

# Cardiff Council

## Children's Services

### CLA Complaints and Compliments

### Quarter 3 - 2021/22



## 1. Introduction - Social Services Quarter 2 Feedback Report

This report focuses on Children's Services complaints & compliments concerning looked after children for the period 1<sup>st</sup> October 2021 – 31<sup>st</sup> December 2021.

It is a statutory requirement under the following items of legislation for Local Authorities to have in place a Representations and Complaints Procedure for Social Services.

- ✓ Representation Procedure (Children) (Wales) Regulations 2014
- ✓ Social Services Complaint's Procedure (Wales) Regulations 2014

Statutory complaints relate to the provision of social care and are handled in line with the national regulations referred to above.

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.

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. 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 child looked after or a care leaver the local authority has a duty to provide an advocate as required.

### How were complaints received during Quarter 3?

During Quarter 3, 16 complaints were received by Children's Services concerning a looked after child. The five methods by which these complaints were received are detailed below.

Contact Method	2021/22 Q3
Email	5
Letter / Complaints Form	0
Online Form	5
Telephone	5
Via Advocate	1



Total	16
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## 2. Quarter 3 Feedback Summary

During Quarter 3, there have been 17 cases of feedback recorded by Children’s Services for CLA. These 17 cases consist of:

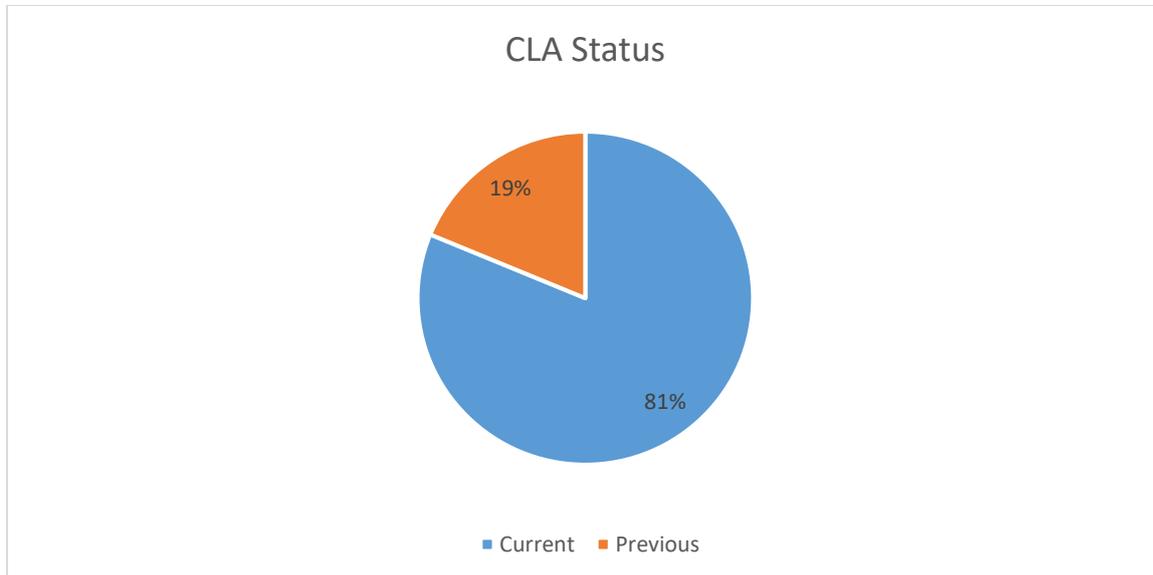
- ✓ **16 complaints**
- ✓ **1 compliment**

Of the complaints received by Children’s Services as a whole in quarter 3 (49), the number concerning looked after children represents 32.6%.

The number of complaints received (16) represents 1.6% of the cases open to Children’s Services involving CLA as at 31/12/21 (1010).

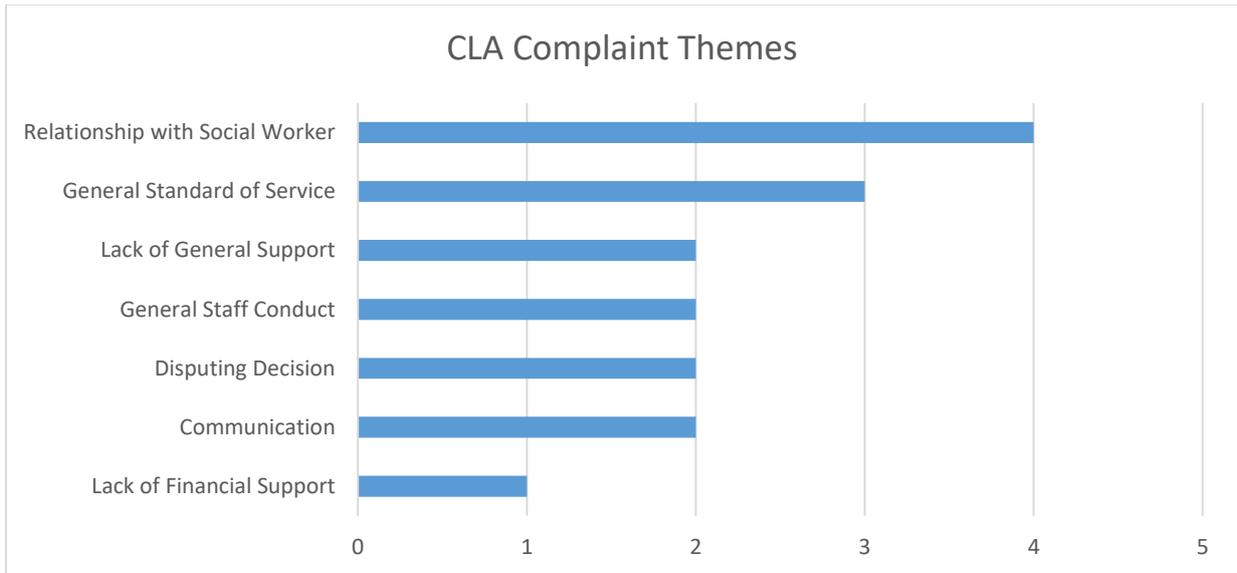
## 3. Complaint analysis

Of the 16 complaints, 13 concerned a child currently looked after and 3 had been previously.



### Complaint Themes

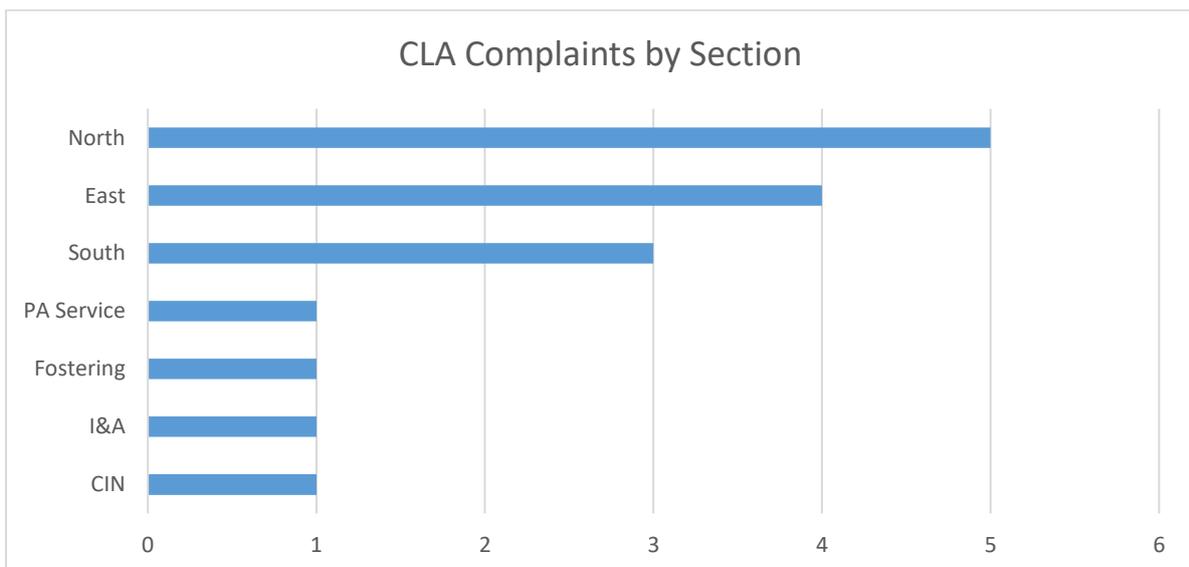




**‘Relationship with social worker’** has been the most dominant theme within CLA complaints during quarter 3 (25%), closely followed by **‘General standard of service’**, accounting for 18.7% of complaints made during the quarter.

### Complaints by section

When comparing complaints by section, we see that North Locality accounted for 31% of complaints made during Quarter 3. They were followed by East Locality (25%) and South, accounting for 18.7%.



## Complainants

Complaints can be made by a variety of people including young people, parents, foster carers, family members, friends, neighbours. Some complaints are made through agencies/advocates/councillors on behalf of others. Of the 16 complaints, 9 (56%) complaints were made by parents, 4 (25%) were made by wider family members such as grandparents or aunts/uncles, 1 (6%) complaint was made through an advocate, with the remaining made by others, such as school staff and foster carers.

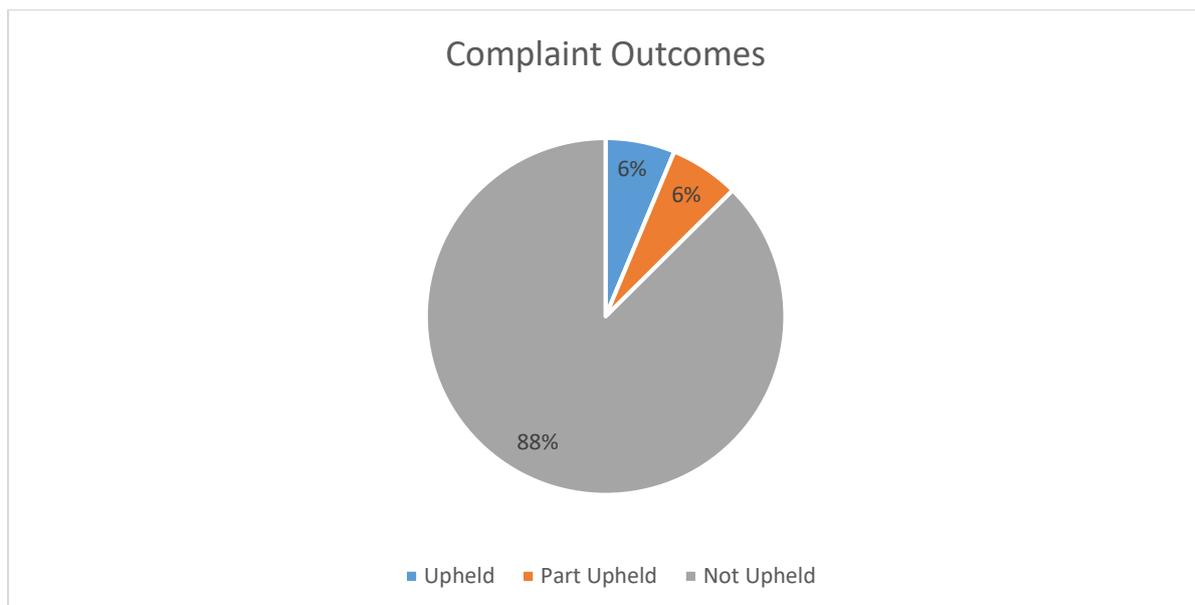
## Complaint timeframes

The COVID-19 pandemic continues to have an impact on the service's ability to respond to complaints within statutory timescales as all Council officers have been concentrating on making sure that vital services are available to those residents who need them the most. Complainants receive regular updates on the status of their complaint if, for any reason, we are unable to respond to a complaint within our statutory timescales.

At the time of publication, all of the 16 complaints received during Quarter 3 have been closed. Of these complaints, 7 (44%) were responded to on time and the remaining 9 (56%) within 3 months.

## Complaint outcomes

Of those 16 complaints that were completed, just 1 was upheld and 1 partly upheld. The remaining 14 were not upheld.



## Stage 2 Complaints

In addition to understanding the outcome of stage 1 complaints, it is important to consider how many complaints progress beyond stage 1. During Quarter 3 of 2021/22 so far, 2 complaint cases have progressed to stage 2.

## 4. Compliment analysis

Children's Services received 1 compliment relating to CLA during Quarter 3 –

- While on a complaint call, (mother) took the time to praise SW and how delighted she is with him as her son's social worker. Really happy with SW's communication and how he keeps her up to date, a breath of fresh air. Also took the time to praise TM and how she has gone the extra mile in the past, particularly when she stepped up to the mark and helped to facilitate her housing move.

