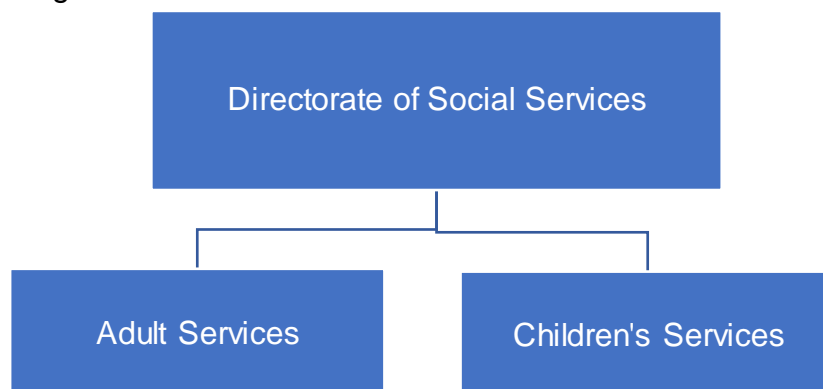


## 1. Directorate and Services

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	63	57	95%
Stage 2	1	0	0
Escalated Stage 1 to 2	9	8	100%
<b>Totals</b>	<b>73</b>	<b>65</b>	<b>89%</b>

Of the 63 stage 1 complaints 3 were withdrawn and so the percentage completed in target times are based on the 60 complaints responded to. 1 complaint went straight to stage 2 and this was completed 2 days over timescale. Of the 9 that escalated from Stage 1 to 2, 1 was withdrawn and so the percentage completed in target time is based on the 8 responded to overall at Stage 2. The total number of complaints responded to was 69, of these 99% were completed in target times.

**Table showing how the complaints were received.**

<b>By source</b>	<b>Count Stage 1</b>	<b>Count Stage 2</b>	<b>Count Escalated Stage 1 to Stage 2</b>
Telephone	19	0	4
Email	35	1	5
Letter	4	0	0
On-line	5	0	0
Contact Centre	0	0	0
Other	0	0	0
<b>Totals</b>	<b>63</b>	<b>1</b>	<b>9</b>

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

<b>Service</b>	<b>Count Stage 1</b>	<b>Count Completed in Target Times</b>	<b>Percentage Completed in Target Times</b>
Adult Services	35	34	97%
Children's Services	28	23	82%
<b>Totals</b>	<b>63</b>	<b>57</b>	<b>90%</b>

Of the 35 adult stage 1 complaints 1 was withdrawn which has reduced the percentage completed in target times. Of the 34 that were responded to 100% were completed in target times.

Of the 28 children's stage 1 complaints 2 were withdrawn which has reduced the percentage completed in target times. Of the 26 that were responded to 88.46% were completed in target times.

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

The adult's complaint that proceeded straight to stage 2 was completed 2 days over timescale.

<b>Service</b>	<b>Count Escalated Stage 1 to Stage 2</b>	<b>Count Completed in Target Times</b>	<b>Percentage Completed in Target Times</b>
Adult Services	4	3	75%
Children's Services	5	5	100%
<b>Totals</b>	<b>9</b>	<b>8</b>	<b>89%</b>

Of the 4 adult's complaints that escalated from stage 1 to stage 2, 1 was withdrawn which has reduced the percentage completed in target times. Of the 3 that were responded to 100% were completed in target times.

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 requests for day centres to re-open – 6 complaints referred to this matter

Contact stopped with grandchild

Address disclosed and feels at risk

Not being kept informed about grandchildren

Incorrect information used and outcome of assessment

Professionalism in 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 outside residents' property

Monitoring care package not sufficient

Residential Care not sufficient

Careline difficulties

Not treated with dignity and respect

Council fees for self-funding

Back payment of direct payments rejected

Disabled Person Parking Place form inadequate

Care not being assessed holistically

Child Protection investigation being handled insensitively given conflicting information

Contents of report untrue and opinionated

Care Package reduced

Care call cancelled at short notice

Length of time waiting for a care package

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	40
Children's Services	33
<b>Totals</b>	<b>73</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	23
3 Delay in Service Provision	3
4 Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)	9
5a Following Council Policies	0
5b Following relevant Legislation	0
6 Accessibility of Services	4
7 Clarity/Accuracy/Timeliness of information	4
8 Quality of Work	16
9 Openness/ Fairness and Honesty	2
10 Compliance with Complaints procedure	0
11. Combination of Categories (Non-specific)	12
<b>Totals</b>	<b>73</b>

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

Service	Upheld	Not Upheld
Adult Services	4	34
Children's Services	2	29
<b>Totals</b>	<b>6</b>	<b>63</b>

Of the 69 complaints responded to 91% were not upheld and 9% were upheld.

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

The lessons learnt below relate to the 6 complaints referred to in table 5 above that were upheld.

Nature of Complaint	Lessons Learnt	Category
<p>Feels family have been put at risk following her address being provided in report to her partner's ex-partner and her boyfriend.</p>	<p>Staff to remove address when asked to keep it confidential.</p>	<p>8 Quality of Work</p>
<p>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.</p>	<p>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.</p>	<p>4 Officer /Contractors Conduct with public (including sensitivity/empathy of staff/politeness)</p>
<p>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>	<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>	<p>7. Clarity/Accuracy/Timeliness of information</p>
<p>Complainant unhappy with the contents of an email received from the Complaints and Information Team.</p>	<p>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.</p>	<p>4 Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)</p>

<p>Complainant unhappy that grandfather's evening support call has been cancelled at short notice and no one made her aware. wants the evening visit reinstated.</p>	<p>Apology provided.</p> <p>Owing to the crisis in social care, a panel has been set up with the SS Directorate to consider all requests for domiciliary care.</p>	<p>6 Accessibility of Services</p>
<p>Feels the loophole in the system of a patient in the Medical Assessment Unit not belonging to a hospital discharge team needs to be looked at, especially in the current climate.</p> <p>Told she was being transferred, then finding said social worker was not even in work.</p> <p>Mother is in need now and leaving the situation as it is into a 6th week is totally unacceptable.</p>	<p>When an individual is admitted to the MAU, those that need admission to hospital for further care would normally be moved to one of the wards. But due to the challenges of Covid 19 has resulted in a shortage of beds and unfortunately mother remained in the MAU.</p> <p>It is CCBC Social services' process to support patients once they are referred to us by the hospital. This process can be hindered if we do not get notification via the referral system that someone needs care.</p> <p>Apology given. Remedial action taken to remind staff about effective communication.</p> <p>Apology given for delay in responding to the assessment request. Owing to the current crisis in social care that the Team had a waiting list for assessments. When case was allocated, there was lack of response due to circumstances beyond the worker's control and sincere apologies provided as this is not the standard of service that we expect.</p>	<p>11 (3. Delay in service provision 4. Officer conduct with public)</p>

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.

3 referrals were made to the Ombudsman relating to Corporate/Social Services complaints. Of the 3 Corporate/Social Services complaints in the table below the decision was made not to investigate matters in 2 of these cases and in the remaining 1 case an early resolution was made as outlined in the table.

<u>Reference</u>	<u>Outcome</u>	<u>Details of Early Resolution/recommendations</u>
OMB01	Not Investigating	No Further Action
OMB09	Not Investigating	No Further Action
OMB12	Early Resolution	<p>Within 1 month of the Ombudsman’s decision:</p> <ol style="list-style-type: none"> <li>To provide a written apology to complainant for not addressing complaints under the Social Services Complaints Procedure (Wales) Regulations (“the Regulations”) in the first instance, and for failing to advise of statutory right to progress concerns to the Independent Stage 2 Investigation under the Regulations.</li> <li>To offer complainant redress in the sum of £125 for time and trouble in pursuing concerns under the Regulations.</li> <li>To appoint an Independent Investigator to progress concerns under Stage 2 of the Regulations.</li> <li>To provide Ombudsman with a copy of the Stage 2 investigation report within one month of its completion</li> </ol> <p>The above recommendations were agreed and completed.</p>