

**CORPORATE PARENTING**

**ADVISORY**

**COMMITTEE**

11<sup>th</sup> February 2015

**CARDIFF CHILDREN'S  
SERVICES COMPLAINTS &  
ACCESS TO RECORDS**

**OCT 14 – Dec 14**

## Children's Services

### OCT – DEC 2014

#### Informal Complaints

Total Number = 48

#### **Informal Complaints made by**

**Parents/adults** = 42

Concluded = 36

#### **Informal Complaints made by**

**Children/advocates** = 6

Concluded = 5

#### **Received via Corporate Scheme**

=

#### Formal Complaints (Stage 2)

Total Number = 1

Representations =

Compliments = 18

#### MP/AM enquiries

Total number =

#### Councillor enquiries

Total number =

### ACCESS TO RECORDS

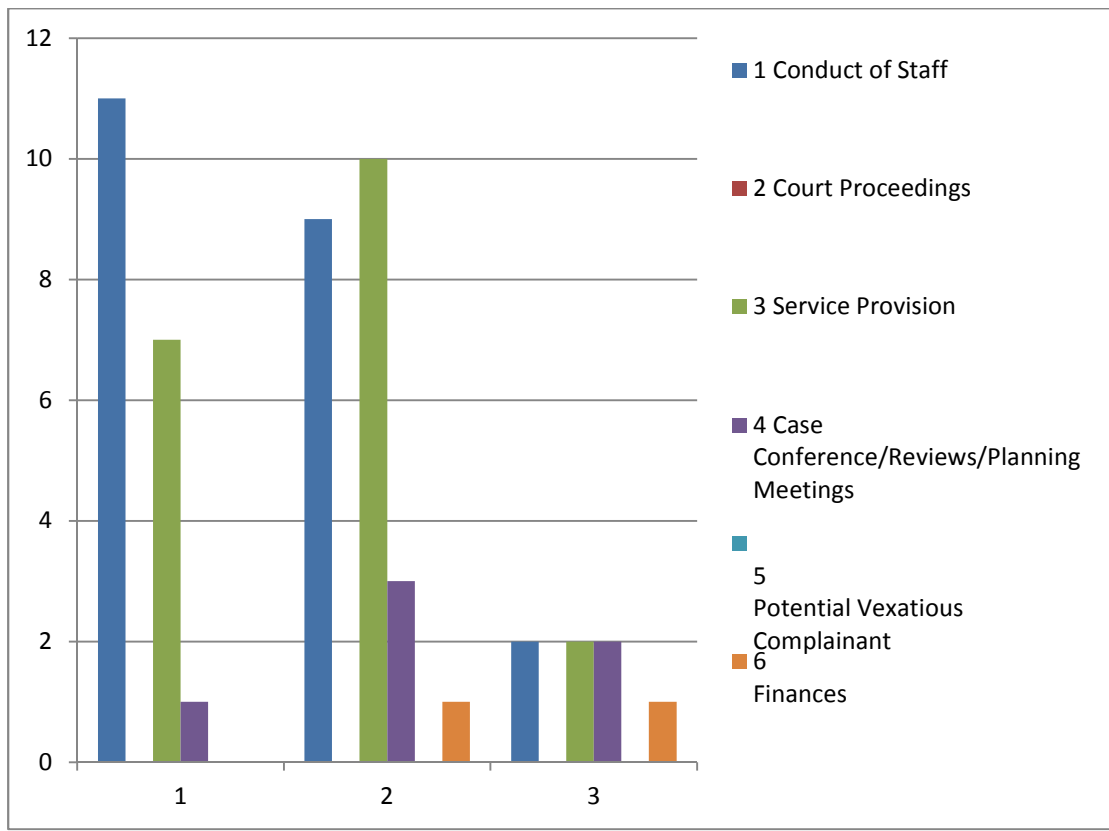
#### Oct – Dec

ATR's Opened = 45

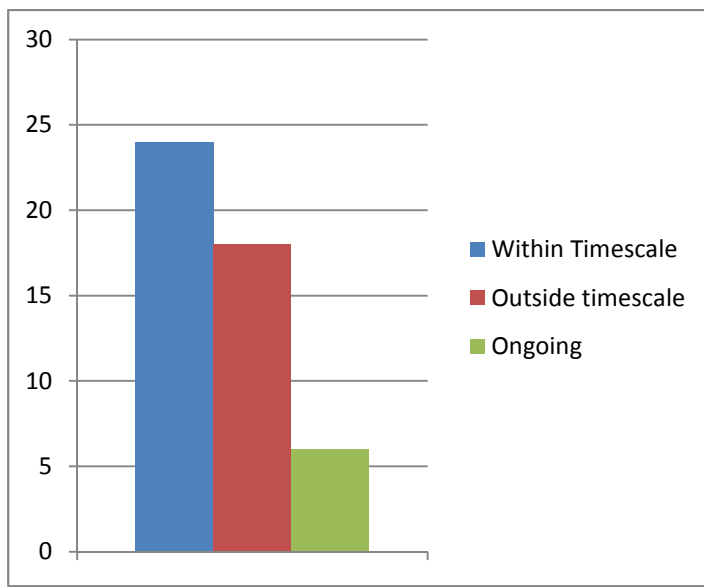
ATR's Closed = 22

# Children and Young People

Information for 1<sup>st</sup> October – 31<sup>st</sup> December 2014



## TIMESCALES



Informal complaints made by Parents/Adults/Children Total = 48

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Date rec'd	Code of outcome
Meet with Advocate and children aged 8 + 10 years. Complaint about social work involvement and request for change of Social Worker	Team Manager, Complaints Officer and Parents meet in the family home. Children Services concerns expressed in an age appropriate way and change of Social Worker granted (Children could not relate to previous social worker)	Child in need/Child Protection	CIN Team 3	Advocate	24/10/14	

There was 6 **Informal complaint made by Children/Young People/Advocates** in this quarters (to date) which were resolved. 1 is recent and outstanding.

Complaints manager met 6 children/young people.

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Date rec'd	Code of outcome
Previously looked after young person along with Advocate expressed concerns about contact arrangements, with her daughter who is being "looked After"	Met Young Person who shared with Advocate contents of her concerns. Liaised and negotiated new contact arrangements encompassing parental with but ensuring the child's safety	Looked after children	CIN Team 2	Young Person (age 19 years)	28/01/15	

There were no **Informal Complaints** received through Corporate Scheme for this quarter.

There was 1 **Formal complaints** received during this quarter.

There was 1 **Representation** received from parents/adults during this quarter.

Details of representation	Outcome of representation	Service area	Team	Source	Date rec'd	Code of outcome

**Compliments Total = 18**

From 1<sup>st</sup> Oct - 31st Dec 2014, Children's Services have received 18 Compliments in relation to Social Workers, Contact Officers and an Independent Chair.

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
Ceri O'Dare Social Worker	DI Noel Harris from Public Protection department complimented Ceri in relation to 2 High Risk missing children. She assisted the Police and pulled out all the stops, contacting individuals and identifying persons and possible location on where the children could be. Due to this the children's safe recovery was assured.	Leaving Care Team	Suffolk House	18/12/14

There were frequent **Local Councillor Enquiries** received for this quarter, most relating to ongoing Stage 2 Complaints.

There were 2 enquiries received by MP's this quarter.

**Analysis of customer feedback Questionnaires**

Approximately 45% Complainants contacted the Complaints Manager to provide thanks and positive feedback been provided.

**Bethan Davis**  
**Complaints & Access to Records Office**