

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.

1. 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	22	21	95%
Stage 2	0	0	0%
Escalated Stage 1 to 2	2	0	0%
Totals	24	21	87.5%

Of the 2 that escalated from Stage 1 to 2, 1 was completed 3 days over timescale and the other 6 days over timescale. The Reason for the one being 6 days over timescale was to staff leave and their views were required in order to provide a full response to the complainant.

Table showing how the complaints were received.

By source	Count Stage 1	Count Stage 2	Count Escalated Stage 1 to Stage 2
Telephone	5	0	1
Email	11	0	0
Letter	5	0	1
On-line	1	0	0
Contact Centre	0	0	0
Other	0	0	0
Totals	22	0	2

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	13	12	92%
Children’s Services	9	9	100%
Totals	22	21	95%

Service	Count Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Adult Services	0	0	0%
Children’s Services	0	0	0%
Totals	0	0	0%

The table above totals 0 as no complaints progressed straight to Stage 2.

Service	Count Escalated Stage 1 to Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Adult Services	2	0	0%
Children's Services	0	0	0%
Totals	2	0	0%

2. Key Complaints - Identified by Type or Theme

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

Allegations made despite being cleared by the Police

Refused a Disabled Persons Parking Place

How case is being dealt with and conflict of interest

Child's name taken off Child Protection Register

Care call for medication missed

Making too many phone calls

Parking outside resident's property

Length of time waiting for a care package

Assistance not provided without consent

Requested a change of arrangements as paying for services that are not being received

Delay in completing financial assessment

Care called missed

Care Homes fees

Assessment only focusses on negative issues

Refusal to provide support

Care not starting following hospital discharge

Withdrawal of care not communicated to family.

Connected/kinship carer issues

Care provided

Unhealthy obsession with case

Incorrect recording in Court paperwork

Incorrect information in report

Judgement made

Lack of support for family carers.

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	15
Children's Services	9
Totals	24

3. Number of Complaints by Category

Category	Count Stage 1, Stage 2 & Escalated 1 to 2
1 Collaborative Working	0
2 Decision Making	8
3 Delay in Service Provision	2
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	0
7 Clarity/Accuracy/Timeliness of information	3
8 Quality of Work	4
9 Openness/ Fairness and Honesty	3
10 Compliance with Complaints procedure	0
11. Combination of Categories (Non-specific)	0
Totals	24

4. Number of Complaints by Outcome and Lessons Learned

Service	Upheld	Not Upheld
Adult Services	3	12
Children's Services	0	9
Totals	3	21

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 3 complaints referred to in table 5 above that were upheld.

Nature of Complaint	Lessons Learnt	Category
Staff from the day centre opposite complainant's home are parking outside complainant's home when she needs access 24/7 to her home as she is disabled.	Apology provided to complainant for any disruption caused. Staff reminded to be considerate towards residents in the street and park in the day centre car park and not outside residents' homes.	4. Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)
Complainant unhappy with the amount of time it has taken for her grandmother to have carers put in place.	Delayed due to demand on service and staff vacancies.	3. Delay in Service Provision
Complainant unhappy with the level of care provided to grandfather by private provider. Has made many complaints to the provider but nothing has been done.	Matters had not been previously raised with provider or Social Services. In respect of current matter regarding bed sheets not being changed. Apology provided to service user and family for this oversight and that service user did not receive the standard of service that we would have expected him to receive from a commissioned service. Carers reminded to change bed sheets.	8. Quality of Work

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
Totals	0

5. 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.

1 referral was made to the Ombudsman relating to Corporate/Social Services complaints. Of the Corporate/Social Services complaints in the table below the decision was made not to investigate matters in this case.

Reference	Outcome	Details of Early Resolution/recommendations
OMB04	Not Investigating	No Further Action