

**AGENDA ITEM 5****RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL****CORPORATE PARENTING BOARD****8TH FEBRUARY 2016****SOCIAL SERVICES QUARTERLY COMPLAINTS  
AND COMPLIMENTS REPORT****1ST JULY 2015 - 30TH SEPTEMBER 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 July 2015 - 30th September 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**

**2nd Quarterly Report**

**1<sup>st</sup> July – 30th Sept 2015**

<b><u>Contents</u></b>	<b><u>Page no</u></b>
<b>Community Care</b>	
Summary	3
Informal Complaints	4
Formal Complaints	10
Concerns	10
Appeals	11
Ombudsman enquiries	11
Compliments	11
MP/AM enquiries	15
Local Councillor enquiries	18
<b>Children and Young Persons</b>	
Summary	21
Informal Complaints made by adults	22
Informal Complaints made by children	31
Formal Complaints	33
Concerns	34
Appeals	34
Ombudsman enquiries	34
Compliments	34
MP/AM enquiries	36
Local Councillor enquiries	38
Analysis of Customer Feedback Questionnaires and contacts	40

**Summary – Community Care****2nd Quarter 2015/16****Informal Complaints**

Total Number	= 18
Concluded	= 16
Informal complaints received through Corporate Scheme	= 0

**Formal Complaints**

Total Number	= 0
--------------	-----

**Concerns**

Total number	= 4
--------------	-----

**Compliments**

Total Number	= 44
--------------	------

**Appeals**

Total Number	= 3
Bus Pass	= 3

**Ombudsman enquiries** = 1**MP/AM enquiries**

Total Number	= 8
--------------	-----

**Councillor enquiries**

Total Number	= 11
--------------	------

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

Total Number	= 21
Concluded	= 19
Informal complaints received through Corporate Scheme	= 1

**Formal Complaints**

Total Number	= 0
--------------	-----

**Concerns**

Total number	= 4
--------------	-----

**Compliments**

Total Number	= 50
--------------	------

**Appeals**

Total Number	= 8
(Bus Pass)	= 7
Assessment	= 1

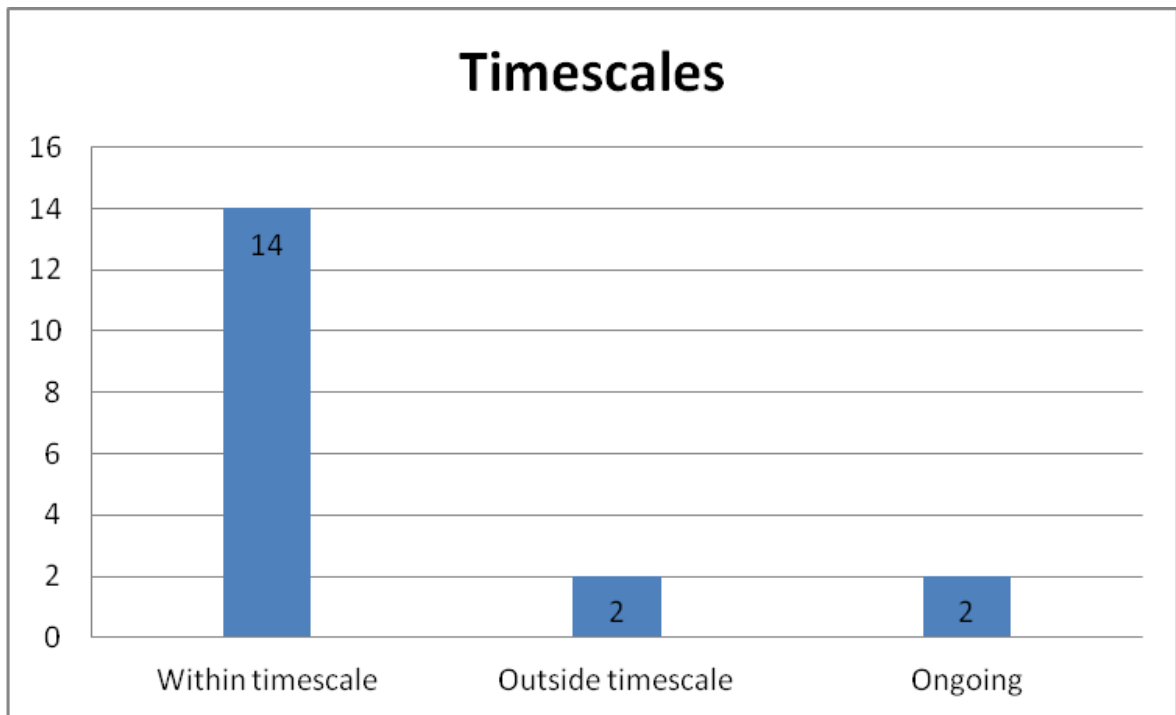
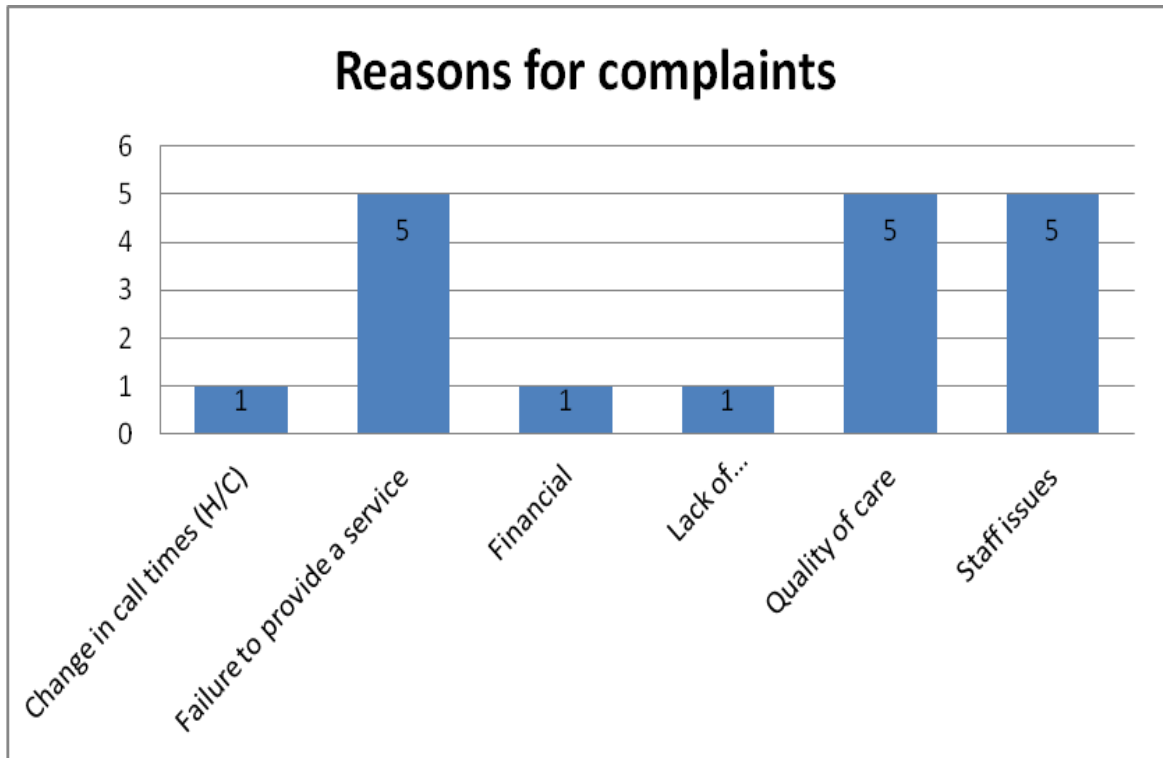
**Ombudsman enquiries** = 0**MP/AM enquiries**

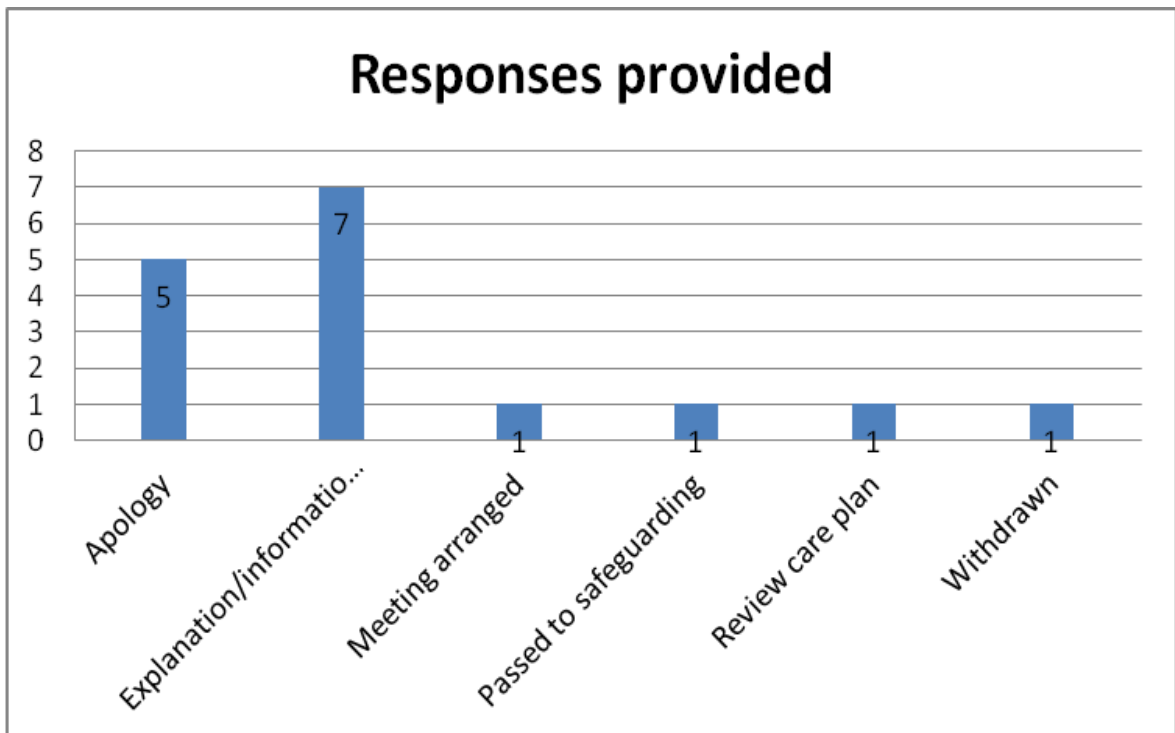
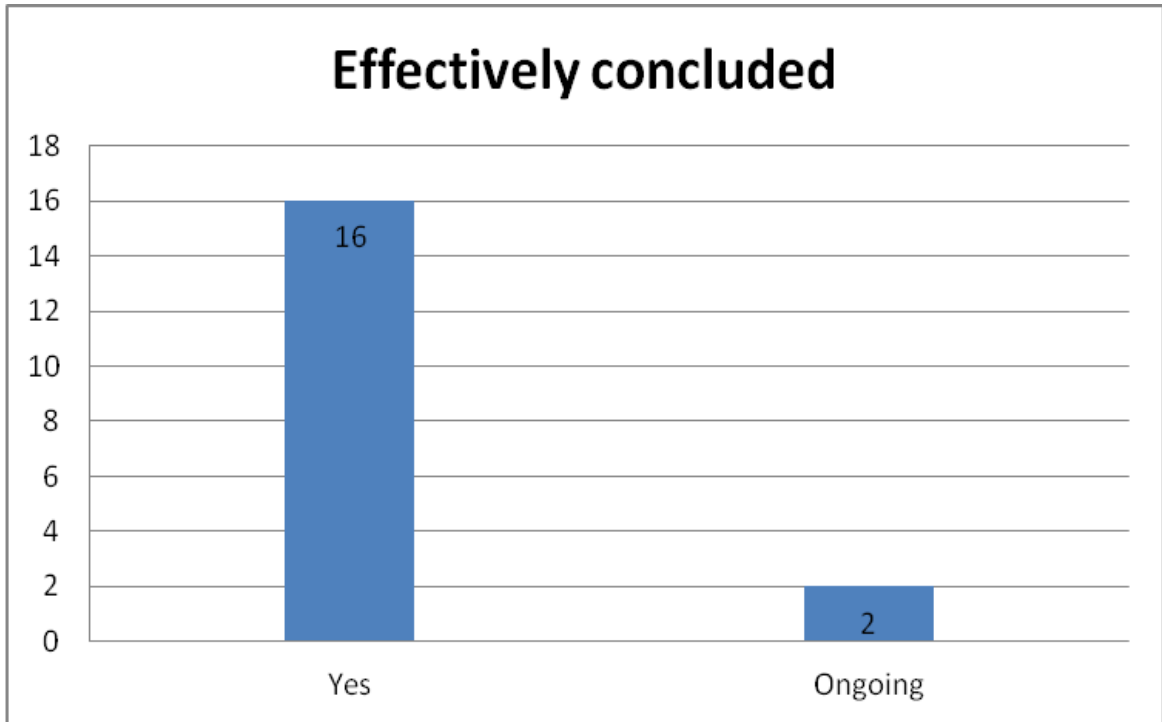
Total Number	= 12
--------------	------

**Councillor enquiries**

Total Number	= 8
--------------	-----

### Community Care Informal Complaints





## Community Care

### Informal Complaints

**Total = 18**

#### Service areas

Homecare	= 2	ACE	= 2
Locality Teams	= 4	Residential Care	= 2
Independent Residential Care	= 3	Business Support	= 1
Independent Domiciliary Care	= 2	Learning Disability	= 2

Detail of complaint	Action taken following complaint	Service area	Team	Type of Complaint	Code of outcome	Date received
Complainant was told there was a waiting list of 6-8 weeks for an ACE Team assessment. As she had heard nothing she rang First Response and was told that the waiting list was now 13 weeks. She feels she should have been kept informed of this delay.	Apology offered for oversight which meant that people who had been on WL prior to June were not informed of the delay. This has been rectified and a visit has been arranged to assess complainant's mother for any equipment/adaptations needed.	ACE		Informal	Apology	17/08/2015
Unhappy with the attitude of the OT who spoke with her mother regarding her stair lift.	Apology offered for any distress caused. Senior COT to undertake assessment/provide advice regarding request for aids/adaptations.	ACE		Informal	Apology	30/07/2015
Complaining that he did not have a reminder to renew his Blue Badge and as a result has received a parking fine. Unhappy with response.	No reminder letter sent due to changes in administrative arrangements (this has now been rectified). Responsibility to display valid B B lies with the holder and so RCT cannot accept liability for fine. 2nd response sent reiterating the above 02/09/15	Business Support		Informal	Explanation /information provided	23/07/2015
SU feels that one of his H/C workers is 'overly familiar' and makes him feel uncomfortable. Previously she has not worn gloves and as a result he will not let her perform any	Apology offered. Issues will be addressed with member of staff through the Council's internal procedures. Carer will not provide care to complainant in future.	Homecare		Informal	Apology	18/08/2015



Detail of complaint	Action taken following complaint	Service area	Team	Type of Complaint	Code of outcome	Date received
personal care tasks. There are also confidentiality issues re: other SUs.						
Unhappy with the behaviour and attitude of one of her homecarers. She would like an apology.	H/C worker deeply regrets her actions and will be given additional training around dignity & respect. Member of staff will no longer work as part of complainant's team of carers.	Homecare		Informal	Apology	07/08/2015
Unhappy with condition of flannel found in laundry bin and with comments regarding her visits written in the Communications Book. Wants a meeting to discuss these and various other issues with the service provider.	Manager to arrange refresher training for staff where necessary. Staff to ensure communication book is read & signed. Manager to ensure family calls are returned in timely manner. 1 member of staff has been removed from team working with this S.U.	Independent Domiciliary Care	Shaw	Informal	Meeting arranged	10/09/2015
Unhappy with the percentage increase in H/C charges. Also unhappy with care provided by Sevacare, including medication issues.	Info provided on charging policy for non-residential services. Improvements made to collection of medication by Sevacare, issue will be addressed with staff in supervision. Info provided on Council's Tender Procedure and contract monitoring process.	Independent Domiciliary Care, Finance	Sevacare	Informal	Explanation/information provided	08/07/2015
Family have been informed that father now needs Nursing Care which cannot be provided at Zoar. Family very unhappy with care he has received at Zoar and with the attitude of the staff which is described as appalling.	Asst Manager feels that they have been honest regarding the problems they have had in caring for complainant's father. States that they have never received complaints regarding staff attitude & that he believes them to be professional and friendly.	Independent Residential Care	Zoar Care Home	Informal	Explanation/information provided	21/08/2015
Complainant's mother rang for assistance at Ty Porth. No one answered so she	Incident being dealt with by Safeguarding Team via POVA route (not via	Independent Residential Care	Ty Porth	Informal	POVA	07/09/2015

Detail of complaint	Action taken following complaint	Service area	Team	Type of Complaint	Code of outcome	Date received
rang 999 giving her home address. Police advised Ty Porth of this, however, the care home failed to inform the family.	Complaints Unit).					
Daughter raised concerns following incident where her mother fell out of bed. When informed, SW appeared unconcerned. Complainant was not invited to attend when SW visited her mother and feels SW is unsupportive.	Ongoing, update provided 16/10/15.	Independent Residential Care	Ty Gwynno	Informal		17/07/2015
Father feels it would be more beneficial for his son to receive respite at school than at Beech Cottage. Some of his classmates receive respite at school and so he feels RCT is discriminating against his son. 2nd letter Rec'd 24/09/15.	Reasons provided as to why Beech Cottage is considered the best venue for son's respite. Following discussions with father, SW from the physical disability team to visit to assess his son's physical needs. 2nd response sent 30/09/15.	Learning Disability	East	Informal	Explanation /information provided	14/07/2015
Certain support hours have been reduced and changed to breakfast call at 10am and lunch call at 11.30am. Feels the calls are too close together, he has tried to discuss this with Manager but she has not been available.	SW to amend care plan so that Saturday support hours reflect those already in place for the rest of the week.	Learning Disability	East	Informal	Review Care Plan	14/07/2015
Client claims her discharge home from hospital is being delayed due to the failure of RCT to organise an appropriate package of care.	Delay partly due to SU feeling unable to participate in discharge planning. Multi agency care plan has been constructed to provide support, but SU declined offer to discuss care plan with staff. IMHA now involved. CHC dispute going to panel 29/09/15.	Locality Team	Taf North	Informal	Explanation /information provided	04/09/2015
Feels her father's SW did not do her job properly. He became more & more		Locality Team	Taf South	Informal		22/09/2015

Detail of complaint	Action taken following complaint	Service area	Team	Type of Complaint	Code of outcome	Date received
distressed as he couldn't return home due to a delay in the provision of a care package. States that this made his condition worse.						
Unhappy with attitude/behaviour of SW concerning her aunt's care package. Requesting an alternative care manager.	Complaint withdrawn. Complaint had been given wrong information. NFA.	Locality Team	Cynon North	Informal	Withdrawn	21/07/2015
Unhappy with CCW who visits, claiming that she is rude to you and your carers. You would like another worker to visit instead of the current CCW.	Apology offered if, in complainant's opinion, member of staff appeared to be rude. New SW to be allocated to continue review. No written response provided (as per complainant's wishes as she has poor vision).	Locality Team	Rhondda Lower Fawr	Informal	Apology	12/08/2015
Unhappy with way the flower collection money was used (following the death of her mother). She was informed that it was put into a staff fund for refreshments, but complainant wishes for the money to be put into resident's fund. 2nd letter 07/10/15.	Family told staff there would be family flowers only at funeral, then asked for the money to be given to staff. This was rectified and the residents money was returned via the Residents Unofficial Fund (as is standard practice).2nd response 07/10/15	Residential Care	Pentre House	Informal	Explanation /information provided	02/09/2015
Unhappy that following hospital admission, her mother was 'not allowed' to return to Parc Newydd as her needs had changed to nursing. She feels she should have been allowed to spend her last 12 weeks in a place she knew with people she knew.	Parc Newydd is not registered to provide nursing care. Complainant was told Jan 2015 she should begin looking for a nursing placement & March 27th (when her mother was ready for discharge) she was informed she could not return to Parc Newydd.	Residential Care	Parc Newydd CH	Informal	Explanation /information provided	19/08/2015

There were no Informal Complaint for Community Care received via the **Corporate complaints scheme** during this quarter.

There were no **Formal Complaints** received for Community Care during this quarter.

There were 4 **Concerns** received for this quarter.

### Service areas

Reviewing Team = 1                      Locality Teams = 2  
Independent Domiciliary Care = 1

Detail of complaint	Action taken following complaint	Service area	Team	Type of Complaint	Code of outcome	Date received
Unhappy with various aspects of care her mother previously received from Q Care. She feels that the company is not fit for purpose.	Concerns passed to Strategic Commissioning Manager who will take up concerns with Q Care. Information provided on RCT's Commissioning process. Response sent from Q Care.	Independent Domiciliary Care		Concern	Referred to another Division	31/07/2015
Unhappy that a member of staff had passed on her contact details to the Food Bank Service without her permission.	SU was unable to make contact with the Food Bank and so SW asked the Food Bank to contact her. They already had her details.	Locality Team	Cynon North	Concern	Explanation/information provided	17/09/2015
Unhappy that the family have been unable to obtain any information re: their brother and any progress around him returning home with any necessary care package/aids/adaptations.	Apologies offered for lack of effective communication with family and delays in bringing property to a safe standard. Information provided around options explored as temporary accommodation. Meeting has been arranged between ACM & family to discuss.	Locality Team	Cynon North	Concern	Apology	15/07/2015
Unhappy with his mother's assessment/review form 17/09/15. Feels family have not been allowed input into decisions made. Also claims he has no financial documentation breaking down the costs incurred.	Information provided regarding the assessment/review process, risk assessments and grandmother's diagnosis of cancer. Breakdown of charges was provided to complainant's father and Temple Law, but can be provided on request.	Reviewing Team		Concern	Explanation/information provided	11/09/2015

**Appeals****Total = 3****Service areas**

Bus Passes = 3

There were a total of 3 bus pass appeals all of which were successful.

There was 1 **Ombudsman** contact during this quarter.

Detail of complaint	Action taken following complaint	Service area	Team	Type of Complaint	Code of outcome	Date received
Still remains unhappy with the staff providing her son's care (Innovate Trust). She wants him to be provided with alternative accommodation in the Cardiff area.	Information and copies of previous correspondence/complaints provided to The Ombudsman's Office. No decision as yet.	Learning Disability	West	Ombudsman	Explanation/information provided	21/07/2015

**Compliments****Total = 44****Service areas**

Locality Teams	= 5	Residential Care	= 8
Homecare	= 12	Carers Project	= 1
Reablement/Intermediate care	= 4	ACE	= 5
Mental Health	= 2	First Response	= 1
Business Support	= 1	Learning Disability	= 4
Strategic Commissioning	= 1		

Name of Staff member	Nature of Compliment	Team	Area	Date received
Craig Munden	Service user rang to thank us very much for our assistance in providing him with a stairlift. He is over the moon and he said it even looks good. Said the service he has been provided with is excellent.	ACE		24/08/2015
Jackie Ashcroft	Service user rang to compliment Jacqueline Ashcroft. He could not praise her enough, he said she was brilliant and very efficient. He has never received services before and says that it has made a remarkable difference to his life. He would like to pass on his thanks.	ACE		14/09/2015
Craig Munden	'Both my father and I would like to thank Mr Munden for his support, care, compassion and above all his professionalism which he showed right through from the initial assessment to coordination	ACE		21/09/2015

Name of Staff member	Nature of Compliment	Team	Area	Date received
	in the fittings of the hoists.'			
Nicola Damen	'I felt that you treated Mum with care and compassion and understood her desire to remain independent for as long as possible. Can I just say thank you ever so much, it's so nice to know our elder residents are in such good hands, you're a credit to the Authority!!'	ACE		09/09/2015
Sue Shannon	'Thanks once again Sue for your quick and professional response.'	ACE		27/08/2015
Gaynor Edwards	'I just wanted to say how every time I have visited Ty Elai the receptionist Gaynor is always friendly, polite and helpful. I visited Ty Elai this week and as always Gaynor helped me find a spare desk/computer to work from. Nothing is too much bother for her.'	Business Support		07/08/2015
All staff	'thank you for the opportunity to attend the Carer's event "Who am I" ...The combined lecture...was presented in a very interested way'.	Carers Project		23/07/2015
Sally Prosser	'At all times I was dealt with in a patient and helpful manner. Sally was obviously fully informed and was able to provide clear and concise responses to my enquiries.'	First Response		28/09/2015
All staff	'Everyone was brilliant and we shall always appreciate how kind the carers were with our mam.'	Homecare		20/07/2015
Vickie, Debbie, Sara, Sian, Zoe, Estelle	'Words cannot express our appreciation for your loving care & thought for our mum - She was fond of you all & always grateful for everything you did for her & for ensuring her dignity remained intact.'	Homecare		20/07/2015
Mark Davies	Rang wishing to pass on his thanks to his father's carer, Mark Davies, for his support today. He was grateful for the assistance Mark had given.	Homecare		13/07/2015
All staff	Service User rang stating that he would like to pass on his gratitude to all staff, including office staff for the care and consideration shown to him.	Homecare		27/07/2015
All staff	Service users said that the H/C staff that visit are mostly the same three staff which is very important to them and when assisting him with personal care they always ensure they promote dignity and independence. They are very happy with the care that is being provided.	Homecare		06/08/2015
All staff	Daughter stated that she is really impressed and pleased with the standard of care her father receives from Home Care.	Homecare		08/07/2015
Tina, Gaynor, Helen, Julie, Sharon, Annette	'We would like to thank you all from the bottom of our heart for the care and attention you provided for NAME'.	Homecare		24/08/2015

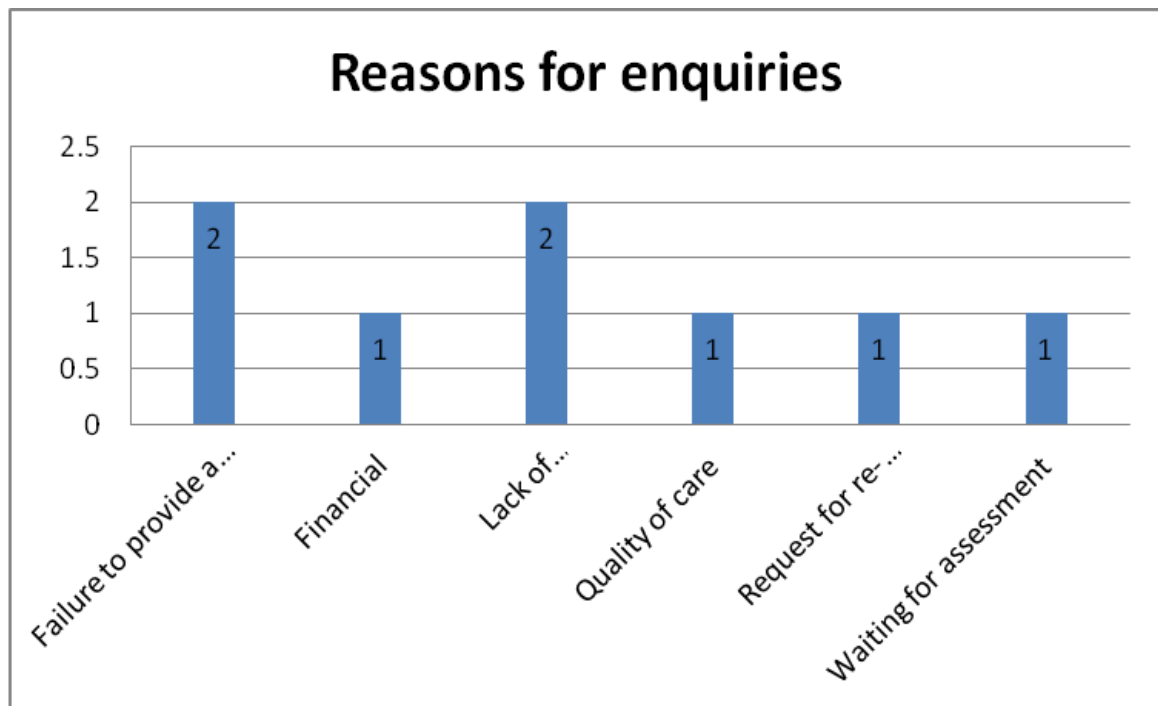
Name of Staff member	Nature of Compliment	Team	Area	Date received
All staff	Son of S.U. wanted to thank the staff for everything they did for his mother he said they were outstanding, he wanted to pass his gratitude on.	Homecare		25/09/2015
Steve Nicholls	Gentleman rang in to thank Steve Nicholls for all the help he gave this morning when his dad's electric had gone off. He felt he had gone above and beyond what was required and couldn't thank the service enough for all the help his dad receives.	Homecare		20/09/2015
Amanda Evans, Kim Evans	'E.D.T. and I would like you to pass on our thanks to your night mobile staff, Amanda Evans and Kim Evans who went to the assistance of one of my service users last night who was in a distressed state...They called the Police and stayed with her until they arrived. NAME is not a client of RCT home care.'	Homecare		18/09/2015
Bev, Andrea, Kath, Lesley, Linda, Tracey	'My mother had wonderful caring and it was because of their support she was able to be cared for so successfully at home.... We were so fortunate to have such a wonderful team'.	Homecare		09/09/2015
Andrea Driscoll, all staff	Daughter of service user rang to say that she would like to thank you and all staff who attended to her father for all the care and support provided throughout the time he received homecare.	Homecare		29/07/2015
All staff (Learning Curve)	'Thank you so much for welcoming me. You have been so kind and it has been so great to see what you do.'	Learning Disability	Provider Services	01/07/2015
All staff (Learning Curve)	'I could not have wished for a better team for my sister to be with and I will never be able to thank you enough'.	Learning Disability	Provider Services	01/07/2015
All staff (Learning Curve)	'Thank you so much for making me feel welcome. I've thoroughly enjoyed my placement with you'.	Learning Disability	Provider Services	01/07/2015
All staff	'Just a short note to say well done again for organisation and staff enthusiasm at the Fete. Food was nice, there was plenty to look at and buy and staff had the selling patter well sorted ! It was well attended again from what I say so nice one again !!'	Learning Disability	Provider Services	31/07/2015
Richard Morgan	Rang regarding her mother and wanted to say a very big thank you for being so kind and helpful, she thought you 'were amazing'.	Locality	Taf West	01/07/2015
Judith Lewis	'I must compliment Judith Lewis on her approach. '	Locality	Taf North	03/07/2015
Yvonne Phillips	'Yvonne gave us an exceptional service, with great empathy and understanding. Her knowledge of our situation and her job made everything so much easier for us.'	Locality	Taf South	06/07/2015
Claire Walker	SU rang to say she is so thankful for the help she has	Locality	Cynon South	19/08/2015

Name of Staff member	Nature of Compliment	Team	Area	Date received
	had with her zimmer frame. She said she is able to do much more now and she feels so happy. She said it was all thanks to her ACM.			
Paula Diamond	'Words will never be able to express the gratitude we have for all the support and hard work you did to help our mum'.	Locality	Rhondda Fach	20/07/2015
Donna Driscoll, Alison Powell	'I would not have come this far without you. Donna you have been a rock for me without the both of you I would have end my life longtime ago.'	Mental Health	Cynon	09/07/2015
Rob Greenhill	'Rob was always willing to help in any way he could with regards to NAME's health.'	Mental Health ILS	Direct Services	21/09/2015
All staff	Telephoned to pass on her gratitude for the wonderful care staff have given to her mum. Mother also wanted to pass on her thanks.	Reablement/ Intermediate care		06/08/2015
Melanie, Helen, Gaynor	'All the girls who visited me were very considerate and helpful and helped to restore my confidence after a fall.'	Reablement/ Intermediate care		01/09/2015
Yvette Price, Cath Jones, Helen Stemp	'I must commend them on their level of enthusiasm, enjoyment and friendly manner when delivering the Physiotherapy programme.'	Reablement/ Intermediate care		18/09/2015
All staff	Asked worker to pass on his appreciation for the I/C staff for the support his mum was given when she was discharged home.	Reablement/ Intermediate care		17/09/2015
All staff (Caeglas)	'Just a short note to let you know how much our family appreciated the way in which you looked after Mam in the year she was with you.'	Residential		20/07/2015
All staff (Tegfan)	Family commented that mother enjoyed her time at Tegfan and said they felt she was very well treated and supported by staff there.	Residential		16/07/2015
All staff (Tegfan)	'Thank you for the care, love and devotion shown to my Mum, NAME, during the last week of her life.'	Residential		16/07/2015
All staff (Bronllwyn)	Bronllwyn Home is 'a shining example of how a Care Home really should be run. You and your staff show all your residents care, friendship, compassion, dignity and companionship together with a huge sense of happiness and fun.'	Residential		15/07/2015
All staff (Tegfan)	'Thank you so much for your love and care given to my mother...Also thank you for your support & kindness shown to us...it means so much.'	Residential		23/07/2015
All staff (Tegfan)	Giving thanks 'for the loving care you gave my mother during her time spent with you'.	Residential		13/08/2015
All staff (Tegfan)	'We as a family are grateful for all the care and love the members of staff gave to my mother during her stay at Tegfan.'	Residential		27/08/2015
All staff (Clydach)	'Just a quick note to say what a wonderful place I was working in yesterday....The management and	Residential		15/09/2015



Name of Staff member	Nature of Compliment	Team	Area	Date received
Court)	staff in my option have made the environment stimulating, welcoming and comfortable It wasn't at all cold/clinical but spotlessly clean and very homely'.			
Kevin Barnett	Wanted to say that Kevin is providing some support with the management meetings at Penrhos. He was very complimentary about Kevin and said how much he had valued his help. He felt that improvements had been made since Kevin's involvement.	Strategy	Strategic commissioning	01/08/2015

### Member of Parliament/Assembly Member Enquiries

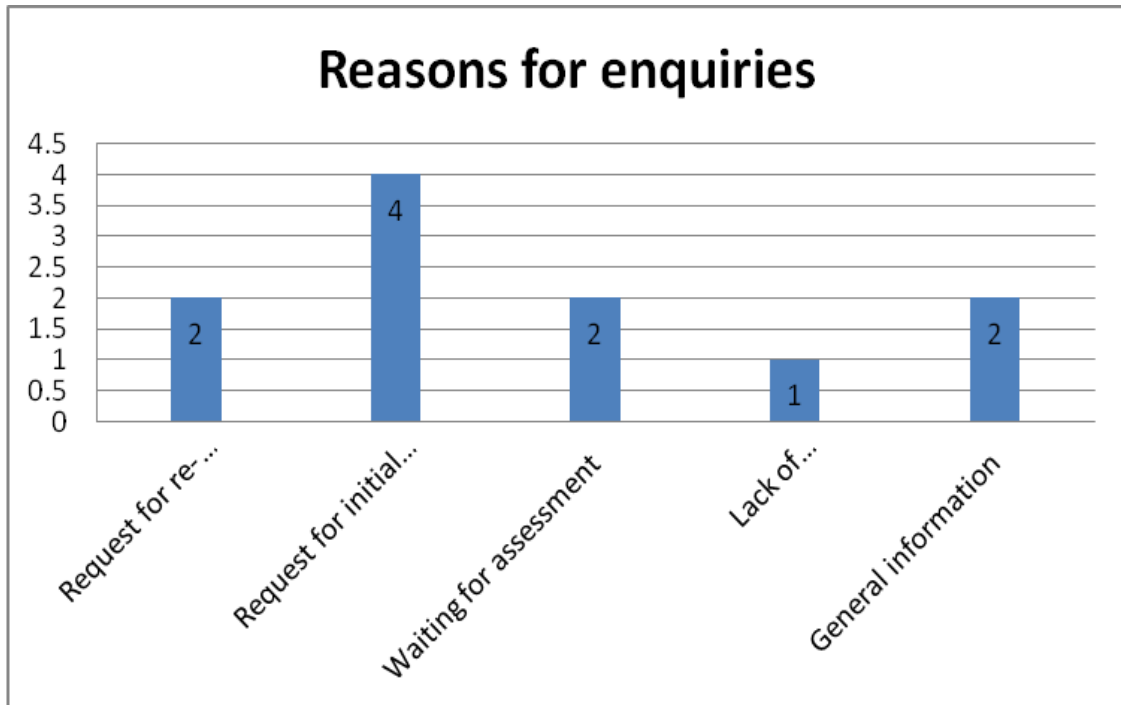


<b>Total Number</b>	<b>= 8</b>		
Locality Teams	= 4	Contact Centre	= 1
Residential Care	= 1	CHC	= 1
Learning Disability	= 1		

Name of Cllr/AM/MP	Details of enquiry	Outcome of enquiry	Effectively concluded	Service area	Code of enquiry	Date rec'd
Ann Clwyd	Querying why constituent's carers have been reduced from two to one. This means he is no longer able to leave the house.	Constituent is a Continuing Health Care client and as such Cwm Taf UHB is responsible for arranging his package of care. MP will need to contact UHB for any further information.	Yes	CHC	Failure to provide a service	07/09/2015
Owen Smith	Constituent unhappy that despite booking respite care for her son (whilst she had surgery), it was cancelled at short notice, just days before it was due to begin.	Unfortunately there was a crisis situation with another service user which took priority and required the respite bed that was planned for constituent's son. It was agreed with family that the LA would put services into the home to provide his support.	Yes	Learning Disability	Failure to provide a service	13/08/2015
Chris Bryant	Unhappy to be told that following her mother's death, money was collected from residents for a floral tribute, however, no flowers were purchased. She was informed that instead the money was given to the staff fund.	Family informed staff that they only wanted family flowers at the funeral and told staff to give the money to the staff fund. This error was rectified and the money returned to residents via the Residents Unofficial Fund (as is standard practice).	Yes	Residential care	Financial issues	17/09/2015
Christine Chapman	Constituent's brother has been unable to get any information concerning his brother's return home. He has been in temporary residential care whilst necessary aids/adaptations were being arranged for his property.	Apologies offered for lack of effective communication with family and delays in bringing property to a safe standard. Information provided around options explored as temporary accommodation. Meeting has been arranged between ACM & family to discuss.	Yes	Locality Cynon	Lack of information /communication	03/08/2015
Ann Clwyd	Constituent claims he was assigned a SW but he has only seen	Details provided on regular contact and services constituent	Yes	Locality Cynon	Lack of information /communic	17/07/2015

Name of Cllr/AM/MP	Details of enquiry	Outcome of enquiry	Effectively concluded	Service area	Code of enquiry	Date rec'd
	her twice. He has tried contacting her but has no joy to date. Requesting a home visit.	receives from the Department. If he requires a home visit for a specific reason, this will be arranged with his SW.			ation	
Leighton Andrews	Constituent unhappy with various issues e.g. H/C timings, no of day centre visits, level of support for days out and requesting information on the progress on adaptations to her home. 2nd contact 12/10/15.	Explanations provided around care package and day services. OT assessment completed 02/09/15 and recommendations have been passed to RCT Homes. Visit from a specialist company being arranged to look at adaptations to kitchen. 2nd response sent 15/10/15.	Yes	Locality Rhondda	Quality of care	11/09/2015
Ann Clwyd	As there is no appeals procedure, constituent requesting information on how he can challenge the decision by LA not to award him a Blue Badge.	Constituent has reapplied giving additional information and has now been awarded a Blue Badge which he should receive within 10 days.	Yes	Business Support	Request for re-assessment	20/08/2015
Ann Clwyd	Constituent unhappy that little is being done to arrange a care package so that she can return home. She feels that Social Services & Health Board are arguing over funding the care. 2nd letter rec'd 27/08/15.	All steps possible are being taken to facilitate constituent's discharge home from hospital, however, she is currently refusing to be involved in the discharge planning process. LA cannot comment on actions of Health staff. Follow up response sent 04/09/	Yes	Locality Taf	Waiting for assessment	24/08/2015

### Local Councillor Enquiries



**Total Number = 11**

**Service Areas**

Business Support = 2      Locality Teams = 4  
 First Response = 3      ACE = 1  
 Short Term Intervention = 1

Name of Cllr/AM/MP	Details of enquiry	Outcome of enquiry	Effectively concluded	Service area	Code of enquiry	Date rec'd
Mike Forey	Querying why his constituent's mother has been refused a blue badge.	Welsh Govt has issued new guidance to local authorities and constituent's mother does not meet the new criteria for a blue badge.	Yes	Business Support	Request for re-assessment	08/09/2015
Lionel Langford	Cllr enquiring whether there is a contact list of persons able to carry out small jobs around the home for elderly people.	Unable to recommend any private companies. Contact details provided for Care & Repair.	Yes	First Response Duty	General information	22/09/2015
Clayton Willis	Query how his constituent can apply for a Disable Parking Bay.	Rang constituent to advise that the DPB scheme has been suspended for this	Yes	Locality Taf	General information	27/07/2015

Name of Cllr/AM/MP	Details of enquiry	Outcome of enquiry	Effectively concluded	Service area	Code of enquiry	Date rec'd
		financial year. Will need to ring Contact Centre at start of next financial year to see if the scheme re-opens.				
Mike Forey	Constituent's brother has been unable to get any information concerning his brother's return home. He has been in temporary residential care whilst necessary aids/adaptations were being arranged for his property.	Apologies offered for lack of effective communication with family and delays in bringing property to a safe standard. Meeting has been arranged between ACM & family to discuss. Follow up response sent 16/09/15.	Yes	Locality Cynon	Lack of information /communication	21/07/2015
Robert Bevan	Cllr requesting contact to discuss the DPB scheme with his constituent and to see if there are any other ways in which the Council can provide support.	First Response to contact constituent with regards to undertaking an assessment. DPB application form sent out.	Yes	First Response Duty	Request for assessment	28/09/2015
Keiron Montague	Constituent has a number of concerns; help to care for his wife (and possibly himself), financial support and a blue badge.	Constituent has declined any support for himself or his wife. Welfare benefits to ring in next few days to discuss finances, blue badge application form sent out.	Yes	First Response Duty	Request for assessment	23/09/2015
Andrew Morgan	Constituent's friend requesting help to place him on the sheltered housing list as he is concerned for his safety living at home.	Dept is unable to share any personal information concerning constituent (with his friends) without his express permission. Constituent has capacity to make his own decisions around his future care/living arrangements.	Yes	Locality Cynon	Request for assessment	22/09/2015
Joyce Cass	Requesting an assessment of needs for constituent.	Constituent is already receiving a package of care and feels he is managing without the need for extra support.	Yes	Locality Taf	Request for assessment	29/07/2015
Mike Forey	Cllr requesting a	Application has been	Yes	Business	Request for	03/08/2015

Name of Cllr/AM/MP	Details of enquiry	Outcome of enquiry	Effectively concluded	Service area	Code of enquiry	Date rec'd
	review of constituent's Blue Badge application which was unsuccessful.	reviewed against the Welsh Government scoring matrix and unfortunately constituent does not qualify for a Blue Badge.		Support	re-assessment	
Robert Bevan	Daughter requesting an update on her mother's assessment, particularly in relation to DPB application.	Currently being assessed for CHC. DPB scheme due to re-open 01/10/15.	Yes	ACE	Waiting for assessment	28/09/2015
John David, Joyce Cass	Constituent is in hospital but states her discharge is being delayed whilst waiting to be assessed for package of care.	Constituent has been allocated a SW who will arrange to visit by 13/07/15 at the latest, to carry out an assessment of needs and draw up a care plan.	Yes	Short Term Intervention	Waiting for assessment	09/07/2015

**Summary – Children’s Services****2nd Quarter 2015/16****Informal Complaints**

Total Number = 24

**Informal Complaints made by  
Parents/adults = 21**  
Concluded = 16

**Informal Complaints made by  
Children/advocates = 3**  
Concluded = 2

**Received via Corporate Scheme**  
= 0

**Formal Complaints**

Total Number = 0

**Concerns** = 0**Compliments** = 18**Appeals** = 0**Ombudsman enquiries** = 1**MP/AM enquiries**

Total number = 8

**Councillor enquiries**

Total number = 4

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

Total Number = 19

**Informal Complaints made by  
parents/adults = 15**  
Concluded = 12

**Informal Complaints made by  
children/advocates = 4**  
Concluded = 3

**Received via Corporate Scheme**  
= 0

**Formal Complaints**

Total Number = 0

**Concerns** = 4**Compliments** = 11**Appeals (assessment)** = 1**Ombudsman enquiries** = 0**MP/AM enquiries**

Total number = 4

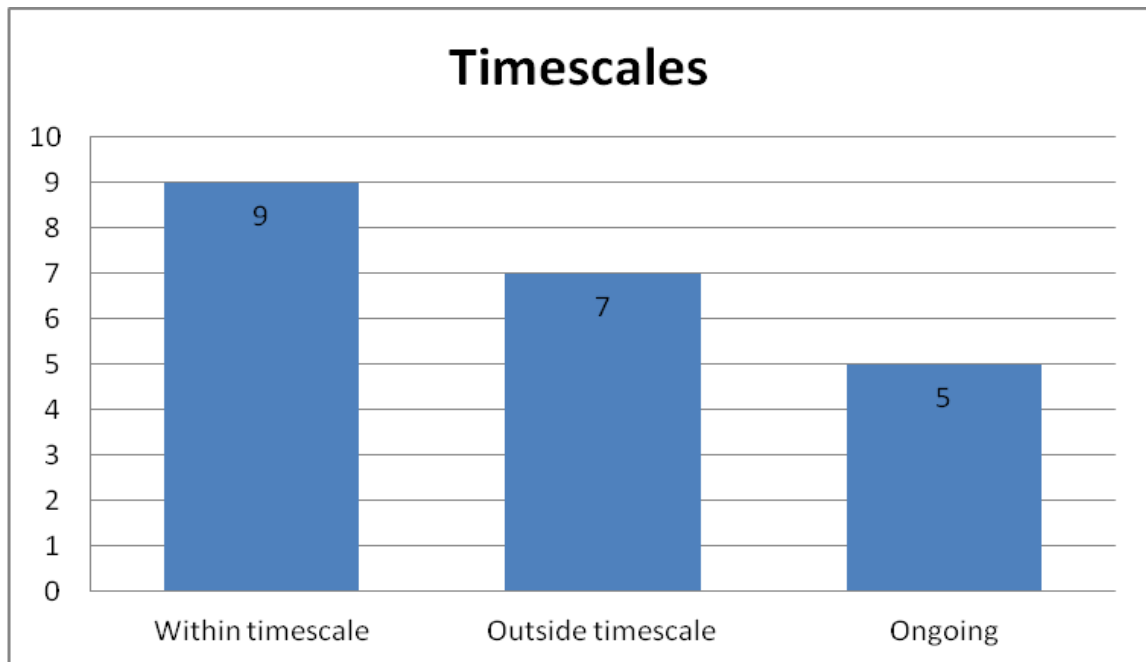
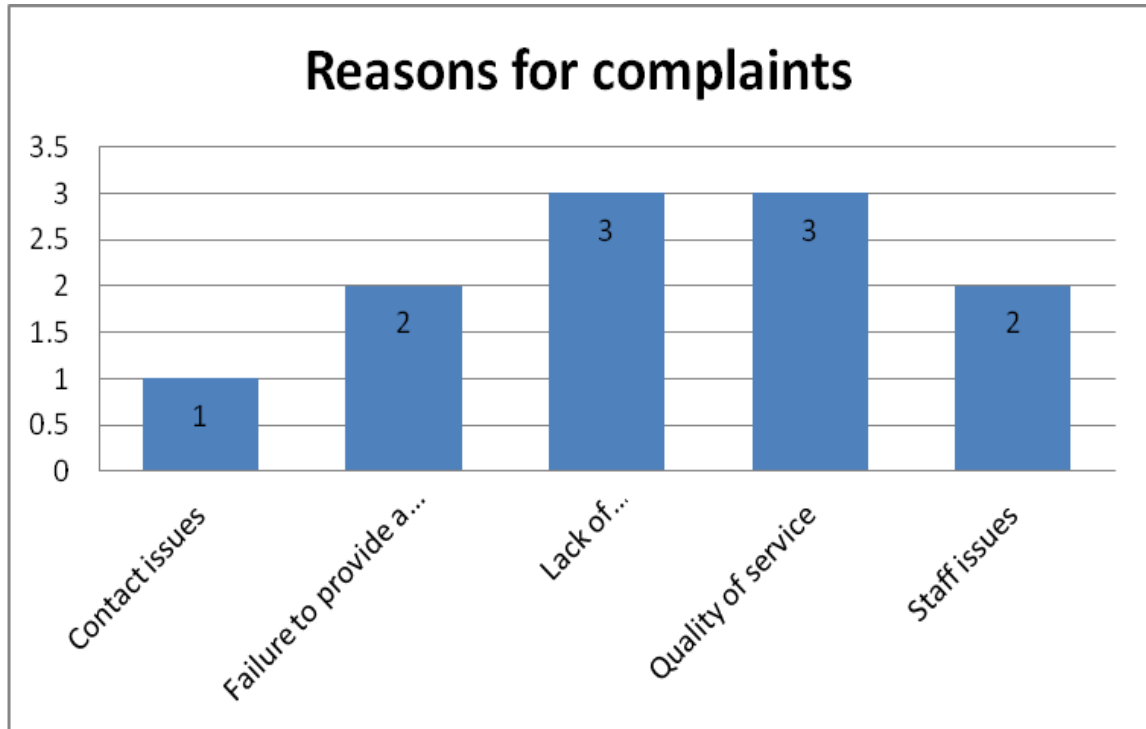
**Councillor enquiries**

Total number = 0

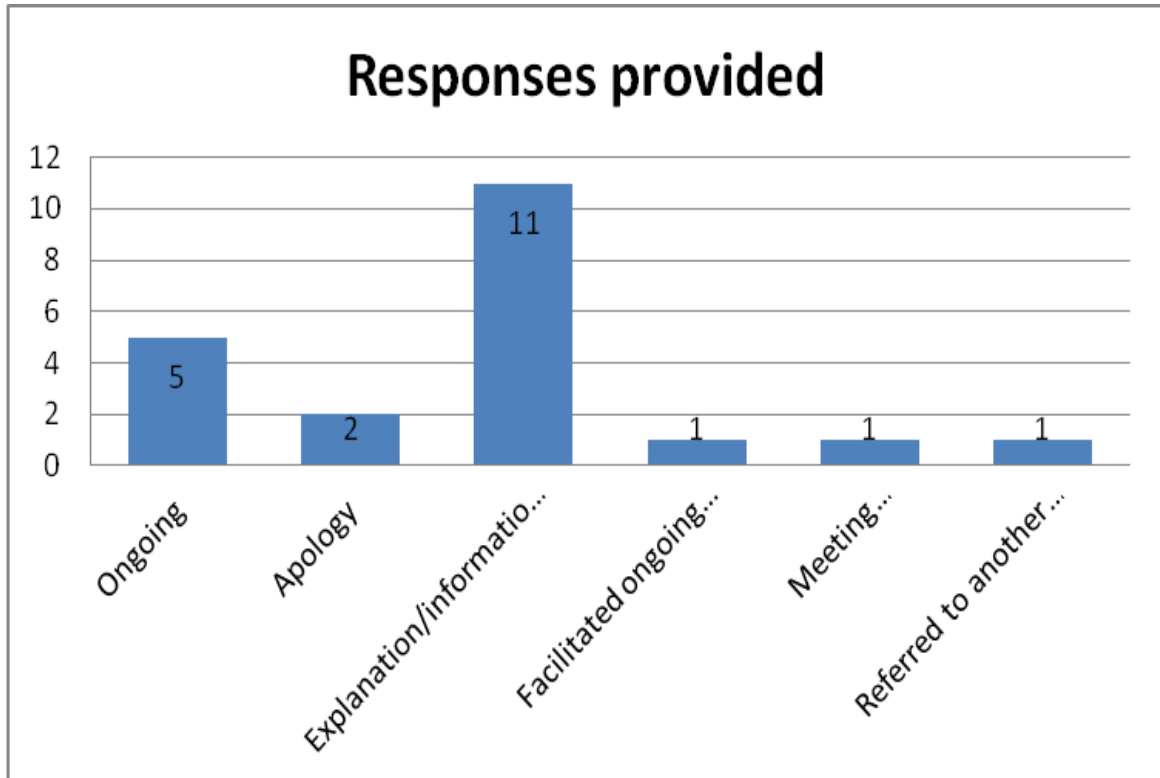
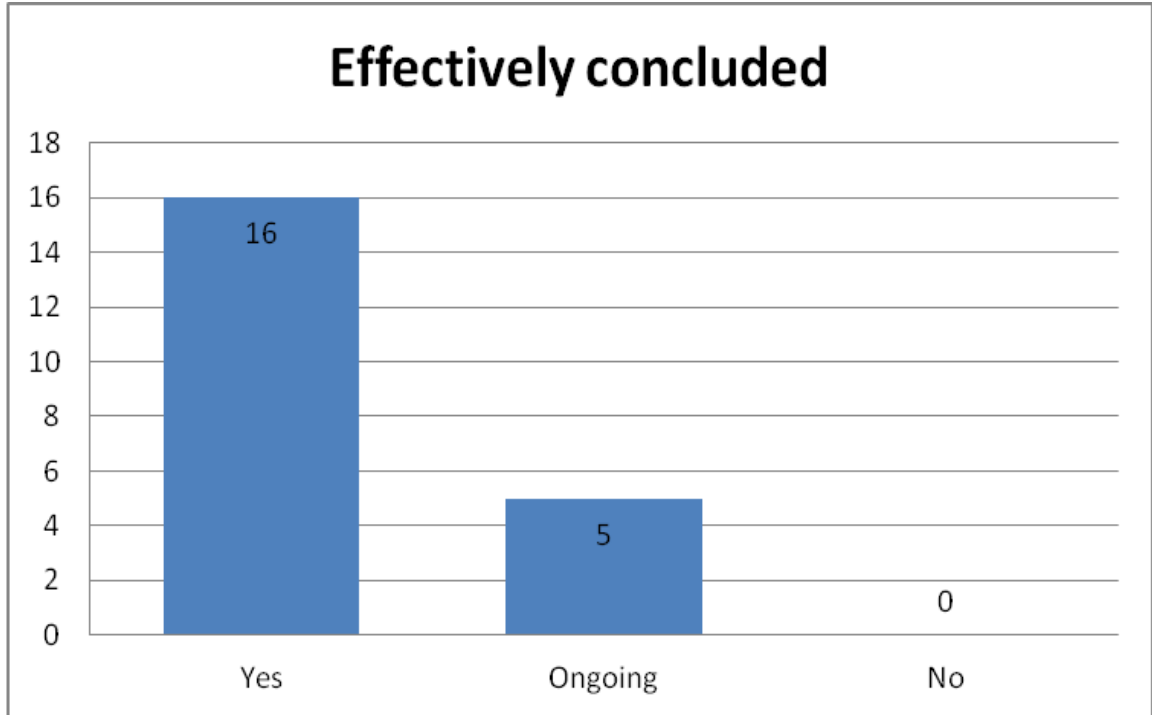
## Children and Young People

Informal complaints made by Parents/Adults

Total = 21







**Informal complaints made by Parents/Adults****Total = 21****Section areas**

Assessment Care Planning = 19

Looked After Children = 1

Business Support = 1

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
Unhappy with report which he only received the day before the Case Conference and which contained several factual inaccuracies. Feels he is not afforded the same opportunities as his wife with regards to his son.		Assessment and Care Planning	Duty/Intake East	Parent	<b>ONGOING</b>	Quality of service	18/09/2015
Feels that, as a parent, her wishes and feelings are being ignored. Also unhappy with contact arrangements and the persons supervising. Claims that the review process is intimidating and feels bullied. Concerned about the standard of care her daughter receives	LA's long-term plan for complainant's daughter has been approved by Court and Children's Guardian. Dates for contact sessions have been provided to complainant. New SW to be allocated	Assessment and Care Planning	ACP 2 Taf	Parent	Explanation /information provided	Staff issues	24/07/2015
Unhappy with involvement of Children's Services and claims it is having a negative impact on herself and her	Conference held where concerns raised were made more transparent to complainant. Planning in	Assessment and Care Planning	Duty/Intake West	Parent	Explanation /information provided	Failure to provide a service	03/08/2015

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
relationship with her son.	place which will hopefully provide support needed for complainant to move forward.						
Unhappy with Children's Services which she claims is not communicating with her and is not helping with the issue of contact with her children. She claims to have rung & left messages but no-one has got back to her.	Meeting held 11/08/15 to discuss contact issues and resolve matters. No further contact from complainant.	Assessment and Care Planning	ACP 2 Cynon	Parent	Meeting offered	Lack of information /communication	03/08/2015
Unhappy with changes in SW, not being kept informed of meetings nor being made aware of cancellation of meetings in good time. Also that work identified at conference has not yet commenced.	Apology offered for cancellation of meeting at short notice leading to delay in progressing plans (due to SW being on sick leave). New SW allocated who will arrange a visit this week.	Assessment and Care Planning	ACP 1 Taf	Parent	Apology	Staff issues	13/08/2015
Believes that SS involvement has destroyed his family. Claims that he was made to leave the family home, that he expected to have supervised contact with his children and that the children have been removed	Request to leave family home was a request, not a legal requirement, however relationship has since ended and so no plan was put in place for his return home. CP mins to be resent.	Assessment and Care Planning	ACP 3 Rhondda	Parent	Explanation /information provided	Staff issues	18/08/2015

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
from CPR without him knowing why.	Information raised has been passed to Newport CBC who now support family.						
Claims SW advised her to continue claiming benefits for her children until the hearing later this month, but now the Benefits Agency wants £274 repaid. Has tried to discuss this with Children's Services but the Duty Worker has been no help.	SW states she did not advise complainant to continue claiming benefits. When a child enters the LAC system, notification is automatically generated and shared between Government Departments.	Assessment and Care Planning	ACP 2 Cynon	Parent	Explanation /information provided	Staff issues	13/07/2015
Unhappy that he was not informed of Children's Services initial involvement with his children. Also that he is not being kept informed of what is currently happening.		Assessment and Care Planning	ACP 1 Cynon	Parent	<b>ONGOING</b>	Lack of information /communication	26/08/2015
Understands that allegations made about her by her son have to be investigated, however, 9 months later she feels that nothing has been concluded which has affected her good name. No-one has kept her informed of progress	TM has confirmed that neither Police nor Children's Services are taking any further action regarding information given to dept concerning complainant's safety around children. SW believed that	Assessment and Care Planning	ACP 3 Rhondda	Parent	Explanation /information provided	Lack of information /communication	18/09/2015

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
regarding the investigation.	she had already passed on this information via telephone.						
Unhappy with comments made by Social Worker about herself.	It is a difficult time for family and also it is sometimes difficult for SWs to convey to young people the reasons why adults behave in the way they do. Apology offered for any offence inadvertently caused by member of staff.	Assessment and Care Planning	ACP 2 Rhondda	Parent	Explanation /information provided	Staff issues	18/09/2015
Unhappy with various issues concerning her son's Social Worker's behaviour and attitude. Also unclear about the expectations placed on her under supervised contact arrangements. Rang in again 05/10/15 re: contact issues.		Assessment and Care Planning	ACP 3 Cynon	Parent	<b>ONGOING</b>	Quality of service	15/09/2015
Unhappy that his son has been informed by his SW that he does not have to see his father if he doesn't want to. Wants to know why SW is not encouraging his children to attend contact when the	TM has been assured that workers have not told complainant's son that he does not have to attend contact (although this is the case). Dept is not involved with his	Assessment and Care Planning	ACP 1 Cynon	Parent	Explanation /information provided	Contact issues	16/09/2015

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
Court has granted a contact order.	daughter or her contact issues. Concerns re: contact need to be addressed to the Court.						
Feels that SW is not doing her job properly. Says he has not received conference & core group minutes and that he has not been able to give his view or be listened to.	Apology offered for not providing minutes in a timely manner, they have now been provided. As agreed with complainant, Team Manager will attend all future meetings (if unavailable Senior Practitioner will attend).	Assessment and Care Planning	ACP 1 Taf	Parent	Apology	Failure to provide a service	16/09/2015
Unhappy with the poor level and quality of communication between complainants and the teams involved with their daughter.	TM has responded to individual issues raised concerning the service provided by the Team. TM also apologised that complainants do not feel they have been kept sufficiently informed, this has been discussed with the allocated SW.	Assessment and Care Planning	ACP 2 Taf	Parent	Explanation /information provided	Quality of service	09/09/2015
Complaining about inappropriate arrangements made by SW to care for her children after she had been		Assessment and Care Planning	ACP 3 Cynon	Parent	<b>ONGOING</b>	Staff issues	07/09/2015

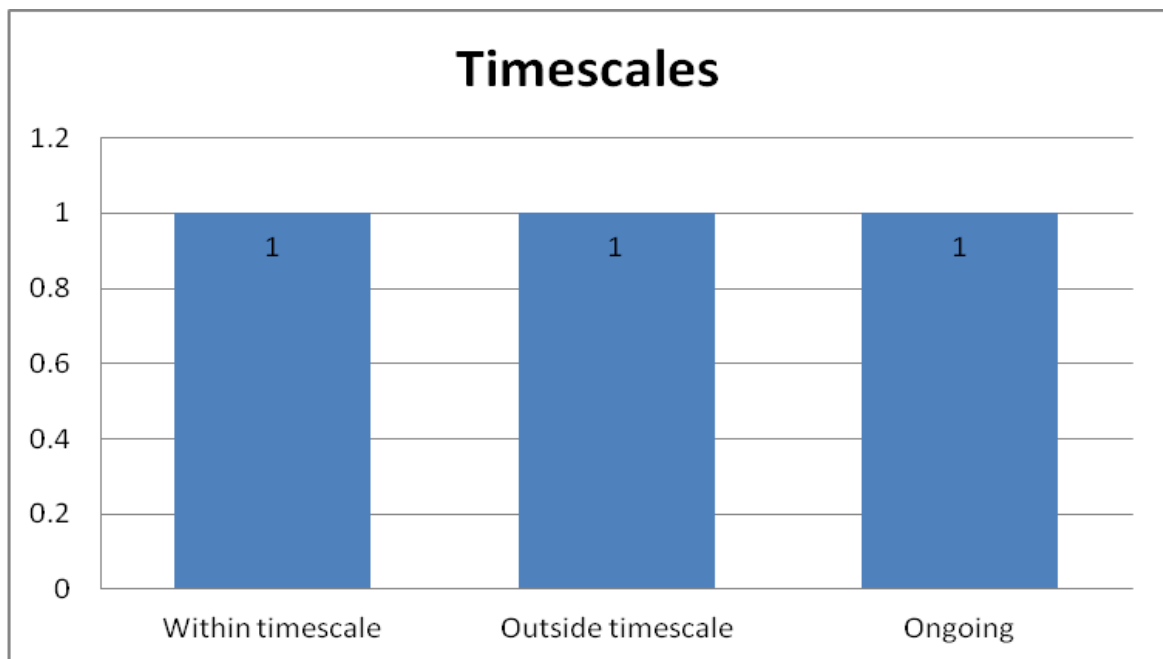
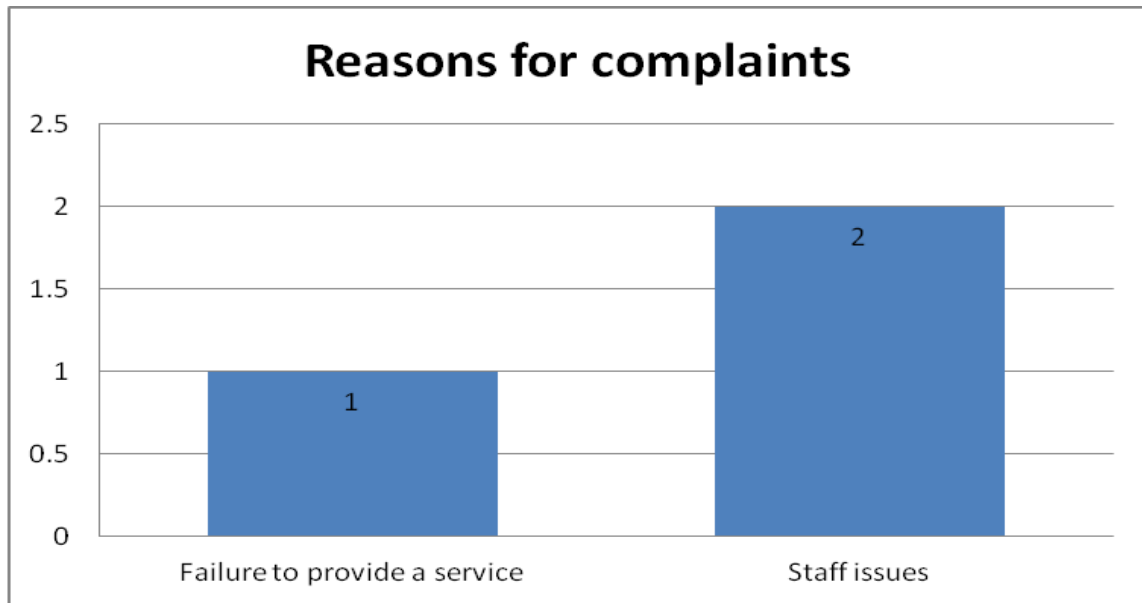
Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
arrested, when she had already made her own arrangements.							
Feels she is being bullied and manipulated by SW. Also she is not aware of what is happening with her case. She would like a change of SW.	TM has allocated a new SW as the relationship between previous SW and complainant has broken down. Issues will be further explored by SW and members of the conference to be held 21/09/15.	Assessment and Care Planning	Duty/Intake West	Parent	Facilitated ongoing relationships	Staff issues	25/08/2015
Claiming that a member of staff has been abusing her niece on social media. Concerned that someone who behaves this way is working with vulnerable families and is party to highly confidential information.	Being dealt with under the Council's HR procedures.	Business Support	Business support	Relative	Referred to another division	Staff issues	09/09/2015
Unhappy with actions of her sister's Social Worker and with the response to her concerns from the Complaints Unit. Additional letter from Mrs Knight rec'd 23/09/15.	Clarification provided on dates of assessment and of contact made by Children's Services. TM felt that evidence provided to court was honest and that the Magistrates final judgement would have	Assessment and Care Planning	ACP 2 Rhondda	Relative	Explanation /information provided	Staff issues	17/09/2015

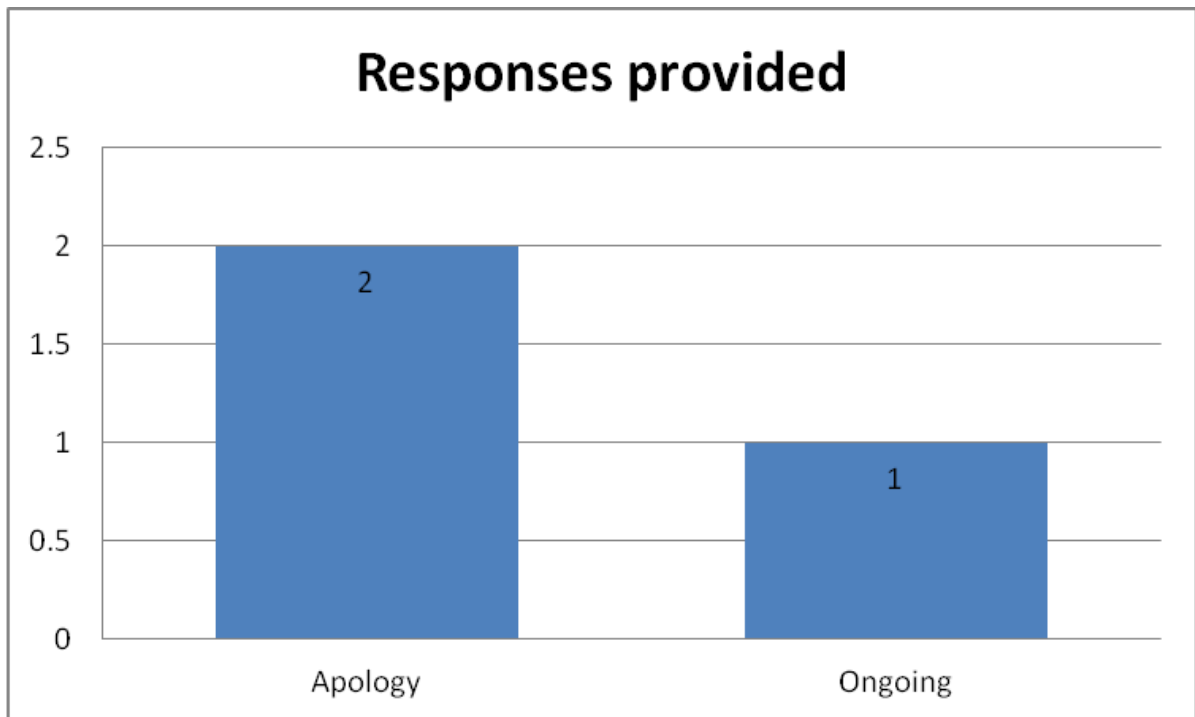
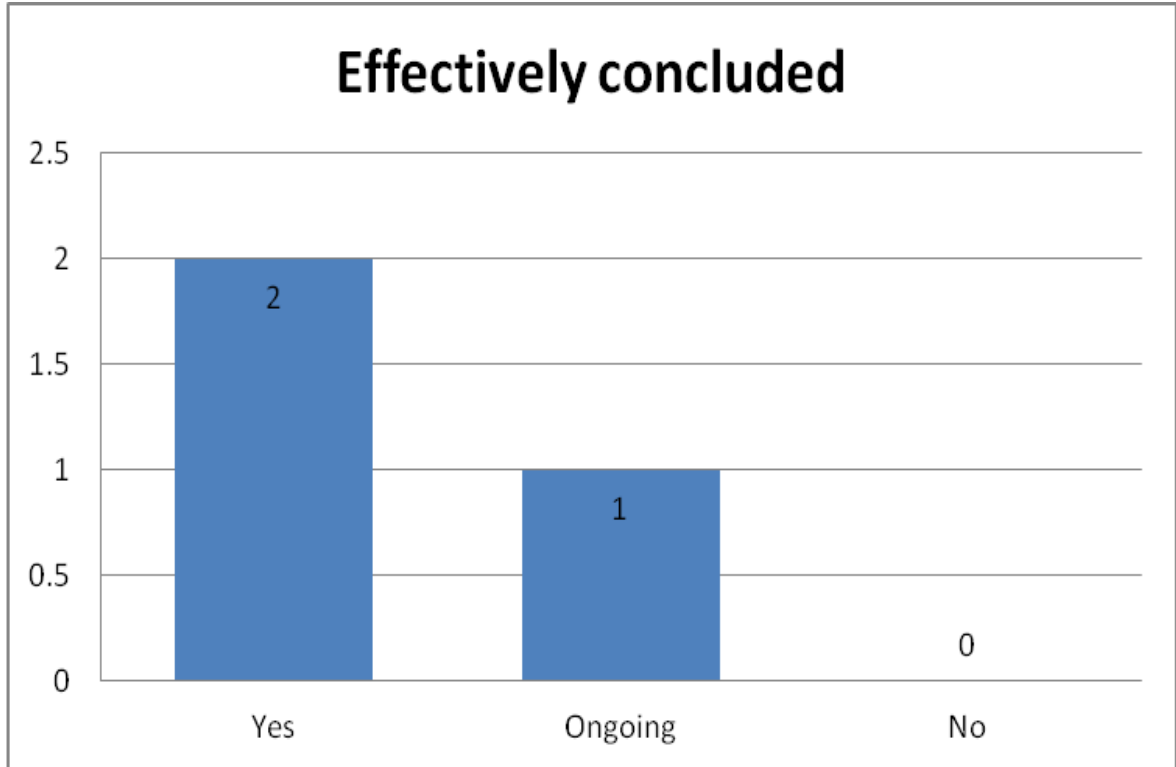
Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
	been based on all evidence placed before them.						
Great grand-children are being adopted. Unhappy with the way she was treated by a member of staff when attending a contact session to say goodbye to them. Asked for a complaints form but this took several months to materialize. Unhappy with Stage 1 response.	Information provided around the difficulties in managing a final contact session. Apologies offered if staff appeared rude or abrupt as this would not have been anyone's intention. Staff are particularly focused on the needs of the children at this time.	LAC	Contact Team	Relative	Explanation /information provided	Staff issues	10/07/2015
Complaining that his granddaughter's SW does not return his calls. Also feels SW does not support granddaughter's wish to move to Norfolk where her extended family reside.	LA has parental responsibility for granddaughter. Complainant declined assessment as relative carer but will be invited to future meetings. LA has considered option of a move to Norfolk, but it is felt that YP is happy & settled in her current placement.	Assessment and Care Planning	ACP 3 Cynon	Relative	Explanation /information provided	Staff issues	03/07/2015
Complaining that a SW visited a friend of the complainant and informed her that she and her partner had had children taken		Assessment and Care Planning	ACP 2 Rhondda	Public	<b>ONGOING</b>	Staff issues	30/09/2015



Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
into care. She feels it has breached her confidentiality.							

**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	Complaint source	Code of outcome	Code of complaint	Date rec'd
Unhappy with his SW; claims she does not visit regularly or return his calls, is not helping him re: getting his clothes, getting a phone, she is not being upfront with him.		Assessment and Care Planning	ACP 2 Rhondda	Child	<b>ONGOING</b>	Staff issues	25/09/2015
Complaining that LA has given her misleading information re: personal documents which should be on file but seem to be lost. This is impacting on various activities and job applications.	Efforts have been made to locate the missing documents, however, this has been unsuccessful. Dept has contacted college to explain the situation. SW has had to be changed due to the fact that previous worker has ended her employment with RCT.	Assessment and Care Planning	ACP 3 Cynon	Advocate	Apology	Failure to provide a service	12/08/2015
Complaining about her SW who she claims is hardly ever there and doesn't ring her back, also she feels that she's not very informative and that she shares information with others.	SW to make regular contact to check on complainant's progress. If SW unavailable complainant is able to speak with the Duty SW or TM. Other issues, including sharing of information about siblings, addressed during meeting held 29/09/15.	Assessment and Care Planning	ACP 3 Rhondda	Advocate	Apology	Staff issues	07/07/2015

There were no **Corporate Stage 1** complaints received during this quarter.

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

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

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

There was 1 contact received from the **Ombudsman** for this quarter.

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Type of complaint	Code of outcome	Date rec'd
Unhappy that she is not invited to Core Groups, does not receive 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.	Information provided. Ombudsman decided not to investigate complaint.	Assessment and Care Planning	ACP 3 Taf	Parent	Ombudsman	Explanation/information provided	01/09/2015

**Compliments**                      **Total = 18**

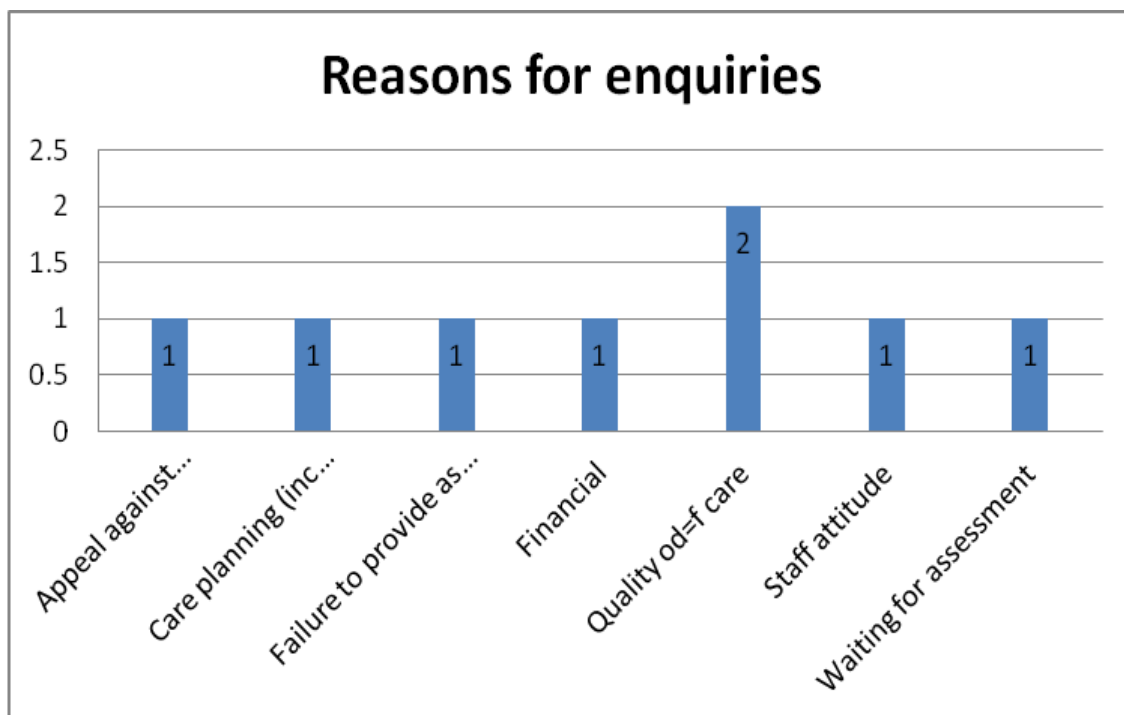
**Service areas**

Children with Disabilities	= 2	Foster Care	= 1
Miskin Project	= 10	Early Years	= 5

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
Cath Williams	'I don't know what I am going to do without her, I will always remember her....Cath was my hero.'	Miskin Project		22/07/2015
All staff	Re: Teddy Bears Picnic event, 'All families gave positive verbal feedback and enjoyed the day. Memories were made. This was a positive experience for the families and staff alike.' We thank you all again for this wonderful opportunity.'	Early Years	Flying Start	10/07/2015
Beth Foster, Louise Sharp	'during our discussion mother stated that previous input from Beth Foster (Social Worker) and Louise Sharp (O.T) had been "amazing".'	Children with Disabilities	West	23/07/2015
Gail Beynon, Sonia Meredith	'Just a short but important note to put on record how flexible and supportive Gail Beynon and Sonia Meredith have been in terms of resolving some difficulties around the summer holiday scheme.'	Early Years	Family Support	24/07/2015
Lesley Stag	'Her (Young Person's) adopters and workers were	Foster Care		03/08/2015

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
	effervescent about her skills in preparation for NAME to move on from placement where she has lived for just over a year before moving on.'			
All staff	'I have recently received an overwhelming amount of really positive comments about Growing Together Crèche in Ynysboeth, from parents and prospective parents. Compliments have been concerning the friendliness of staff, staff ratio, daily routines, support given to the parents and the overall running of the crèche . Furthermore, I would like also to say there is fantastic communication between the staff and the health team.'	Early Years	Flying Start	06/08/2015
Jonathan Evans	'He helped me with my behaviour in school and home so I thank John for helping me out'.	Miskin Project		05/08/2015
Lily Woolrich	'Thank you for sticking up for me and listening to my drama'.	Miskin Project		10/08/2015
Jay Goulding	'I am writing to thank you for contributing to the video made for the National Social Services Conference in June....Hearing your experiences of frontline service delivery was very informative.'	Early Years	IFST	10/08/2015
Kath Thomas	'The service we have received in the last 18 years has been excellent. Staff professional and caring.'	Children with Disabilities		27/08/2015
Kerry Harris	'I wanted to commend her hard work and effort with this particular family. She has been brilliant with them and goes over and above what is expected of her. She has a lovely approach with the children and mother but yet remains professional and very appropriate. '	Early Years	FAST	02/09/2015
Huw Taylor	'you turned NAME right round and totally changed the way I deal with difficult situations, for that I will be forever grateful.'	Miskin Project		15/09/2015
Huw Taylor	'thank you Huw for being so supportive with me and all the problems and issues I've had. I'm a completely different person because of H I have learnt a hell of a lot through this.'	Miskin Project		15/09/2015
Gemma	'I realised that my behaviour needed to improve thanks to Gemma and now I'm much happier and positive.'	Miskin Project		14/09/2015
Chris Rowe	'I want to thank you for all your hard work and caring attitude towards my family.'	Miskin Project		31/07/2015
Katie Lloyd	'don't think she would be here now if it wasn't for the help I had so thank you.	Miskin Project		14/07/2015
Chris Rowe	'Just a small message of thanks for all your hard work with my family. You and the Miskin Project do a fabulous job'.	Miskin Project		29/07/2015
Deri Hughes	'Cannot stop crying with happiness, couldn't have got this far without you Der. I owe you so much, thank you very very much.'	Miskin Project		20/08/2015

**Member of Parliament/Assembly Member Enquiries**



**Total Number = 8**

**Service Areas**

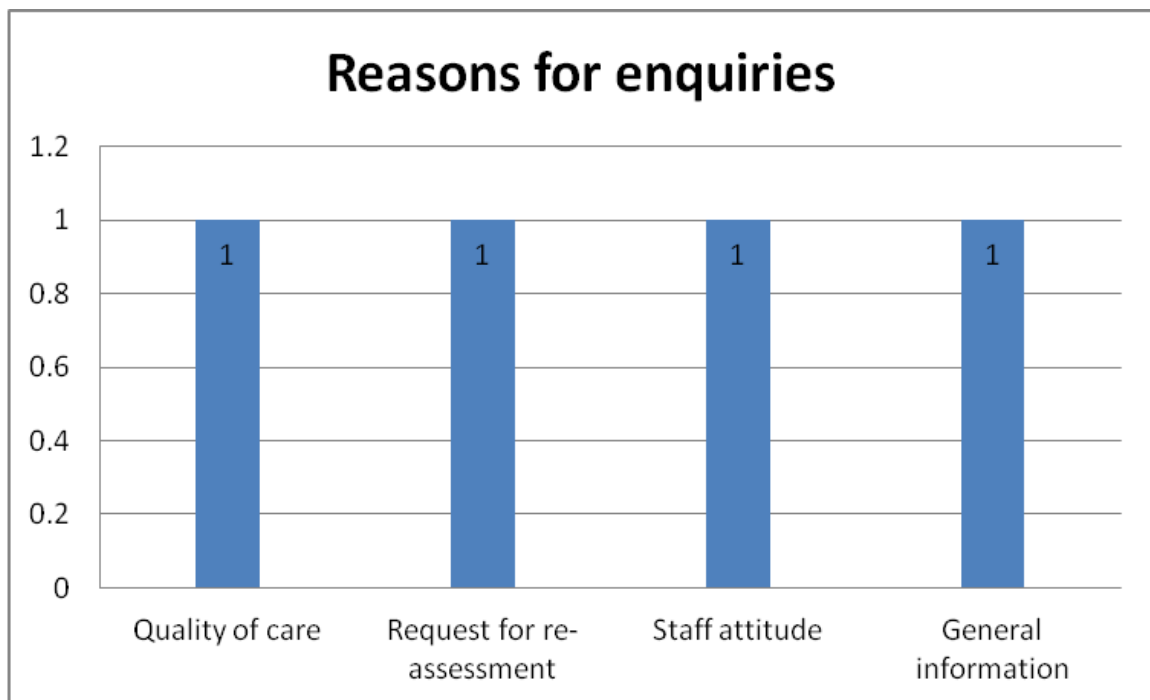
Assessment Care Planning = 6      Looked After Children = 2

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
Leighton Andrews	Granddaughter was placed in foster care following grandmother's operation (Jan 15). They now believe they can resume caring for her on a permanent basis and wish to appeal against the recent assessment	Granddaughter is subject to Care Order and as such the only mechanism to appeal the decision for her to remain in Foster Care is through the Court.	yes	Assessment & Care Planning	Appeal against assessment	17/09/2015
Christine Chapman	Constituent is struggling to cope with adopted son and is concerned about the length	Confirmation provided that funding has now been approved for a therapist who is currently working with	yes	Looked After Children	Financial	03/07/2015

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
	of time it is taking to arrange funding for him to receive therapy.	the family.				
Mick Antoniw	Constituent has made contact stating that they have been waiting for an OT assessment for their son since December 14.	Case has been allocated this week and constituent can expect a visit very soon.	yes	Assessment & Care Planning	Waiting for assessment	18/09/2015
Chris Bryant	Mother has agreed for baby to be placed in the care of his aunt, however, she believes that Social Services are seeking to prevent this from happening.	Not an RCT case. MP to raise issues with Cardiff CBC.	yes	Looked After Children	Care Planning (including moves around placements)	13/07/2015
Chris Bryant	Constituent is concerned that his partners children are at risk residing with their father. Feels that LA has let them down and are not doing enough to help them fight for the children.	Case is subject to Court proceedings. Judge has ordered that in the interim the children should remain in their father's care. Court will consider the children's residency following a report prepared by Caerphilly CBC.	yes	Assessment & Care Planning	Failure to provide a service	12/08/2015
Owen Smith	Constituent concerned about his children whilst under their mother's care. He is particularly worried about her partner who he alleges is involved in supplying drugs.	Child Protection investigation has been undertaken and a Multi Agency Child in Need Plan is to be developed.	yes	Assessment & Care Planning	Quality of care (including accommodation issues)	18/09/2015
Chris Bryant	Constituent unhappy with handling of his daughter's case. Claims he is	Baby now residing with maternal grandmother and situation being monitored. Constituent has no parental	yes	Assessment & Care Planning	Quality of care (including accommodation issues)	27/07/2015

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
	having to fight to get to see her, even though he has done nothing wrong. Feels LA is not acting in baby's best interests.	responsibility and contact will proceed only with his ex-partners consent.				
Ann Clwyd	Constituent claims that his wife is suffering from M.S. and because of this has not been allowed access to her grandchildren. Feels that Social Services has discriminated against her.	Grandchildren are currently in care of paternal grandparents, there is no reason why constituent's wife should not have contact with the children. Constituent advised to contact children's SW to discuss further.	yes	Assessment & Care Planning	Staff attitude/conduct	08/07/2015

### Local Councillor Enquiries





**Total Number = 4**

**Service Areas**

Assessment Care Planning = 2      Early Years = 1  
 Business Support = 1

Name ofMP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
Keiron Montague	Constituent has enquired if there is any support available to carry out the CCLD qualification.	Constituent advised to contact the Flying Start Training Centre for advice.	yes	Early years	General information	14/08/2015
CLlr Baccara	Concerned that there are men visiting the property, drugs at the property, that there may be grooming re: the children. Also the police were called to property last week.	Taken as a referral, passed to contact centre.	yes	Assessment & Care Planning	Quality of care (including accommodation issues)	01/07/2015
Keiron Montague	Constituent unhappy that her son has been refused a blue badge despite having one for a number of years.	Welsh Govt has issued new guidelines and constituent's son does not meet the new criteria for a blue badge.	yes	Business Support	Request for re-assessment Appeal blue badge	11/09/2015
Mike Powell	Constituent unhappy with the way Manager has dealt with concerns he has highlighted for 2 minors which he feels should be investigated.	Clarification provided around action taken in relation to constituent's concerns. It is not possible to divulge any further information other than to reassure him that the appropriate process was followed.	yes	Assessment & Care Planning	Staff attitude/co nduct	25/09/2015

**Analysis of customer feedback Questionnaires**

Numbers of questionnaires returned were slightly lower this quarter with 40% (48% previous quarter) being sent back.

Of those that were returned:

37.5% were dissatisfied with the outcome to their complaint.

37.5% were satisfied with the outcome to their complaint.

25% were neither satisfied nor dissatisfied with the outcome to their complaint

37.5% were dissatisfied with the handling of their complaint.

62.5% were satisfied with the handling of their complaint.

The Complaints Unit also dealt with 9 other **contacts** during this quarter.