

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2015 - 2016

CORPORATE PARENTING BOARD

26th OCTOBER 2015

**REPORT OF THE GROUP DIRECTOR,
COMMUNITY & CHILDREN'S
SERVICES**

Agenda Item No: 5
SOCIAL SERVICES QUARTERLY COMPLAINTS AND COMPLIMENTS REPORT 1ST APRIL 2015 - 30TH JUNE 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 April 2015 - 30th June 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

1ST QUARTERLY REPORT

1ST APRIL 2015 - 30TH JUNE 2015

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Summary – Children’s Services**1st Quarter 2015/16****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**Appeal (assessment)** = 1**Ombudsman enquiries** = 0

MP/AM enquiries
Total number = 4

Councillor enquiries
Total number = 0

Previous Quarter**Informal Complaints**

Total Number = 30

**Informal Complaints made by
parents/adults = 27**
Concluded = 25

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

Received via Corporate Scheme
= 1

Formal Complaints

Total Number = 0

Concerns = 0**Compliments** = 3**Appeals (bus pass)** = 1**Ombudsman enquiries** = 0

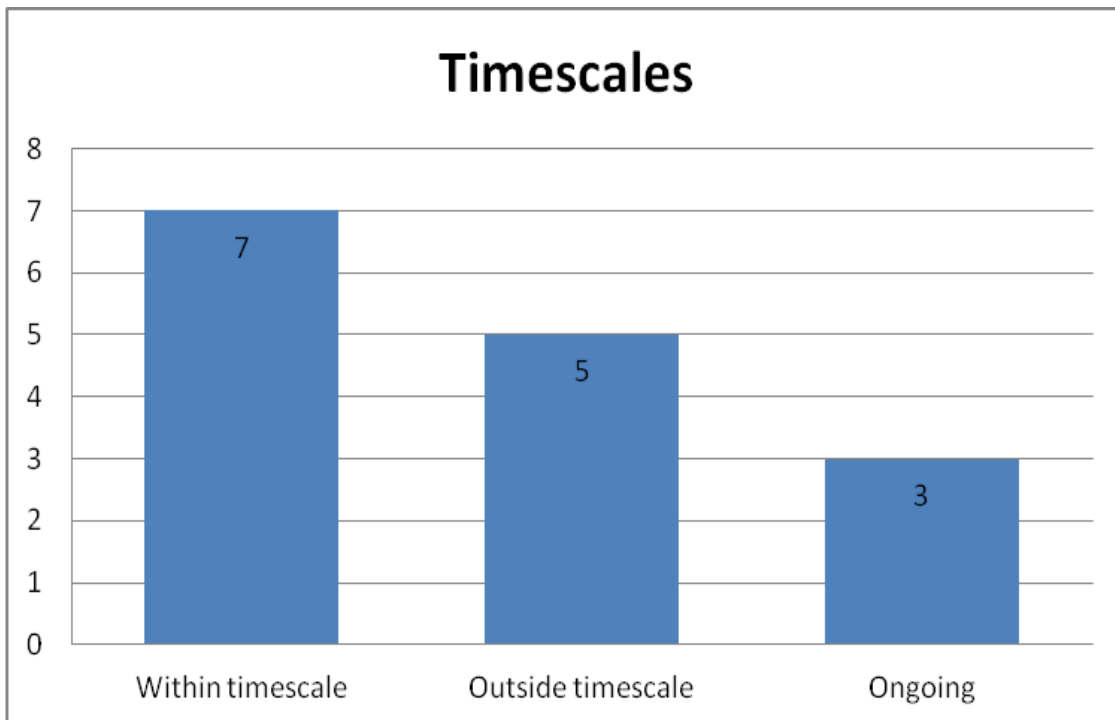
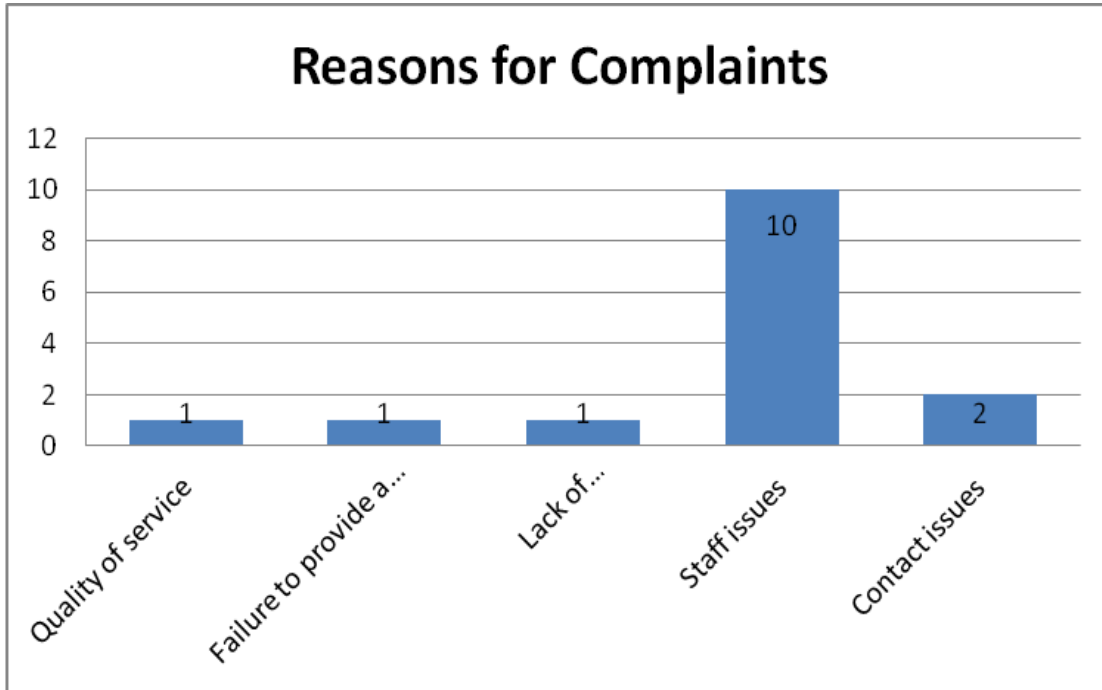
MP/AM enquiries
Total number = 2

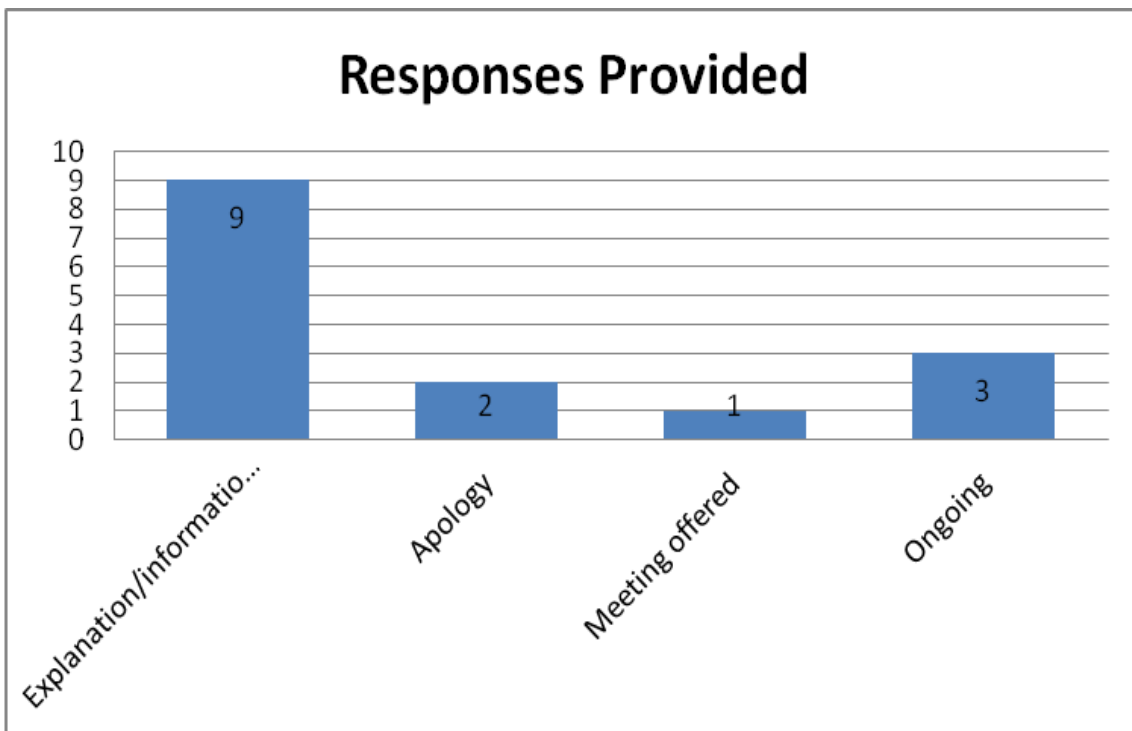
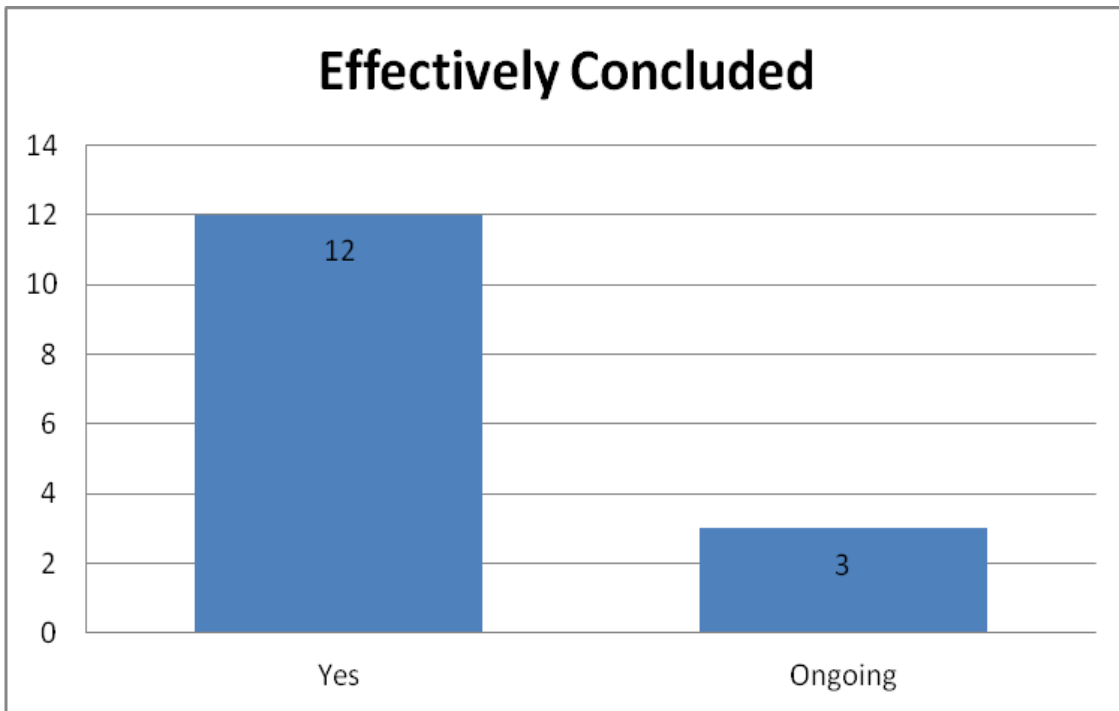
Councillor enquiries
Total number = 3

Children and Young People

Informal complaints made by Parents/Adults

Total = 15





Informal complaints made by Parents/Adults**Total = 15****Section areas**

Assessment Care Planning = 14

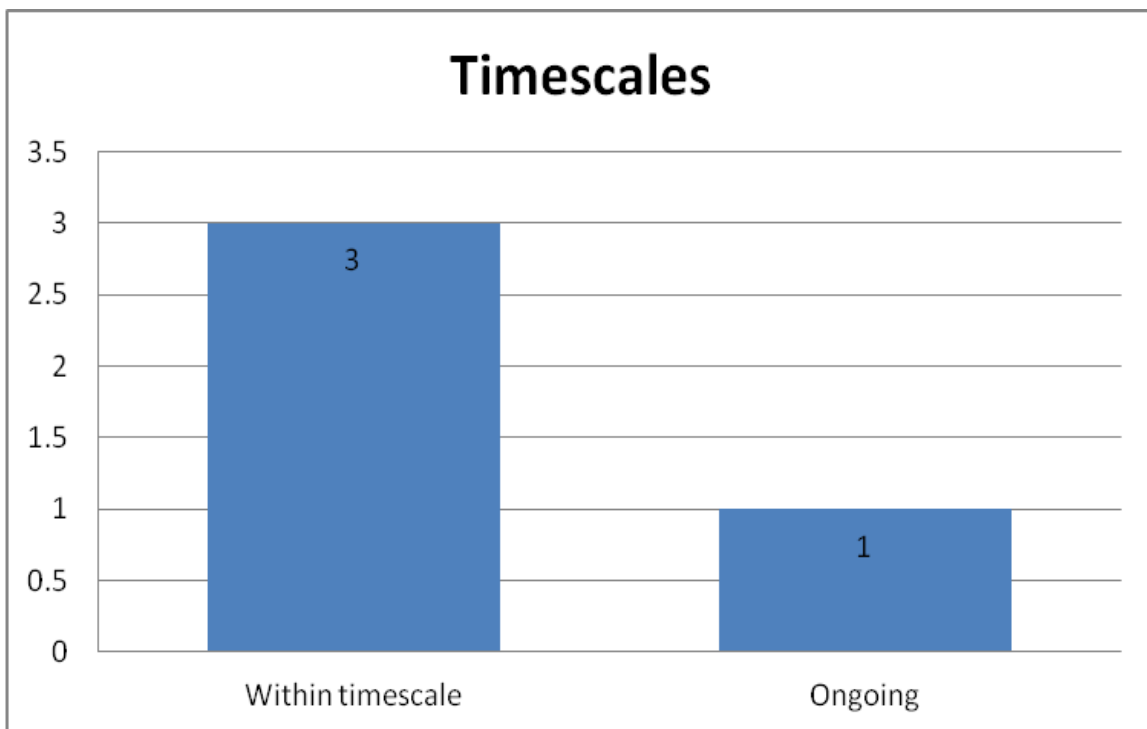
Looked After Children = 1

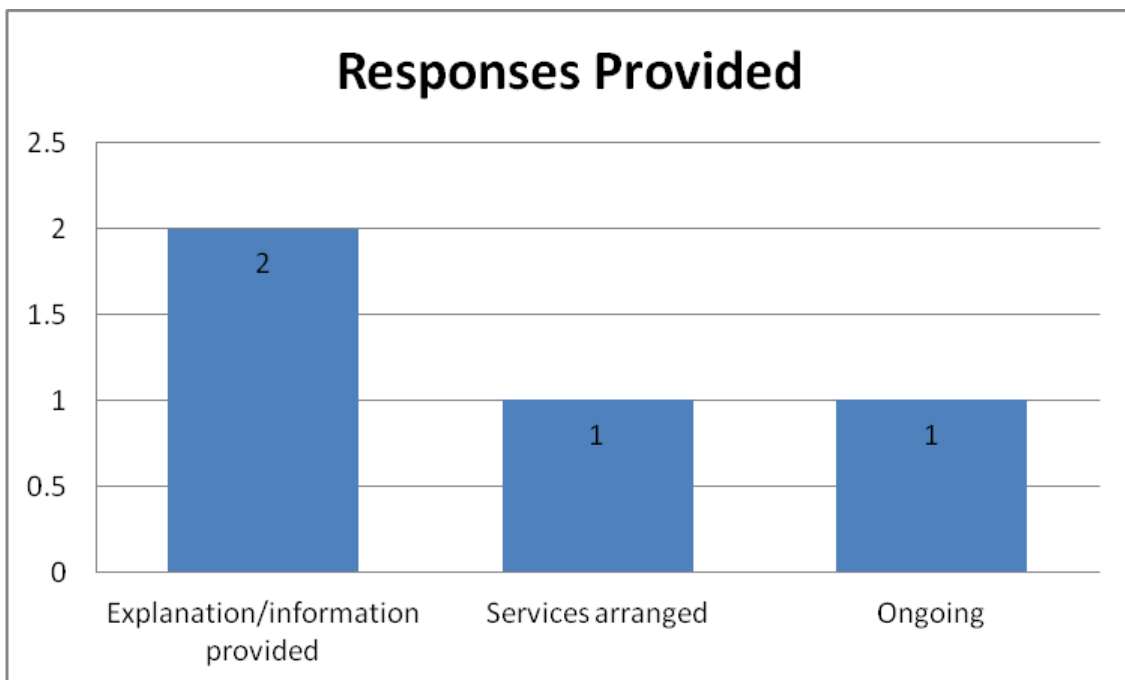
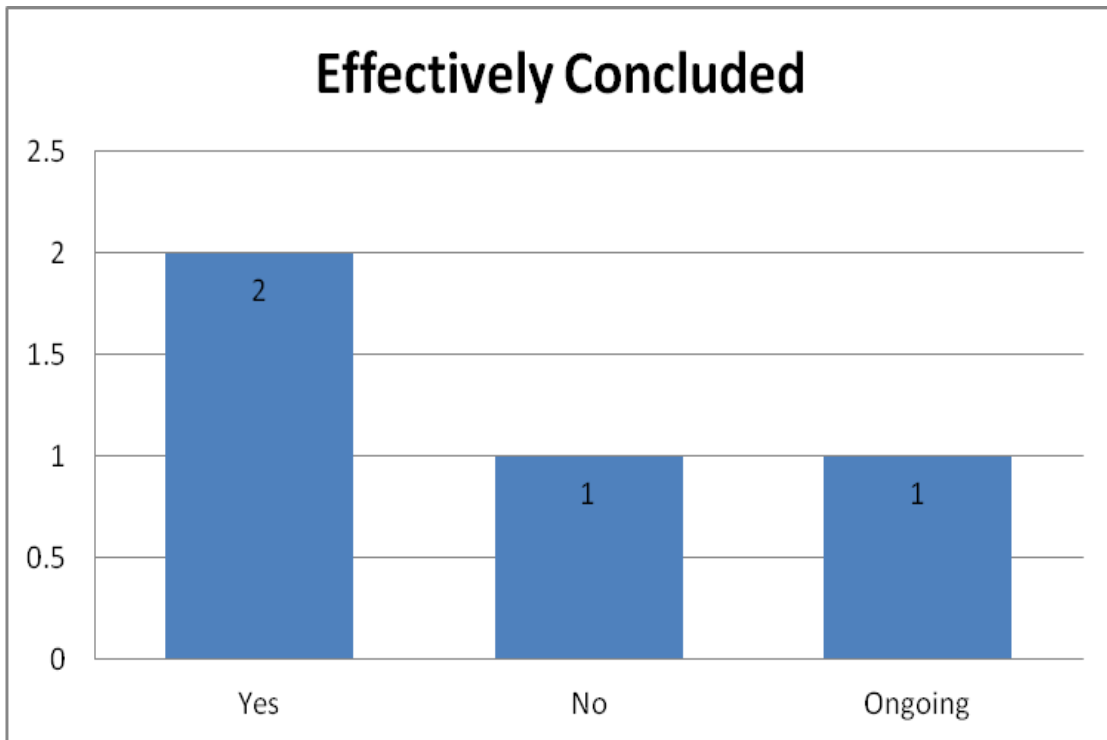
Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
Angry that her ex-partner is allowed contact with the children & is being supervised by his parents. Also unhappy that he knows her address and alleges he still threatens her. Also she will miss her daughter's birthday as the children will be on holiday.	Paternal grandparents are kinship carers and LA is confident they will supervise contact safely. If complainant feels threatened by ex-partner she is advised to contact the Police. Alternative contact was arranged re: daughter's birthday.	Assessment and Care Planning	ACP 1 Cynon	Parent	Explanation /information provided	29/06/2015
Unhappy with the Council's dealings with her family, in particular, the lack of progress with assessments due to be carried out on herself and her relationships and also the impact this is having on her reputation in the community.	Meeting held 15/05/15 where issues were discussed and resolved as far as possible. Assessment on complainant's partner is currently being undertaken by Social Worker.	Assessment and Care Planning	ACP 1 Cynon	Parent	Apology	01/04/2015
Unhappy with actions of their SW and with various issues around the service provided to them, in particular, delays with PLO assessment, and other assessments which they felt to be inaccurate.	Apologies offered where assessments have been late. Any inaccuracies need to be brought to attention of LA. Explanation provided around parenting assessment and clarification offered that past behaviours have to be taken into account.	Assessment and Care Planning	ACP 1 Cynon	Parent	Explanation /information provided	22/06/2015
Complaining about her grandchildren's S.W. She feels that she is making contact with the children difficult and does not listen to her concerns that her ex-partner is smoking cannabis at home where the children live. Also, there are no care plans in place	Daughter did not attend last contact session arranged. Manager has checked and found that there is a workable care plan on the children's' files. Reassurance provided re: ex-partner with whom there are no concerns.	Assessment and Care Planning	ACP 1 Cynon	Relative	Explanation /information provided	17/04/2015
Unhappy with the way her daughter's case is being handled and that she is not being kept informed in a timely fashion.	HOS agreed that the Police investigation took a long time. Clarification provided on SW's actions during the Police investigation. It was	Assessment and Care Planning	ACP 1 Rhonda	Parent	Explanation /information provided	27/04/2015

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
	felt that as much information as possible was shared with complainant base on advice from the police at the time.					
Raising various issues including not being provided with the level of support the family needs, no proper contact being arranged with her son, unacceptable arrangements made before and during the case conference.	SW has devised support plans but the complainant has refused to co-operate. TM has apologised for the delay in responding to written complaint & also for not sharing SW report for Conference early enough. It is hoped that support offered will be accepted.	Assessment and Care Planning	ACP 1 Taf	Parent	Explanation /information provided	24/06/2015
Unhappy with social work involvement with his son which has not promoted contact or kept him informed of developments in his son's case.		Assessment and Care Planning	ACP 2 Rhonda	Parent	ONGOING	15/05/2015
Complaining about how his son's case is being handled, that Children's Services are not listening to him and that they are favouring his partner.	Reasons provided for delay in making contact centre arrangements. Fostering assessments of grandparents were also delayed due to changes which were necessary to the family home. Other issues raised (i.e. beakers & bottles) have been addressed with carers.	Assessment and Care Planning	ACP 3 Rhonda	Parent	Explanation /information provided	01/04/2015
Complaining about her social worker who she feels is bullying her and being unreasonable.	Complainant has failed to attend numerous meetings arranged to discuss complaint. Team Manager has closed complaint.	Assessment and Care Planning	ACP 3 Taf	Parent	Meeting offered	13/05/2015
Complainant was expecting her son's SW to finalise transport arrangements for him to attend college in Sept. She has discovered that his case has actually been closed and put on review without informing her.	Complainant was sent a letter along with the initial assessment on 30/03/15 informing her the case was placed on unallocated list. Due to difficulties she is experiencing a new SW has been allocated and will make contact by 09/07/15 to arrange a visit.	Assessment and Care Planning	Disabled Children's Team	Parent	Explanation /information provided	25/06/2015
Unhappy with content of	TM has reviewed file and is	Assessment	Duty/In	Parent	Explanation	22/06/2015

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
Initial Assessment Report. Also unhappy with communication from SW who she feels is uncooperative.	satisfied that SW has communicated with complainant appropriately. Manager also discussed the current plan for complainant's son which she advised she was aware of.	and Care Planning	take East		/informatio n provided	
Unhappy with behaviour/attitude of S.W. Who undertook an assessment of her family's situation, overstepping her responsibilities making threats and false statements.		Assessment and Care Planning	Duty/In take West	Relative	ONGOING	21/05/2015
Complainant being assessed by LA and has been told to stay away from his partner's children due to previous conviction for violence. SW is also bringing his own children into the assessment.		Assessment and Care Planning	Duty/In take West	Partner	ONGOING	
Grandparent unhappy with way SW is handling his granddaughter's case. Also unhappy that his calls/letters have not been responded to.	Apology offered for any instances where complainant was not kept fully informed concerning his granddaughter. Unable to understand his claim that his calls have not been returned as TM has spoken to him on a number of occasions. New SW & Team now involved	Assessment and Care Planning	Duty/In take West	Relative	Explanation /informatio n provided	04/06/2015
Have had little/no communication from Kinship care regarding the grants process. Unhappy with the time involved in the grants process and feels that their situation is now getting quite urgent.	The granting of this type of payment is a lengthy and complicated process which can take a considerable period of time. Apology offered for lack of communication whilst it has been ongoing. Update on current position provided.	LAC	Foster care	Foster carer	Apology	15/05/2015

Informal complaints made by Children/Advocates **Total = 4**





Informal complaints made by Children/Advocates Total = 4

Section areas

Assessment Care Planning = 2

LAC

= 2

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
Unhappy that Children's Services want to move her from her current placement where she is settled and at an important stage in her education and development.	Initial complaint resolved. Young Person has now moved to a placement where she wishes to stay until she is 18.	Assessment and Care Planning	ACP 3 Taf	Advocate	Services arranged	06/05/2015
Unhappy with her SW and also unhappy that she was moved from her placement in Chepstow where she felt she had settled.	ONGOING	Assessment and Care Planning	ACP 3 Taf	Advocate		19/06/2015
Has not seen her Aftercare worker for 6 months. She has left various messages but none of them have been returned.	Details provided on contact with Aftercare worker. An appointment was subsequently made for 20/05/15 however YP was in bed and did not keep the appointment. Advised to contact her worker to rearrange the visit.	LAC	Aftercare	Child	Explanation /information provided	15/05/2015
Complaining about the quality of support provided by his SW which has meant he has not had any education since he was eleven years old. Unhappy with Stage 1 response.	Details provided on the numerous opportunities which the SW has advised, assisted and signposted YP towards, which were not taken up. Manager felt that his SW has offered the appropriate level of support and encouragement. 2nd response sent 18/06/15.	LAC	Aftercare	Child	Explanation /information provided	21/04/2015

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

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

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

Section areas

LAC

= 1

Assessment Care Planning

= 3

Details of complaint	Outcome of complaint	Service area	Team	Code of outcome	Date rec'd
Since ending their foster care for YP, no-one has contacted them or acknowledged their hard work. Also they have not had notice that they have been de-registered. Feel that RCT brush away foster carers without a thought for how they may be coping.	Apology offered as on this occasion appropriate procedures were not followed. Fostering Service to make contact to discuss their future as foster carers and reimburse any fostering allowances complainants may be entitled to.	LAC	Foster care	Apology	07/04/2015
Unhappy with the contact of expectations she has been expected to agree to regarding her son.	LA conducts its duties purely to safeguard children/young people which is not an infringement of complainant's human rights. LA shares PA for her child and so did not require her consent to remove him from her care when she broke the written agreement.	Assessment and Care Planning	ACP 3 Cynon	Explanation /information provided	19/05/2015
Unhappy that they have not been allowed to care for partner's son and that the LA may consider placing him with his biological father which they believe could put him at risk.	Clarification provided that the proposed placement of YP with his father is still being considered as an option. CS are currently not intending to undertake another parenting assessment with complainant. Attempts to meet & discuss issues have been refused.	Assessment and Care Planning	ACP 3 Cynon	Explanation /information provided	29/06/2015
Unhappy that Children's Services have instigated Child Protection Procedures for her daughter's following a serious incident which was reported to the Police. She does not feel that any of her children are at risk at home.	Explanation provided as to why S.47 assessment is being completed. It is hoped that support services being offered are able to assist her daughter and the family to cope with current situation.	Assessment and Care Planning	Duty/Intake East	Explanation /information provided	17/06/2015

Appeals**Total = 1****Section area**

Foster Care

= 1

Details of complaint	Outcome of complaint	Service area	Team	Code of outcome	Date rec'd
Appeal against a fostering assessment.	Appeal passed to Fostering Team to be dealt with under their appeals process.	LAC	Foster care	Referred to another Team	09/04/2015

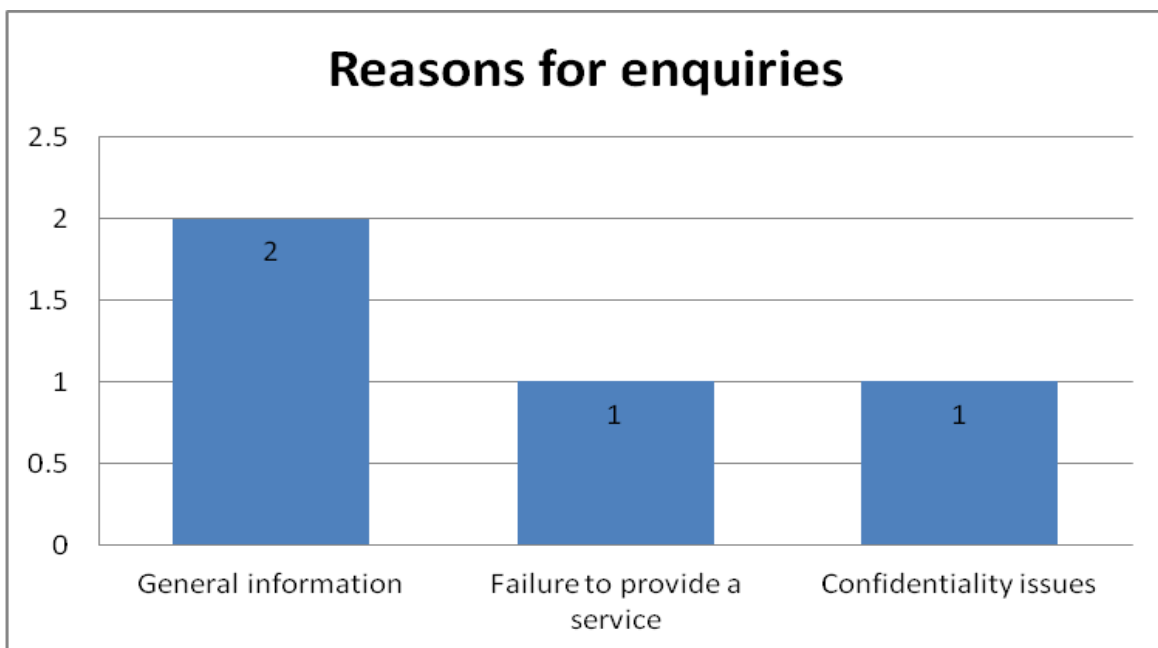
There were no contacts received from the **Ombudsman** for this quarter.

Compliments**Total = 11****Service areas**

Children with Disabilities = 3 Assessment Care Management = 2
 Miskin Project = 5 Early Years = 1

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
Greg Lewis	'mother has been through this process twice with Cardiff's Children's Services and her solicitor told me that you were the first social worker mother had believed was listening to her and, whilst acknowledging the child's needs had to come first, enabled her to feel she had been able to play a real part in the decision making process for NAME both pre and post birth.'	Assessment and Care Planning Service	ACP2 Cynon	08/04/2015
Salvo Pepe	'He is an outstanding social worker...His compassion, dedication and hard work really deserves to be rewarded.'	Assessment and Care Planning Service	ACP2 Taf	15/05/2015
All staff	Stating they 'are very appreciative of all the support which is being made available for NAME and to us.'	Children with Disabilities	West	12/05/2015
Suzanne Llewellyn	Mother rang to say that Suzanne was helpful and lovely on the day her daughter had to attend a medical.	Children with Disabilities	West	08/06/2015
Catherine Williams	'I have several times told Cath how grateful I am for her intervention with NAME. Please would you pass on how much of a difference she is making for NAME including liaising between professionals'.	Miskin Project		28/05/2015
Lynnette Smith	'Lynnette has been a pillar of support to us all during this difficult time...each and every member of our family will be eternally grateful for this.'	Children with Disabilities	West	09/06/2015
Richard	'Thank you so much for helping with my CV it was a big help.'	Miskin Project		23/06/2015
Jonathan Evans	'A huge personal thank you from NAME. Without your personal efforts this scenario may have ended very differently.'	Miskin Project		25/06/2015
Huw Taylor	'Huw kept in good contact. Huw engaged this young man brilliantly...The work Huw has done is clearly reflected in the positive choices NAME has made and his increased confidence.'	Miskin Project		24/06/2015
Deri Hughes	'Deri was superb without her we could not of got thru the difficult time.'	Miskin Project		24/06/2015
Paula Butler, Helen Morris	'You both arrived with a friendly face....I thank you both for praising the staff and building us up during the feedback. The praise and recognition went a long way for us. It was lovely that you recognised our hard work.'	Early Years	Training	26/06/2015

Member of Parliament/Assembly Member Enquiries



Total Number = 4

Service Areas

Assessment Care Planning = 1 Looked After Children = 3

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	How received	Date received
Owen Smith	Advice requested - querying whether constituent would benefit from further support from someone with professional training.	Information passed to designated contact in Children's Services.	yes	Looked After Children	General information	E-mail	02/06/2015
Mick Antoniw	Requesting consideration be given to providing an upstairs extension to property. Also enquiring what provision is being made for constituent's grandchild to receive continued	Constituents are registered for a 4 bed property, however, there are none available at present. Regarding the need for ongoing therapy, Children's Services are currently exploring what financial support can be	yes	Assessment & Care Planning	Failure to provide a service	letter	29/05/2015

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	How received	Date received
	counselling.	offered to enable this to be undertaken.					
Chris Bryant	Requesting information on LA guidance around releasing information concerning previous or current service users.	Council are bound by the requirements of the Data Protection Act and are unable to disclose third party information without their consent. Contact details provided for Vale, Valleys & Cardiff Adoption Service which may be able to give further advice.	yes	Looked After Children	Confidentiality issues	letter	24/06/2015
Andrew R T Davies	Requesting clarification on how his constituents can proceed with their wish to have their son live with them. Also requesting Children's Services meet with them to discuss the issue.	Dept has no concerns about quality of care provided by foster carers. Constituent's son's needs are currently being assessed and senior staff have recently offered to meet parent to discuss further. This offer was refused, but remains the best way forward.	yes	Looked After Children	General information	letter	26/06/2015

Local Councillor Enquiries

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

Analysis of customer feedback Questionnaires

Numbers of questionnaires returned were higher this quarter with 48% being sent back.

Of those that were returned:

36% were dissatisfied with the outcome to their complaint.

36% were satisfied with the outcome to their complaint.

28% were neither satisfied nor dissatisfied with the outcome to their complaint

36% were dissatisfied with the handling of their complaint.

46% were satisfied with the handling of their complaint.

18% were neither satisfied nor dissatisfied with the handling of their complaint

The Complaints Unit also dealt with 3 other **contacts** during this quarter.

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