
**QUARTERLY COMPLAINTS AND REPRESENTATIONS REPORT
QUARTER 2 2019-20**

Reason for the Report

1. The Committee's terms of reference state that it will receive Children's Services Complaints reports.
2. This Quarter 2 report covers complaints and representations from 1st July to 30th September 2019

Introduction

3. The current Welsh Government guidance and regulations in relation to social services complaints and representations came into being on 1st August 2014.
4. The procedure places the emphasis on the initial local resolution stage – Stage 1 - with complainants being offered a discussion to resolve the matter. The second formal stage (Stage 2) provides for independent investigation. If the outcome of Stage 2 does not satisfy the complainant s/he has recourse to the Public Services Ombudsman for Wales.
5. Citizens making complaints have a right to be listened to properly and have their concerns resolved quickly and effectively. Children's Services emphasis is on listening to concerns and using this learning to improve services for everyone who uses them.
6. Complaints should be handled in such a way that the complainant is the focus, not the process, and that the particular circumstances of the complainant are taken into account (including their age or disability). Where the complaint relates to a looked after child, a child in need or a care leaver the local authority has a duty to provide an advocate as required. All children or young people who make

complaints are offered a meeting and all children and families will receive a written response to the concerns they have raised.

7. The Social Services and Wellbeing (Wales) Act 2014 devotes Part 10 to complaints and this reflects Welsh Government guidance and regulations and Council procedures. The Council is mindful that the Act will further promote people's rights and collaborative working will be actively encouraged.

Summary of Complaints Activity during the Period

8.

Item	Q2 2019-20
Number open at start of period (01/07/2019)	2
Number received (qtr. 2)	37
Number received directly from children and young people	5
Number closed during quarter 2	36
Number outstanding at end of period (30/09/2019)	3
% acknowledged within 2 working days	100%

9. During this quarter, the number of complaints received by Children's Services was 37, a decrease of 2 from Q1.
 - a. Of the 37 complaints received, 12 of the complaints received were in relation to the Social Worker or the service received, a decrease from 20 recorded in Q1. A further 12 were disputing decision-making, a slight increase from Q1 were 11 were recorded. 3 complaints were received alleging a delay in providing service and 2 alleging inaccurate information being recorded.
 - b. 13 complaints were received regarding the Child in Need Service, a slight decrease from Q1 (14). 13 complaints were received regarding the Looked after Children Service compared with 15 in Q1. Complaints regarding the Intake & Assessment Service remained static as 7 complaints were recorded in both Q1 and Q2. There were 2 complaints recorded under the Council's Corporate Complaints procedure.

Examples of complaints concluded during the quarter are:

A complaint where we were able to put things right

A complainant felt unsupported by Children's Services and had concerns over the Special Guardianship Order process

The Operational Manager discussed the issues with the complainant. From this discussion, the Operational Manager was able to discuss the concerns further with the Team Manager and Social Worker and put plans in place to improve the working relationship. The Operational Manager later received confirmation from the complainant that the situation had improved.

The complainant reported that she and the Social Worker were working well together and she had taken legal advice in regards to the Special Guardianship Order process, following the discussion.

A complaint where we had no case to answer

A complainant was unhappy with the way a young person's placement move had been managed and the standard of communication between professionals and the young person

The Council accepted that this had been a stressful time for the young person and that communication around the move had been inconsistent. An Operational Manager addressed these issues by reminding staff about the importance of effective, consistent and accurate communication. Staff were also asked to always be mindful of how information is shared with young people to ensure that they feel secure.

Stage 2 Independent Investigations

10. If complainants remain unsatisfied at the conclusion of the informal Stage 1, they are entitled to seek a formal Independent Investigation under Stage 2 of the

procedure.

11.3 Stage 2 complaints were initiated during Quarter 2.

Ombudsman Investigations

12. There were 0 Ombudsman investigations in relation to complaints during this quarter.

Learning from Complaints

13. Action Plans are initiated after each Stage 2 investigation to ensure that the recommendations are implemented, lessons are learned and themes recognised. Issues about staff conduct are sent to an Operational Manager to consider.

Themes Emerging During the Quarter

14. Quarterly complaints reports are shared with managers so any emerging themes can be considered and actions can be taken to improve practice. Outside of this avenue the Complaints Manager can highlight issues to an Operational Manager.

15. There were no specific themes that emerged during this quarter.

Early Resolution

16. Children's Services place an emphasis on resolving issues at the earliest possible opportunity, and where these concerns are dealt with immediately they are not opened as a formal complaint. During this quarter there were 19 enquiries, the issues in these were brought to the attention of the relevant Team or Operational Managers who acted promptly to address the issues raised to the satisfaction of the individual. This prevented 19 complaints being formally opened as stage 1 complaints, resolving the issue at the earliest opportunity.

Summary of Compliments

17. Teams are more readily sharing the compliments they receive from a variety of sources, e.g. service users and professionals, although it is recognised that further work is required to ensure that all compliments are captured and reported.

18.19 compliments were received in Quarter 1. A breakdown of compliments by teams is provided below. This will help Children's Services build upon positive work and can assist in identifying improvements

Team	No. of Compliments
Targeted Services	12
Specialist Services	4
Other	3

Example of a compliment received during the quarter:

From Resource Panel to Social Worker

Resource panel noted last week that you have obviously put in a lot of time and effort into supporting xxxx to return home to her mother and due to your hard work and commitment there has been a good outcome for xxxx. Thank you!

Summary for Quarter 2

19. As at the 30th September 2019, the service were working with 2,877 children and young people and of these, we received:

- a. 37 complaints, a slight decrease from Quarter 1. 5 were directly from the young person, the same as Quarter 1
- b. 19 compliments.

Responses to AM / MP / Councillor Enquiry Letters

20. 18 AM / MP / Councillor Enquiry letters were received by Children's Services during the quarter, a decrease of 3 from Q1.

21. Requests for Information from statutory agencies:

- a. 150 requests were received and responded to on time, this compares to 177 received in Q1.
- b. 0 were completed outside of the statutory time frame.
- c. 0 requests were withdrawn

d. There are no new requests in process at the time of writing.

22. The turnover has to be rapid due to the nature of the enquiries. Of these:

- a. 67 requests were from the Probation Service asking if there are children living in a household with individuals who have been bailed or will be etc. and wanting background information
- b. There were 20 requests from other Local Authorities' Children's Services Departments
- c. 63 requests were received directly from other services such as HMRC, Education and Health Services.

Financial Implications

23. There are no direct financial implications arising from the report.

Legal Implications

24. There are no legal implications arising from this report.

RECOMMENDATION

25. The Committee is recommended to:

- i. To endorse the report.

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