

**AGENDA ITEM 5****RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL****CORPORATE PARENTING BOARD****11<sup>TH</sup> APRIL 2016****SOCIAL SERVICES QUARTERLY COMPLAINTS  
AND COMPLIMENTS REPORT****1st OCTOBER 2015 - 31ST DECEMBER 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 October 2015 - 31st December 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**

**3RD QUARTERLY REPORT**

**1st OCTOBER 2015 - 31ST DECEMBER 2015**



**Summary – Children’s Services****3rd Quarter 2015/16****Informal Complaints**

Total Number = 26

**Informal Complaints made by  
Parents/adults = 26**  
Concluded = 15

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

**Received via Corporate Scheme  
= 0**

**Formal Complaints**

Total Number = 0

**Concerns** = 2**Compliments** = 17

**Appeals**  
(Bus Pass) = 1

**Ombudsman enquiries** = 0

**MP/AM enquiries**  
Total number = 5

**Councillor enquiries**  
Total number = 2

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

Total Number = 24

**Informal Complaints made by  
parents/adults = 24**  
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

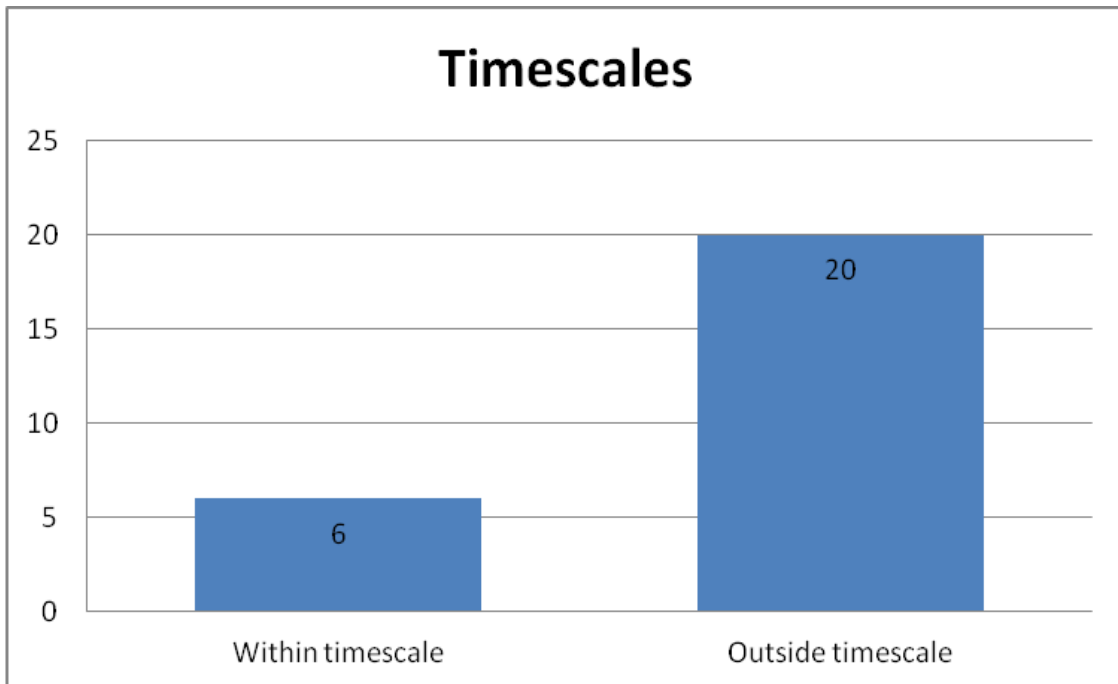
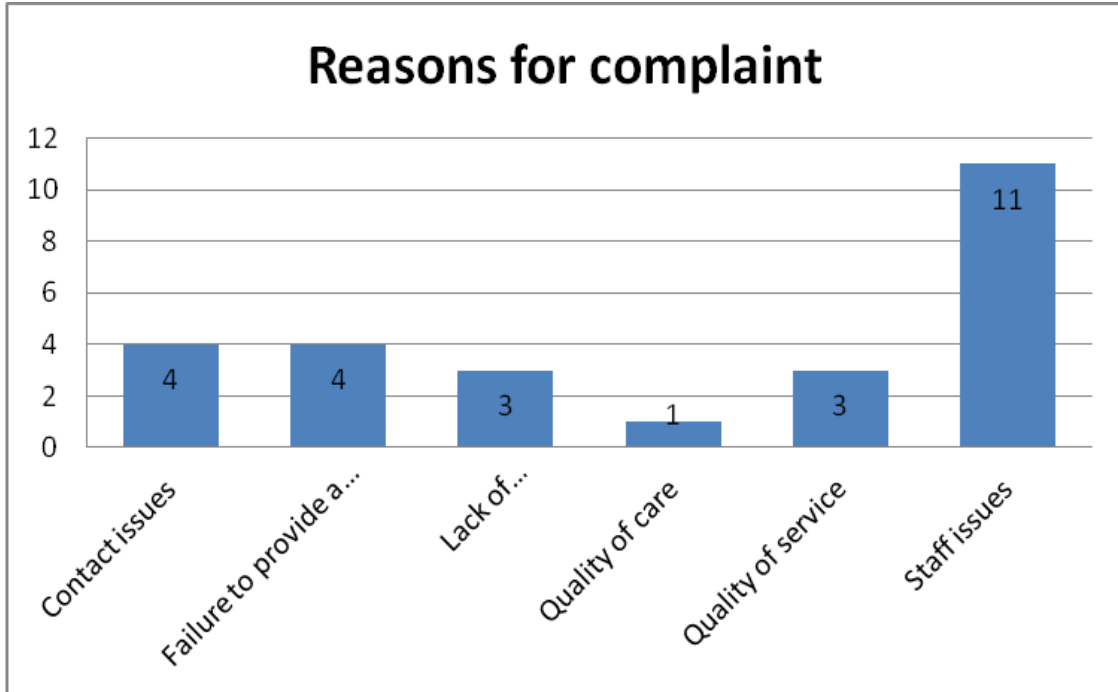
**MP/AM enquiries**  
Total number = 8

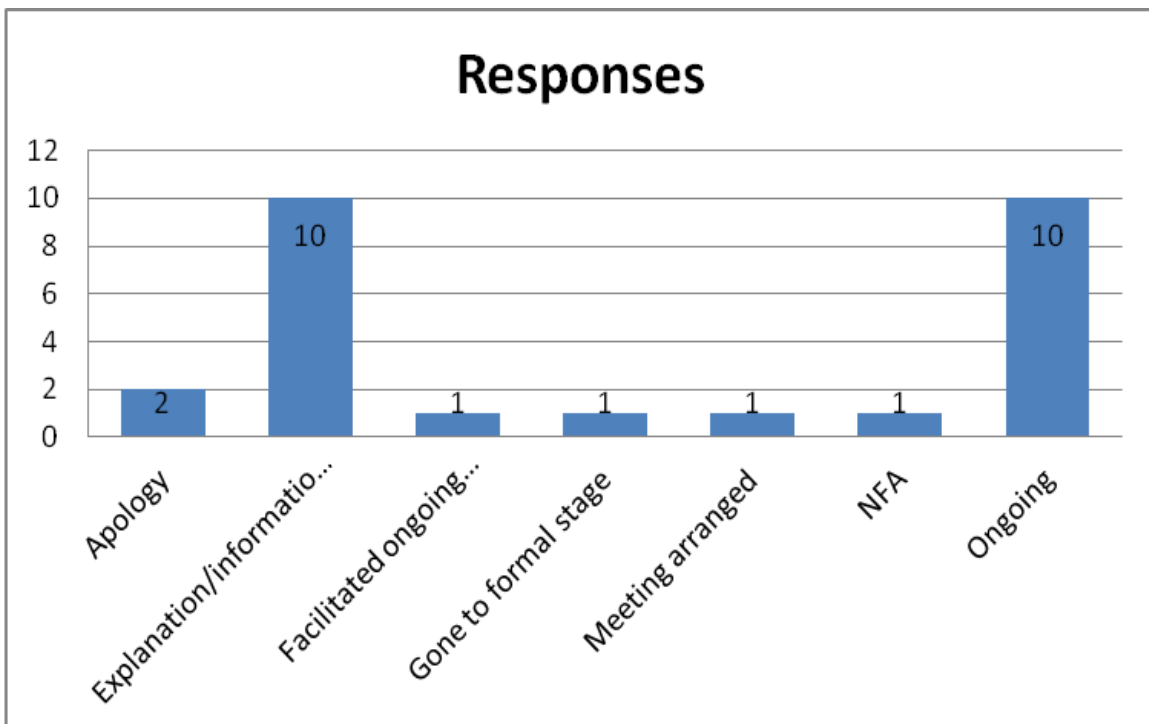
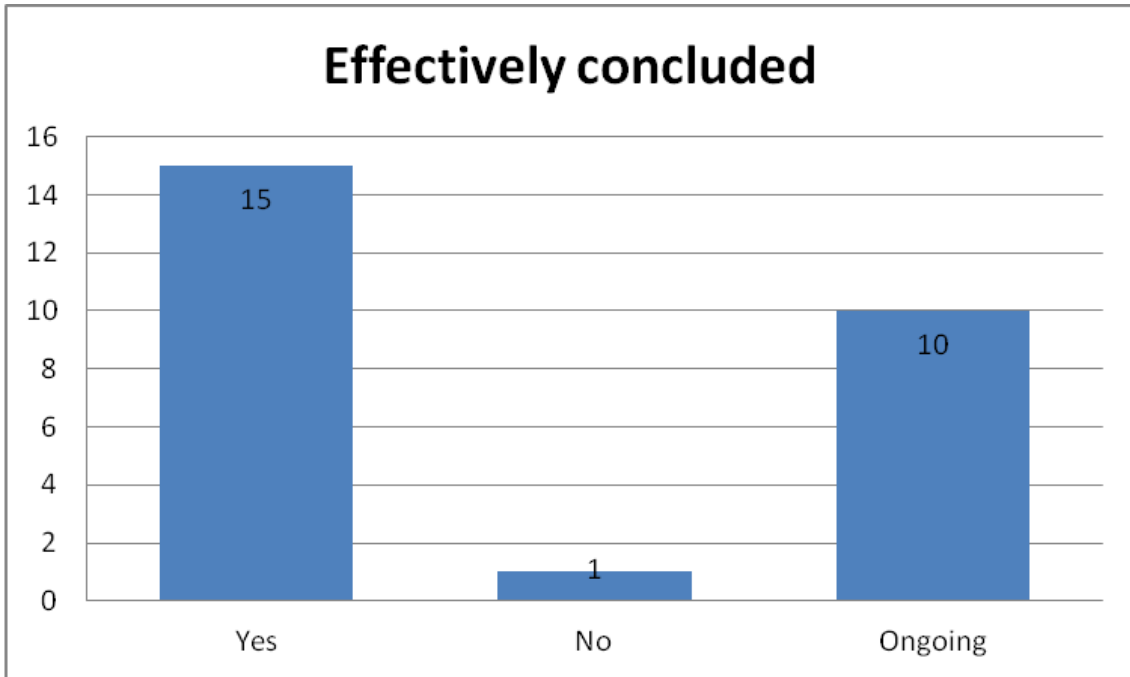
**Councillor enquiries**  
Total number = 4

## Children and Young People

Informal complaints made by Parents/Adults

Total = 26





**Informal complaints made by Parents/Adults****Total = 26****Section areas**

Assessment Care Planning = 25

Looked After Children = 1

| Details of complaint  | Outcome of complaint | Service area                 | Team           | Complaint source | Type of complaint | Code of complaint            | Date rec'd |
|---|----------------------|------------------------------|----------------|------------------|-------------------|------------------------------|------------|
| Unhappy with SW who was due to deliver Xmas presents, but now says that she will not be able to do so. Also SW has been questioning her about her finances and about her ex-partner who she does not want involved in the family's life.                      | Ongoing              | Assessment and Care Planning | ACP 1<br>Cynon | Parent           | Informal          | Staff issues                 | 22/12/2015 |
| Feels that he is being treated unfairly and that the TM has affected progress re: his relationship with his partner and contact with his step children. This is despite the fact that he has attended sessions on parenting & domestic violence awareness.    | Ongoing              | Assessment and Care Planning | ACP 1<br>Cynon | Step Parent      | Informal          | Staff issues                 | 16/12/2015 |
| Unhappy that Children's Services have not rung back as promised and are not taking his concerns seriously. Also concerned about his ex-partner's ability to care for the children and that she is not adhering to recommendations and is refusing him access. | Ongoing              | Assessment and Care Planning | ACP 1<br>Cynon | Parent           | Informal          | Failure to provide a service | 09/12/2015 |



| Details of complaint  | Outcome of complaint   | Service area                 | Team           | Complaint source | Type of complaint | Code of complaint   | Date rec'd |
|---|--|------------------------------|----------------|------------------|-------------------|---------------------|------------|
| Complaining that CS have consented to the girlfriend of her ex-partner having contact with her daughters without her agreement. Also unhappy that it has taken 7 months to contact the SW involved.   | Discussions have taken place between concerned parties and complainant accepted that her daughter having contact with her father's partner is a natural progression and is in her best interest.   | Assessment and Care Planning | ACP 1<br>Cynon | Parent           | Informal          | Contact issues      | 12/10/2015 |
| Requesting LAC reviews be held closer to Neath as she is having difficulty attending. Unhappy that her contact was cancelled on Monday at short notice. Does not understand why she has to have contact at the contact centre as they are supervised. | Ongoing  | Assessment and Care Planning | ACP 1<br>Cynon | Parent           | Informal          | Contact issues      | 04/11/2015 |
| Claiming that Children's Services are making it difficult to look after his sons due to the rules and conflicting advice being given. Also feels that the Manager and her team are avoiding talking or meeting with him.                              | Service Manager has reviewed situation & found that correct process & procedures have been followed. Son is being supported by Child & Adolescent Mental Health Service & also Miskin Project which was felt to be an appropriate level of intervention/support. | Assessment and Care Planning | ACP 1<br>Cynon | Parent           | Informal          | Staff issues        | 11/11/2015 |
| Unhappy with the lack of  | Ongoing  | Assessment and Care          | ACP 1<br>Cynon | Parent           | Informal          | Lack of information | 19/10/2015 |

| Details of complaint   | Outcome of complaint  | Service area                 | Team          | Complaint source | Type of complaint | Code of complaint                  | Date rec'd |
|--|---|------------------------------|---------------|------------------|-------------------|------------------------------------|------------|
| communication with regard to ongoing arrangements concerning her children.   |   | Planning                     |               |                  |                   | /communication                     |            |
| Unhappy with the attitude of the SW which complainant claims was rude and unacceptable. Also with the poor quality of communication and accuracy of information contained in assessments.  | Issues raised were dealt with under child protection procedures and subsequently court proceedings. TM felt that SW acted appropriately and followed correct process.   | Assessment and Care Planning | ACP 1 Rhondda | Parent           | Informal          | Staff issues                       | 25/11/2015 |
| Following a period of time in care, her son's belongings have not been returned to her. Also she has not received a breakdown of DLA expenditure during this period.   | Son left care with a large no of possessions purchased by his foster carers, the remainder of these are in storage in Swansea - advised to ring to make arrangements to collect them. Also advised to ask DWP for a statement of what was paid and to whom. | Assessment and Care Planning | ACP 1 Rhondda | Parent           | Informal          | Lack of information /communication | 16/12/2015 |
| Since complainant's son has returned home, the promised support has not been delivered. Children's Services are not returning her calls and are not arranging or funding the psychotherapy which had been recommended and agreed at CP Conference. | Complainant now happy that planning is moving forward and services are coming together to support her. Son now has a diagnosis and a multi-agency meeting will be convened at the earliest opportunity.   | Assessment and Care Planning | ACP 1 Taf     | Parent           | Informal          | Failure to provide a service       | 21/10/2015 |
| Unhappy with   | Meeting held to   | Assessment                   | ACP 2         | Parent           | Informal          | Staff issues                       | 11/11/2015 |

| Details of complaint   | Outcome of complaint  | Service area                 | Team          | Complaint source | Type of complaint | Code of complaint                            | Date rec'd |
|--|---|------------------------------|---------------|------------------|-------------------|--|------------|
| several aspects of how the case was handled by Children's Services, in particular delays in SW visiting/meeting to plan process, delay in returning daughter to her care, also that Children's Services are being unduly influenced by the Police.       | discuss various issues raised. Service Manager reiterated that someone (who the police are unable to identify) has caused injury to her daughter & that CS will continue legal planning and complete the parenting assessments as agreed.           | and Care Planning            | Cynon         |                  |                   |  |            |
| Unhappy with the work of her son's Social Worker through his Care Proceedings.   | Decisions taken about the risk to her son were taken by a Multi Agency forum and did not lie solely with the Social Worker.   | Assessment and Care Planning | ACP 2 Cynon   | Parent           | Concern           | Staff issues                                 | 28/10/2015 |
| Raising concerns about contact and the standard of care provided to her children by their carers. Claiming that their Social Worker has refused to speak with her about the children and now says that she feels unable to work with this Social Worker. | Current SW to continue managing case as she has known children since 2013 and professional colleagues have not raised any concerns regarding SW's honesty/integrity. SW has acknowledged some factual inaccuracies concerning complainant's mother. | Assessment and Care Planning | ACP 2 Rhondda | Parent           | Informal          | Quality of care (issues about accommodation) | 23/11/2015 |
| Complaining that the Social Worker has told her that the contact   | Contact issues were resolved prior to manager receiving   | Assessment and Care Planning | ACP 2 Taf     | Relative         | Informal          | Contact issues                               | 21/12/2015 |

| Details of complaint   | Outcome of complaint   | Service area                 | Team          | Complaint source | Type of complaint | Code of complaint                  | Date rec'd |
|--|--|------------------------------|---------------|------------------|-------------------|------------------------------------|------------|
| arrangements she has made with her grandson and his foster carers cannot go ahead.   | complaint. Letter sent advising that complaint is now closed.  |                              |               |                  |                   |                                    |            |
| Unhappy that she has been told by Children's Services that she is not allowed to visit her son and his pregnant partner. She has also been told that their baby will be removed at birth. She wants information about why these 2 decisions have been taken. | Ongoing  | Assessment and Care Planning | ACP 3 Cynon   | Relative         | Informal          | Lack of information /communication | 09/10/2015 |
| Unhappy with contact supervisor who makes contact unpleasant. Also unhappy about criticism of his parenting style which he feels is unfair. He has not received minutes of meetings as requested.  | Meeting held with Contact Manager and Social Worker and situation during contact has now been resolved. Contact recording need to be accessed via complainant's solicitor. | Assessment and Care Planning | ACP 3 Rhondda | Parent           | Informal          | Contact issues                     | 14/10/2015 |
| Unhappy with Children's Services staff who she feels have been rude, dismissive and disrespectful towards her. She also feels they have unrealistic expectations of parents' abilities.  | Ongoing  | Assessment and Care Planning | ACP 3 Taf     | Parent           | Informal          | Quality of service                 | 23/11/2015 |
| Feels SW has excluded him from the planning process for his child. Also unhappy that the Manager has not returned his call.  | TM reviewed case and is satisfied that complainant has been fully involved in assessment. Copy of Initial  | Assessment and Care Planning | ACP 3 Taf     | Parent           | Informal          | Staff issues                       | 14/10/2015 |

| Details of complaint  | Outcome of complaint  | Service area                 | Team                     | Complaint source | Type of complaint           | Code of complaint            | Date rec'd |
|---|---|------------------------------|--------------------------|------------------|-----------------------------|------------------------------|------------|
|   | Conference Report was provided along with a return train ticket to support him to attend Conference. Support also provided to access Adult Services.  |                              |                          |                  |                             |                              |            |
| Member of the public wanting to check the Santa Appeal she had seen on Facebook was genuine.  | Assurance given that the Santa Appeal is run by RCT County Borough Council and link to web page provided.   |                              | Complaints Unit          | Public           | Corporate Contact           | General information          | 23/11/2015 |
| Appealing against decision not to issue a companion bus pass.   | Appeal unsuccessful. Does not meet the criteria for a companion bus pass.   |                              | Complaints Unit          | Parent           | Appeal (car badge/bus pass) | Appeal (car badge/bus pass)  | 07/12/2015 |
| Unhappy with recent works of adaptation carried out to her property which she feels have not been positioned correctly and so will not be of benefit to her daughter. | Senior OT has visited to discuss. Additional grab rails have been agreed to existing patio area along with works to help with the storage of equipment. However, the requested ramp to front of property is not possible. | Assessment and Care Planning | Disabled Children's Team | Parent           | Informal                    | Quality of service           | 02/10/2015 |
| Daughter's case has now been closed by DCT leaving the family without support. Wants clarification around whether the information she has                             | Case had been closed but was re-opened following issues concerning the current housing situation. COT referral was made and OT has  | Assessment and Care Planning | Disabled Children's Team | Parent           | Informal                    | Failure to provide a service | 16/10/2015 |

| Details of complaint   | Outcome of complaint   | Service area                 | Team             | Complaint source | Type of complaint | Code of complaint | Date rec'd |
|--|--|------------------------------|------------------|------------------|-------------------|-------------------|------------|
| been given about being unable to adapt the family home is correct. Issue re: common housing register passed to Housing   | been liaising with Housing on complainant's behalf. Current level of support will continue until housing issues are settled.   |                              |                  |                  |                   |                   |            |
| Unhappy with Team Manager and Social Worker who she claims were rude and judgemental and made her feel like a criminal.  | Unfortunately, the allocated SW had not been in work and so the Duty SW was asked to take management of the case. She states that she feels her manner was appropriate but apologises if complainant felt her responses and tone were inappropriate.           | Assessment and Care Planning | Duty/Intake East | Parent           | Informal          | Staff issues      | 02/12/2015 |
| Unhappy with Children's Services, in particular the actions of the SW (described as unprofessional & insensitive). Also that key professionals were not invited to CP meeting and that important information was not shared with her. Rang 29/12/16 re: response | Explanation given that C P protocol had to be followed. Apologies offered for certain incidents e.g. student SW being late for Conference, delays in receiving minutes, key persons not being invited & delays in info being passed on. 2nd response 21/01/16. | Assessment and Care Planning | Duty/Intake East | Parent           | Informal          | Staff issues      | 17/12/2015 |
| Unhappy that her nephew's SW has been discussing her issues with her TEDS worker and giving incorrect information  | TM satisfied that complainant gave consent for SW to contact her Ted's worker. SW states that no discussion  | Assessment and Care Planning | Duty/Intake East | Relative         | Informal          | Staff issues      | 06/10/2015 |

| Details of complaint  | Outcome of complaint   | Service area                 | Team             | Complaint source | Type of complaint | Code of complaint            | Date rec'd |
|---|--|------------------------------|------------------|------------------|-------------------|------------------------------|------------|
| regarding contact she has with her own daughter.  | took place regarding her not being able to look after her nephew or recommending she undertook a drugs test. Meeting offered to discuss further.   |                              |                  |                  |                   |                              |            |
| Unhappy with staff of Children's Services who complainant claims has changed his daughter's Risk Assessment & Child in Need Plan after meeting with his ex-wife, without his knowledge and without consultation.  | Ongoing  | Assessment and Care Planning | Duty/Intake MASH | Parent           | Informal          | Quality of service           | 26/11/2015 |
| Unhappy with the way Children's Services has treated her. A claim the SW has not kept her informed and has made accusations about her parenting skills. This has had a devastating effect on the family.  | Ongoing  | Assessment and Care Planning | Duty/Intake West | Parent           | Informal          | Staff issues                 | 08/12/2015 |
| Complainant & ex-husband have shared care of their daughter. She states that she has raised concerns that her ex-husband is consistently failing to meet her daughter's health needs, but that her concerns aren't being properly investigated/taken seriously. | Meeting held to discuss issues. Amended details of daughter's prescription to be forwarded to TM asp. Amended assessments to be sent to both parents and professionals with instruction to disregard previous ones. Child in Need plan to also be revised. | Assessment and Care Planning | Duty/Intake West | Parent           | Informal          | Failure to provide a service | 06/11/2015 |
| Unhappy she has   | Explanation  | Assessment                   | Duty/MAS         | Parent           | Concern           | Lack of                      | 05/11/2015 |

| Details of complaint  | Outcome of complaint  | Service area      | Team         | Complaint source | Type of complaint | Code of complaint          | Date rec'd |
|---|---|-------------------|--------------|------------------|-------------------|----------------------------|------------|
| been approached by CS to state that her daughter may be at risk from her husband. No explanation/additional information was offered and she is questioning whether correct procedures have been followed. She was later told there would be NFA | provided on who made the referral and why CS needed to make enquiries regarding daughter's contact with her father. Apology offered for the way in which the matter was handled. Reassurance provided that information held is stored securely. | and Care Planning | H            |                  |                   | information /communication |            |
| Unhappy with the assessment undertaken which includes inaccurate information and information taken out of context.  | Ongoing   | LAC               | Kinship Care | Relative         | Informal          | Staff issues               | 10/11/2015 |

There were no **Informal complaints made by Children/Advocates** during this quarter.

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

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



There were 2 **Concerns** received during this quarter.

### Section areas

Assessment Care Planning = 2

| Details of complaint  | Outcome of complaint  | Service area                 | Team        | Complaint source | Type of complaint | Code of complaint                  | Date rec'd |
|---|---|------------------------------|-------------|------------------|-------------------|------------------------------------|------------|
| Unhappy with the work of her son's Social Worker through his Care Proceedings.  | Decisions taken about the risk to her son were taken by a Multi Agency forum and did not lie solely with the Social Worker.   | Assessment and Care Planning | ACP 2 Cynon | Parent           | Concern           | Staff issues                       | 28/10/2015 |
| Unhappy she has been approached by CS to state that her daughter may be at risk from her husband. No explanation/additional information was offered and she is questioning whether correct procedures have been followed. She was later told there would be NFA | Explanation provided on who made the referral and why CS needed to make enquiries regarding daughter's contact with her father. Apology offered for the way in which the matter was handled. Reassurance provided that information held is stored securely. | Assessment and Care Planning | Duty/MASH   | Parent           | Concern           | Lack of information /communication | 05/11/2015 |

There was 1 **Appeal** received during this quarter regarding a companion bus pass application. This was unsuccessful.

There were no **Ombudsman** contacts received for this quarter.

**Compliments****Total = 17****Service areas**

|                            |     |                       |     |
|----------------------------|-----|-----------------------|-----|
| Children with Disabilities | = 1 | Foster Care           | = 3 |
| Miskin Project             | = 8 | Early Years           | = 2 |
| Assessment Care Management | = 1 | Intake and Assessment | = 1 |
| EDT                        | = 1 |                       |     |

| <b>Name of Staff Member</b> | <b>Nature of Compliment</b>   | <b>Team</b>                          | <b>Area</b>  | <b>Date Received</b> |
|-----------------------------|---|--------------------------------------|--------------|----------------------|
| Carol Colson                | The mother of a looked after child rang today and wanted to convey her appreciation to Carol, in her practice and approach.   | EDT                                  |              | 10/10/2015           |
| Chris Rowe, Deri Hughes     | 'They helped me deal with issues that I had never come across in life with my son.'   | Miskin Project                       |              | 02/10/2015           |
| Gemma Higgon-Young          | 'Gemma's update was very much appreciated and her insight into the young person exemplary.'   | Foster Care                          |              | 26/10/2015           |
| All staff                   | 'A huge thank you to everyone involved in planning and implementing the 'make time for me' tool. Messy Monsters have just finished their training day and what a success it was!! We have learnt today that we can develop many areas and enhance our planning with the new ideas, which will give the children further experiences.' | Early Years                          | Flying Start | 16/10/2015           |
| Jack Barry                  | 'Thanks for your help you've helped me so much.'  | Miskin Project                       |              | 17/11/2015           |
| Jemma Walker, Lily Woolrich | 'I met several times with both Jemma & Lily found their visits very helpful. Really pleased with outcome....Helped to talk about problems & we worked through the issues.'  | Miskin Project                       |              | 23/10/2015           |
| Jenine Gill, Mandy Perry    | 'I was pleased to hear details of the real difference Flying Start and other programmes are making to the lives of children and their families in the community.'   | Early Years                          | Flying start | 03/11/2015           |
| Lesley Stagg                | 'NAME's adopters 'sung' Lesley's praises in preparing her for this transition and the good routine that was in place to make this easier.'  | Foster Care                          |              | 03/11/2015           |
| Jack Mounter                | 'I recently chaired a review for the above named child who is placed with adopters in Cardiff during the review the parents spoke very positively about the support provided to them by Jack since NAME has been living with them and thanked him for helping them through a difficult time recently when NAME was unwell.'           | Assessment and Care Planning Service | ACP1 Cynon   | 02/12/2015           |
| Nicola Manley               | 'I would like to highlight that our treatment by Nicola Manley, who was our assigned Social Worker, was both supportive and understanding of both us and the situation. She has been outstanding and should be recognised as being a good, fair and unbiased Social Worker'   | Intake & Assessment                  | East         | 02/12/2015           |

| Name of Staff Member | Nature of Compliment   | Team                       | Area | Date Received |
|----------------------|--|----------------------------|------|---------------|
| All staff            | Re: Foster Carers' lunch, 'I would like to say a big thank you for a most enjoyable event on Friday, and to say we left feeling totally elated.'                     | Foster Care                |      | 07/12/2015    |
| Kathryn Thomas       | 'I don't think we could of coped like we have done if it wasn't for you. You are a credit to your job and you really do care about all the families you look after.' | Children with Disabilities |      | 11/12/2015    |
| Jonathan Evans       | 'I think you are awesome.'   | Miskin Project             |      | 14/10/2015    |
| Chris Rowe           | 'What an excellent piece of social work - you need to take some credit for it.'  | Miskin Project             |      | 05/11/2015    |
| Deri Hughes          | 'Thank you Der, it's lush - We'll have a home for Christmas XX perfect.'   | Miskin Project             |      | 02/11/2015    |
| Lily Woolrich        | 'How am I going to live without you?'  | Miskin Project             |      | 23/12/2015    |
| Jemma Walker         | 'hope you and the family have a lovely Christmas!! You deserve it with all the fab work you do throughout the year!'   | Miskin Project             |      | 18/12/2015    |

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