the department regarding her children's contact with their father have been ignored.	Discussion held to reassure complainant that her concerns are taken seriously by Children's Services. Concerns raised have now been investigated by the newly allocated Social Worker.	Assessment and Care Planning	ACP 1 Cynon	Parent	Facilitated ongoing relationships	Staff issues	27/01/2015
Grandparent unhappy with contact	Single response to complainant &	Assessment and Care Planning	ACP 1 Cynon	Relative	Explanation/information provided	Contact issues	09/03/2015

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
arrangements; children have not attended contact on 2 occasions (without explanation) and she is not being informed of any changes to contact arrangements.	her daughter. To ensure contact can go ahead a new venue was identified, the Amman Centre. With regard to her daughter feeling at risk attending this venue, it does not appear that the gang are targeting her any longer.						
Complainant's children are currently subject to care proceedings. Complainant unhappy that SW does not communicate with her, invite her to LAC reviews or keep her informed of the children's health issues.	Single response to complainant & her mother. To ensure contact can go ahead a new venue was identified, the Amman Centre. With regard to complainant feeling at risk attending this venue, it does not appear that the gang are targeting her any longer.	Assessment and Care Planning	ACP 1 Cynon	Parent	Explanation/information provided	Lack of information/communication	12/03/2015
Unhappy that children are regularly late for contact and that contact has been moved to a centre near the address of a former partner who was	Single response to complainant & her mother. To ensure contact can go ahead a new venue was identified, the	Assessment and Care Planning	ACP 1 Cynon	Parent	Explanation/information provided	Contact issues	17/03/2015

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
previously violent towards her. Unhappy with response 20/04/15.	Amman Centre. Meeting arranged with T.M. 01/05/15 to discuss further along with any other issues.						
Not being kept informed about events in her child's life, i.e. medical appointments. Also unhappy that her daughter's hair has been cut when she specifically asked for it not to be cut. Feels she is being treated unfairly by Children's Services.	Team Manager to discuss with Social Worker to ensure she is aware of parents feelings on the issues, however, when daughter's hair was cut, the local authority had parental authority and as such day to day care decisions are usually made by foster carers.	Assessment and Care Planning	ACP 1 Taf	Parent	Explanation/information provided	Lack of information/communication	05/02/2015
Unhappy with support provided to her son which she feels is having a negative impact on his behaviour. Also feels S.W. Is not communicating with her.	Apology offered as due to staff shortages the level of support provided has fallen short of usual expectations. New key worker allocated.	Assessment and Care Planning	ACP 1 Taf	Parent	Apology	Failure to provide a service	22/01/2015
Feels her grandchildren's S.W. Is not doing	Information provided with regards to	Assessment and Care Planning	ACP 2 Cynon	Relative	Explanation/information provided	Lack of information/communication	20/02/2015

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
his job. It has taken several months for telephone contact to be arranged between the children and their father. She is unable to speak with S.W. As she can't get hold of him & he doesn't return her calls.	Children's Services' involvement with complainant's grandchildren. As the matter is before court, her son is advised to take legal advice should he wish to parent the children or play a more active role in their lives.						
Complaining about how the Council has handled the case and stating that she feels the children's development and their well being have been neglected.	TM confirmed that whilst the last 12 months have been emotional and disruptive for the children, at each stage the All Wales Child Protection procedures have been endorsed and decisions have been made as part of a multi-agency, considered process.	Assessment and Care Planning	ACP 2 Rhondda	Foster carer	Explanation/information provided	Quality of service	25/02/2015
Complaining about how child protection investigation has been undertaken and that she hasn't been kept informed of developments or the conclusion.	Caerphilly CBC is leading the child protection investigation and so it is their responsibility to keep complainant	Assessment and Care Planning	ACP 2 Rhondda	Foster carer	Explanation/information provided	Lack of information/communication	18/03/2015

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
	updated re: developments . Confirmation provided that RCT have no plans to return the children to complainant's care.						
Unhappy with transport arrangements. Taxi failed to pick her daughter up from school which led to their contact session being shortened. Also different taxi drivers and escorts are being used which is not what was agreed.	Ongoing	Assessment and Care Planning	ACP 2 Rhondda	Parent		Contact issues	23/01/2015
Feels Children's Services have let her family down and as a result her grandchildren have been separated.	Concerted attempts have been made by Children's Services to address concerns regarding the presentation of the children and home conditions. Due to father's reluctance to engage with services the children were placed in the care of their mother.	Assessment and Care Planning	ACP 2 Taf	Relative	Explanation/information provided	Quality of care (issues about accommodation)	23/03/2015
Unhappy that Children's Services are	Information concerning complainant's	Assessment and Care Planning	ACP 2 Taf	Other	Explanation/information provided	Staff issues	05/01/2015

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
accessing inaccurate information about his past and stated that S.W. recently visited his girlfriend and informed her that he had 9 previous convictions for violence. Claims this is untrue as he only has 1 conviction.	police record was shared by Police Officers at the Child Protection Conference (not Social Services staff), which would be lawful under the Data Protection Act.						
Unhappy with SW who she claims has lied to her around providing contact centre with her parents' address.	There is written evidence that the S.W. did not notify contact centre of parents' address. Contact Centre Manager should have sent complainant a letter confirming all details but this was not sent until after 25/03/15. This has been accepted as an oversight.	Assessment and Care Planning	ACP 3 Cynon	Parent	Explanation/information provided	Failure to provide a service	17/03/2015
Complaining about comments made by her children's S.W. referring to her ability to care for them.	TM has discussed with member of staff who disagreed that he used the terminology suggested or that he had made the comments	Assessment and Care Planning	ACP 3 Cynon	Parent	Explanation/information provided	Staff issues	06/01/2015

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
	stated to her son. He feels that he has a positive relationship with complainant & would not seek to offend her in any way.						
Unhappy with way she is being portrayed in reports, feels that info provided has been used in a negative way against her. Also concerned that her son is placed with his father & feels he may be at risk of emotional harm & of coming into contact with drugs	Minutes of meetings have now been supplied, but it was not accepted they show her in a negative way. Assessments reflect that her son's needs are being met by his father & partner. There is no evidence that her son requires a referral for child counselling.	Assessment and Care Planning	ACP 3 Rhondda	Parent	Explanation/information provided	Staff issues	21/01/2015
Unhappy that she is not invited to Core Groups, does not received minutes of meetings and is not being kept informed of her son's progress. Also unhappy that meetings are held at ex-partner's home.	Complainant had previously refused to attend meetings. Also there were concerns regarding her behaviour at meetings where her son was present. SW will ensure that copies of core group minutes are	Assessment and Care Planning	ACP 3 Taf	Parent	Explanation/information provided	Lack of information/communication	13/02/2015

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
	sent to complainant in future.						
Unhappy that there has been no response to her request for help in caring for her daughter and for a carer's assessment.	Apology offered for delay in sharing information with complainant, in particular, initial assessment. Details provided on Care Manager's involvement to date.	Assessment and Care Planning	Disabled Children's Team	Parent	Apology	Failure to provide a service	27/01/2015
Complaining about the unreasonable delay in actioning the DFG and also that it was not clearly explained that there is a possibility that she would have to contribute to the charges.	It was agreed that there was a 3 month delay in paperwork being submitted for planning permission. SM to chase up Grants Dept to see if works can be completed before summer holidays. Also will check if any fees can be negotiated given the length of delay.	Assessment and Care Planning	Disabled Children's Team	Parent	Explanation/information provided	Failure to provide a service	24/03/2015
Parents complaining about the attitude of SW during investigation and	Manager advised that S.W. carried out investigation in line with	Assessment and Care Planning	Duty Cynon	Other professional	Explanation/information provided	Staff issues	26/02/2015

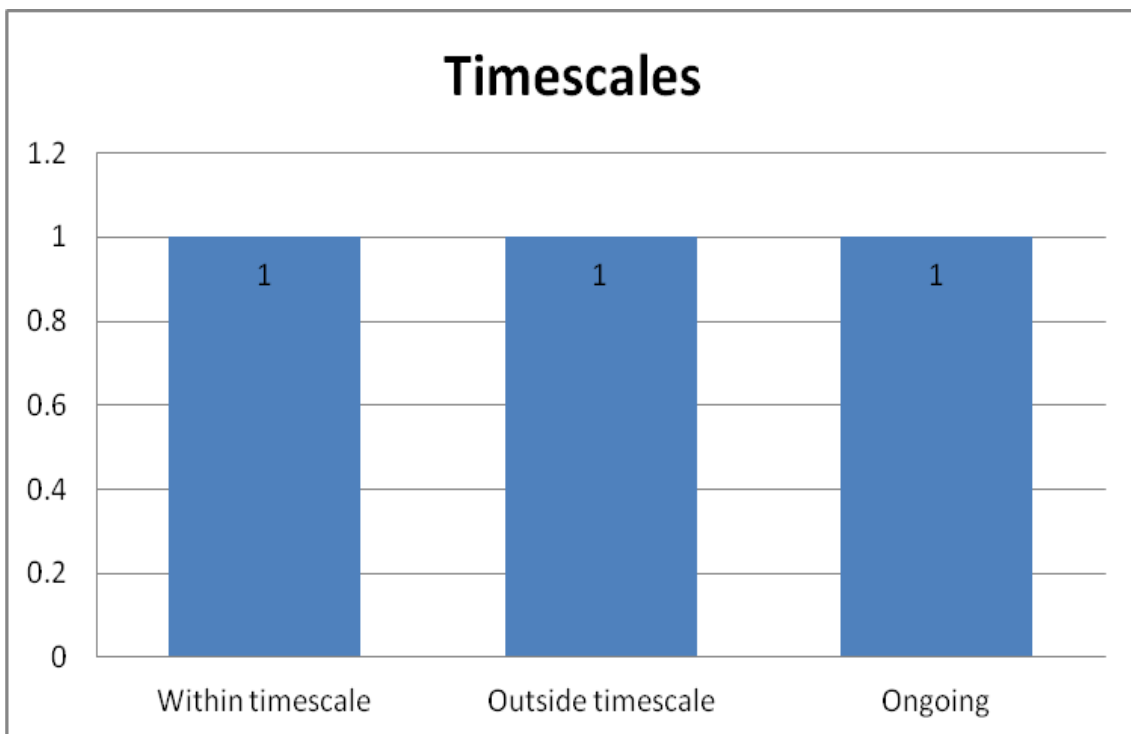
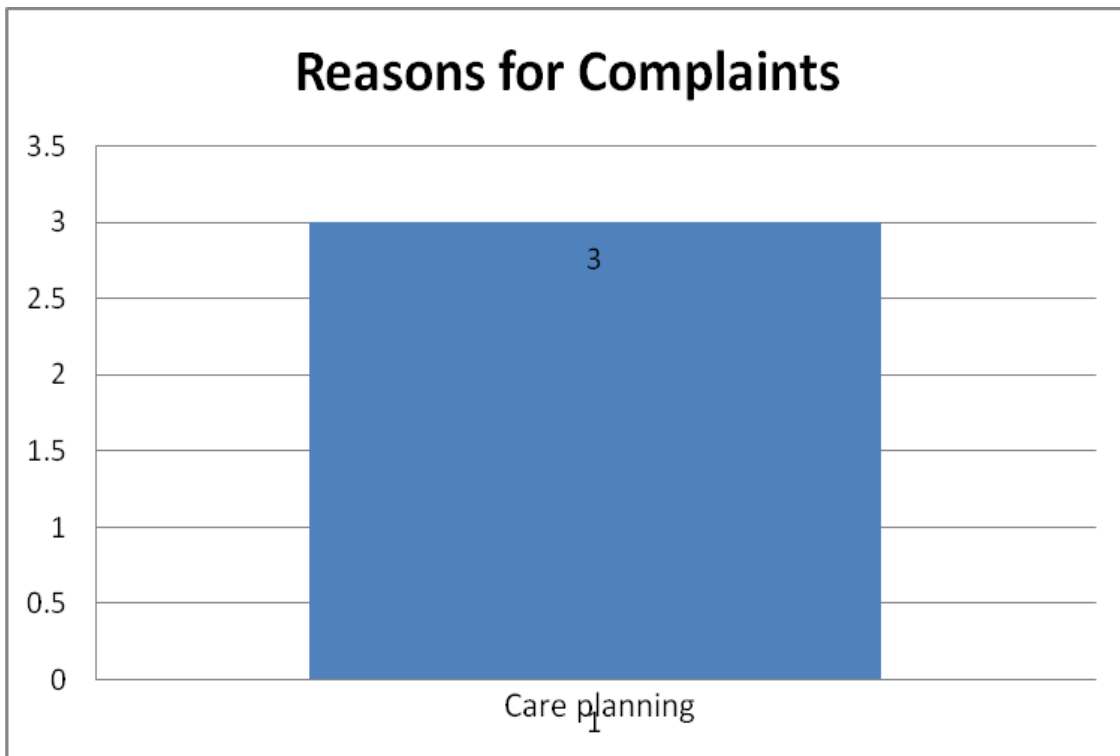
Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
the resulting conference, which they describe as aggressive.	RCT's safeguarding policy. Apology offered if there were any inaccuracies in her report, which will be corrected. Issues raised to be discussed further as part of S.W.s ongoing development.						
Her ex-partner was released from prison 2 days ago. Unhappy that she has not had a warning alarm should her ex-partner make contact. Also the S.W. Has not issued the school with a photograph of him in case he turns up there.	Clarification provided around assessment process for alarms. Assessment has now taken place which has identified 'low risk'. There was a delay in obtaining photo from the Police, but it has now been provided to the school.	Assessment and Care Planning	Duty Taf	Parent	Explanation/information provided	Failure to provide a service	23/01/2015
Complaining about the handling of a recent investigation regarding her daughter and the fact that she was excluded from being involved.	Police and Social Services recognise that there are some aspects of the investigation which could have been handled differently and	Assessment and Care Planning	Duty Taf	Parent	Apology	Quality of service	27/02/2015

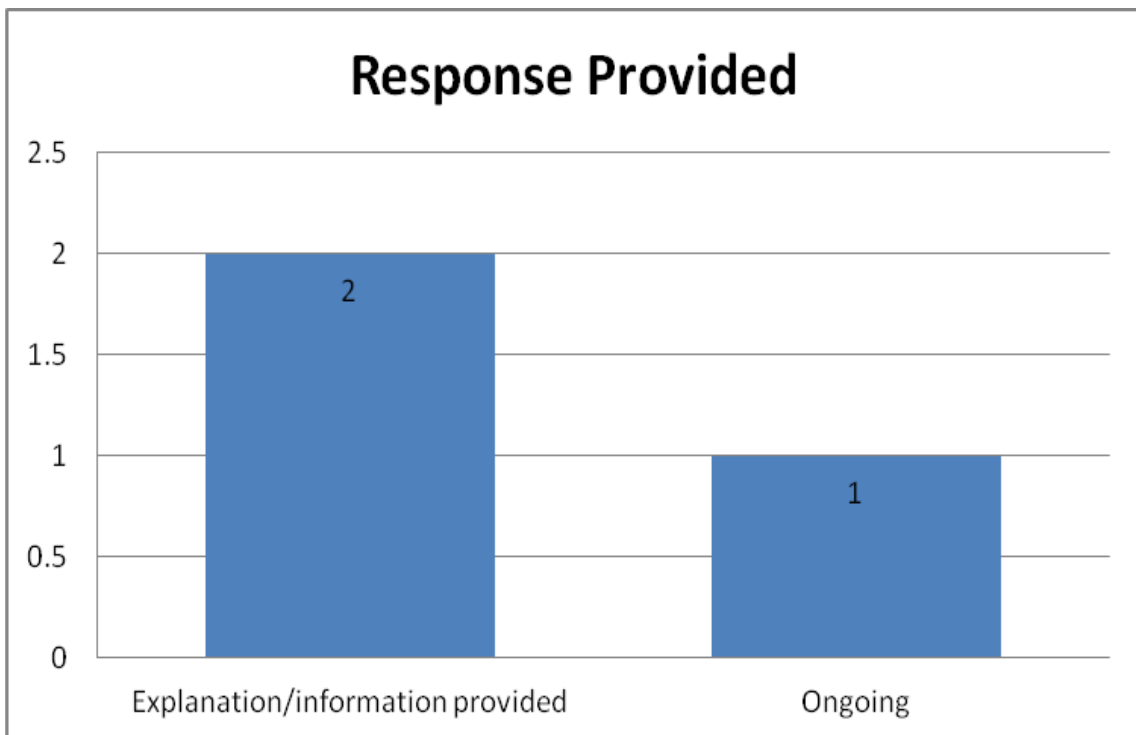
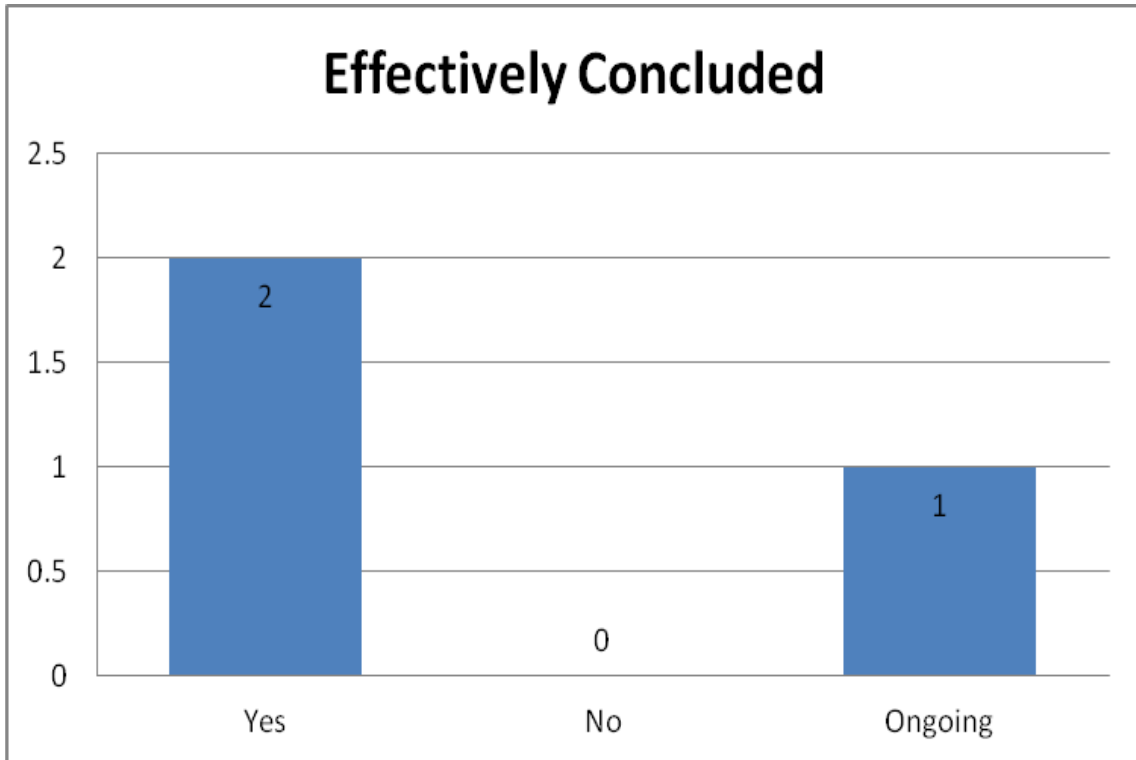
Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
	that a breakdown in normal communication practices has contributed to the concerns raised. Apology offered for any distress						
Complaining that on a recent visit to his home (along with a police officer) on a child protection matter, SW lied giving the impression she was also a police officer.	Following referral from SW Police SW accompanied police officer on home visit where full introductions were made. Clarification provided on why it was necessary to speak to his daughter i.e. It is usual to speak with all family members including children.	Assessment and Care Planning	Duty Taf	Parent	Explanation/information provided	Staff issues	17/03/2015
Complainant is the son of a foster carer who has been subject to an allegation and was advised not to allow his children unsupervised contact with his mother. Feels the situation was handled badly.	Apology offered for the poor way the case was handled. Action Plan to be drawn up to address issues raised, finished plan to be sent to complainants for comments.	Assessment and Care Planning	Duty Taf	Parent	Apology	Quality of service	30/03/2015
Complainant is the daughter of a foster carer who	Apology offered for the poor way the	Assessment and Care Planning	Duty Taf	Parent	Apology	Quality of service	30/03/2015

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
has been subject to an allegation and was advised not to allow her children unsupervised contact with her mother. Feels the situation was handled badly.	case was handled. Action Plan to be drawn up to address issues raised, finished plan to be sent to complainants for comments.						
Concerned that her son is wrongly placed at school. Also feels he should have support from DCT as he has autistic traits.	IRO has initiated the Independent Review Resolution process to look at concerns raised and so they will not be looked at under Complaints Procedure. Issue re: school placement should be directed to Education Department (contact number provided).	LAC	Independent Reviewing Officer	Parent	Referred to another division	Failure to provide a service	20/02/2015

Informal complaints made by Children/Advocates

Total = 3





Informal complaints made by Children/Advocates**Total = 3****Section areas**

Assessment Care Planning = 3

Details of complaint	Outcome of complaint	Service area	Team	Complain t source	Code of outcome	Code of complaint	Date rec'd
YP unhappy that he has to move placement as he is settled and in full time education. He feels a move would be disruptive.	Ongoing	Assessment and Care Planning	ACP 1 Rhondda	Advocate		Care planning (including moves around placements)	10/03/2015
YP has been told he will have to move back to RCT and is worried about the negative impact on him and the progress he has made.	Placement in Abergavenny was a short term option and the placement in Treherbert was meant to give stronger links to the area to which YP has said he wished to return. He also has the choice of choosing to remain living with his family.	Assessment and Care Planning	ACP 3 Cynon	Advocate	Explanation/information provided	Care planning (including moves around placements)	23/03/2015
YP complaining that Children's Services want to move her from her current placement where she is settled and at an important stage in her education.	Decision to move YP was taken by numerous professionals working with the family at the time, who felt that returning home was the right option for her. YP has since returned to L.A. Care.	Assessment and Care Planning	ACP 3 Taf	Advocate	Explanation/information provided	Care planning (including moves around placements)	11/03/2015

There was one **Corporate Stage 1** complaint received for the Early years Day Nursery Service.

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
Complaining about the above inflation raise in fees scheduled for this April. Claims the cost of Council run nurseries is exceptionally high in comparison with other establishments. Also unhappy with the tone of the letter sent informing parents.	Apology offered if tone of letter was felt to be dismissive. Changes to fees were made following extensive public consultation and a full review of childcare provision. Cuts to public spending means less money to spend on delivering & maintaining services	Early Years	Day Nursery	Parent	Apology	Financial (including Direct Payments)	31/03/2015

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

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

Appeals Total = 1

This was in respect of a Disabled Bus Pass which was received from a parent and was unsuccessful.

There was no contact from the **Ombudsman**

Compliments**Total = 3****Service areas**

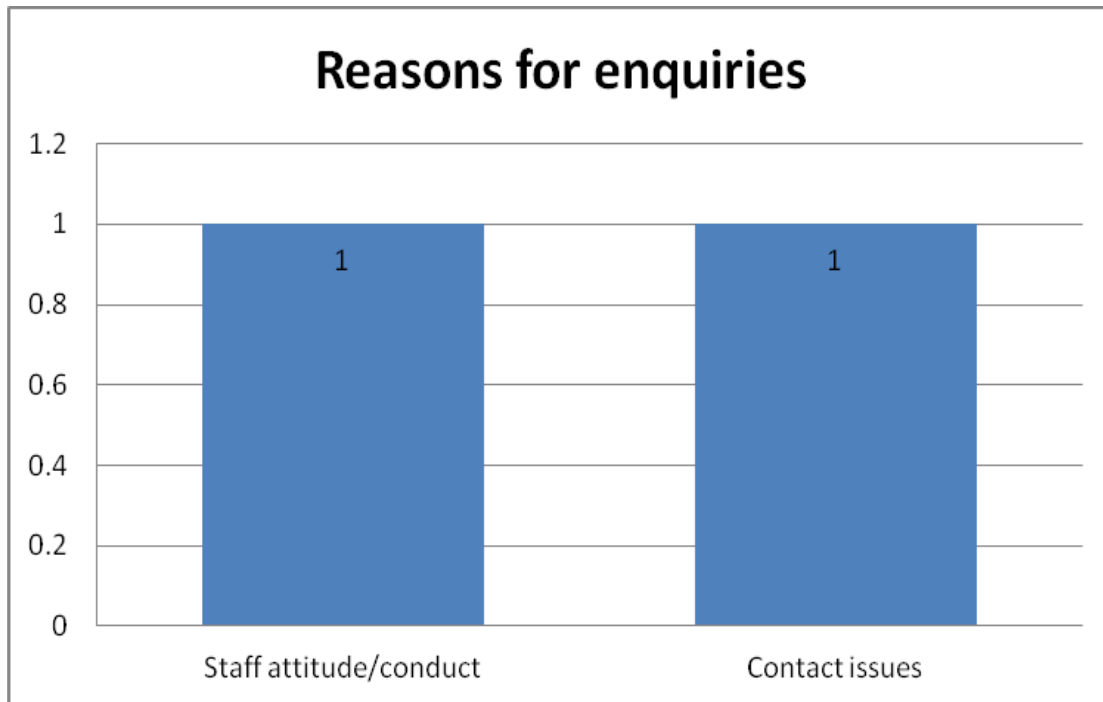
Children with Disabilities

= 1

Assessment Care Management = 2

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
Leanne Dicks	'she (Christine Evans) expressed how impressed she had been with Leanne's role, the work that she has completed has been of an exceptionally high standard and her ability to manage the complexities this case has presented. I (Sara Spalding) would also like to echo Chris's praise.'	Assessment and Care Planning Service	ACP3 Cynon	07/01/2015
Jan Owen	'My daughter's social worker was Jan Owen and I found her an excellent social Worker'.	Children with Disabilities		27/02/2015
Salvo Pepe	Mother stated that he had been really easy to get on with and at no point did she feel judged or that she couldn't open up to him. She said he was one of the best workers they've had.	Assessment and Care Planning Service	ACP2 Taf	30/03/2015

Member of Parliament/Assembly Member Enquiries



Total Number = 2

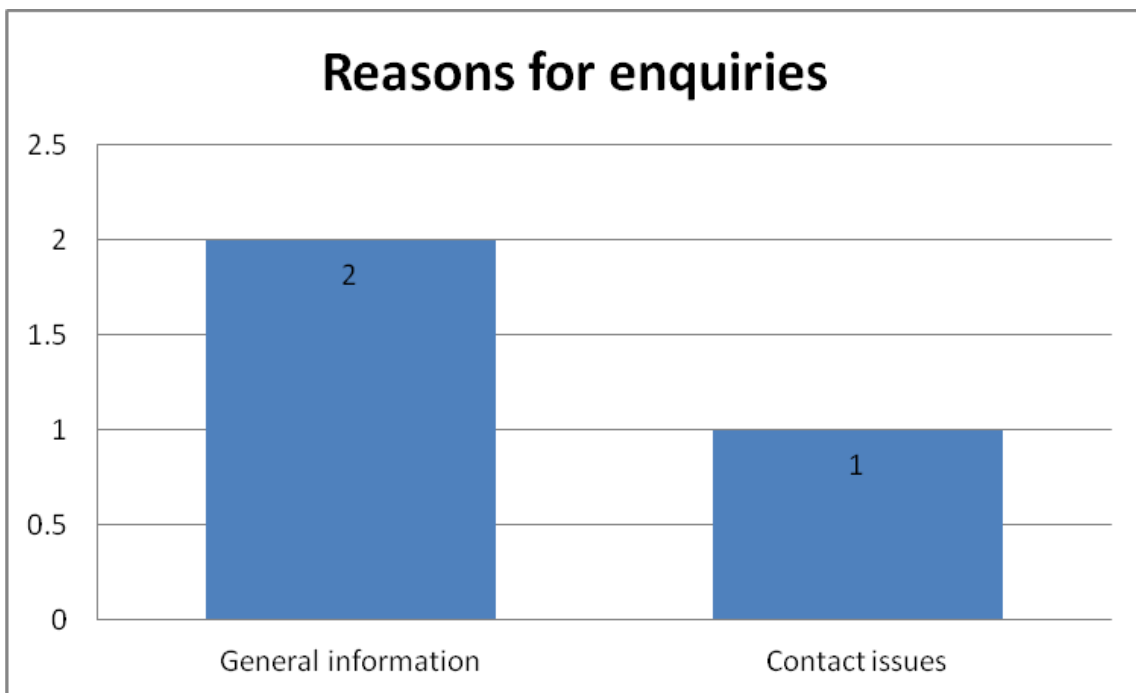
Service Areas

Assessment Care Planning = 2

Name ofMP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
Ann Clwyd	Complaining that her daughter's SW was unhappy because she had left her children with their older sibling (whose children are in care).	Recent outcome to constituent's assessment for SGO was negative, in part as a result of her not acknowledging the concerns in relation to her daughter. Constituent is aware of this outcome and the concerns of Children's Services.	yes	Assessment & Care Planning	Staff attitude/conduct	11/03/2015
Chris Bryant	Constituent claims to have been stopped	Following a strategy meeting	yes	Assessment & Care Planning	Contact issues	02/03/2015

Name ofMP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
	from seeing his grandchildren by Children's Services, due to a previous conviction.	it was agreed that contact with his grandchildren should be supervised by other family members, therefore if contact is being denied, this is a decision being taken by the children's parents.				

Local Councillor Enquiries



Total number = 3

Service Areas

Early Years

= 2

Assessment Care Planning

= 1

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
Irene Pearce	Constituent concerned regarding continued contact with her grandchildren following an allegation made by her son (their father).	Allegation is currently being investigated. Grandfather to supervise contact until the investigation has been concluded.	yes	Assessment & Care Planning	Contact issues	30/03/2015
Tina Williams	Councillor requesting information on Flying Start areas in Cwmaman.	Information supplied as requested along with a link to the gov.wales site for any other information which may be required.	yes	Early years	General information	30/03/2015
Graham Thomas	Constituents have requested Cllr make enquiries regarding permission which they believe has been granted for a crèche facility to be set up in a residential area.	Residents of property in question have applied to become registered childminders in order to provide home based childcare as part of our Childminders Network in RCT. The process is governed by CSSIW.	yes	Early years	General information	05/01/2015

Analysis of customer feedback Questionnaires

Numbers of questionnaires returned were very low for this quarter with just 13% being sent back.

Of those that were returned:

33.3% were dissatisfied with the outcome to their complaint.

33.3% were satisfied with the outcome to their complaint.

33.3% were neither satisfied nor dissatisfied with the outcome to their complaint

33.3% were dissatisfied with the handling of their complaint.

33.3% were satisfied with the handling of their complaint.

33.3% were neither satisfied nor dissatisfied with the handling of their complaint

The Complaints Unit also dealt with 5 other **contacts** during this quarter.

