

## **RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

### **CORPORATE PARENTING BOARD**

**25TH SEPTEMBER 2017**

### **SOCIAL SERVICES QUARTERLY COMPLAINTS AND COMPLIMENTS REPORT**

**1st JANUARY 2017 - 31st MARCH 2017**

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

##### **1. PURPOSE OF REPORT**

- 1.1 This report provides the Corporate Parenting Board with an overview of the operation and effectiveness of the statutory Social Services complaints procedure between **1st January 2017 - 31st March 2017**.
- 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  
Children's Social Services

## **Representation and Complaints Unit**

### **4th Quarterly Report**

**1st January 2017– 31st March 2017**

## Summary – Children’s Services

### 4<sup>th</sup> Quarter 2016/17

#### Informal Complaints

Total Number = 19

**Informal Complaints made by  
Parents/adults** = 18  
Concluded = 16

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

**Received via Corporate  
Scheme** = 0

#### Formal Complaints

Total Number = 1

**Concerns** = 1

**Compliments** = 9

**Appeals**  
(Bus Pass) = 1

**Ombudsman enquiries** = 0

**Information Commissioner** = 1

**MP/AM enquiries**  
Total number = 13

**Councillor enquiries**  
Total number = 2

### Previous Quarter

#### 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

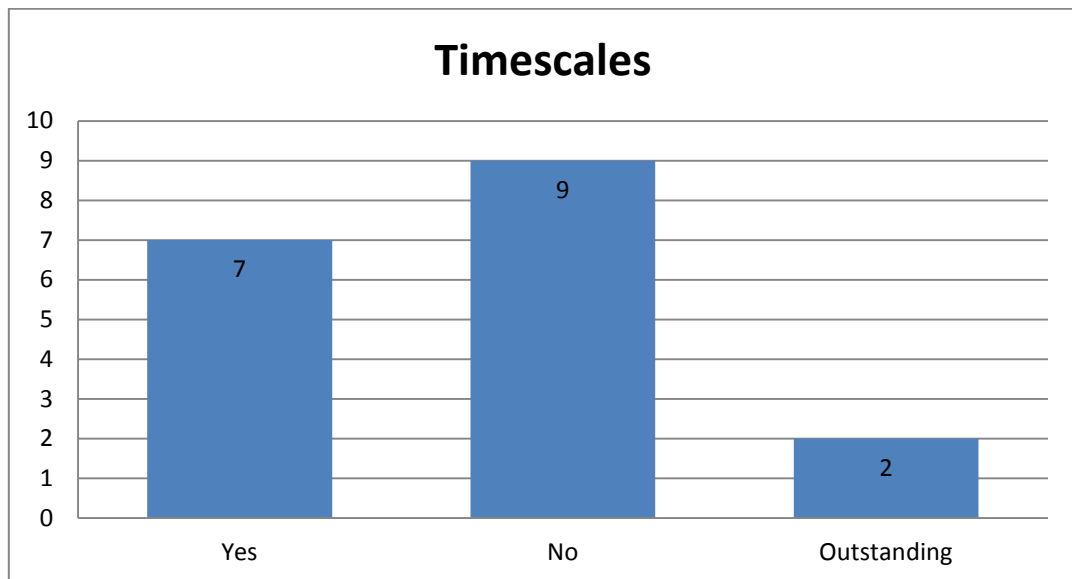
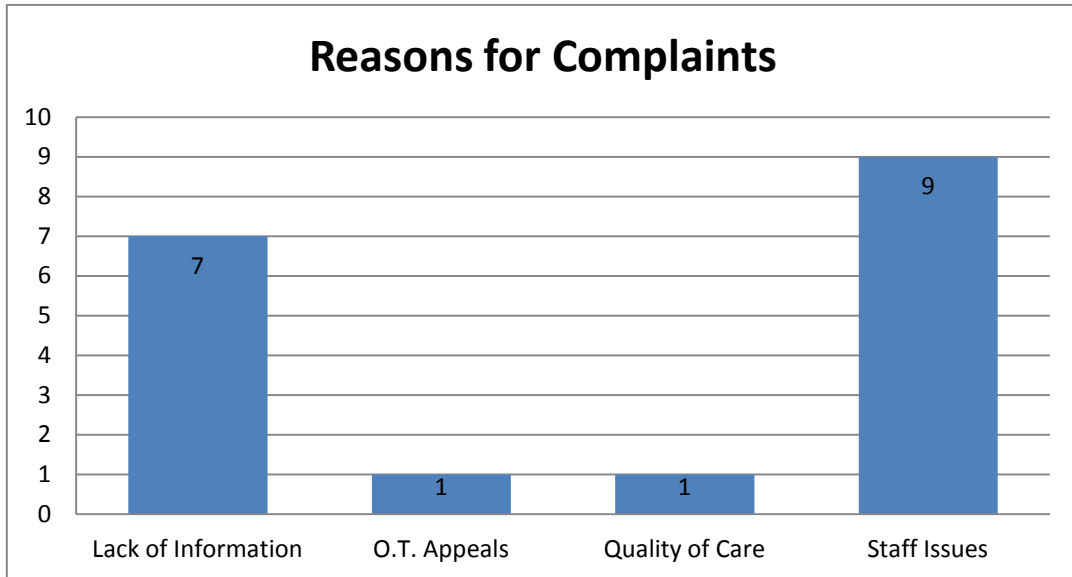
**MP/AM enquiries**  
Total number = 3

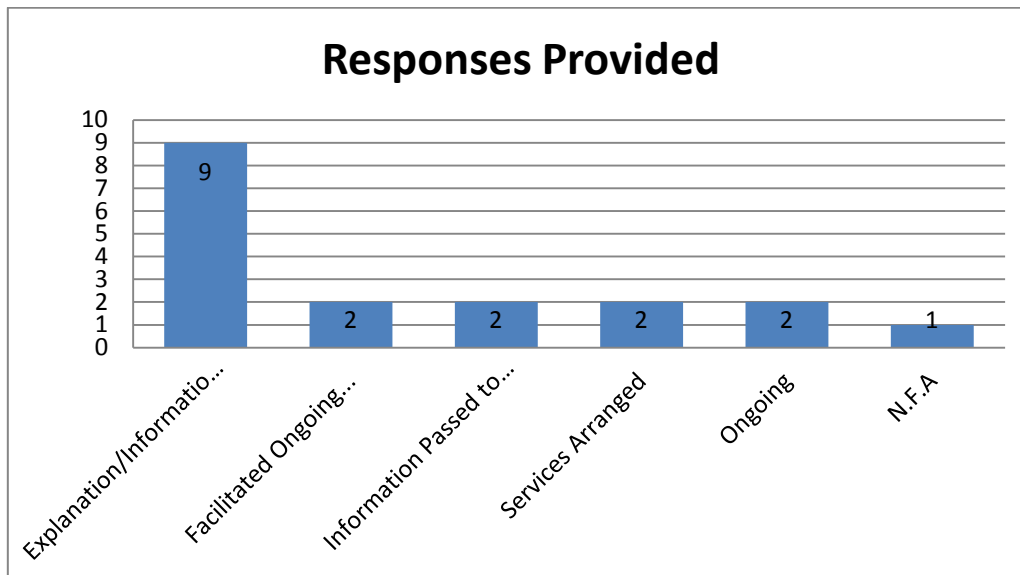
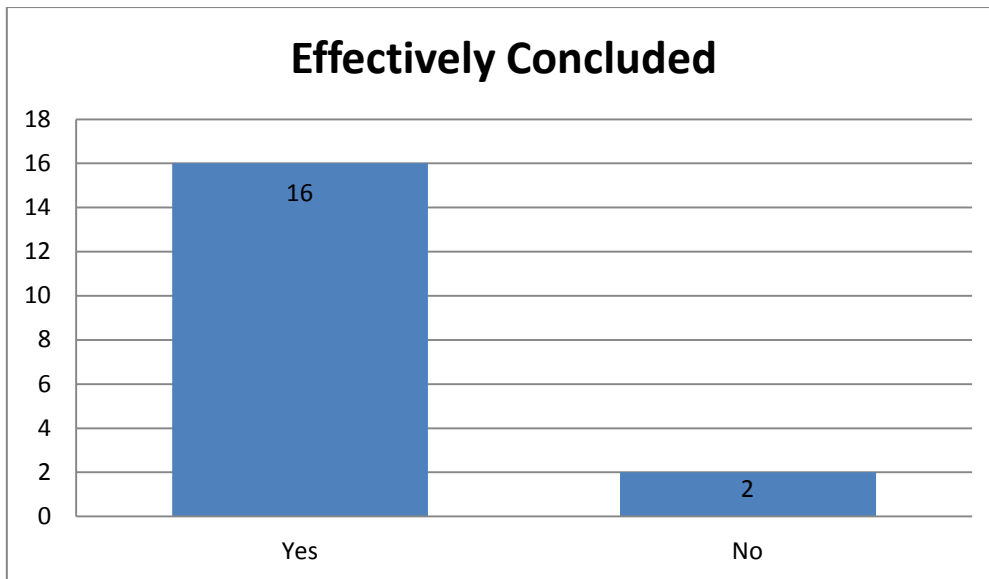
**Councillor enquiries**  
Total number = 1

# Children and Young People

Informal complaints made by Parents/Adults

Total = 18





Details of Complaint	Outcome of Complaint	Service Area	Team	Complain t Source	Code of Outcome	Code of Complaint	Date Received
Feels that SW has spoken unprofessionally to her and that she has not been treated	SW addressed issues with complainant during telephone conversation	Intensive Intervention	Intensive Intervention East 3	Parent	Explanation/ information provided	Staff issues	03/01/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complainant Source	Code of Outcome	Code of Complaint	Date Received
fairly re: communication & contact arrangements.	and apology offered						
Complaining about DCT SW and her lack of communication with regards to his son. Also concerned that the DFG is not being used appropriately to meet the needs of his disabled son.	Multi-agency meeting arranged for 27/01/17 where complainant will be able to discuss issues & update professionals involved. Explanation provided on how proposed grant will be used to appropriately meet his son's assessed needs.	Intensive Intervention	Disabled Children's Team East	Parent	Explanation/information provided	Lack of information/communication	05/01/2017
Raising concerns about the quality of care being provided to her sister by her Foster Carer.	Information passed to the team and Service Manager.	Safeguarding & Support	Fostering Support	Relative	Information passed to Team	Quality of care (issues about accommodation)	05/01/2017
Claims that he went to contact today and when putting the baby in the back of the social workers car, there was white animal hair all over the back seat. The baby has not had an allergy test yet and could be allergic.	Subsequent complaint raised 17/01/17 - 1063	Intensive Intervention	Intensive Intervention East 3	Parent	N.F.A.	Lack of information/communication	12/01/2017
Unhappy with care provided to	TM is happy that SW acted	Intensive Intervention	Intensive Intervention	Parent	Explanation/information	Lack of information/	17/01/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complain t Source	Code of Outcome	Code of Complaint	Date Received
her children by foster carers, during contact she noticed bruising on her son which she had not been told about. Also complaining about worker supervising contact who she says is always on her phone. Also unhappy with SW & TM	in line with Child Protection Procedures	n	East 2		provided	communication	
Unhappy with TM & the assessment for alternative carers for his son. SW has not provided him with any documentation/information concerning the forthcoming Court case & has not provided any support to himself & his partner, who has mental health problems.	TM has investigated complaint, addressed points raised and feels that complaint is resolved. If complainant isn't happy, has offered to discuss further	Intensive Intervention	Intensive Intervention East 3	Parent	Explanation/information provided	Lack of information/communication	17/01/2017
Unhappy with OT who she believes is not looking at her family's future needs. She feels that her son, especially as he gets older and bigger, will need an upstairs shower as well	SM confirmed that assessment has been carried out and advised that appropriate adaptations to property have been agreed and will be	Intensive Intervention	Disabled Children's Team West	Parent	Services arranged	O.T. appeals	17/01/2017



Details of Complaint	Outcome of Complaint	Service Area	Team	Complain t Source	Code of Outcome	Code of Complaint	Date Received
as an upstairs toilet.	carried out						
SU stating that following SAR she has not received a complete copy of her file. Also she is stating that certain information has been redacted. She is requesting an explanation as to what information was redacted and why. NFA	Explanation given as to why certain information has been redacted. Confirmation provided that all records have been supplied and that there are no other records held. Offer to meet to discuss SAR was made when records were provided.		Complaints Unit	Information Commissioner	Explanation/ information provided	Information governance	20/01/2017
Unhappy with what she considers to be a lack of support and consistency in Social Workers from Children's Services. She now states that it is affecting her health.	TM confirmed that SW would go through report from Lucy Faithful Foundation with complainant, also the current CP plan. PNC check to be carried out on grandparents. TM will look at plans and move them forward.	Intensive Intervention	Intensive Intervention West 1	Parent	Facilitated ongoing relationships	Staff issues	23/01/2017
Claiming that meetings arranged by C.S. are farcical, that there is no allocated worker. States that Education also have	TM has investigated complaint and advised that concerns are not warranted and advised that SW has assessed that	Intensive Intervention	Intensive Intervention East 2	Parent	Explanation/ information provided	Lack of information/ communication	25/01/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complaint Source	Code of Outcome	Code of Complaint	Date Received
concerns around how the father is looking after the children.	all care and support needs have been met.						
Unhappy that her children were removed for a weekend following an incident at their school. No-one has explained why this happened. Complaint 1st taken 13/06/16, but was not received by Manager.	TM has investigated complaint and is happy that SW acted accordingly	Intensive Intervention	Intensive Intervention East 1	Parent	Explanation/information provided	Staff issues	25/01/2017
Claims that his children's SW has tried to pressurize his wife to split the family up, following allegations that he had hit one of the children.	Meeting held to discuss issues raised, advised to contact TM directly if any further concerns	Intensive Intervention	Intensive Intervention West 1	Parent	Explanation/information provided	Staff issues	26/01/2017
Unhappy with way C.S. Are handling his granddaughter's case. Particularly concerned about contact arrangements with her father & partner.	SM investigated and address various issues raised and is happy that Sw has acted accordingly	Intensive Intervention	Intensive Intervention East 3	Relative	Information passed to Team	Staff issues	31/01/2017
Complaining that her daughter's SW does not let her know what is happening with her daughter	E-mail passed to new Care Manager who has been requested to make contact with	Intensive Intervention	Intensive Intervention West 1	Parent	Information passed to Team	Lack of information/communication	01/02/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complain t Source	Code of Outcome	Code of Complaint	Date Received
and that she hasn't had contact with her daughter for 3 months.	complainant to discuss issues.						
Complaining about unprofessional behaviour of SW	Response not provided, although relationship with SW has improved	Intensive Intervention	Intensive Intervention East 1	Parent	N.F.A.	Staff issues	10/02/2017
Complaining about SW's practice, conduct and ability to work in best interest of the child	SM has met with complainant and discussed issues and matters resolved	Intensive Intervention	Intensive Intervention East 1	Foster carer	Explanation/ information provided	Staff issues	15/02/2017
Complaining that not enough notice is being given with regard to contact arrangements and also reduction in contact sessions granted.	Complainant contacted and contact arrangements now in place	Intensive Intervention	Intensive Intervention West 2	Parent	Services arranged	Lack of information/ communication	15/02/2017
Appealing against decision not to issue companions bus pass	Declined due to age of child - companion needed irrespective of disability		Complaints Team	Parent	Eligibility Criteria not met	Appeal Bus Pass	17/02/2017
Concerns over recent events with ex daughter in law and son in law	Details passed to the appropriate team to ask if contact could be made to explain the current situation.	Early Intervention	Enquiry & Assessment West	Relative	Information passed to Team	Quality of service	20/02/2017
Complaining about both Social Worker and Team	Support being provided to family to maintain	Intensive Intervention	Intensive Intervention East 1	Relative	Facilitated ongoing relationships	Staff issues	10/03/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complain t Source	Code of Outcome	Code of Complaint	Date Received
Manager	placement at home						
Complaining about lack of communication regarding proceedings further to AM Enquiry 294	Full explanation provided advising of process of proceedings	Intensive Intervention	Intensive Intervention West 2	Relative	Explanation/ information provided	Lack of information/ communication	13/03/2017
Complaining about the way CS have dealt with her and also doesn't feel that son should be on CPR		Intensive Intervention	Intensive Intervention West 2	Parent		Staff issues	14/03/2017
Complaining about the way SW spoke to her and failure to discuss the care and support arrangements for her grandchildren with her	TM advised that SW explained that contact would not be considered for the immediate future due to ongoing investigations. Also explained that matters concerning grandchildren cannot be discussed without prior consent from parents.	Intensive Intervention	Intensive Intervention East 2	Relative	Explanation/ information provided	Lack of information/ communication	15/03/2017
Complaining about SW and the manner in which his wife was spoken to, also lack of communication following assessment of suitability as carers. Requesting a new SW is		Intensive Intervention	Intensive Intervention West 2	Relative		Lack of information/ communication	20/03/2017

Details of Complaint	Outcome of Complaint	Service Area	Team	Complainant Source	Code of Outcome	Code of Complaint	Date Received
allocated to the case.							
Lack of communication from Team	Passed to SW to attempt to resolve issues	Intensive Intervention	Intensive Intervention West 2	Parent	Information passed to Team	Lack of information/communication	20/03/2017
SU would like to speak to someone about her partner and contact with her son.	Passed to SW to attempt to resolve issues	Intensive Intervention	Intensive Intervention East 1	Parent	Information passed to Team	Contact issues	22/03/2017
Complaining about contact issues	Passed to SW to attempt to resolve issues	Intensive Intervention	Intensive Intervention West 3	Parent	Information passed to Team	Contact issues	22/03/2017
Complaining about sister's SW, who had upset SU by passing on items without first checking	Having spoken to SW, SU was assured that nothing would be given to sibling without first checking	Intensive Intervention	Disabled Children's Team West	Relative	Explanation/information provided	Staff issues	30/03/2017

### Section areas

Intensive Intervention = 15      Disabled Children's = 2  
Fostering = 1

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

Details of Complaint	Outcome of Complaint	Service Area	Team	Code of Outcome	Code of Complaint	Date Received
Complaining that he is not being supported to access his benefits following being remanded in custody for 3 days.	SW contacted Benefits Agency on complainant's behalf and arranged for same day appointment. He was also offered fares to get to Job Centre, however, he was unhappy with this and caused criminal damage to doors of P.O. A further appt was arranged - DNA.	Intensive Intervention	16+ Team East	Advise Offered	Staff issues	26/01/2017

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

**Formal complaints**

**Total = 1**

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
Complaining about lack of communication regarding proceedings further to AM Enquiry 294	Full explanation provided advising of process of proceedings	Intensive Intervention	Intensive Intervention West 2	Relative	Explanation/information provided	13/03/2017

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

Details of complaint	Outcome of complaint	Service area	Team	Type of complaint	Code of outcome	Date rec'd
Complaining about sister's SW, who had upset SU by passing on items without first checking	Having spoken to SW, SU was assured that nothing would be given to sibling without first checking	Intensive Intervention	Disabled Children's Team West	Concern	Explanation/information provided	30/03/2017

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

Details of complaint	Outcome of complaint	Service area	Team	Type of complaint	Code of outcome	Date rec'd
Appealing against decision not to issue companions bus pass	Declined due to age of child - companion needed irrespective of disability		Complaints Team	Appeal (car badge/bus pass)	Eligibility Criteria not met	17/02/2017

There was 1 Information Commissioner contact received for this quarter

Details of complaint	Outcome of complaint	Service area	Team	Type of complaint	Code of outcome	Date rec'd
SU stating that following SAR she has not received a complete copy of her file. Also she is stating that certain information has been redacted. She is requesting an explanation as to what information was redacted and why. NFA	Explanation given as to why certain information has been redacted. Confirmation provided that all records have been supplied and that there are no other records held. Offer to meet to discuss SAR was made when records were provided.		Complaints Unit	Information Commissioner	Explanation/information provided	20/01/2017

### Compliments

**Total = 9**

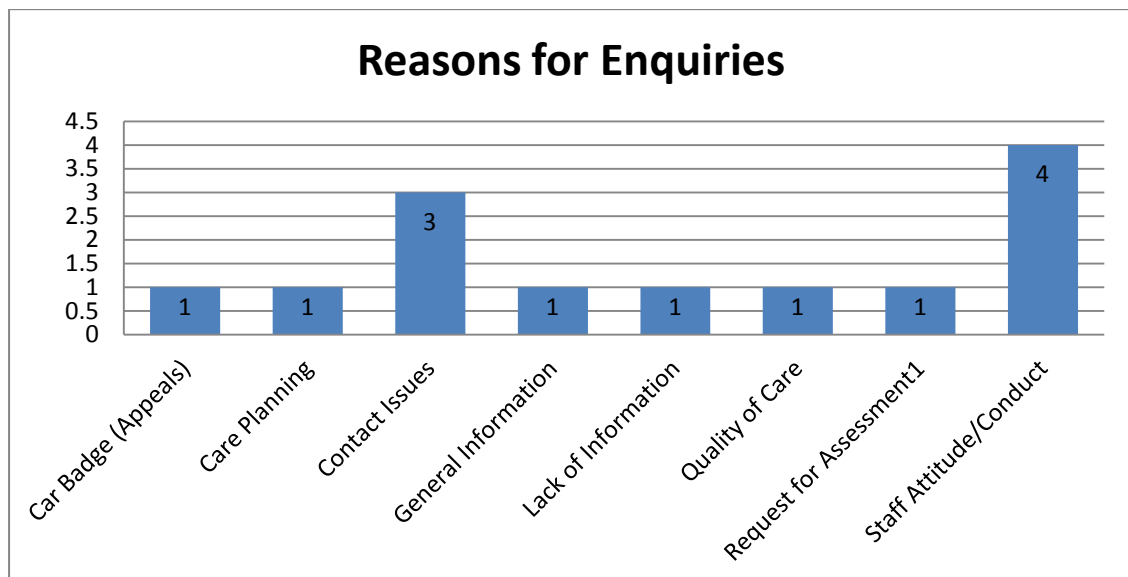
### Service areas

Children with Disabilities	= 1	Intensive Intervention	= 1
Miskin Project	= 5	Foster Care	= 2

Name of Staff Member	Nature of Compliment	Team	Date Received
Joanne Franklin	'The care that Joanne has provided CG has given her the best possible start in life and the best possible chance of moving on to a permanent placement with all the skills and resources she needs to from new secure attachments and to blossom.'	Foster Care	11/01/2017
Leanne Gallo	'I would like compliment her on the way she chaired this complex meeting. Lots of positives for the family moving forward.'	Children with Disabilities	20/01/2017
Huw Taylor	'He helped me keep calm'.	Miskin Project	13/01/2017
Charlotte Lee	'I just want to say and for you to know that I am grateful. I'll never forget you my friend.'	Miskin Project	31/01/2017
Charlotte Lee	'Just wanted to say a massive thank you for all the work you have done with NAME'.	Miskin Project	31/01/2017
Charlotte and Deri	"I would like to say a big thank you for all the help and support you have given to myself and son. Through your help you have given my son back to me and helped him live a social life. Thank you both so immensely. You both will be missed"	Miskin Project	16/03/2017

Name of Staff Member	Nature of Compliment	Team	Date Received
Lucy Underwood	Appreciation for SW Lucy from Service Users	Foster Care	27/03/2017
Charlotte Thomas	Thank you for all your help	Miskin Project	27/03/2017
Joan Bevan	"I wanted to take this opportunity to say that we are extremely grateful to have had Children's Services involved in our granddaughter's case, not only is she extremely vicarious, she is competent and has been trustworthy and flexible....."	Intensive Intervention East 1	31/03/2017

### Member of Parliament/Assembly Member Enquiries



Name of MP/AM	Detail of Enquiry	Action Taken	Service Area	Code of Enquiry	Date Received
Ann Clwyd	Linked to previous complaints 293 and 294 requesting Stage 2 complaint	Issues addressed and offer to meet to discuss way forward	Intensive Intervention	Staff attitude/conduct	28/03/2017
Ann Clwyd	Grandmother not happy with lack of communication from SS - subsequent complaint raised 1083	Constituent advised via letter of proceedings	Intensive Intervention	Lack of information/communication	13/03/2017



Name of MP/AM	Detail of Enquiry	Action Taken	Service Area	Code of Enquiry	Date Received
Ann Clwyd	Grandmother unhappy with the way case is being handles by Children's Services in relation to her grandson	Constituent advised case has met threshold for court proceeding application and all issues will be dealt with in the Court arena	Intensive Intervention	Staff attitude/conduct	06/03/2017
Ann Clwyd	Querying Blue Badge application for constituent's son	Referred to Independent Medical Assessor for final decision	Business Support	Car Badge appeals	02/03/2017
Ann Clwyd	Constituent alleges she has been notified by SW that unborn child will be taken into care at birth.	Complaints investigated and confirmed that SW has explained concerns highlighted and offered reassurance of plan moving forward. Also advised that transport costs incurred attending CPC would be reimbursed.	Early Intervention	Staff attitude/conduct	20/02/2017
Ann Clwyd	Mother made contact for help to be re-united with her children	Constituents appeal to the court was rejected, as were claims that SS Department had lied and records were not accurate, therefore NFA will be taken by SS	Intensive Intervention	Contact issues	07/02/2017
Ann Clwyd	Constituent unhappy that his daughter now has to have 2 SWs present when she has contact with his granddaughter .Also calling into question the	Constituent's daughter has made a complaint which is being investigated under formal complaints process. When the outcome is known, L.A. Will	Intensive Intervention	Contact issues	31/01/2017

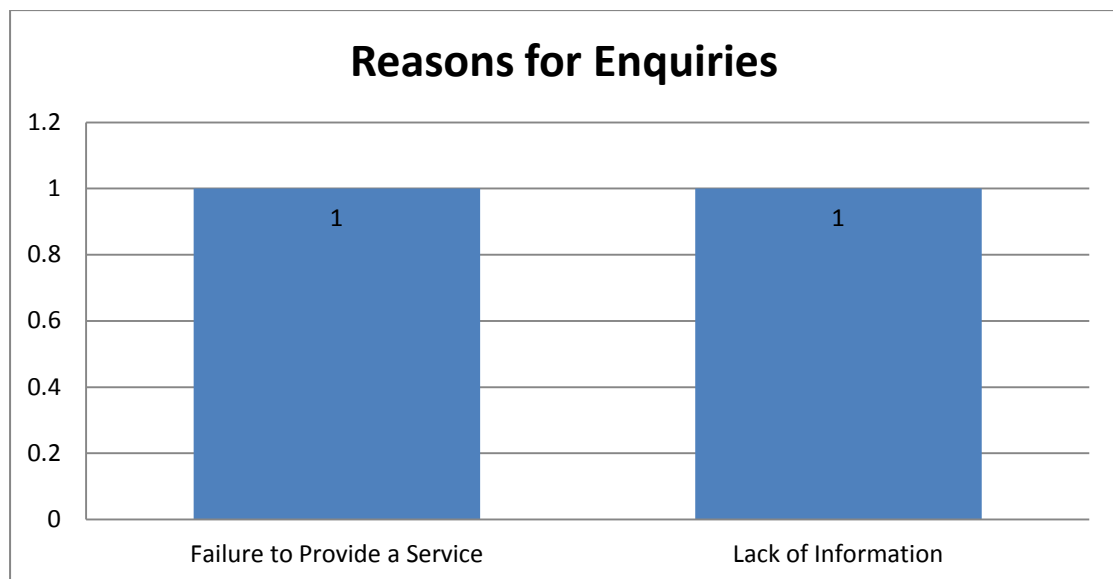
Name of MP/AM	Detail of Enquiry	Action Taken	Service Area	Code of Enquiry	Date Received
	credentials of the psychologist and validity of her report	be better placed to address the concerns raised.			
Ann Clwyd	Constituent claiming her daughter has had 7 bouts of illness in 2 months but has not seen a medical practitioner. States C.S. have a duty of care to ensure a child does not experience medical neglect.	Constituent has made a complaint which is being investigated under formal complaints process. When the outcome is known, L.A. Will be better placed to address the concerns raised.	Intensive Intervention	Quality of care (including accommodation issues)	27/01/2017
Ann Clwyd	Constituent claiming that Children's Services are treating her ex-husband's claims regarding their daughter as fact, whereas any allegations made by herself are being ignored.	Constituent has made a complaint which is being investigated under formal complaints process. When the outcome is known, L.A. Will be better placed to address the concerns raised.	Intensive Intervention	Staff attitude/conduct	19/01/2017
Chris Bryant	Constituent raised concerns with MP around care of her daughter when she is in the care of her father	Ongoing	Intensive Intervention		29/03/2017
Mick Antoniw	Requesting information on what the L.A. Plan is for this child going forward, following an assessment review carried out January 2017.	Query passed to Education to provide draft response.	Intensive Intervention	Care Planning (including moves around placements)	23/01/2017

Name of MP/AM	Detail of Enquiry	Action Taken	Service Area	Code of Enquiry	Date Received
Owen Smith	MP requesting assessment on behalf of constituent and son with a view to determine what support is needed	Constituent was provided with information on local social groups, Viva and a referral to the Carer's Network has been made	Intensive Intervention	Request for assessment	22/02/2017
Owen Smith	Constituent struggling to find suitable childcare for her children, particularly as one of them suffers from epilepsy. Requesting clarification on what support is available.	List of local playgroups and childcare providers enclosed. Information also provided on accessing the Flying Start Outreach Service. Contact details included for the Council's Family Information Service.	Early Intervention	General information	11/01/2017

### Service Areas

Intensive Intervention = 10      Business Support = 1  
 Early Intervention = 2

### Councillor Enquiries



Name of Councillor	Detail of Enquiry	Action Taken	Service Area	Code of Enquiry	Date Received
Andrew Morgan	Constituent raised concerns over presence of management at Four Season Activity Centre as current manager was made redundant	Constituent advised that service will continue to be provided and will meet the national minimum standards to operate as required by CSSIW	Early Years	Failure to provide a service	06/03/2017
Maureen Webber	Father unhappy that SW has not kept him informed of developments regarding his son. Also concerned that the DFG is being used to appropriately meet his son's needs. See also complaint CYP/1060.	Constituent invited to a multi-agency meeting arranged for 27/01/17. All professionals are in agreement that the proposed grant works are appropriate and needed to support Mr Lomas' son and the family.	Intensive Intervention	Lack of information/communication	05/01/2017

### **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.