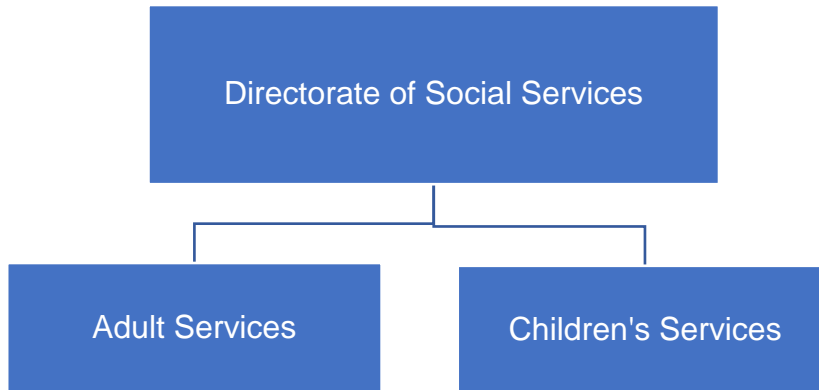


## 1. Directorate and Services

Diagram of Directorate and Service Framework.



### Brief description of Directorate and Service Framework

There are 2 key services, these being Adult Services and Children’s Services.

Adult Services provide a wide range of specialist services to members of the community over eighteen years of age, who experience difficulties on a day to day basis due to problems ranging from mental health, physical or sensory disability to drug and alcohol misuse.

Children’s Services provide a range of services to children, young people, and their families, in partnership with many other agencies and voluntary organisations. The overall aim is to support children and young people to remain living with their own families wherever this is safe to do so.

## 2. Number of Complaints by Stage Type, Service, and Targets Met

Stage Type	Count	Count Completed in Target Times	Percentage Completed in Target Times
Stage 1	26	23	88.46%
Stage 2	1	0	0%
Escalated Stage 1 to 2	2	2	100%
<b>Totals</b>	<b>29</b>	<b>25</b>	<b>86.21%</b>

Of the 26 stage 1 complaints 2 were withdrawn, which has reduced the percentage completed in target times. Of the 24 that were responded to 95.83% were completed in target times. 1 complaint went straight to stage 2 and this was completed 1 day over timescale. The overall percentage for all complaints in target times is 92.59%.

### Table showing how the complaints were received.

By source	Count Stage 1	Count Stage 2	Count Escalated Stage 1 to Stage 2
Telephone	7	0	1
Email	11	1	1
Letter	1	0	0
On-line	7	0	0
Contact Centre	0	0	0
Other	0	0	0
<b>Totals</b>	<b>26</b>	<b>1</b>	<b>2</b>

## Tables showing summary of complaints by service, for each stage type

Service	Count Stage 1	Count Completed in Target Times	Percentage Completed in Target Times
Adult Services	15	15	100%
Children's Services	11	8	72.72%
<b>Totals</b>	<b>26</b>	<b>23</b>	<b>88.46%</b>

Of the 11 children's stage 1 complaints 2 of these were withdrawn which has reduced the percentage completed in target times. Of the 9 that were responded to 88.88% were completed in target times.

Service	Count Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Adult Services	1	0	0%
Children's Services	0	0	0
<b>Totals</b>	<b>1</b>	<b>0</b>	<b>0%</b>

Service	Count Escalated Stage 1 to Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Adult Services	1	1	100%
Children's Services	1	1	100%
<b>Totals</b>	<b>2</b>	<b>2</b>	<b>100%</b>

More detailed information on the above corporate complaints data in respect of Social Services, is currently maintained, by the Social Services Complaints and Information Team on an Excel matrix. A report is also provided to Scrutiny Committee which includes detail of Social Services and Corporate complaints.

Where the target times were not met, this was due to the number of issues raised by one complainant and the different teams involved in the complaint and the Covid-19 situation.

### 3. Key Complaints - Identified by Type or Theme

List of key specific types, or themes, of repetitive, or pertinent complaints received during this reporting period.

Level of Day Services and when will day centres re-open

Contact stopped with grandchild

Address disclosed and feels put at risk

Not being kept informed about grandchildren

Incorrect information and outcome of assessment

Way case was handled

Discrepancy with invoice

Staff attitude  
 Hassling family  
 Non-factual information provided to Court  
 Care home fees  
 Safeguarding process not followed  
 Parking  
 Monitoring care package  
 Residential Care  
 Careline  
 Not treated with dignity and respect

**The type or themes identified above, have been extracted from the following table which shows the incoming number of complaints by specific service sectors or teams during this reporting period.**

Service Group or Team	Count Stage 1, Stage 2 & Escalated 1 to 2
Adult Services	17
Children's Services	12
<b>Totals</b>	<b>29</b>

#### 4. Number of Complaints by Category

Table showing complaints by category.

Category	Count Stage 1, Stage 2 & Escalated 1 to 2
1 Collaborative Working	0
2 Decision Making	6
3 Delay in Service Provision	0
4 Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)	4
5a Following Council Policies	0
5b Following relevant Legislation	0
6 Accessibility of Services	1
7 Clarity/Accuracy/Timeliness of information	3
8 Quality of Work	10
9 Openness/ Fairness and Honesty	0
10 Compliance with Complaints procedure	0
11. Combination of Categories (Non-specific)	5
<b>Totals</b>	<b>29</b>

## 5. Number of Complaints by Outcome and Lessons Learned

Service	Upheld	Not Upheld
Adult Services	2	15
Children's Services	2	8
<b>Totals</b>	<b>4</b>	<b>23</b>

List of lessons learned. Comment on key findings resulting from the complaints in this reporting period, that may help curtail, prevent, or impede future repeats.

Nature of Complaint	Lessons Learnt	Category
Feels family have been put at risk following her address being provided in report to her partner's ex-partner and her boyfriend.	Staff to remove address when asked to keep it confidential.	8 Quality of Work
Carers supporting a vulnerable neighbour are parking outside complainant's property and blocking driveway. Also subjected to verbal confrontation by a carer who was blocking his driveway.	Staff reminded of appropriate parking and notes have been added to carers handheld devices that they do not park in this area. All existing staff and new will see this notification and will prevent this from happening again.	4 Officer /Contractors Conduct with public (including sensitivity/empathy of staff/politeness)
Discrepancy occurred with invoices relating to Aunt's care. Refund completed and further discrepancy occurred. Complainant spoke to Finance Team and team member was offensive and ignored her request to investigate the discrepancy.	<p>A full investigation has been carried out and the whole of the account checked which determined that inaccuracies had been made and these were rectified.</p> <p>As a way forward it was agreed with the complainant that invoicing be done on a step-by-step process so that these could be checked and agreed before progressing with each stage.</p> <p>An apology was provided for any offence that may have been caused by the officer, however the Directorate was unable to look into this matter further without the name of the officer involved or more detail regarding this.</p>	7. Clarity/Accuracy/Timeliness of information
Complainant unhappy with the contents of an email received from the Complaints and Information Team.	Given the level of detail in the complainant's emails it was not felt appropriate to send a basic acknowledgement and the specific issues were acknowledged. A sincere apology was provided to complainant.	4 Officer/Contractors Conduct with public (including sensitivity/e

		empathy of staff/politeness)
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The Directorate is committed to learning from complaints received in order to influence positive change. Information from complaints is an invaluable source of user feedback. The Directorate makes the best use of this information about complaints and uses the results to inform policy and ensure that practice is changed in response to highlighted areas of concern, this is done in discussion with Senior Management to agree an action plan to address the issues.

## 6. Identified relationships to Equalities or Welsh Language

Table showing a count and list of findings resulting from the complaints in this reporting period, that specifically relate to the Equalities or Welsh Language protected characteristics.

Characteristic Strand	Count Stage 1, Stage 2 & Escalated 1 to 2
Age	0
Disability	0
Gender Reassignment	0
Marriage and Civil Partnership	0
Pregnancy and Maternity	0
Race	0
Religion/Belief or Non-belief	0
Sex	0
Sexual Orientation	0
Welsh Language	0
<b>Totals</b>	<b>0</b>

## 7. Annex – Referrals to Ombudsman, complaints resulting from appeals and examples of relevant items (points to note) specific to this reporting period

Identify how many referrals to the Ombudsman and list and append any relevant supplementary information here, namely, points to note, or an example data set.

6 referrals were made to the Ombudsman, the decision was made not to investigate matters in all 6 cases. Of the 6 referrals 3 related to Adult Services and 3 to Children’s Services. Of the 3 relating to Adult Services, 2 were passed back to the Council to investigate, 1 of which was due to the complainant going direct to the Ombudsman and other 1 that we were already dealing with. Of the 3 relating to Children’s Services, 1 of the complainants was unable to be identified.