

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CORPORATE PARENTING BOARD

3RD JULY 2017

SOCIAL SERVICES QUARTERLY COMPLAINTS AND COMPLIMENTS REPORT

1st OCTOBER 2016 - 31st DECEMBER 2016

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 2016 - 31st December 2016**.
- 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.

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 legislation for local authorities to have in place a complaints and representations procedure for Social Services.

**The Social Services Complaints Procedure (Wales) regulations 2014 and ;
The Social Services Representation Procedure (Wales) Regulations 2014.**

- 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 two 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 15 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.

If the complainant remains dissatisfied following the Stage 2 investigation they can refer the matter to the Public Service Ombudsman.

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

Representation and Complaints Unit

3rd Quarterly Report

1st Oct – 31st Dec 2016

<u>Contents</u>	<u>Page no</u>
Community Care	
Summary	3
Informal Complaints	4
Formal Complaints	10
Concerns	11
Appeals	11
Ombudsman enquiries	12
Compliments	12
MP/AM enquiries	14
Local Councillor enquiries	16
Children and Young Persons	
Summary	19
Informal Complaints made by adults	20
Informal Complaints made by children	28
Formal Complaints	28
Concerns	29
Appeals	29
Ombudsman enquiries	29
Compliments	29
MP/AM enquiries	31
Local Councillor enquiries	32
Contacts	32

Summary – Community Care

3rd Quarter 2016/17

Informal Complaints

Total Number = 17

Concluded = 17

Informal complaints received
through Corporate Scheme= 0

Formal Complaints

Total Number = 3

Independent Review = 1

Concerns

Total number = 1

Compliments

Total Number = 17

Appeals

Total Number = 10

Bus Pass = 9

Ombudsman enquiries = 0

MP/AM enquiries

Total Number = 8

Councillor enquiries

Total Number = 12

Previous Quarter

Informal Complaints

Total Number = 26

Concluded = 20

Informal complaints received
through Corporate Scheme = 0

Formal Complaints

Total Number = 1

Concerns

Total number = 1

Compliments

Total Number = 24

Appeals

Total Number = 5

(Bus Pass) = 3

Ombudsman enquiries = 1

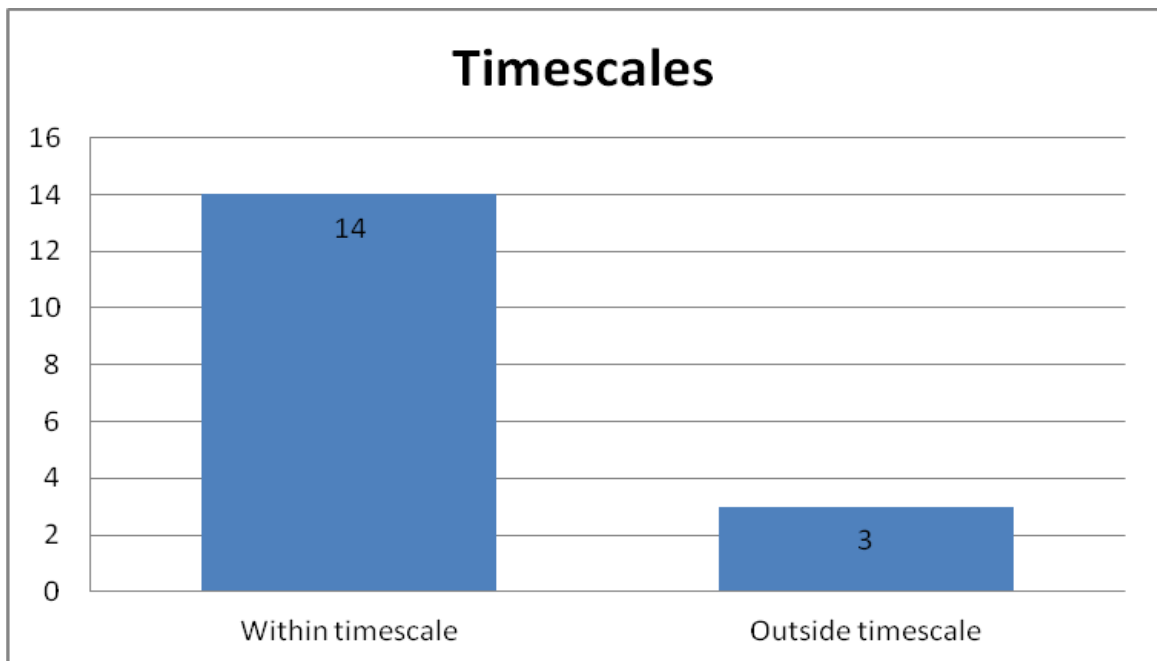
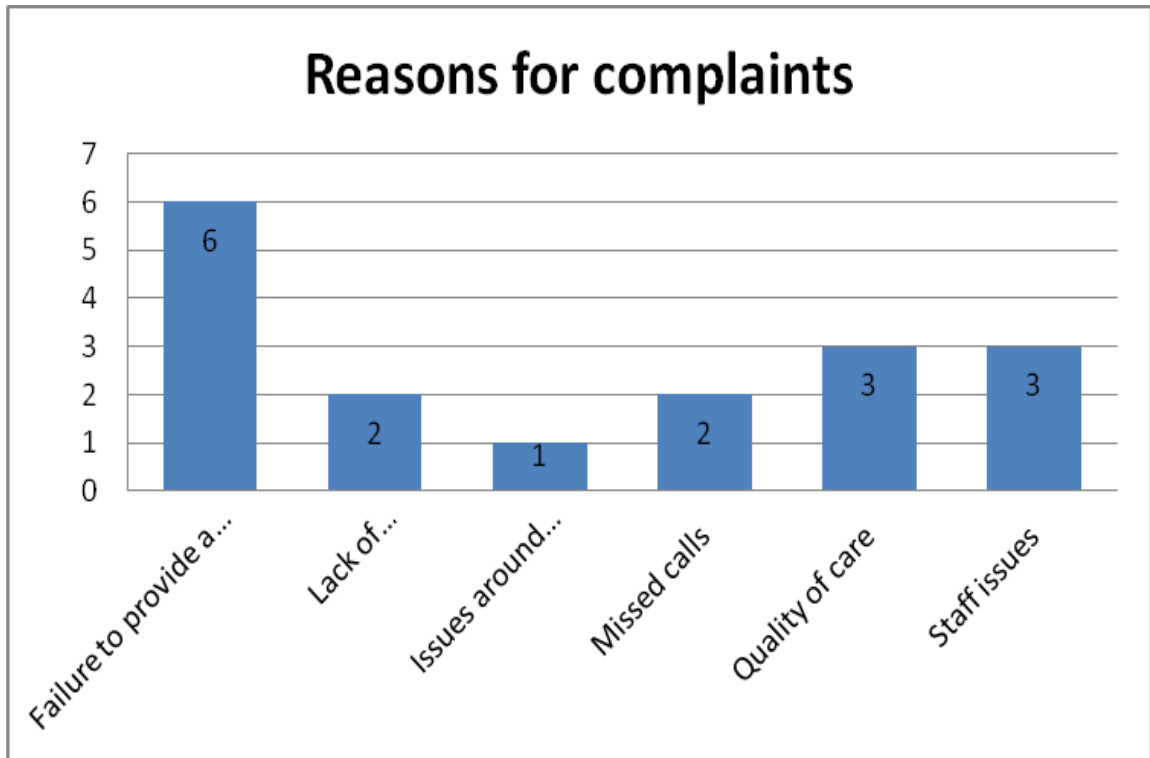
MP/AM enquiries

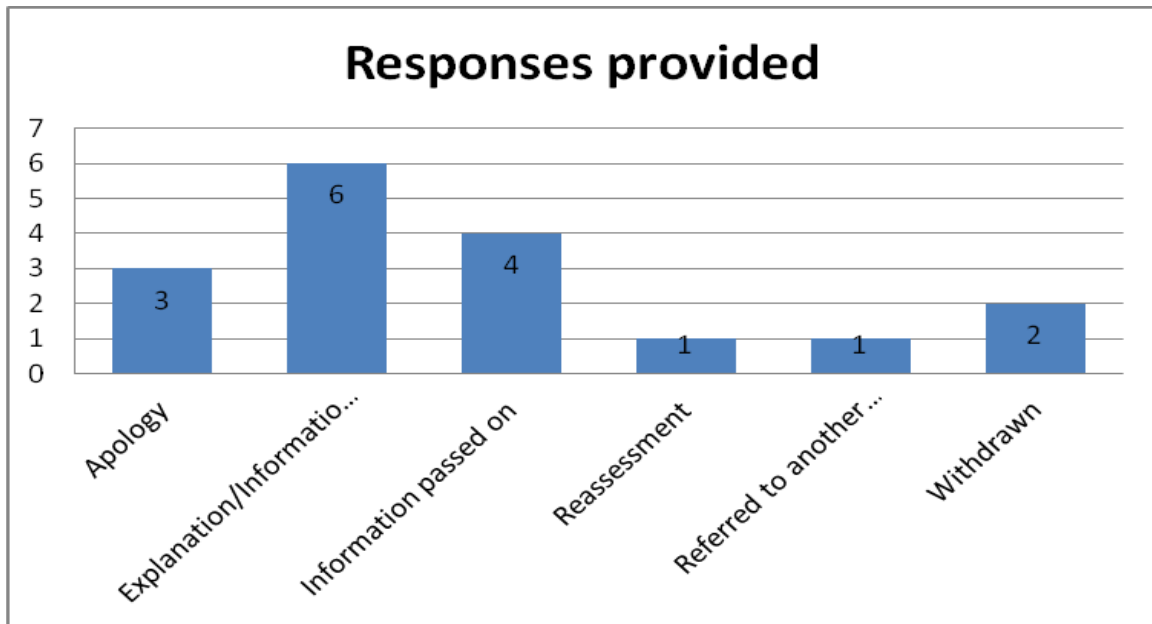
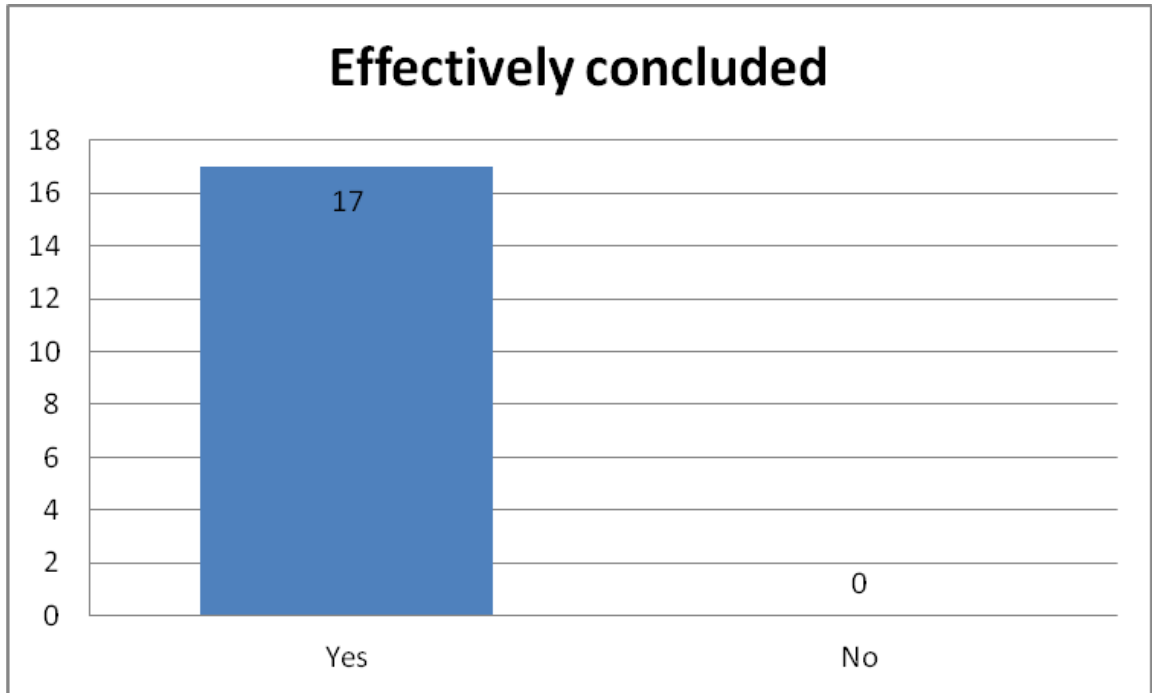
Total Number = 15

Councillor enquiries

Total Number = 7

Community Care Informal Complaints





Community Care

Informal Complaints

Total = 17

Service areas

ACE	= 2	Mental Health	= 1
Locality Teams	= 3	Residential Care	= 2
Independent Domiciliary Care	= 6	Learning Disability	= 2
Short Term Intervention	= 1		

Detail of Complaint	Action taken following Complaint	Service Area	Team	Code of Outcome	Date Received
Complaining about the Disabled Parking Bay criteria which she believes discriminates against people in need. She also believes that ACE Team & Highways Dept are each putting the responsibility onto the other.	Further explanation provided re: DPB process and criteria. Records confirm that complainant's father signed that he understood the eligibility criteria & that a bay can only be installed directly outside the property in question.	ACE		Explanation/information provided	14/10/2016
Requested adaptations to his kitchen, however, member of ACE Team has informed him that the adaptations requested would only be made for wheelchair users.	Team Manager arranging for complainant/service user to be re-assessed by C.O.T. N.F.A. At this stage.	ACE		Reassessment	09/11/2016
Unhappy with several aspects of service provided & feels carers do not appear to have an understanding of dementia. Would like all future correspondence sent to her & not her mother, also that all incidents/concerns are logged/escalated as necessary.	Training held on importance of recording and reporting actions to be taken. Apologies offered for any stress that has been caused.	Independent Domiciliary Care	Care Cymru	Apology	29/11/2016
Complaining that her husband's service is uncoordinated, that staff are regularly late or that only 1 carer arrives and they are forced to wait for another carer to be redirected from another call.	Complaint being looked at by Care Cymru and Commissioning Team.	Independent Domiciliary Care	Abacare	Information passed on	16/12/2016

Detail of Complaint	Action taken following Complaint	Service Area	Team	Code of Outcome	Date Received
Complaining that care staff are often late turning up or do not turn up at all. This has consequences for service user as he needs his medication and to eat at regular intervals.	Complaint being looked at by Care Cymru and Commissioning Team.	Independent Domiciliary Care	Care Cymru	Information passed on	16/12/2016
Mother's care has recently been taken over by Abacare. Since then the service she received has badly deteriorated leaving her with poor care and no continuity of service.	Complaint being looked at by Commissioning Team.	Independent Domiciliary Care	Abacare	Information passed on	09/12/2016
Unhappy with services he receives. There have been a number of missed calls and when they do call, carers are generally late.	Team Leader to carry out regular reviews to look at any concerns complainant raises with his care.	Independent Domiciliary Care	Sevacare /Care Cymru	Explanation/information provided	07/11/2016
Over past few weeks only 1 carer (instead of the usual 2) has turned up, even though her husband's hoist requires 2 people to operate it. She has complained to Abacare but they are not listening to her complaints/concerns.	Complaint being looked at by Commissioning Team.	Independent Domiciliary Care	Abacare	Information passed on	17/11/2016
Unhappy that her son's SW contacted an elderly neighbour stating that there was an emergency and that he had been unable to contact complainant. This distressed her neighbour when the issue concerned respite which was not an emergency.	Explanation provided as to why SW needed to speak with complainant urgently concerning son's respite. Discussion also took place around what would happen if complainant/son needed emergency support - advice provided re: duty and out of hours team.	Learning Disability	West	Explanation/information provided	14/12/2016
Unhappy with respite booking system for the Learning Disability Service which he feels is getting worse. Unhappy with response to Stage 1 complaint.	Details provided on the rationale for the current booking system. Process is reviewed annually and complainant's suggestions are welcome. Advised to	Learning Disability	West	Explanation/information provided	10/10/2016

Detail of Complaint	Action taken following Complaint	Service Area	Team	Code of Outcome	Date Received
	utilise current booking system. Meeting held 01/12/16 & actions agreed.				
Complaining about the delay in discharging her husband from hospital, due to the fact that there is no specialist bed available and no provider able to supply the package of care needed to support him at home.	Apology offered. During Dec 16 there were unforeseen issues with the main home care provider for Cynon, which resulted in Dept being unable to commission new packages of care over the Christmas period.	Locality Team	Cynon North	Apology	16/12/2016
Unhappy with lack of communication from care manager re: his father's wish to return to living independently.	Mental capacity assessment to be undertaken and new care & support plan to be developed and shared with the family.	Locality Team	Taf West	Apology	27/12/2016
Complaining that his grandfather's SW will not share information with him despite the fact that he is registered as a family member on court documents. Feels SW is keeping him out of things and says she refuses to acknowledge him as a family member.	Reasons provided as to why information has not previously been shared with complainant (confidentiality). Father has stated he is happy for Dept to share his information with complainant. SW will have a similar conversation with his grandfather.	Locality Team	Taf West	Explanation/information provided	14/11/2016
Unhappy with the support being provided to her son who has now been sectioned under the Mental Health Act.	Staff concerned are managed by Health Trust.	Mental Health & LHB		Referred to another organisation	24/11/2016
Unhappy that she has been informed that her son is not eligible to access Ty Heulog Extra Care facility because of his age. Questioning why an assessment was carried out and why her expectations were raised.	Issues resolved, did not want to continue with complaint - withdrawn.	Residential Care	Extra Care	Withdrawn	18/10/2016
Following on from previous complaint, complainant still feels that the assessment	Withdrawn. Complainant no longer wishes to complain.	Residential Care	Extra Care	Withdrawn	02/12/2016

Detail of Complaint	Action taken following Complaint	Service Area	Team	Code of Outcome	Date Received
process for housing at Ty Heulog Extra Care Facility is unfair. She would like the issue looked at by a senior manager.					
Complaining that he has been informed his mother's calls are going to be reduced from 3 to 2 x daily. Due to her age, he feels the evening call is vital so that someone is checking she is ok (as family are unable to do this).	Authority does not provide calls to check on SUs, however, mother's care package was reviewed and as a result of increasing needs, her care package was increased.	Short Term Intervention		Explanation/information provided	08/12/2016

There were no **Corporate Stage 1** complaints received for Community Care during this quarter, however, there was 1 contact logged through the Corporate Scheme.

Detail of Complaint	Action taken following Complaint	Service Area	Team	Type of Complaint	Code of Outcome	Date Received
Wanting to complain about contact from one of his neighbours carers.	Unable to identify any agency involved in providing support to neighbour. Advised to approach the specific agency direct to make a complaint.	Independent Domiciliary Care	N/K	Corporate contact	Advice provided	05/12/2016

Formal Complaints

Total = 3

Service areas

Learning Disability = 1 Mental Health = 1
 Residential Care = 1

Detail of Complaint	Action taken following Complaint	Service Area	Team	Type of Complaint	Code of Outcome	Date Received
Unhappy with a number of issues regarding the care provided to her mother at Tegfan. Felt her previous complaints were not fully responded to. Also raising additional issues.	I.O. has recommended certain areas for improvement which will be addressed by Service Managers responsible for those areas.	Residential Care	Tegfan	Formal	Partially upheld	25/10/2016
Feels he did not receive adequate support from CMHT, which eventually led to him being sectioned and detailed at a secure unit. Unhappy with response to Stage 1 complaint.	Recommendation made that roles/responsibilities of CMHT and Health staff are made clear to complainant as part of care & support plan.	Mental Health	Rhondda	Formal	Partially upheld	07/11/2016
Complaining about the services provided to her daughter by DRIVE and the LA's commissioning arrangements for auditing clients finances.	ONGOING	Learning Disability, DRIVE	East	Formal		29/12/2016

There was 1 complaint where it was decided to hold an **Independent Review**

Detail of Complaint	Action taken following Complaint	Service Area	Team	Type of Complaint	Code of Outcome	Date Received
Requesting information on number/nature of all incidents which involved their son	Investigating Officer has made a number of recommendations to improve relations between family and	Learning Disability	Innovate Trust	Independent Review	Recommendations agreed	25/11/2016

Detail of Complaint	Action taken following Complaint	Service Area	Team	Type of Complaint	Code of Outcome	Date Received
and his co-tenant, when it was identified that they were not compatible, what criteria is being used to ensure that the new tenant is compatible with their son.	Innovate Trust. These recommendations have been agreed by L.A.					

There was 1 **Concern** received for this quarter.

Detail of Complaint	Action taken following Complaint	Service Area	Team	Type of Complaint	Code of Outcome	Date Received
Son has made contact to enquire why his mother has to pay an extra £200 per month towards his father's care at The Willows. He states that she cannot afford this top up fee.	Following meeting with Care home, it has been agreed that additional costs will be picked up and payments backdated	Reviewing Team		Concern	Reimbursement agreed	20/10/2016

Appeals

Total = 10

Service areas

Bus Passes = 9

Locality Team, ACE = 1

Detail of Complaint	Action taken following Complaint	Service Area	Team	Type of Complaint	Code of Outcome	Date Received
Complainant has grave concerns regarding changes made to his mother's care. Care Package has been reduced from 2 to 1 carer and he does not feel that one person can manage to meet all of his mother's needs safely.	2nd OT assessment carried out which confirmed the single handling package was providing safe & appropriate care for his mother.	ACE, Locality Team	Taf North	Appeal	Reassessment	01/11/2016

Of the 9 Bus Pass/Companion Pass appeals, 7 were successful and 2 did not meet the criteria.

There was no contact from the **Ombudsman's Office** during this quarter.

Compliments

Total = 17

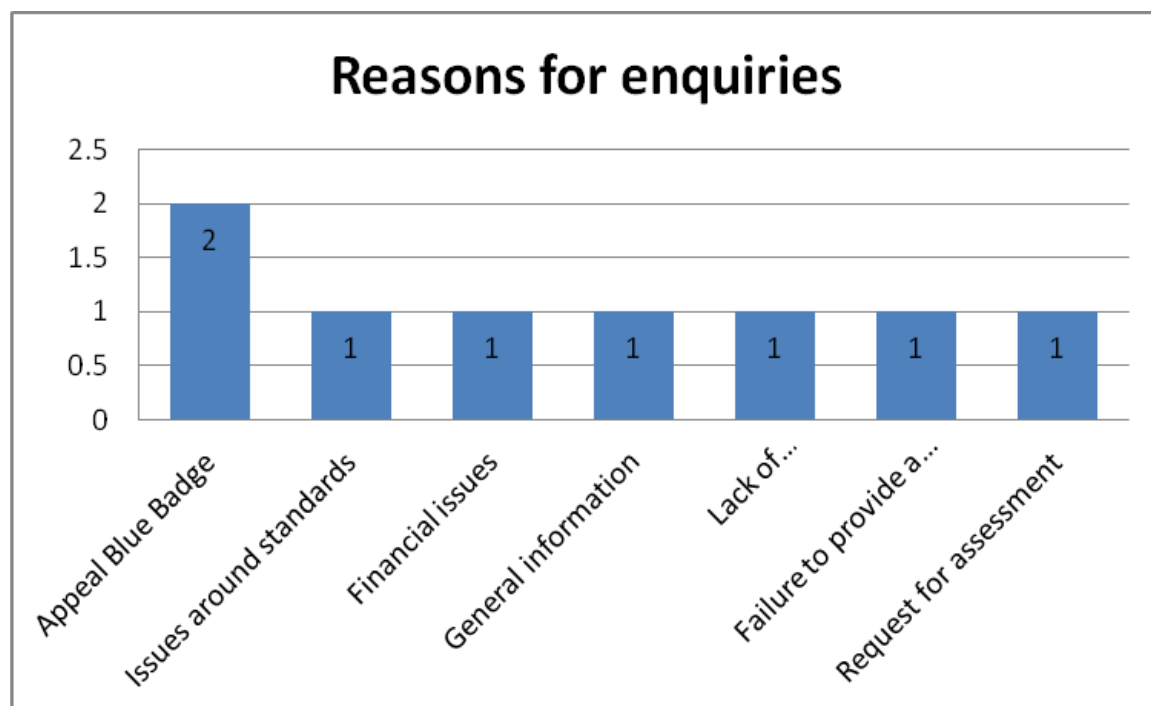
Service areas

Locality Teams	= 5	Homecare	= 2
Complaints Unit	= 1	Residential	= 2
Reablement/Intermediate care	= 4	ACE	= 2
Short Term Intervention	= 1		

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
Jan Howells	'Thank you for everything and the care and compassion which you have shown towards us'.	ACE		13/12/2016
Jacqueline Ashcroft	Rang in to personally thank you for 'all your help' and advised that the rails you recommended have 'made such a difference to her life'.	ACE		25/10/2016
Darran Daye	'Our thanks go to the Complaints Department and Darran for following this through promptly for us and sorting this out.'	Complaints Unit		20/10/2016
Deborah Morgan	Rang in to say a massive thank you to Deborah for how she was with his dad this morning. His father was under the weather and feeling lethargic and he said Deborah was wonderful, really supportive and helpful. He would like to pass on his thanks to her.	Homecare		19/11/2016
All staff	Brother stated that he would like to thank all the girls for the help and support that they gave to his sister and said that she loved them all.	Homecare		07/12/2016
Richard Morgan, Andrea Gill	Rang to say that both he and his brother were very impressed with the work which had been done with his mother.	Locality	Taf west	14/10/2016
Daniel Minty, Deborah Emery	Expressing thanks to staff, ' when she (Deb) came to meetings with Daniel they worked as a team and I don't know how we would have coped without them.'	Locality	Upper Rhondda Fawr	01/12/2016
Maria Gibson, Yvonne Warner	'Hello Maria. Just a quick thank you for facilitating her problem and in particular the efficiency, professionalism and dedication of your work colleague Yvonne Warner. These qualities are few and far between and she should be considered a credit to your organisation.'	Locality	Taf West, Age Connect	21/12/2016
Elaine O'Connell	'Thanking you for all your help, patience and understanding'.	Locality	Upper Rhondda Fawr	01/12/2016
Jayne Yemm, Rhian Hughes	Gentleman rang in wanting to thank all the staff, but in particular, Jayne Yemm and Rhian Hughes for the work they have done with his mother. He said that he appreciated the help and advice they had received over the past 10 months when his mother was ill and	Locality	Cynon North	25/11/2016

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
	commented on how professional and helpful Jayne and Rhian had been.			
All staff	'Thank you for everything and all the love and care you gave NAME'.	Reablement/ Intermediate care		10/10/2016
Jayne Bennett, Yvette Price, Catherine Jones	'From the outset I was impressed with the compassion and commitment of the team... I am overjoyed with the improvement in my mobility...I have exceeded all target and expectations and would like to thank these dedicated individuals for everything they have done to make this possible'.	Reablement/ Intermediate care		31/10/2016
Louise O'Connor, Kay Lockett, Nicola Jayne	Concerning staff working with him, he said they were all great and wanted to make sure that his positive feedback was passed on to them.	Reablement/ Intermediate care		07/12/2016
All staff	'I appreciate your thoughts and help and hope to continue using your ideas in the following days I can.'	Reablement/ Intermediate care		12/12/2016
All staff (Tegfan)	'Thank you so much for the kindness you have shown my mother throughout the past year, I am so very grateful.'	Residential		29/12/2016
All staff (Tegfan)	'I'd like to thank you for all the loving care you showed Mam in the last months of her life. She told me she had never been happier in years while with you.'	Residential		13/10/2016
Grayson Jones	'I found you, in particular, extremely kind and responsive whilst still remaining professional.'	Short Term Intervention		19/10/2016

Member of Parliament/Assembly Member Enquiries



Total Number = 8

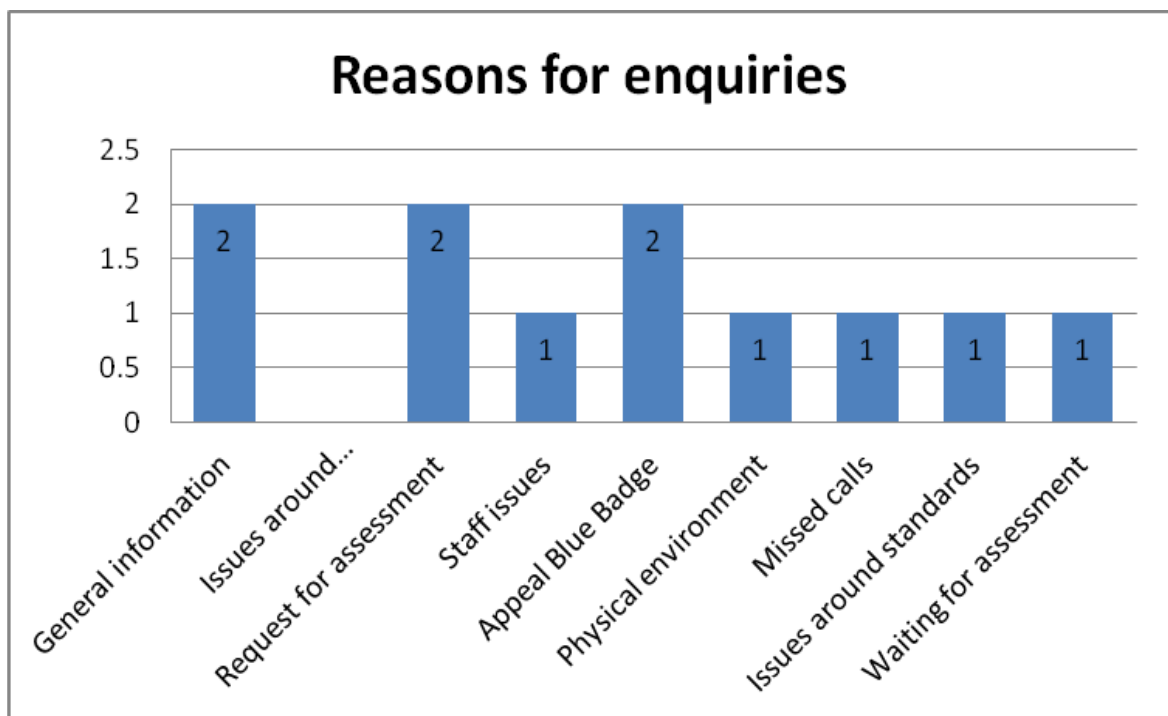
Locality Teams	= 2	Mental Health	= 1
Learning Disability	= 1	First Response	= 3
N/A	= 1		

Name of Cllr/AM/MP	Details of Enquiry	Outcome of Enquiry	Service Area	Code of Enquiry	Date Received
Vikki Howells	Querying why constituent's Blue Badge application was unsuccessful.	Manager has written to constituent confirming that we will refer his application to the Independent Assessment Service and that he needs to complete and return the additional information form. AM's office will contact him to clarify this.	First Response Duty	Appeal blue badge	07/11/2016
Ann Clwyd	Constituent requesting a review of decision not to renew his Blue Badge.	Application was reviewed, however, constituent did not have a sufficient score on WG matrix to authorise a BB. WG is aware of issues and will be issuing revised guidance on BB applications by April 2017.	First Response Duty	Appeal blue badge	26/10/2016
Vikki Howells	Re: Blue Badge renewal, constituent brought in	There is no record of constituent handing in his	First Response	Issue around	19/12/2016

Name of Cllr/AM/MP	Details of Enquiry	Outcome of Enquiry	Service Area	Code of Enquiry	Date Received
	his forms but was asked to also bring in evidence of his DWP Higher Rate Mobility allowance. When he did this he was told that they did not have his forms which would have to be completed again.	completed forms. He was offered an emergency appointment or given the option of sending them in, but he declined stating that he would forward them to his AM.	Duty, One for All	standards	
Ann Clwyd	Constituent's son has had problems accessing his Direct Payments since transferring from DCT to adult LD services.	Apology offered. Adult & CS have different legislation & processes; however there should have been no break in provision of services whilst internal processes were completed. Staff have been reminded of this.	Learning Disability	Financial issues	21/10/2016
Ann Clwyd	Constituent claims she has been given conflicting information about the details of her social worker. She would be very grateful to receive the name and contact details of her current social worker.	Details of current Social Worker provided, however, constituent had already spoken to her earlier that day.	Locality Cynon	General information	29/11/2016
Ann Clwyd	Constituent requesting information and support around finding a suitably adjusted property and care package to enable her to live independently once more. She has had conflicting information as to whether she is on the housing list.	Details provided on support being provided to constituent by both Locality Team and Sensory Services. Constituent has also been reassured that she is still on the housing waiting list.	Locality Cynon	Lack of information /communication	31/10/2016
Ann Clwyd	Constituent states that she is not receiving an appropriate level of care & support from Social Services. Claims her SW is failing to keep agreed appointments and also to respond to her calls.	SW did liaise with Housing as planned, however, it was acknowledged that this should have been fed back to complainant to explain situation. Visit was arranged for 24/11/16. Re: failure to respond to message left, this message had not been passed on to SW	Mental Health	Failure to provide a service	18/11/2016
Chris Bryant	Constituents were recently involved in a	Dept has not received a discharge referral from either	N/A	Request for assessment	02/12/2016

Name of Cllr/AM/MP	Details of Enquiry	Outcome of Enquiry	Service Area	Code of Enquiry	Date Received
	serious road traffic incident. Since leaving hospital they have not been assessed for any support at home.	the hospital or constituent's GP. Follow up from family friend 10/01/17, First Response Team has contacted constituent, they do not require any support at this time.			

Local Councillor Enquiries



Total Number = 12

Service Areas

Day Services	= 1	Independent Living Service	= 1
First Response	= 3	ACE	= 4
Independent Domiciliary care	= 1	Mental Health	= 1
Short Term Intervention	= 1		

Name of Cllr/AM/MP	Details of Enquiry	Outcome of Enquiry	Service Area	Code of Enquiry	Date Received
Eudine Hanaghan	Constituent has a white line outside house, but	DPB scheme has closed for this year. Also bays cannot	ACE	General information	05/12/2016

Name of Cllr/AM/MP	Details of Enquiry	Outcome of Enquiry	Service Area	Code of Enquiry	Date Received
	there is a problem with other residents blocking their entrance. She is requesting an application form for a Disabled Parking Bay.	be installed over a dropped kerb. If the white line is being obstructed, constituent can report it to the enforcement officers at Sardis House.			
Andrew Morgan	Constituent raising concerns re: service user who she believes no longer meets criteria for a DPB. 2nd contact 12/12/16.	Letter sent confirming that constituent's letter had been passed to the appropriate officer who will consider the issue raised. 2nd response sent 14/12/16.	ACE	Issues around adaptations	15/11/2016
Joel James	Requesting clarification on what options are available to his constituent to enable him to secure a designated parking space outside his property (Disabled Parking Bay).	Information provided on DPB application policy and process. Unfortunately, constituent is not in possession of a Blue Badge which is a key eligibility which has to be met in order to be assessed for a DPB.	ACE	General information	08/11/2016
Mark Adams	Constituent querying about the possibility of having a shower installed as she is unable to use the bath.	ACE TM has looked at existing referral and re-prioritised to the highest category. Constituent will be contacted to make an appointment to undertake assessment within the next 2 weeks.	ACE	Request for assessment	04/10/2016
Steven Bradwick	Constituent helps run a class at St Mairs and is unhappy with the person in charge there. Amongst other things, they have been told off for bringing in a cake to celebrate one of the ladies' birthdays. Cllr requesting someone ring constituent to discuss.	Day Services Development Manager is aware of the issue and will contact constituent to discuss/resolve.	Day Services	Staffing issues	24/10/2016
Maureen Webber	Meals on Wheels staff have reported that they have concerns regarding constituent's wellbeing & health.	Passed to First Response Team to make contact and establish what problems constituent is experiencing.	First Response Duty	Request for assessment	30/11/2016
Mike Forey	Querying why constituent's Blue Badge application was unsuccessful.	Constituent was referred to WG Independent Assessor.	First Response Duty	Appeal blue badge	04/10/2016

Name of Cllr/AM/MP	Details of Enquiry	Outcome of Enquiry	Service Area	Code of Enquiry	Date Received
Clayton Willis	Querying why constituent's Blue Badge application was unsuccessful.	Constituent was referred to WG Independent Assessor but was unsuccessful.	First Response Duty	Appeal blue badge	04/10/2016
Steven Bradwick	Constituent complaining that the hedges at Gadlys are overgrown and causing a nuisance.	Service Manager has arranged for hedges to be cut asap and to be kept trimmed in the future.	ILS	Physical environment	24/11/2016
Mike Forey, Sue Pickering	Cllr's sister is receiving support from Mears which recently took over from Radis. Since this change she has been experiencing problems, in particular with the timing of her lunchtime call.	Meeting being held between Commissioning & Mears to discuss recent problems. Mears trying to accommodate requested call times, but this has not been possible as yet.	Independent domiciliary care	Missed calls	29/11/2016
Sue Pickering	Unhappy that Constituent's tenant, who is being supported by CMHT has left the flat in a terrible condition which needs professional cleansing. Has made a complaint but has not had a response.	Constituent's complaint was responded to on 06/10/16. Due to Data Protection L.A. cannot discuss any issues with Constituent, however, SU is being supported & encouraged to respond to any reasonable request for re-imburement of cleaning costs.	Mental Health	Issue around standards	06/10/2016
Mark Adams	Adaptations have been completed, but constituent is waiting for a package of care to be set up so that she can return home.	Intermediate Care support began on planned discharge date (01/12/16). Constituent continues to be supported 2 x daily by the Team.	Short Term Intervention	Waiting for assessment	30/11/2016

Summary – Children’s Services

3rd Quarter 2016/17

Informal Complaints

Total Number = 23

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

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

Received via Corporate Scheme
= 0

Formal Complaints

Total Number = 2

Concerns = 3

Compliments = 13

Appeals
(Bus Pass) = 1

Ombudsman enquiries = 1

MP/AM enquiries
Total number = 3

Councillor enquiries
Total number = 1

Previous Quarter

Informal Complaints

Total Number = 26

**Informal Complaints made by
parents/adults** = 25
Concluded = 18

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

Received via Corporate Scheme
= 2

Formal Complaints

Total Number = 0

Concerns = 0

Compliments = 19

Appeals
(Bus Pass) = 1

Ombudsman enquiries = 1

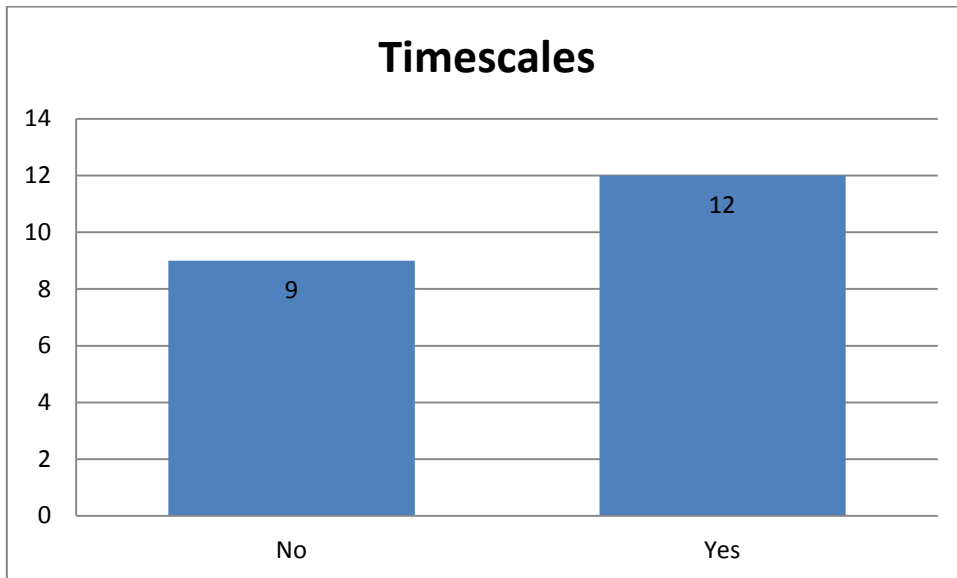
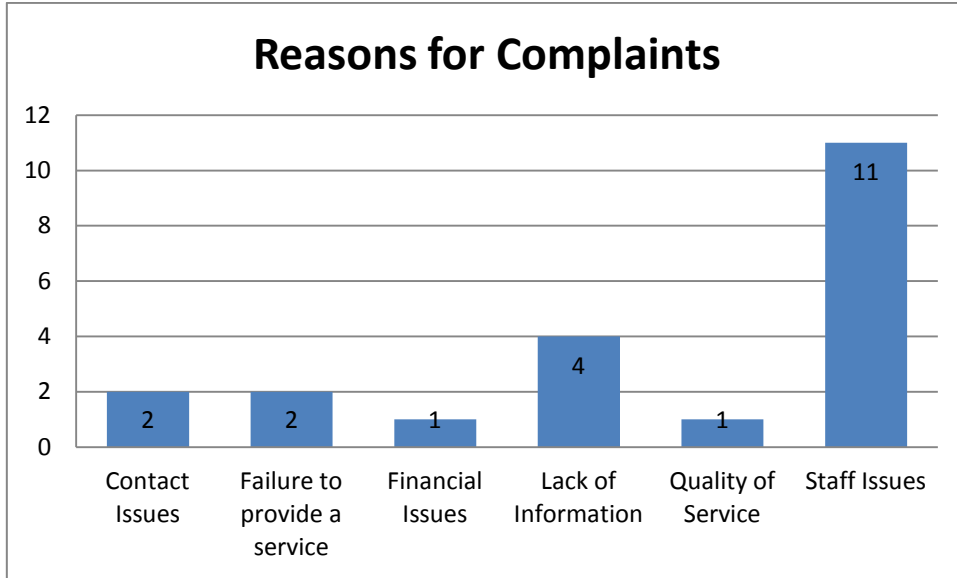
MP/AM enquiries
Total number = 7

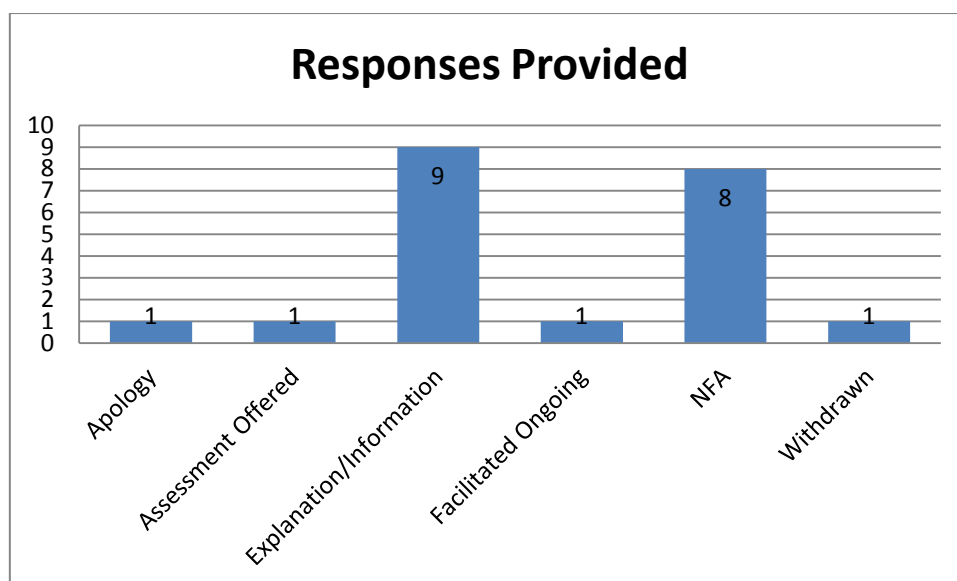
Councillor enquiries
Total number = 3

Children and Young People

Informal complaints made by Parents/Adults

Total = 21





Informal complaints made by Parents/Adults

Total = 21

Section areas

Intensive Intervention = 17

Early Intervention = 4

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date Rec'd
Unhappy with her son's SW who she claims followed her to the car park at PCH to discuss her son's care. She feels this is unprofessional.	TM discussed issue with complainant, who did not wish to proceed with complaint against SW.	Early Intervention	Enquiry & Assessment East	Parent	Withdrawn	20/10/2016
SW has not carried out the task of establishing a support network for his mother by the date specified. Also unhappy that SW has rung them after 6pm which is disturbing the children's routine. Also concerned	Unable to provide information regarding complainant's mother. Explanation provided as to why SW used the term 'potential perpetrator' and apology offered as complainant found this upsetting. 2nd response 13/02/17.	Intensive Intervention	Intensive Intervention East 1	Relative	Apology	17/11/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date Rec'd
about SW's use of terminology regarding himself						
Feels unhappy with the lack of support received from DCT and says his son does not have a care plan. Appointments are made with just 24 hours notice and getting help/support is a constant battle.	TM has rung complainant, however, he hung up on her. She has written offering an assessment from a transitional worker and asked him to make contact if he continues to require support from DCT.	Intensive Intervention	Disabled Children's Team East	Parent	Assessment offered	21/11/2016
Unhappy that important decisions relating to her children are not being communicated to her and she is finding out about them from other family members.	TM wrote to complainant in January asking her to make contact - no response - NFA	Intensive Intervention	Intensive Intervention East 1	Parent	N.F.A.	21/11/2016
Unhappy with SW regarding lack of contact and information. They have not been able to say goodbye to foster child before returning home, which has been upsetting for complainants and child.	SM addressed issues raised by complainant and discussed with TM. SW has responded to each issue separately. SM	Intensive Intervention	Intensive Intervention West 2	Foster carer	Explanation/information provided	24/11/2016
Complaining that contact with her children was cancelled today at short notice.	24/4/17 TM advised issues dealt with - SW to provide copy letter confirming this	Intensive Intervention	Intensive Intervention East 1	Parent	N.F.A.	30/11/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date Rec'd
States that this is the 4th time and she is not getting the level of contact which was awarded by the courts.						
SW has told her son that she is unable to look after him. This has resulted in him calling her a 'useless mother' and saying he wants nothing to do with her. She would like a change of SW.	Meeting offered - SU did not attend. Further letter sent however client has moved	Early Intervention	Intensive Intervention East 1	Parent	N.F.A.	05/10/2016
Complaining about her grandson's SW who she believes is being unprofessional and has shared confidential info about her current partner with her ex-husband and neighbours.	TM felt that staff carrying out Unified Assessment has acted appropriately. Complainant's partner indicated that he was no longer willing to continue with assessment. He subsequently left a threatening message for the SW which has been referred to Police.	Intensive Intervention	Intensive Intervention West 1	Relative	Explanation /information provided	11/10/2016
Complaining that conclusions have been made by SW after just 2 brief telephone conversations. Feels SW is acting on personal feelings against him and not in the best interests of the children.	No response to TM's attempts to make contact to resolve complaint.	Early Intervention	Enquiry & Assessment East	Parent	N.F.A.	18/10/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date Rec'd
Believes SW has lied to her about daughter's wellbeing and has withheld information that she has a right to know. Also has not had response to previous complaint CYP/1008	Service Manager feels that SW could not have done more to keep complainant informed re: her daughter's change of accommodation and that he had not lied concerning the section 47 enquiry regarding her grandmother.	Intensive Intervention	Intensive Intervention East 1	Parent	Explanation /information provided	16/11/2016
Very unhappy with the way previous S.W. Spoke to the family concerning contact with her great grandchildren. Felt she was very rude, unfriendly and derogatory towards her, leaving her very upset.	TM offered an apology if complainant felt SW's behaviour was unacceptable, however, SW denies this and TM's investigations show that SW has acted appropriately.	Intensive Intervention	Intensive Intervention West 1	Relative	Explanation /information provided	21/10/2016
Unhappy that her Xmas contact with her children was cancelled, when she later discovered that it could have been re-arranged. She feels that communication with SW has been poor and is also unhappy with suggestions made by the TM.	It was agreed that there had been some difficulties with contact over Xmas/New Year period, however it was felt appropriate for contact to continue to be organised by the social worker until it can move into the Contact Centre.	Intensive Intervention	Intensive Intervention West 3	Parent	Explanation /information provided	29/12/2016
Complainants are Foster Carers who foster a young	Issues raised concerning the care of YP were acknowledged	Intensive Intervention	Intensive Intervention West 1	Friend	Facilitated ongoing relationship	24/10/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date Rec'd
girl. Her friend has been staying with them, but CS will not agree to them fostering this young girl as well. They also feel that CS are not acting quickly enough to find alternative accommodation for YP.	and complainant's feedback will be used to assist with improving Safe Care Arrangements.				s	
Has had no feedback from an investigation into a comment made by her daughter re: her carer. Unhappy that her contact has been cancelled due to SW being off. SW has not yet made arrangements for her to have individual contact sessions with her children.	Previous SW left Dept and her new SW raised concerns regarding the level of care provided to her daughter. She was subsequently moved and has settled well at residential home. SW has already made contact with complainant regarding contact arrangements.	Intensive Intervention	Intensive Intervention West 2	Parent	Explanation /information provided	25/10/2016
Complainant requesting that her daughter's details are removed from Children's Services records. She is unhappy that a referral was recorded as a result of her trying to help a friend in caring for her son.	Reassurance provided that the only information recorded was purely as a contact, there was no referral for assessment made with regards to her daughter.	Early Intervention	Intensive Intervention East 3	Parent	Explanation /information provided	30/11/2016
Complaining	It was acknowledged	Intensive	Intensive	Parent	Explanation	07/12/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date Rec'd
about a worker from RIRT who they felt acted inappropriately. They feel that the information this worker has provided is untrue and will have a detrimental effect on the outcome of the PLO meeting.	that the complainants are experiencing a difficult and traumatic time, however, TM could not find any evidence that the SW acted unprofessionally.	Intervention	Intervention East 2		/information provided	
Complainant acts as Foster Carer to her 2 grandsons, but the allowance she receives for the oldest one is a lot less than for the youngest. She feels she should have the same (higher) allowance for looking after both of them. Rang in unhappy with response	Service Manager has reconsidered the allowances being paid, however her decision remains unchanged. Further clarification provided regarding this decision.	Intensive Intervention	16+ Team East	Relative	Explanation /information provided	15/12/2016
Unhappy with daughter's SW. Daughter's behaviour is becoming more & more challenging and despite contacting SW on numerous occasions, no help has been forthcoming.	24/4/17 TM advised issues dealt with - SW to provide copy letter confirming this	Intensive Intervention	Intensive Intervention East 1	Parent	N.F.A.	14/12/2016
Complainant's son has been	TM has attempted to make contact with	Intensive Intervention	Intensive Intervention	Parent	N.F.A.	19/12/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date Rec'd
taken into the care system. She feels that her and her partner were not treated fairly and that they were treated as guilty of harming her son, before any investigation was completed.	complainant by telephone and letter but has received no response. NFA.	ion	East 3			
Concerned that she has been waiting for a parenting assessment to be completed, which has to be filed with court by 16/01/17. She feels that it is not good enough to rush such vital documents.	Parenting Assessment carried out on 13/1/17	Intensive Intervention	Intensive Intervention West 3	Parent	N.F.A.	23/12/2016
Complaining about SW. She claims that SW report included information about herself which was inappropriate. She now feels devastated that personal details concerning herself have been shared with her ex-partner and feels it is a breach of confidentiality.	24/4/17 TM advised issues dealt with - SW to provide copy letter confirming this	Intensive Intervention	Intensive Intervention East 1	Parent	N.F.A.	19/10/2016

There was 1 **Informal complaint made by Children/Advocates** during this quarter.

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
YP unhappy with SW who took 7 weeks to make her initial visit, has taken 2 months to arrange for her to see her new neice and who has not been giving her grandfather regular updates on her situation.	TM felt satisfied that SW had used every opportunity to progress the issues to achieve a safe, satisfactory outcome. Case now being transferred to 16+ Team.	Intensive Intervention	Intensive Intervention East 2	Child	Explanation/information provided	11/10/2016
Claims there has been a breach of confidentiality and that information concerning herself and her children has been shared with her ex-partner. Also concerned about contact arrangements for her children and how this is impacting on her family.	TM has reviewed documents and cannot find evidence of a breach of confidentiality as it was necessary to share info due to safeguarding concerns. SU did not persue complaint	Early Intervention	Enquiry & Assessment East	Child	Withdrawn	15/11/2016

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

Formal complaints

Total = 2

Section areas

Intensive Intervention = 2

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Date Received
Stating that he is not being kept informed of	I.O.'s recommendations	Intensive Intervention	Intensive Intervention	Parent	Partially upheld	23/11/2016

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Date Received
key issues or meetings. Has ongoing concerns re: care being provided by his son's mother resulting in him being on 'at risk' register. Unhappy with response to Stage 1 investigation.	accepted. L.A. will ensure they are addressed by the Service Managers who are responsible for those areas.		West 2			
Issues relating to contact and medication regarding her daughter.	ONGOING	Intensive Intervention	Intensive Intervention East 1	Parent		21/10/2016

There was 1 **Concern** received during this quarter.

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Date Received
Raising a number of concerns regarding Children's Services involvement with his son, particularly in relation to his SW.	Meeting arranged for 03/11/16, DNA. Asked to make contact before 10/11/16. No contact - NFA.	Early Intervention	Duty/Intake East	Parent	N.F.A.	10/10/2016

There was 1 **Appeal** received during this quarter. It related to a companion bus pass and was successful.

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

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Date Received
Stating that Children's Services failed to take action regarding concerns she has raised about her grandson's welfare and claims he is being neglected.	Information provided as requested by Ombudsman, who referred back to RCT complaints procedure.	Intensive Intervention	Intensive Intervention West 2	Relative	Explanation/information provided as requested.	16/11/2016

Compliments

Total = 13

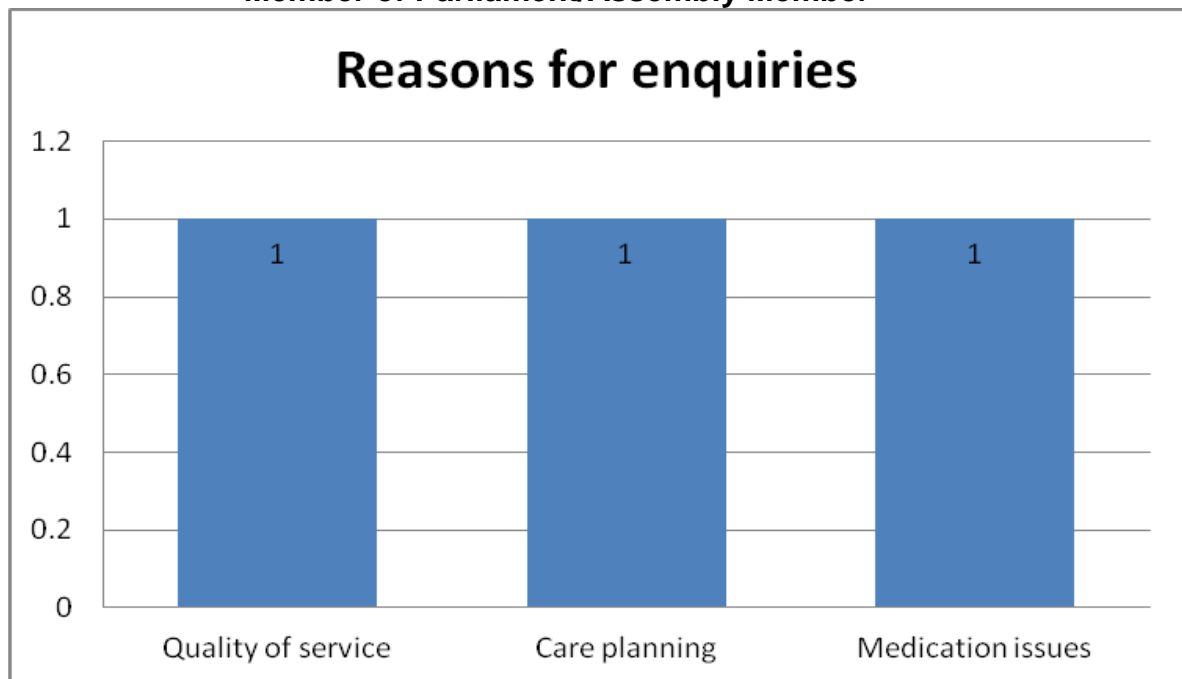
Service areas

Children with Disabilities	= 2	Intensive Intervention	= 1
Miskin Project	= 6	Foster Care	= 1
Business Support	= 1	Complaints	= 1
Team around the family	= 1		

Name of Staff Member	Nature of Compliment	Team	Date Received
Huw Taylor	'I feel that Huw was very supportive the whole length of time that he was involved.'	Miskin Project	03/10/2016
Louise Walsh	'we will miss you lots. You've been an absolute star'.	Miskin Project	04/10/2016
Louise Walsh	'Louise is one of the best workers I have ever worked with.'	Miskin Project	06/10/2016
Kirsten Mills	'more people like "Kirsty" - kind/caring/helpful/supportive/non-intrusive/non-judgemental. One amazing person.'	Miskin Project	14/10/2016
Gary Peart, Rhys Waite	'I have been asked by the family we worked with yesterday to thank you for your help. Can I also give you my thanks, as I appreciate it was hard work moving items yesterday with all those steps. I am sure the new home will make a difference to the family.'	Miskin Project	20/10/2016
Jonathan Evans	'As you have been a god send to us we would like to donate them (Christmas gifts) to children within the Miskin project'.	Miskin Project	02/12/2016
Emma Rees	'Thank you for helping and let's hope we can go forward and things will be written and documented correctly.'	Complaints	19/10/2016
Joan Bevan	'I would also like to say that I am very happy with Joan Bevan she is a very nice person and very professional.'	Intensive Intervention East 1	19/10/2016
Laura Evans	Re: minutes taken for meeting, 'I must say it's lovely to have them done so quickly, have not experience that with other LA's and is so much harder to recall all the detail weeks/ months later! Seems to be a highly efficient service!'	Business support	19/10/2016
All staff	'Please would you pass on to your staff how well these were written, giving very detailed accounts of contact and how emotionally this effects the children... Your staff have done a very good job and have greatly helped with this case which they should be acknowledged for.'	Children with Disabilities	07/11/2016
Jayne Alsop	'Jayne has remained calm and consistent throughout, and exceptional at communicating with all professionals involved. The family have also shared with us how well supported they have been by Jayne, which given the circumstances is no small feat.'	Children with Disabilities	23/11/2016
Heather Ennis & family	'The impact of the Ennis family's commitment to them well over and above their remit cannot be underestimated. It appears to have really assisted the girls to feel valued and to feel that they have as close to 'normality' within their family lives as has been possible under very difficult circumstances for them.'	Foster Care	07/12/2016

Name of Staff Member	Nature of Compliment	Team	Date Received
Lowri Huish, Rachel Williams, Carol Booth	'Clearly you all understand NAME's needs well and are committed to improving her outcomes with flexibility and compassion. It was obvious that NAME is thriving from the care and support she receives from her Social Worker and her carers.'	Team Around the Family	16/12/2016

Member of Parliament/Assembly Member



Service Areas

Intensive Intervention = 3

Name of MP/AM	Detail of Enquiry	Action Taken	Service Area	Code of Enquiry	Date Received
Owen Smith	Mother unhappy as she believes that the Council are attempting to persuade her to move out of the Pontypridd area. 2nd contact 21/10/16.	Confirmation provided that C.S. are not trying to persuade constituent to move back to Cardiff. She is being supported by Intensive Intervention Team and she is now engaging with C.S. 2nd response 21/11/16.	Early Intervention	Quality of service	03/10/2016
Ann Clwyd	Feels she's been treated unfairly by C.S. particularly re: contact arrangements & cleanliness issues. Unhappy with foster	Children are subject to legal proceedings. L.A. Has recommended long term foster care following the outcome of an independent	Intensive Intervention	Care Planning (including moves around placements)	12/10/2016

Name of MP/AM	Detail of Enquiry	Action Taken	Service Area	Code of Enquiry	Date Received
	care provided, states children want to return home. 2nd contact 25/10/16.	assessment commissioned via court proceedings. Children are reported to be settled/happy in their placement. 2nd response 25/10/16.			
Ann Clwyd	Constituent claiming that Children's Services will not support contact with her daughter whilst she is following the medical advice given by a consultant paediatrician.	Issue has been passed to Complaints Unit and is being investigated independently in line with the statutory complaints process.	Intensive Intervention	Medication issues	25/10/2016

There was only **1 Local Councillor Enquiry** received for this quarter

Name of Councillor	Detail of Enquiry	Action Taken	Service Area	Code of Enquiry	Date Received
Maureen Webber	Constituent unhappy that Children's Services are not listening to her concerns.	Constituent's children live with their father and do not currently wish to live with their mother. Children's services have to respect the children's wishes. Constituent advised to take matter back to court.	Intensive Intervention	Failure to provide a service	30/11/2016

Analysis of customer feedback Questionnaires

Feedback questionnaires are no longer being sent out following informal complaints.

There were 6 other contacts dealt with during this quarter which did not come under the Complaints Scheme.