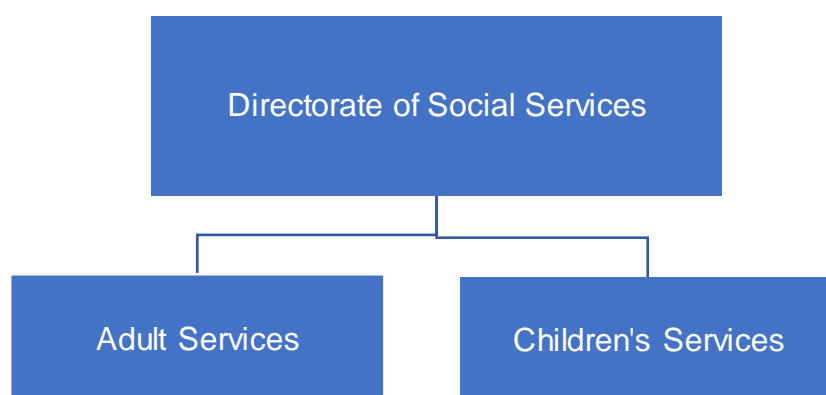


## Directorate and Services

### 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	55	50	91%
Stage 2	1	1	100%
Escalated Stage 1 to 2	9	7	78%
Totals	65	58	89%

Of the 55 Stage 1 complaints, 50 were completed within timescale and 5 outside of timescale. Of the 5 completed outside of timescale, 1 was completed 6 days over timescale, 2 were completed 4 days over timescale and 2 were 3 completed days over timescale. The Reason for 1 being 6 days over timescale was due to staff leave and their views were required in order to provide a full response to the complainant.

Of the 10 Stage 2 complaints, the 1 that escalated straight to Stage 2 was completed within timescale, of the 9 that escalated from a Stage 1 to Stage 2, 7 were completed within timescale and 2 competed outside of timescale. Of the 2 completed 1 was 3 days outside of timescale and 1 was 5 days over timescale.

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

By source	Count Stage 1	Count Stage 2	Count Escalated Stage 1 to Stage 2
Telephone	13	0	1

Email	39	1	8
Letter	2	0	0
On-line	1	0	0
Contact Centre	0	0	0
Other	0	0	0
<b>Totals</b>	<b>55</b>	<b>1</b>	<b>9</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	37	34	92%
Children's Services	18	16	89%
<b>Totals</b>	<b>55</b>	<b>50</b>	<b>91%</b>

Service	Count Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Adult Services	1	1	100%
Children's Services	0	0	0
<b>Totals</b>	<b>1</b>	<b>1</b>	<b>100%</b>

Service	Count Escalated Stage 1 to Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Adult Services	8	6	75%
Children's Services	1	1	100%
<b>Totals</b>	<b>9</b>	<b>7</b>	<b>78%</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.

Wants one allocated worker to child's case and regular updates as agreed  
 Requested package of care for adult and not given support needed  
 Adult expected to pay for 2-1 support on holiday  
 Self-funding care home fees increased  
 No staff member available to cover community session  
 Wants day services reinstated as they were pre-pandemic  
 Telephone assessment undertaken was not appropriate  
 Reconsideration of Disabled Persons Parking Bay  
 How late adult's finances have been dealt with and lack of communication  
 Carer left Service User after fall  
 Adult has passed away and family being pursued for outstanding fees  
 Staff attitude/manner  
 Concerns not being listened to  
 Calls not being returned  
 Call times for care package not suitable  
 Decision relating to capacity  
 Advice given by staff  
 Care package reduced  
 Correspondence sent direct to service user

Behaviour of children and young people  
 Request for assessment was declined  
 Attitude of Care home staff  
 Concern for safety of child  
 Assessment not typed in timely manner  
 Social Services involvement  
 No regard to disability at training courses  
 Not been given opportunity to express views  
 Staff unsympathetic and judgemental  
 Carers were not very caring  
 Invoice for care  
 Not receiving support  
 Assessed several times and needs not met  
 Concern about hospital discharge  
 Handling of section 5 practitioner concern  
 Asked to remove views from assessment  
 Concern about support received  
 Stress caused by backdated invoice  
 Terminate placement  
 Concern for safety of adult in placement  
 Concern how case is being handled  
 Letter addressed to deceased person  
 Confidential information posted on social media  
 Unable to supervise contact  
 Poor service  
 Change of Social Worker  
 Outcome of assessment

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	46
Children's Services	19
Totals	65

## 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	1
2.	Decision Making	37
3.	Delay in Service Provision	1
4.	Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)	10
5a.	Following Council Policies	2
5b.	Following relevant Legislation	0
6.	Accessibility of Services	0
7.	Clarity/Accuracy/Timeliness of information	2
8.	Quality of Work	2
9.	Openness/ Fairness and Honesty	0

10.	Compliance with Complaints procedure	1
11.	Combination of Categories (Non-Specific)	9
	Totals	65

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

Service	Upheld	Not Upheld
Adult Services	4	42
Children's Services	3	16
Totals	7	58

**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 7 complaints referred to in table 6 above that were upheld.

Nature of Complaint	Lessons Learnt	Category
<p>Requested a package of care for late father who was terminally and had come to live with complainant from another Local Authority area. Felt that Caerphilly and the other Local Authority were passing the buck, despite her advising in her second call to Social Services that her father would be a permanently living with her. During this call the staff member was extremely rude which added to a very upsetting situation.</p> <p>A package of care was agreed however Emergency care at home did not have any capacity due to staff shortage and the length of time waiting for support was unacceptable. The Social Worker spoke to District Nurse and then called to advise that father's case would be closed, yet the District Nurse advised this was</p>	<p>A full apology was provided for the difficulty that the complainant experienced in securing appropriate care from Social Services for late father and for the communication difficulties.</p> <p>As calls are not recorded it was unable to be identified whom the complainant spoke to and staff have been reminded of professionalism whilst dealing with calls.</p> <p>An apology was given as a misunderstanding occurred. Health had advised they would be providing care under the Fast Track CHC scheme which does not require social care input.</p> <p>It was acknowledged that communication was poor and this is an area that needs to be reviewed, at the time it was Social Services understanding that the Health Board were arranging care for complainant's father.</p>	<p>11. Combination of categories</p> <p>(2. Decision Making &amp; 6. Accessibility of Services</p>

<p>not what had been discussed and was going to email the Social Worker requesting Care be put in place immediately.</p>		
<p>Not informed that there was no staff member available to cover brother's community session. Brother was dressed, waiting and excited but the member of staff did not turn up. This caused frustration and behaviour issues which could have been avoided if they had been informed of the staff sickness before brother had got ready to go out.</p>	<p>Brother was taken off staff rota in error and this was not identified until complainant made contact.</p> <p>Apologies provided to complainant and brother for the upset caused. Sessions were reinstated and any future disruption to brother's support/change to support rota will be communicated in advance in order to try and prevent this situation reoccurring.</p>	<p>3. Delay in Service Provision</p>
<p>Concerned about the behaviour of children and young people at the neighbouring Children's Residential Home. Neighbours have been having problems for six months Items have been thrown at their windows, their windows have been knocked, rubbish thrown over their gardens, abuse shouted towards them and also racist remarks have been made.</p>	<p>Manager only became aware of issues on receipt of complaint and attempted to speak to complainant and provided contact details .An apology was provided and reassurance given to complainant and neighbours that work is being undertaken with the young people to address their behaviors and help them understand the impact their behaviour has upon the neighbours and to engage positively with residents and to prevent such behaviour in the future. Also that racism is taken seriously and the home and professionals are working to help the children understand that these words are unacceptable and how these affect people directly and indirectly.</p>	<p>4. Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)</p>
<p>Concerned about the behaviour of children and young people at the neighbouring Children's Residential Home. Neighbours have been having problems for six months. Items have</p>	<p>Manager only became aware of issues on receipt of complaint. Manager spoke to complainant regarding strategies in respect of speaking to the children. An apology was provided and reassurance given that work is being undertaken with the young people to support them to understand how their behaviours impact on others, to fit into the community, engage positively with residents and</p>	<p>4. Officer/Contractors Conduct with public (including sensitivity/empathy of</p>

<p>been thrown at their windows, into their garden, children climbing on to the home's garden shed and is concerned for children's health and safety as they could fall. Neighbours unable to sit in garden for fear of items being thrown over. Police have been called. Feels home is poorly managed and staff are not strong enough for the type of home it is.</p>	<p>prevent such behaviour in the future. Also the possibility of moving the shed was discussed.</p>	<p>staff/politeness)</p>
<p>Unhappy with the response from private care home, following concerns raised directly with them. Mother has been asked to leave care home which has upset her and complainant believes that mother has been discriminated against. Unhappy with the attitude of the management team and their company values and want to see the residents treated with respect, and not the rudeness and abruptness that she has experienced. Also have not received any written acknowledgement or response from the concerns previously raised with them, and feels they are covering up their poor practice.</p>	<p>The home investigated the complaint thoroughly and provided feedback to the complainant on the actions taken.</p> <p>Despite attempts to resolve the conflicts and failure to restore the relationship between complainant and home it was felt, due to the negative impact it was having on the staff team and the disruption to mother's care, it was a necessary decision to issue a 'notice of termination' of her mother's contract. It was felt a move for complainant's mother to the new setting would be in her best interest and was by no means to discriminate her but was done to protect and promote her wellbeing.</p> <p>The Management Team provided an apology to the complainant for not providing a written response to the complainant and also identified some training issues within their staff team which have been addressed and continue to be monitored.</p> <p>It was also reiterated to complainant that CCBC monitoring officers will continue to monitor the home along with Health Inspectorate Wales.</p>	<p>11. Combination of categories (2. Decision Making &amp; 4. Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)</p>
<p>Feels discriminated against as was unable to utilise a disabled parking space at the training venue when</p>	<p>Apology provided to complainant for the parking experience he had and that the matter will be addressed with the commissioned training company.</p> <p>Additionally a review of the registration process for training courses will be undertaken to ensure that</p>	<p>11. Combination of categories (4. Officer/Contractors</p>

<p>attending a compulsory training course as the provider had parked in the last available space and was not disabled.</p> <p>Believed the trainer encouraged cheating in the final theory test.</p> <p>Also no regard to the complainant's disability that prevented complainant from doing the physical element of the course. The complainant was told that he had failed before the course started.</p> <p>During the course it was brought up that it had been done online by two people known to the complainant.</p>	<p>the question around 'do you have any access requirements?' is contained within the process to ensure that reasonable adjustments are put in place to address any declared requirements, such as access, parking, disabilities, hearing, or sight impairments etc. for any training provision in the future.</p> <p>Complainant advised that participants may be heard asking for clues to answers however they will not be given them. Trainers must make appropriate due diligence to ensure reasonable scrutiny is being conducted, and that there is a quality assurance system in place to monitor the quality of training and the course he attended will continue to be monitored.</p> <p>Complainant advised that we do not tolerate or condone any form of discrimination, rudeness or insensitive communication and apologies provided for the experience he had.</p> <p>It was confirmed with the complainant that the on-line course was a different one to the one he attended.</p>	<p>Conduct with public (including sensitivity/empathy of staff/politeness) &amp; 8. Quality of Work</p>
<p>Concerned about elderly neighbours as they have had continuous problems with the young people at the neighbouring Children's Residential Home. Young people continually throwing things into neighbouring gardens, using foul language and one neighbour has been threatened with physical violence. Also believes the staff at the home lack professionalism, he has heard them use the same foul language that</p>	<p>It was explained to the complainant that the children who require residential care are among the most traumatised and vulnerable children in our society and their childhood experiences have been harmful and as a result they can often struggle with everyday situations, and for some children their challenging behaviours are their only way of managing how they are feeling. Our staff work hard to support the children to reduce or control these behaviours and to improve their ability to live in and alongside their communities. However at times we recognise that the matching of different children with such different needs can prove challenging and one of the children has already been moved to a new placement which should have a positive impact on the behaviour of the other children. Senior Manager provided full apology to complainant for he and his</p>	<p>4. Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)</p>

the young people use, which is not acceptable.	neighbours experiencing inappropriate behaviours from the children.  Senior Management provided a full apology to complainant where adults within the home have used inappropriate language., and this will be addressed with the Home Manager and staff group.	
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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.**

12 referrals were made to the Ombudsman relating to Corporate/Social Services complaints. Of the 12 Corporate/Social Services complaints in the table below the decision was made not to investigate matters in 9 of the cases and early resolution was agreed for the other 3 cases.

Reference	Outcome	Details of Early Resolution/recommendations
OMB04	Not Investigating	No Further Action
OMB05	Early Resolution	Within 3 weeks of the Ombudsman's decision  a) Write to complainant with an apology for the failure to consider complaint under the Social Services Complaints Procedure.



		<p>b) To commence a Stage 2 investigation under the Social Services Complaints Procedure.</p> <p>c) Pay complainant £75 for time and trouble in raising complaint with the Ombudsman.</p> <p>The above recommendations were agreed and completed.</p>
OMB06	Not Investigating	No Further Action
OMB07	Not Investigating	No Further Action
OMB08	Not Investigating	No Further Action
OMB10	Early Resolution	<p>a) Apologise to the complainant for providing incorrect information and not correctly following process</p> <p>b) Offer a £100 financial payment for the delay and inconvenience in complaining to the Ombudsman</p> <p>c) To progress the Stage 2 investigation by appointing an Independent Investigator to undertake it within one month (as stated this may take more than a month and is dependent on the availability of investigating officers)</p> <p>The above recommendations were agreed and completed.</p>
OMB11	Not Investigating	No Further Action
OMB12	Not Investigating	No Further Action
OMB13	Not Investigating	No Further Action
OMB14	Not Investigating	No Further Action
OMB15	Not investigating	Referred back to Council as complainant had not exhausted the council's complaint procedure.
OMB17	Early Resolution	<p>Within 2 weeks of the Ombudsman's decision:</p> <p>a) Apologise to complainant for failing to escalate complaint to Stage 2</p> <p>b) Confirm to complainant that complaint is now at Stage 2 and the Council will appoint an Independent Investigating Officer to investigate.</p> <p>The above recommendations were agreed and completed.</p>