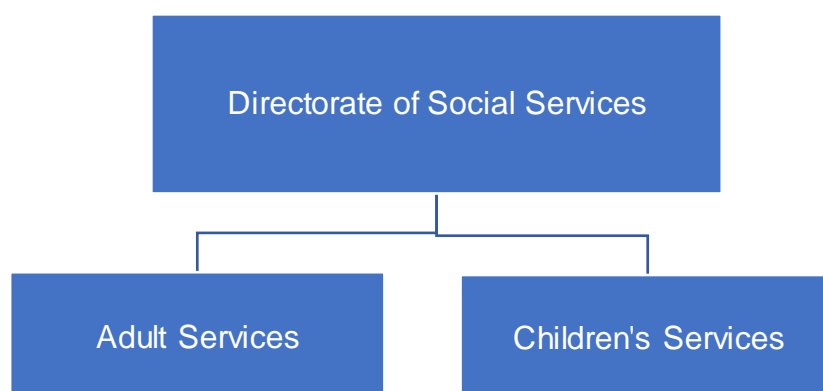


## Directorate and Services

### 1. Diagram of Directorate and Service Framework.



### 2. 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.

### 3. 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	59	56	95%
Stage 2	0	0	0%
Escalated Stage 1 to 2	7	5	71%
Totals	66	61	92%

Of the 7 that escalated from Stage 1 to 2, 5 were completed within timescale, 1 was completed 3 days over timescale and the other 1 was 5 days over timescale. The Reason for the one being 5 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	12	0	3
Email	37	0	3
Letter	7	0	1
On-line	3	0	0
Contact Centre	0	0	0
Other	0	0	0
Totals	59	0	7

## 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	39	38	97%
Children's Services	20	18	90%
<b>Totals</b>	<b>59</b>	<b>56</b>	<b>95%</b>

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%
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>0%</b>

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	4	2	50%
Children's Services	3	3	100%
<b>Totals</b>	<b>7</b>	<b>5</b>	<b>71%</b>

#### 4. 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  
 Withdrawal of care at short notice  
 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.  
 Timing of care calls/unsuitable times offered  
 Request change of Social Worker as no confidence in current worker  
 Staff attitude inappropriate/unprofessional/rudeness  
 Neighbour having Issues with young people who are supported by Social Services  
 Misinformed about long term care financial charge  
 Request Safeguarding Investigation be reopened  
 Removal of Looked After Child  
 Incorrect information being given in respect of care call  
 Breach of Confidentiality as did not give consent to release information  
 Delayed care costs  
 Increased day services community sessions not happened  
 Day services community sessions be changed from afternoon to morning sessions  
 Closure of day centres and the lack of services available to clients since Covid-19  
 Lack of support  
 Information sharing  
 Day Services consultation  
 Not made aware of charge for service from certain date  
 Contents of Child's Safety Plan  
 Procedures not being followed

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.

<b>Service Group or Team</b>	<b>Count Stage 1, Stage 2 &amp; Escalated 1 to 2</b>
Adult Services	43
Children's Services	23
Totals	66

## 5. Number of Complaints by Category

Table showing complaints by category.

	<b>Category</b>	<b>Count Stage 1, Stage 2 &amp; Escalated 1 to 2</b>
1.	Collaborative Working	0
2.	Decision Making	29
3.	Delay in Service Provision	4
4.	Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)	8
5a.	Following Council Policies	3
5b.	Following relevant Legislation	0
6.	Accessibility of Services	2
7.	Clarity/Accuracy/Timeliness of information	5
8.	Quality of Work	7
9.	Openness/ Fairness and Honesty	3
10.	Compliance with Complaints procedure	2
11.	Combination of Categories (Non-Specific)	3
	Totals	66

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

Service	Upheld	Not Upheld
Adult Services	4	39
Children's Services	1	22
Totals	5	61

**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 5 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. The day centre has since closed.	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. The assessment service commenced shortly after the complaint was made.	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
Complainant who is a newly registered foster carer never offered training despite requesting this. Not received a lockable storage box for confidential documents. Also general lack of information and not been visited 4-6 weekly/3monthly.	Not offered induction training for kinship carers until 2022 when it could be facilitated face to face. This course was not being offered during the pandemic as it was felt that it was better to be delivered face to face and not virtually. Advised of future induction training dates. A storage box was provided. Also advised to speak to Social Worker about issues. Due to restrictions and lock downs during the COVID-19 Pandemic, face to face home visits had to be stopped for significant periods of time. During this period monitoring of Children Looked After was being carried out via phone and video calls.	8. Quality of Work
Complainant unhappy that Council not accepting any fault in	Number of a number of issues with providing complainant with an accurate summary of the care costs due. Communication timeframes in responding	3. Delay in Service Provision

relation to the delayed care costs for late father and the Council should contribute towards the care costs as acknowledgment of the oversight	have been excessive and errors identified. Sincere Apologies offered to complainant for the distress and inconvenience experienced with the delayed handling the account. As a gesture of good will a discretionary reduction was applied the final account.	
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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.

## 7. 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

## 8. 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.

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