

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**SOCIAL SERVICES**

**REPRESENTATIONS AND COMPLAINTS PROCEDURES**

**ANNUAL REPORT**

**2020/21**



## **1. INTRODUCTION**

It is a statutory requirement for local authorities to have in place a representations and complaints procedure for Social Services.

Each local authority is required to produce an annual report concerning the operation of its representation and complaints procedure.

This annual report provides information about the operation of the Social Services Representation and Complaints Procedure between 1 April 2021 and 31 March 2021. The report contains information about the number and type of complaints received and also provides details of the activities undertaken by the Customer Feedback and Engagement Team during that period to develop the representation and complaints service.

## **2. BACKGROUND**

Social Services in Rhondda Cynon Taf adopts a positive attitude towards complaints and views them as a valuable form of feedback, which assists in the development and improvement of services. Complaints also provide an opportunity to learn lessons where a service has fallen short of an expected standard.

The representation and complaints procedure is widely publicised generally and specifically to people who use our services and provides them with an opportunity to:

- ❖ Voice their concerns when they are dissatisfied in order that the issue can be rectified to their satisfaction, wherever possible
- ❖ Make compliments
- ❖ Suggest improvements
- ❖ Challenge decisions

The aim is for our representation and complaints procedure to secure a better service for all the people using social care services and is underpinned by the following key principles:

- ❖ Commitment to providing quality services
- ❖ Accessible and supportive to those with particular needs
- ❖ Prompt and responsive with resolution at the earliest possible opportunity
- ❖ Strong problem solving element
- ❖ Operated without prejudice or discrimination
- ❖ Adheres to the principle of equal opportunity

The representation and complaints procedure also provides an opportunity for service users to address concerns in relation to independent sector providers

where they remain dissatisfied following implementation of the agencies own internal complaints procedures.

The Social Services complaints process has two stages:

**Stage One: Local Resolution** – The emphasis at this stage of the process is to resolve the complaint by means of discussion and problem solving. The complainant will be offered a discussion about the issues they have raised and this can either be done by telephone or face to face in an attempt to resolve the issues. This must be done within 10 working days of the receipt of the complaint. Following this discussion and any further investigation that is necessary, a written response will be provided within 5 working days.

**Stage Two: Formal Consideration** – If the complainant remains dissatisfied after completion of stage one, they may request that the complaint proceeds to stage two of the process. This involves a formal investigation of the complaint with a report being produced by an independent investigating officer. The timescale for dealing with this stage is 25 working days.

If the complainant remains dissatisfied with the outcome of the stage two investigation, they may progress their complaint to the Public Service Ombudsman for Wales.

### **3. STAGE 1 'INFORMAL' COMPLAINTS**

In 2020/21 there were a total of 54 recorded complaints during the year, compared with 112 in the previous year. This represents a significant decrease across both Adults and Children's Services and can be attributed to a variety of factors including the impact of the Covid pandemic, accessibility to the Council during changes to working arrangements and an increase in the number of low level contacts deemed not to be complaints.

The low level of complaints is consistent with the drop in overall contacts made to the Council for this period.

Adult Services received 25 Stage 1 complaints compared to 54 in 2019/20 and Children Services received 29 compared to 58 in 2019/20.

Of the Stage 1 complaints that were received, only 33% were responded to within statutory timescales which is a decrease from 42.5% in 2019/20. Again, this can be attributed to the disruption caused by Covid and the priorities for both service areas to continue providing direct care and support. From the outset complainants were made aware that complaint responses may be subject to delays and In some cases, with the agreement of the complainant, complaints were put on hold to relieve the pressure on managers.

Ongoing support to teams from the Customer Feedback and Engagement Team has been provided throughout this period and where possible the team have sought to resolve low level complaints and queries outside of the complaints process. This is reflected in the number of contacts recorded (143) with only 2 contacts progressing to a Stage 1 complaint.

### **Adult Services**

25 complaints were received for Adult Services during the year. This represents an 54% decrease on the total amount received in 2019/20

Of the complaints made about Adult Services, 8% (2) were made by the service users themselves and 92% (23) were made by their representatives e.g. carers, family members and advocates. These figures highlight the reliance of many adults on their family and carers to raise issues on their behalf and is consistent with comments received as part of the Social Services Performance Measures Survey undertaken in September 2020

Details of complaints received recorded by Service Area are summarised in Table 1 and compares them with the previous year.

**Table 1: Summary of complaints by Service Area**

<b>Service Area</b>	<b>2019/20</b>	<b>2020/21</b>
Long Term Assessment - Locality Teams	18	10
Short Term Intervention Support @ Home	4	1
Short Term Intervention - SPA	1	1
Short Term Intervention ACE	2	0
Mental Health	2	2
Finance	1	2
Residential Care RCT	9	2
Independent Sector Residential Care	0	0
Independent Sector Domiciliary Care	5	4
Emergency Duty Team	1	0
Independent Living Service	1	0
Short Term Intervention – Short Term Care Management	1	0
Short Term Intervention – Stay Well@Home	1	0
Community Reviewing Team	1	1
Day Services	2	0
Safeguarding	1	1
Supported Living	2	0
Vision Products	1	0
Complex Learning Difficulty Team	0	1
<b>Total</b>	<b>54</b>	<b>25</b>

Table 2 sets out in more detail what the complaints were about and compares them with the previous year.

**Table 2: Summary of what complaints were about**

<b>Nature of Complaint</b>	<b>2019/20</b>	<b>2020/21</b>
Failure to provide a service	5	4
Financial issues	1	2
Lack of information/communication	4	5
Staff issues	16	5
Quality of care	16	3
Quality of service	12	6
<b>Total</b>	<b>54</b>	<b>25</b>

Complaints recorded have decreased with consistent figures across the range of complaint categories. Given the nature of the year, the low complaints figures and the challenges faced by frontline services there are no themes identified and both service areas should be recognized and applauded for quickly adapting the way they delivered and continued to provide necessary services through what has been an unprecedented time.

Of the 25 Stage 1 complaints received for Adults Services, 23 were resolved locally, 1 progressed to Stage 2, 1 complaint required no further action.

### **Children's Services**

29 Complaints about Children's Services were received during the year. This represents a 50% decrease compared to 2019/20 when 58 complaints were received. Of the complaints made about Childrens Services, 86% (25) were made by Parents/Carers/Representatives and 14% (4) were made by a Children's advocate on behalf of a child/young person.

Table 3 sets out the complaints received recorded by service area and compares them with the previous year.

**Table 3: Summary of complaints by Service Area**

<b>Service area</b>	<b>2019/2020</b>	<b>2020/2021</b>
Resilient Families	1	0
Miskin Project	1	0
Intensive Intervention	53	27
Fostering	1	0
16+ Team	0	1
Safeguarding and Support	2	0
UKICS	0	1
<b>Total</b>	<b>58</b>	<b>29</b>

Of the 29 complaints received 1 progressed to Stage 2 Complaints, 1 was not resolved, 1 required No Further Action and 1 was withdrawn.

### **Representations**

There were 4 representations received from children or advocates in this reporting period.

**Table 4: Summary of children and young people's representations**

<b>Nature of complaint</b>	<b>2019/2020</b>	<b>2020/2021</b>
Contact Issues	0	1
Quality of Care	0	1
Care and Support	0	1
Quality of Service	0	1
<b>Total</b>	<b>0</b>	<b>4</b>

The Council commissions an Independent Advocacy Provider for children and young people in line with the requirements of the Social Services Well-being Act (Wales) 2014 and the National Approach to Advocacy. This involves all children over the age of 5yrs being offered the support of an advocate when they become a Child Looked After or subject to Safeguarding arrangements.

The Advocacy Service supports children and young people to have their say and effectively supports children and young people to raise any concerns about their care and support. It is positive to see representations by children and young people and that the complaints procedure is accessible to them.

Table 5 sets out the detail of complaints made by parents/carers and compares them with the previous year.

**Table 5: Summary of complaints from Parents/Carers**

<b>Nature of complaint</b>	<b>2019/2020</b>	<b>2020/2121</b>
Failure to provide a service	1	1
Lack of information/communication	14	7
Quality of Care/Service	14	4
Staff issues	27	12
Care and Support	2	0
Information Governance	2	1
<b>Total</b>	<b>58</b>	<b>25</b>

Whilst complaints in all categories have reduced staff issues remain the highest category of complaint along with lack of information/communication.

It is often the case that complaints relation to lack of information are resolved following a discussion and an explanation of the situation/process. It is noted that advocacy can and does assist in help parents to work through and understand statutory interventions and it may be beneficial for Children's Services to consider the use of parental advocacy in these situations.

#### **4. CONTACTS AND CONCERNS**

This year the Customer Feedback Team has again focused on attempting to resolve issues at source where this is considered appropriate and have worked collaboratively with managers across both services resulting in a reduction in complaints being passed to front line services.

In 2020/21 the Customer Feedback and Engagement Team dealt with a total of 143 contacts 2 of which progressed to Stage 1 complaints and 3 were withdrawn. 83 contacts were for adults services with 60 contacts being received for Children's Services.

The Team also received 9 concerns where the subject specified that they did not wish to make a complaint but where action was identified as necessary. These were recorded and passed to the relevant service area where they were successfully resolved.

#### **5. STAGE 2 'FORMAL' COMPLAINTS**

Overall, there were 6 Stage 2 complaints made during 2020/21, 5 of which progressed from Informal Complaints. The number of complaints received is an increase compared with the number of Stage 2 complaints for 2019/20.

## Adult Services

There were 4 stage 2 complaints received for Adult Services – 3 of which progressed from Stage 1 Informal Complaint process.

**Table 7: Summary of complaints made at Stage 2**

<b>Nature of complaint</b>	<b>2019/20</b>	<b>2020/21</b>
Staff Issues	1	0
Failure to Provide a Service	0	1
Quality of Service	0	3
Quality of Care	1	0
Issues Around Adaptations (Vision Products)	1	0
<b>Total</b>	<b>3</b>	<b>4</b>

## Children's Services

There were 2 Stage 2 complaints received relating to Children's Services, both of which progressed from unresolved complaints at Stage 1.

**Table 8: Summary of complaints made at Stage 2**

<b>Nature of complaint</b>	<b>2019/20</b>	<b>2020/21</b>
Quality of Service/Care	2	1
Contact Issues	1	0
Staff Issues	1	1
<b>Total</b>	<b>4</b>	<b>2</b>

## 6. OMBUDSMAN Enquiries/Complaints

In 2020/21, 8 complaints were made to the Public Services Ombudsman, 4 for Children's Services and 4 for Adults.

7 enquiries required no further action, information provided for 1 enquiry and awaiting response from Ombudsman.

## LEARNING THE LESSONS

A number of recommendations for improvements have been made following complaints made at Stage 2 of the Complaints process. These improvements will be actioned and monitored through similar complaints findings in the future. Some areas where improvements have been identified include.

- Reminding staff of the Complaints guidance requirements to offer complainants a face to face meeting or telephone call as part of the Stage 1 resolution process.
- Quality checking Stage 1 response letters to ensure they are written sensitively and are not defensive in tone.
- Ensuring information provided for the provision of packages of care is accurate and no important information is omitted.
- To provide kinship carers that reside out of county with information about what support and allowances they are entitled to prior to and during the assessment process.
- Improving communication and working together arrangements with other Local Authorities in relation to responsibilities for Safeguarding and CLA.
- Reminder to staff that key decisions **must** be recorded on case records.

## 7. COMPLIMENTS

Compliments provide valuable information regarding the quality of services that are provided and identify where they are working well. The number of compliments recorded in 2020/21 was 90 compared to the 83 received in 2019/20

### Adult Services

In 2020/21 there were 90 compliments made within Adult Services

Table 8 sets out the number of compliments recorded by Service Area.

**Table 8: Summary of compliments received**

<b>Service areas</b>	<b>Number</b>	<b>Percentage</b>
ACE	2	2.2%
Contact Centre	1	1.1%
Long Term Assessment - Locality Teams	12	13.3%
Intermediate Care/Reablement	7	7.7%
Carers Support Project	18	20%
Complaints Team	1	1.1%
Mobile Responder Team	2	2.2%
Independent Residential Care	1	1.1%
Single Point of Access	5	5.5%
Sensory Impairment	1	1.1%
Short Term Care Management	5	5.5%
Reviewing Team	3	3.3%
Hospital Discharge Team	2	2.0%
Supported Living	1	1.1%
Support@ Home H/C	29	32.2%
	<b>90</b>	

The following are examples of some of the compliments received for Adult Services during 2020/21.

- *Just a quick message to say thank you very much for my Boredom Buster pack , it was a lovely surprise and brought a smile to us in such unpredictable times,*
- *In regards to the look lively event "Very enjoyable lovely to see people to join in with."*
- *Lifestyle with Lynds "I feel that the walking helped me make a speedier recovery even though sometimes I didn't really feel like going out in the cold and wet. I think setting my own personal challenge made it more achievable"*
- *"I would like to say a very big thank you to you and all your staff for a fabulous afternoon tea. My mother who is 91 and I enjoyed it very much. As my mother has been isolating since March she has been feeling very down (haven't we all!), but your afternoon tea raised our spirits."*
- *"Thank - you for this morning we really enjoyed ourselves talking to people we don't know. If you get any cancellations to your groups let me know.*
- *Chatterbox - " Thanks again really enjoyed chatterbox again so nice to chat with you all".*
- *"I have been attending these for about 20 years . You get the chance to meet people who are going through the same as yourself, I have made a lot of friends during this time. Even through this pandemic via Zoom."*
- *"I'd like to take this opportunity to thank all the staff at the Carers Support Project for the amazing work they do, from organising fun family events to providing free counselling to carers. I have been lucky enough to benefit from many of these opportunities whilst caring for my Dad and will be forever grateful."*
- *Team Members, received compliment for efforts going through a case a really large case file and wanted to show her appreciation "I really do appreciate it Thank you so much, even In times like this you still managed to get into the office and get them for me and I am really grateful "*
- *"The son of the lifeline client could not praise them and thank them enough for the service and care they gave to his mother."*
- *"all staff were very good at their role, kind and helpful. NAME particularly liked Ross Mantle and Kathleen wanted his superiors to know, Mr Wiltshire and family will be sad to end"*
- *"All staff are very good" "absolutely wonderful excellent workers.*
- *"You were like an angel floating from the sky calling me at that time,, you are a natural at your job".*
- *"We as a family were very glad for your visit which was very helpful and informative".*
- *Son on SU emailed in and wanted to thank Staff member and comment on how "lovely , kind and sympathetic".*
- *Email from son and daughter of SU (dec) giving compliment to SW for her sympathy, empathy and sensitivity during her involvement with father. Emma*

*was always efficient and accessible in carrying out her role and never let us down*

- *Representative of SU giving thanks and praise to SW who praises his efforts as having gone above and beyond the call of duty"*
- *"he is absolutely delighted with the attention he and his wife received, the prompt manner in which work was undertaken and arrangements were made, saying Rebecca got everything done in short order even though there was a lot to deal with and going on. Paul felt he would like to pass that message on to yourself as her manager."*
- *"I am just writing to say a big thank you once again for all you have done for me this year, it really is and was appreciated so much to have your help, support and friendship"*
- *Daughter wanted to give her thanks to SW as he expressed "empathy, understanding, care, concern and sensitivity".*
- *"I'll always be grateful and wanted to take this opportunity to thank you from the bottom of my heart . You make such a difference in what you do and I wish you all the very best in your new role . "*
- *Email received from SU in regards to his uncle. " I would like to express my thanks and gratitude for the extraordinary help and support we have received from one of your SW".*
- *Son of SU " We are sure that she died as she lived with deep faith, hope and courage, enveloped by the care that you magnificent people selflessly offered her. Thank you for all that you have done, you have done well. Our society must repay the debt of gratitude that we all owe to you who are selflessly providing such care"*
- *"Responders attended a call today with NAME. Family rang back to lifeline after staff left to say how professional the girls were and the response time was great. They wanted to say they thought the service was excellent."*
- *Two mobile responders have been thanked when life line was activated. Wife wanted to thank them for the professional care they had given.*
- *Letter of thanks from daughter of resident at Penrhos for the care and support provided to mother before her passing at home due to Covid 19*
- *In regards to ear buds "A huge thank you for whoever dropped these off for my mother... Very kind and we are very grateful. "*
- *Thank you for prompt response and reassurance given to SU. "A very nice man" called to see them and left telephone numbers he can contact for help*
- *letter received by email from wife. "On behalf of our family I would wish to take the opportunity to express our gratitude and commend members of the Home Support Team who helped me to care for my husband during the last months of his life."*
- *SU while on the phone with SPA wanted to pass on her thanks for being so quick and responsive.*
- *"The Council should be very proud to have such wonderful staff working for the authority, I feel it's very important these staff are recognised for the outstanding care they provide. Throughout this difficult time they've been here, with a smile on their faces, I can't thank them enough"*

- *Daughter of SU telephoned team to "I am telephoning to say how thank full and grateful I am to the service and to all the staff involved in supporting my mother to return home from hospital so quickly which is what we all wanted. All the staff were so professional and caring and I thank them for this. My mother has had a wonderful service and I wished they could have continued caring for my mother forever"*
- *"NAME would like to pass on her best wishes to all the staff and she would like them to know they are on her mind and to stay safe"*
- *Daughter of SU would like to say "We would be in a very different position if we weren't having the carers going in every morning – they are a godsend and are absolutely fantastic – I cannot praise the service and care they provide enough."*
- *Son and daughter in law would like to say "We are so pleased with the care and consideration we were shown and also the respect given to our Dad at all times .  
I would also like to say what a lovely caring person Ali is , keeping us informed at all times "*
- *Son of SU is wanting to highly praise staff for being very clear in all her communications and for being commendable in all her efforts during this stressful time*
- *Daughter of SU "She wanted to express her thanks to Teri and Donna for yesterday she said she couldn't be more grateful for the amazing kindness and quick thinking on the assessment, she is sending flowers and chocolates and cannot thank you enough"*
- *"Mr & Mrs Jones to compliment staff, said they were wonderful and felt the staff visiting them was the only thing keeping them going.  
Also said Mel Phillips was a born carer, is always pleasant "*
- *"I have received the most superb professional support they have all been amazing"*
- *"all the team are very good but that Lesley was absolutely brilliant. Just wanted to pass this on."*
- *"I can only say how very lucky we were to have such a good team, I can't fault them - they were fabulous".*
- *"Thank you to all the carers who visited me in the last 6 weeks you really made me feel special".*
- *"The demands on staff to support children, young people and adults within caring services has probably never been greater. I just wanted to send to you and your staff sincere thanks for your service and wishes for good health in 2021."*
- *"I don't know how to thank the care staff who helped with my mums care and support, to say they were outstanding is an understatement, they showed their caring natures by talking to my mum even though she was just lying in bed with her eyes closed, the staff were very caring and gentle"*
- *"wanted me to pass on his appreciation for all your hard work to yourselves and towards the care staff for their caring natures and quality support towards his mother but also for his father. "*

- *Daughter wanted to praise RCT Staff for their excellent care and "They are prompt, polite, engaging, and humanise my father rather than treat him like a number, all of which is a godsend for my mother, who herself has recently been discharged from hospital after undergoing major heart surgery."*
- *Wife of SU sent a "big thank you card to the carers" that looked after her late husband.*
- *Service User send a card to carers who has been looking after her and mentioned that they "are a spirit to your service".*
- *Daughter wanted to let know what a wonderful team we have at RCT, she said that the staff called to the property were outstanding.*
- *Wanted to pass on to managers and staff that he is very grateful for all we have done for his mother and his words were Your all amazing Thank You*
- *"wanted to thank the carers for their help – she said the girls were marvellous and she would not have coped without their support."*
- *"wanted to pass on thanks to IC staff who supported NAME through illness"*
- *SU gave team a thank you cards and biscuits as she has now gained more independence*
- *Many thanks for all your hard work in running our trip to see Calendar Girls It was thoroughly enjoyable and greatly appreciated.*
- *SU and wife rang to pass on praise to Karen O'Sullivan and to note that nothing had been too much trouble and that "couldn't have gone through the last few months without her assistance".*
- *Locum SW wanted to "commend you and your staff for the level of care and kindness shown to NAME, she looks 100% better than when she lived at home and her family are delighted".*
- *Family of SU said that "RCT SS are outstanding. I am very pleased with the service we have received and I couldn't have asked for better".*
- *SU and Daughter would like to say how very grateful for all the "fantastic help and support that you give us. We are very lucky to have you".*
- *Family of SU would like thank Laura for her "Patience and professional support" "Has been much appreciated" and looking for SU best interests*
- *Catherine Nursing Directorate would like to give praise to Kevin on how beneficial his input is in a particular case and how good work is being overlooked.*
- *SW giving thanks to all staff at Pentre House for helping SU reach her goals*
- *Daughter of SU is would like to give the opportunity to say thank you to the team for all the kindness you have shown the family.*
- *SU and family are saying that they are "forever grateful" and "would like to thank you from the bottom of our hearts for the support, love and care you have given".*
- *Giving thanks to Ceri for her "professionalism and humanity" and for explaining the purpose of intermediate care "She demonstrated and she provided an excellent service".*

- *Daughter of SU phoned SPA and said that she was "so grateful that you took the time to listen" to her and what mattered. "You were so empathetic and that you really understood where she was coming from"*
- *Feedback given by telephone from husband of SU. Husband wanted to personally thanks staff "for the support provided to his wife throughout a very difficult period. His wife has made real good progress and increased confidence".*
- *Son of SU giving thanks for the help and support given to him and also pass thanks on to all staff. He praised our hard work and was very appreciative of everything*
- *SU giving thanks for carer saying "she was absolutely outstanding, she was calm, kind, helpful, very caring and treated me as if I was her grandmother"*
- *"I would like to take this opportunity to thank you all and the wonderful nightmobile staff that have supported my father for past 2 years to maintain his independence in his own home"*
- *Wish to compliment the entire team of service provided and swift response and for the understanding of needs.*
- *Daughter of SU gave positive feedback saying that they are "experts in their field". "I really wish my mother could stay with the RCT girls".*
- *Daughter of SU wanted to pass on her thanks for all the support received from services before his passing.*
- *Family of Margaret Thomas would like to give thanks for the care and support given to mother during her last weeks*
- *SU given lots of praise to IC for their services.*
- *SU giving thanks for services saying "Thank you so much for all your help, it's meant so much to me and Den and we are truly thankful*
- *Son of SU would like to congratulate OT on work that she has done being so professional, caring, attention to detail and for having manners which are "first class" and genuine.*
- *Sister of SU wanted to give thanks to Keith saying "Your visit has opened up her life she is back to writing and colouring, thank you so much it has made such a difference".*

## **Children's Services**

The number of compliments recorded in 2020/21 was 92 compared to 59 received in 2019/20

Table 9 sets out the number of compliments recorded by Service Area.

**Table 9: Summary of compliments received**

<b>Service areas</b>	<b>Number</b>	<b>Percentage</b>
Miskin Project	14	15.2%
Disabled Children's Team	1	1.08%
Intensive Intervention	31	33.69%
Complaints	1	1.08%
Enquiry & Assessment	3	3.26%
Carers Support	21	22.8%
Fostering Support	10	10.8%
Looked After Children	9	9.78%
Independent Reviewing Team	2	2.17%
<b>Total</b>	<b>92</b>	

The following are examples of some of the compliments received for Children's Services during 2019/20:

- *Service user would like to pass on their appreciation and thanks and wishing them safe during these uncertain times.*
- *"I really wanted to highlight this as I know Carol has worked really hard with this family at a very complex time to clearly good effect. She deserves this praise. They note how very helpful she has been with many aspects of care planning and how much they know they can rely upon her."*
- *Independent Trainer would like to pass on his genuine affection for the privilege of delivering training to Children Services. Wanting to convey his best wishes, hopes and wellness during lockdown and hopes this results in greater appreciation"*
- *Supervisor of fostering would like to praise and pass on some positive feedback in respect of IRO. She is excellent at managing cases and she's is extremely organised and thorough as we all know it is not easy.*
- *SU has sent an email with many positive comments about a support worker that has really helped her including putting her on a course, giving advice and feels she has a more senior role with al always warm welcoming, supportive voice.*
- *Father passing on his praise for SW who he feels has been fair and really listened to their side of the story*
- *Family giving praise and thanks to SW saying that they have felt fully supported and confident in working with her and also how at ease the children are with her.*
- *The children are really grateful for the continuous support provided to keep the placement stable with everything that is going on.*
- *"Grace was very surprised and happy with her pack. She says thank you and that you were obviously very nice people for surprising her with it"*

- *"extremely grateful for the support you have continuously provided to keep the placement stable – especially during this lockdown as it's been very intense with so much going on! "*
- *Judge passing on his thanks to SW in particular Meg for their assessments. He was impressed with their clarity in such a complex case*
- *"I can't thank you enough for the impact you have made on our little family. I will be forever grateful"*
- *A series of compliments received for the team in regards to Life Journey books.*
- *Spoke very complimentary of the work and support that Thomas Bush is providing to the placement. Gill described Thomas as "marvellous" which I thought I would just share with yourself.*
- *Dad sent letter to TM thanking "each and every one of you for all of your support and guidance throughout this awful time, I can honestly say that I doubt my children would be as happy, safe and thriving".*
- *Team member wanted to give positive feedback on Support Worker as she is a "fantastic role model" and provides advice and guidance and nurture "that you would expect from a caring parent".*
- *"Just thought I would share and acknowledge the hard work and effort. I feel those in the front line role need to be acknowledged and even more so in the current climate."*
- *"Parents were very keen to highlight how hard Hannah has already been working with them all as a family. They noted she has only been involved for a few weeks, and acknowledge the last worker's input has led to much work now coming to fruition, although have felt so very well and so speedily supported by Hannah, that they wanted this information passed on."*
- *"Thank you from both of us- just what we needed for a boost" loved mine cheered me up loads" - compliment received on SM the Carers Boredom Packs.*
- *"Thank you so much for all of your support with this one, I honestly could not have done it without you and I really hope we have another case together in the future as you definitely make my life easier!"*
- *"Mr Green described sitting in a silent capacity as a privilege because of the way Jolene chaired a meeting where by the end two parties who were facing a difficult subject matter couldn't praise Jolene highly enough by the end. He praised Jolene's communication skills, lack of verbiage and ability to express herself and manage others."*
- *"I am writing to express my gratitude for the excellent care I have received from RCT. " SW has been praised for working with the family and having a positive impact.*
- *"I strongly feel that recognition should be acknowledged for both James and Linda as to how well they have both coped and managed over the past few months" IRO wanted the team to know how well SU and foster carer have coped during these hard times.*
- *Child wanted to let the team know how brilliant her foster carers are "This family is amazing. I love Paul, Karen & Lexi so much - so mam and dad you*

*don't ever have to be worried about me. I have no worries and am really happy"*

- *"Lynette has worked exceptionally hard under really complex circumstances, both in and out of lockdown, using her passionate commitment to good standards and levels of care of our children to good effect in demanding and driving positive change. "*
- *The Parent Anxiety Workshop - "Thank you so much for afternoon tea. It's so beautiful, feeling so spoiled, thank you".*
- *Team has received several facebook compliments regarding the afternoon tea. Many of who wanted thank them for all their hard work and mentioning how "delicious " it was.*
- *Card sent to SW " I am sad that you are no longer going to be his SW but delighted that he no longer needs you! Thank you so much for all you have done to help."*
- *TM wanted to highlight good practice for a worker mentioning that he is "Proactive", "Meaningful ", and really feels his work is really benefiting the child circumstances.*
- *Mother emailed us to pass on her sincere thanks to SW "Lately, we've had a challenging time but NAME has helped myself as a parent by putting me at ease / supporting both our welfares."*
- *Compliment from IRO, who would like to praise her for the work done on NAME's CP Plan. She seems to have a clear idea of where she was going with plan and worked well with professionals.*
- *Health Visitor wanted to praise SW on how professional and well organised she is and deserves recognition for the good work and her commitment*
- *TM wants to highlight good practise from SW's skills and making the plans in LAC's much easier and putting workers at ease.*
- *IRO wants to compliment SW on how impressive she has been and making sure that the family has all the help that they need.*
- *"Chloe presented her report to conference today and received many compliments from other workers about it. Her report was concise though also comprehensive, and encapsulated a thoroughly multi-agency assessment. Both the Police and Education felt the report provided all evidence necessary to almost exclusively determine that threshold was met without any other contributions, and considered that Chloe had already done their job for them in bringing so much information to Conference"*
- *IRO wants to send a positive review on how well SW has been managing a case. SW has "Excellent communication" and is "Prompt".*
- *In regards to monthly Cwtch Carers Group "Absolutely loved tonight. Guttled I haven't joined sooner".*
- *TM wants to mention excellent practise and mentioned that the student "I have every confidence that you are going to make an excellent SW."*
- *In regards to Active Together Session "This session was fabulous, especially as I taught Massage and Indian Head Massage for ALW & RCT for 10 years, before my daughter had the breakdown - the 'Ayurveda' connection was very refreshing and the session extremely relaxing"*

- *"Seeing the problems Foster carers in other LA's have had getting the vaccination, I think we have been incredibly lucky and very well looked after".*
- *IRO has passed on positive feedback from previous meeting and wants to thank NAME for her support with there being a clear view of a positive outcome.*
- *Positive feedback from foster carers following vaccine roll out and carers being prioritised in RCT. " Thank you RCT including Foster Carers in the Health and Social Care".*
- *IRO passing on positive feedback from RCPC "It was a pleasure working with Chris and Portia".*
- *IRO wanted share positive feedback following a conference yesterday to a member of staff in regards to a child been taken of the CP register and to thank her for her support.*
- *Family wanted to raise good practise in an initial conference regarding a SW "She is always contactable" and been "brilliant" to work with.*

## 8. WORK PROGRAMME, PROGRESS AND ACHIEVEMENTS

- ❖ **Over the last year the Customer Feedback and Engagement Team have focused on making improvements to the Corporate Customer Feedback Scheme whilst ensuring the Statutory Complaint's process remains responsive to users and continues to provide support to managers and staff.**
- ❖ **The Customer Feedback and Engagement Team held the first learning event following a Stage 2 complaint and this model of learning from complaints will be utilized going forward with opportunity for service user feedback to also be included where appropriate.**
- ❖ **The Customer Feedback and Engagement Manager has liaised with the Complaint's Standards Authority (CSA) which has been developed as part of the Public Services Ombudsman's new powers and this has resulted in free complaints training for Council staff including managers across social care which will take place in 2020/21.**
- ❖ **In line with new legislation the Customer Feedback Team has submitted complaints data on a quarterly basis to the CSA.**
- ❖ **Early intervention by the Complaints Officers has resulted in a significant reduction in the number of Stage 1 complaints across both Adults and Children's Social Care.**
- ❖ **The Customer Feedback and Engagement Team has continued to provide support and advice to managers on complaints resulting in clear improvements on response writing for individual managers. In 2020/21 further focus on written responses will include a quality assurance process to target individual training needs of managers in complaints handling as well as working to improve response timescales.**