



BRIDGEND COUNTY BOROUGH COUNCIL

SOCIAL SERVICES REPRESENTATIONS AND COMPLAINTS

ANNUAL REPORT 2016 / 2017

July 2017

**SOCIAL SERVICES
REPRESENTATIONS AND COMPLAINTS 2016/17**

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1. INTRODUCTION

This report covers the period 1st April 2016 to 31st March 2017 and relates to representations and complaints received by the Social Services and Wellbeing Directorate in relation to services and support provided by Adult Social Care and Children's Social Care.

Social Services Authorities are required to maintain a procedure for considering complaints and representations (comments and compliments). Any member of the public, including a child who has received or was entitled to receive a service from social services may make a complaint. The purpose of this report is to provide a review and statistical analysis of the complaints, comments and compliments received by Social Services during the reporting period.

This is the third Annual Report relating to representations and complaints received by the Directorate which have been handled in accordance with the revised Welsh Government Complaint Guidelines "A Guide to Handling Complaints and Representations by Local Authority Social Services" which came into effect on 1st August 2014. The guidance supports the implementation of the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014. The Regulations introduced a new two stage process which replaced the previous three stages and also brings the process for social services into line with the NHS Complaints Procedure.

2. SUMMARY OF THE STATUTORY COMPLAINTS PROCEDURE

"A Guide to handling complaints and representations by local authority social services" (Welsh Government).

Stage 1 – Local Resolution: As with the previous guidelines, particular emphasis is placed upon swift resolution of the majority of complaints. An offer to discuss the complaint with the complainant must therefore be made to attempt to resolve matters. This discussion must take place within 10 working days of the date of acknowledgement of the complaint. Where this approach leads to mutually acceptable resolution, the local authority must write to the complainant with details of the terms of the resolution within 5 working days of the date on which the complaint or representation was resolved.

Stage 2 – Formal Investigation: Appointment of an Independent Investigator is made and, as with the previous guidelines an Independent Person must also be appointed to oversee the investigation process (children's complaints). Collaborative arrangements have now been established (on a reciprocal basis) with neighbouring Local Authorities to share staff to undertake investigations

The Investigation must be completed and a full written response issued to the complainant within 25 working days. Where this is not possible, the Authority must write to the complainant to explain the reason for the delay and ensure the response is issued as soon as possible and no later than 6 months from the date of receipt of the complaint.

3. THE PUBLIC SERVICES OMBUDSMAN FOR WALES

Where complainants have exhausted the complaints procedure, the complainant has the right to refer their concern for consideration by the Public Services Ombudsman for Wales.

The Public Services Ombudsman for Wales provides an external independent service for the purpose of considering complaints made by members of the public in relation to all local authority services, including social services. The Public Services Ombudsman also has jurisdiction to examine and determine complaints of injustice as a result of maladministration on the part of the local authority.

The Ombudsman will normally require complainants to have sought redress, in the first instance, via the local authority's complaints procedure prior to accepting and investigating a complaint of maladministration on the part of the local authority.

During 2016/17, 11 complaints were received by the Public Services Ombudsman's Office. Four complaints related to Adult Social Care and, having considered the complaints, the Ombudsman advised that he did not intend to investigate these cases. The remaining 7 cases related to Children's Social Care/Child Protection. Four of these were reviewed by the Ombudsman and did not proceed to investigation. Three complaints were investigated by the Ombudsman and upheld. The recommendations made by the Ombudsman have been accepted by the Authority and implemented accordingly.

4. MEMBER REFERRALS

The Representations and Complaints Procedure does not preclude the right of an individual to approach their Local Councillor, Assembly Member or Member of Parliament. They undertake an important role in handling concerns and queries that individual constituents may have. Collectively, these are called Member Referrals and can range from comments and queries to complaints.

If an elected Member considers it to be inappropriate to deal with a concern, the matter can be referred for consideration under the Complaints Procedure. During 2016/17, Adult Social Care received a total of 106 formal Member referrals. The breakdown is as follows:

Table A

2016/2017	Adult Social Care
Member of Parliament	4
Assembly Members	16
County Borough Councillors and Community Councillors	86
TOTAL	106

During 2016/17, the Children's Social Care service received a total of 28 Member referrals. The breakdown is as follows:

Table B

2016/2017	Children's Social Care
Member of Parliament	2
Assembly Members	9
County Borough Councillors and Community Councillors	17
TOTAL	28

5. USER/CARER ENGAGEMENT AND FEEDBACK

In addition to receiving comments and compliments from service users and their relatives, the Directorate also issues a range of feedback questionnaires from across service areas. A cross-section of the feedback generated from user/carer feedback surveys undertaken during 2016/17 is set out below:-

Adult Social Care:

The Homecare survey is forwarded to all people who have accessed a Local Authority Domiciliary Care Service and have an active Care and Support Plan. Between 1st April 2016 and 31st March 2017, 219 surveys were distributed, 101 were returned completed (46%). 96% of respondents confirmed they were either very/quite satisfied with the service they receive. General comments provided include:-

'Very friendly and caring'
Very friendly and helping, no complaints and would like to take this opportunity to thank you all for your assistance.'
'Am very satisfied'

Community Integrated Services

The Community Care survey is forwarded to all who have accessed an integrated service and have an active Care and Support Plan. Between 1st April 2016 and 31st March 2017, 57% of respondents confirmed they had received either excellent/good services, 13% did not answer this question. General comments provided include:-

"At my age you never think your memory will fail you, so am all the more appreciative. Reassuring to know if needed I can contact assistance, Thank everyone concerned, am very appreciative for such help by very pleasant staff"
"Carers are re-organising trying to agree suitable times. Can't fault the girls who attend."
"Being on my own I am all the more grateful for all the help I am receiving."

The Bridgestart service provides short term (usually 6 weeks) personal care to service users in their homes. 90% of respondents indicated that the service they received was very good, whilst the remaining 10% did not answer. Comments provided include:-

"X' and I wish to thank everyone from Bridgestart for their support. We have been very impressed with the professionalism and care shown to us both."
"Please give our sincere thanks to the wonderful care the Bridgeway team has provided my Mum over the past 6 months."

"I am pleased with all the carers who look after Mum with great care and dignity. Mum's face lights up with a smile when she sees them."

The Bridgeway service provides an enabling service for people with dementia and their families, comments include:-

"The carers are kind, respectful and very helpful. Nothing is too much trouble, they do a great job!!"

"Thank you so much for looking after my mother so well and for your patience and understanding."

The Reablement Service provides support to service users usually following hospital admission to help them regain their independence to remain living in their own home. Comments received on feedback questionnaires include:-

"Thank you so much for all the help you have given me over the past 6 weeks. Without you all I was struggling but now I am coming through the other side. I know I still have physio to continue at hospital to get me stronger and I can see improvements every day. I will miss you all so much, have got used to my daily calls, chats and company. Everyone has been so friendly and understanding, nothing has ever been too much trouble. Thanks again."

"The team involved in my treatment were very good. Always on time. Very friendly...would not believe my age. We got on very well. They all helped me to start to walk again! On 2 legs."

The Early Response Service provides emergency assistance to service users in their home. Comments received include:-

"The care and consideration given by the team members was excellent."

"100% Perfect Team. Highly recommended for their support. Their name says it all, Response."

Telecare: Provides a support service within the home (also in emergency situations), via use of wireless technology and sensors/pendant buttons. Comments received include:-

"Care and consideration of the team members was excellent."

"Thank you for the quick response to the equipment alert, my daughter-in-law has only called this morning, I'm very surprised with the efficient response...thank the team for their visit."

"Every single one of the team could not be faulted in any way and without them we would never have been able to cope."

Contract Monitoring and Commissioning:

Rota Visits to residential care settings and other services have been undertaken by Elected Members (including independent providers). Members' observations included:-

Glanyrafon Residential Care Home: "What a lovely, pleasant residence...the home is spotless...everyone whom we spoke to was happy to be there with staff putting in extra efforts to give it a homely character...The cook was preparing the lunch and on the menu was bread and butter pudding, freshly made."

Ael-y-Bryn Residential Care Home: "The home is a credit to the management and

staff, it is spotless and very friendly. There were 5 service users there, we were only able to speak with one who was smiling and playing a game with one of the staff...she looked very clean and comfortable...we noted that there were plenty of activities planned..”
Penybont Court – “...The home is warm, friendly and very clean. The patients we spoke to were quite content and had no complaints. There are a number of mini buses which take patients out for trips. We were surprised that the home were unaware they are on our rota list as there appeared not to be any arrangements put in place.”
Cwm Calon Day Centre: “Greeted warmly by everyone, they seemed happy and engaging enjoying a cup of tea and biscuits...In the craft room ladies were making cards which will be sold in their coming Fair.”
Home Care: Home visit – “A lovely gentleman who had difficulty in verbally communicating but his facial expressions when in conversation indicated his understanding ...he indicated he was happy with his care. Also spoke to his daughter who was very happy with the care provided.”
Morganna Court & Lodge Care Home (Independent): “The premises were clean and tidy and had a pleasant atmosphere...We were pleased to see that an Activities Officer has been employed which keeps the service users occupied...We were able to speak to 8 residents separately, they were all complimentary and happy with the facilities.”
Wood B (Learning Disability): “Impressed by the quality of the work which is carried out there by the service users and staff and the interaction.”
ARC (Primary Mental Health): “The success of this centre is measurable in the high volume of various client groups, and, secondary care, weekly clinics supported by local surgeries, drugs and alcohol agencies and debt and benefit advice groups.”

Children’s Social Care:

Rota visits are undertaken by Elected Members to the Department’s residential homes (children’s), following which a report is submitted which focusses on the quality of care provided to service users. Feedback for visits undertaken during this reporting period included:-

Sunny Bank Community Home is considered as one of the first options of accommodation for children/young people who have complex needs and require intensive work being undertaken to stabilise their behaviour to allow them to move on and settle into a suitable permanent or long term placement. Sunny Bank is committed to offering a stimulating, safe caring environment that promotes a holistic approach to all aspects of the child/young person’s life.

“Very informative visit. One client was at the residence and seemed to have a good rapport with the staff. The residence seems to have all it needs for the stay of its users.”
“There were 4 service users there and I was able to speak with 1 of them separately...the young girl I spoke to was very complimentary and happy and contented. The children are doing well in their education and plenty of activities.”

Bakers Way provides a short breaks service which provides regular planned short break stays for disabled children and young people ages 0-18yrs.

"We visited the respite centre...'X' showed us round the facility. It was in a very good state of repair...We went outside and saw the additions to the play area – even have a castle!"

"We were fortunate in being able to meet with 3 service users, who had positive views about their treatment at the unit. Food and activities were praised as well as the quality of overnight care..."

Newbridge House is a residential unit that supports young people through transition to independence.

"We had a tour of the facility, all of the residents were out this afternoon. We were told that one of the ex-residents had only just left and regularly visits for Sunday dinner...She has really turned herself around, sharing a flat and working in an apprenticeship."

"Shown around the unit by 'X' who was informative and showed dedication to his job and role. The unit needs modernisation inside with redecoration a priority at this time. Television in one room was extremely dated and needs replacing. Garden needs to be created into a relaxing environment at present bare and uninviting. Entrance not well sign posted."

Children's Social Care – Advocacy Services: All young people wishing to make a complaint are offered the assistance of an advocate. A total of 7 young people were supported by an advocate during the reporting period. Advocacy services for all 7 children was provided via Tros Gynnal. All complainants indicated that they were happy with the advocacy service provided.

Social Services and Wellbeing Act (Wales) 2014 - National Performance Framework:

As part of the National performance framework (in line with their duties under the Social Services and Wellbeing (Wales) Act 2014), Local Authorities are required to collect qualitative information annually about people who use their Social Care Services. This data is to be collected locally and provided nationally to the Welsh Government in relation to the provision of care and support. Surveys were sent out in September 2016 and a range of questions were asked relative to services and support provided to adults, children and young people and carers. Results were as follows:-

Adults: A total of 1,272 questionnaires were despatched to adults (over 18 years), 465 were returned, a response rate of 37%. Some of the comments received include:

"Very happy, the carers are most kind and considerate."

"Sometimes I have needed more support especially when I'm ill."

"Would prefer more continuity of care - but have had excellent carers. New carers come and you have to instruct them and then they leave."

"I am quite satisfied and I am excited that I can have support when I need it."

Carers: A total of 41 questionnaires were despatched to adults (over 18 years), 13 were returned, a response rate of 32%. One comment was made as follows:

"Prior to my wife going into hospital we both had a week of very little sleep. I feel I could not continue like that."

Children: A total of 487 questionnaires were despatched to children (age 7-17 years), 77 were returned, a response rate of 16%. Some of the comments received include:

“I am happy with the people I live with because they are kind, helpful, they feed me and they look after me very well.”
“I feel like part of the family.”
“I like living here but would prefer to live nearer my friends.”
“My foster carer gives brilliant advice.”

6. STATISTICAL INFORMATION 2016/2017

Number of Representations Received and Timescales (Statutory Procedure)

Table 1

No. Representations Received Statutory Complaints Procedure – April 2016 to March 2017			
	Comments	Complaints	Compliments
Adult Social Care	5	11	245
Children’s Social Care	0	7	17
Business Support /Finance	0	3	8
Total	Stage 1	21	270
	Stage 2	1	

Timescales: 100% Stage 1 complaints were resolved within the prescribed timescale of 10 working days.

Timescales: All Stage 1 complaints were acknowledged in writing within 2 working days of the date of their receipt. 100% were resolved within the prescribed timescale of 10 working days and written responses provided within 5 working days of the date of resolution. There were no complaints received outside the 12 month time limit for investigation.

Complaints Resolved Informally (pre-Complaints Procedure Stage 1)

Bridgend County Borough Council complaints processes have, for a number of years, involved successful early resolution of complaints wherever possible. Recently, the new Complaint Guidelines emphasise that the complaints process will provide for a more straightforward and citizen centred approach. Swift and effective complaints handling is also encouraged with an expectation that the majority of complaints and representations should be resolved by Local Resolution.

Complaints staff therefore undertake a significant amount of work liaising with managers to identify and agree swift resolutions to the satisfaction of the complainant (by the end of the working day following the day on which the complaint was made).

Table 2

No. Complaints Resolved prior to invoking the formal Complaints Procedure(s) 2016/2017	
Adult Social Care	56
Children's Social Care	130
Business/Finance Support	1
Total:	187

Corporate Complaints Procedure

There are instances whereby aspects of a complaint do not fall within the remit of the social services statutory complaints procedure and, in these instances, the Authority's Corporate Complaints Procedure is utilised. 8 complaints were received which were deemed appropriate to be addressed in accordance with the Corporate Complaints Procedure during 2016/17. 1 related to Adult Social Care and 7 to Children's Social Care.

Total Representations Received 2016/17

The total number of representations received by Adult Social Care and Children's Social Care is as follows:-

Table 3

2016/17 - Total No. Representations Handled via:	
Statutory Social Services Complaints	21
Corporate Complaints	8
Complaints Resolved at pre-Complaints stage	187
Total:	216

The total number of complaints received and addressed in accordance with the Statutory Complaints Procedure by Social Services during 2016/2017 was 21 compared with 14 in 2015/16. The number of people receiving a service from Adult Social Care during the reporting period was 5578 and 1600 from Children's Social Care.

Complaint Outcomes (Statutory)

Complaint outcomes are identified within the categories: Upheld, Partially Upheld and Not Upheld. Outcomes for each service area have been recorded during 2016/17 as follows:-

Table 4 – Complaint Outcomes (St. 1 - Statutory Complaints Procedure)

2016/17	Adult Social Care	Children's Social Care	Business /Finance Support
Not Upheld	2	4	--
Partially Upheld	2	1	1
Upheld	7	2	2

NATURE OF COMPLAINTS

The nature of complaints received varied and included:-

Table 5

2016/17 – Most Common Complaints Received
Quality / Level of Service / Standard of Care
Lack of / Poor Communication
Disagreement with Assessment / Care Plan
Unacceptable Delays
Poor advice / misinformation
Staff attitude / conduct
Policy / Procedure Non-compliance
Missed / Late Appointments / Times of Visits
Charges for Care Services
Disagreement with Policy / Procedure

7. HOW COMPLAINTS WERE RESOLVED & LESSONS LEARNED

A variety of methods were used to resolve complaints, including:-

- Liaison by complaints officers with senior managers to identify/agree immediate/informal resolution;
- Meetings by senior officers with complainants to discuss/resolve their concerns;
- Provision of explanation of reasons for decisions (verbal and/or written);
- Provision of an apology (written), where appropriate;
- Corrective actions, e.g. change of decisions, review of procedures;
- Reassessment (independent);
- Advocacy services/support;
- Independent investigation;
- Staff training.

Key lessons learned during 2016/17 were as follows:-

Table 6

Service Area	Lessons Learned/Actions Implemented
Adult Social Care: Mobile Response Service	Consideration to be given to creating a second team to assist with covering the County Borough (reduce delays).
Adult Social Care: Occupational Therapy	Review of contract for maintenance of hoisting equipment with consideration to be given to including weekend callouts.
Children's Social Care: Assessment Team	Review of how language preference is recorded on WCCIS to ensure compliance with the Welsh Language Regulations.
Children's Social Care: Fostering Services	Review of the arrangements for opening ISA accounts and any other savings accounts for looked after children and the system for monitoring these savings.

Welsh Language Standards

There have been no complaints received during this reporting period that have been communicated via the medium of Welsh. One complaint was received however in respect of not being able to communicate through the medium of Welsh during a supervised contact session.

To ensure compliance with the requirements of the Welsh Language Standards all complaints publicity material, including leaflets and the complaints website have been translated and are readily available in the medium of Welsh. Complaints staff have also attended basic Welsh Language training.

Compliments

Compliments are regarded as important information which can be used to identify good practice. All compliments are therefore recorded centrally and details provided in management reports. As mentioned above, 270 compliments were received during 2016/17, a selection of which are set out below:-

Table 7

Compliments - Adult Social Care:
Community Reablement Team: This team is excellent in the work they are doing. I could not fault this service, you all are a treasure to the likes of us who need you. Going to miss all those happy faces who enjoy their work. Well done."
Community Integrated Wellbeing Team (CIWT): "I felt I needed to write to thank you most sincerely for reorganising your diary on 11th July to accommodate Nottage Primary School, who were visiting. As you know I was able to nip in and out of your various presentations and I know the children were extremely engaged and were thoroughly enjoying the time spent with you. I have no doubt that in 15 years or so we may have a few Occupational Therapists, Physiotherapists, Dieticians and Infection Control Nurses or we may have Cardiologists wishing to work at Princess of Wales Hospital! I really cannot thank you enough for your massive contribution and effort in making the children's day."
Bridgend Day Centre: "We wish to express our thanks and appreciation for the professional care and attention our mother received at Bridgend Day Centre over many years. Mum had a wonderful time at the centre with your team and all her other friends but the pinnacle was probably celebrating her 100 th birthday in such style. May you long continue to provide your excellent services for those in need who gain so much benefit from them."
Bryn y Cae Residential Home: "My mother has been resident with you from 11 Dec 2015 until she passed away in the POWH on 23 Nov 2016. I am writing on behalf of my family to thank you and the staff at Bryn y Cae for looking after our mother during this period. Following a very difficult start at the home my mother eventually started to settle down with you and adjusted well to the environment and staff. Within the last month she had started to tell me she was happy at the home and got on very well with the staff. During the last 12 months you will be aware that my mother's health at times was not good and she had been quite unwell at times on a number of occasions. At these times I witnessed some very caring, compassionate and extremely hard working members of staff. They understood my mother's needs very well and acted incredibly quickly and professionally to get the medical help and care my mother required. I am now aware how hard these carers work and can appreciate some of the demands that are placed on them on a daily basis. At times they even provided me with emotional support and understanding when it was clear that I was having difficulty

with my mother's condition. They are an amazing group of people who we all undervalue and do not give the recognition or respect they deserve. I now know what 'going the extra mile' means; I have witnessed it first hand when individuals were attending to my mother when she was ill. I have nothing but admiration and total respect for these individuals. I will call into the home at some point if I may to personally thank staff. Until then I would be grateful if you would please convey our family thanks and appreciation for all their hard work and effort in making our mother's last year as dignified and comfortable as possible. Thank you, very much appreciated."

Home Care: "To all the carers who came to see 'X'. We cannot thank you all enough for all the care you gave. Nothing was too much trouble, anything to help both 'X' and myself. It was great to have such dedicated people to look after someone like 'X' who is so very frail."

Supported Living (Learning Disability): "I recently attended a review (26/07/16) for 'X'. I felt it was important that I highlighted to you how impressed I am with the care and support 'X' has received over this past year. It has been a difficult one for 'X' and she has been through many major changes in her life. Throughout this process it is evident that the staff team supporting her have gone above and beyond their roles and helped 'X' with her health recovery. They have all pulled together during a difficult time in services, supporting low staffing levels, supporting different projects and undertaking additional training to promote 'X's care needs. I feel it needed to be recognised that 'X' is very lucky to have such great support in place and the team are a credit to you and the service. 'Y' who attended the review showed such wonderful passion towards, not only her role but the service she works for. Her knowledge and understanding of 'X' was outstanding and her dedication towards providing the best care possible for 'X' was obvious throughout the review. Please pass on my regards to your wonderful team and thank them for all their hard work."

Compliments – Children's Social Care:

North Safeguarding Team: "May I take the time to say that the Guardian referred to X's evidence as being robust in her report. The Judge did not question 'X' as is her normal practice and she made no criticism of our evidence. 'X' had to take this case over and we are all aware of the challenges this case presented so I would like to say how well 'X' did and her parenting assessment in particular was commented on by both the Guardian and our own Counsel as an excellent piece of work. Well done 'X' an excellent outcome the best we could have hoped for. Thank you for your hard work and commitment".

East Safeguarding Team: "I have been going over the system for 'X' and I have to say how impressed I am with how up to date you are on this case. Also your ROV's and Core group minutes are very detailed and they clearly demonstrate how hard you are working with this family. Well done!!!"

West Safeguarding Team: Compliment received from Adoption Panel in respect of the standard of the Life Story work.

Disabled Children's Team: Compliment received from Barrister in respect of the knowledge and commitment demonstrated by the social worker on an extremely complex case.

Safeguarding East Team: Compliment received from Foster Carers -"She consistently does the things she says she is going to do and always contacts us back when we need to discuss things with her in between her statutory visits".

Disabled Children's Team: "X who is the allocated social worker and who has worked so hard on this extremely complex and time consuming case deserves some recognition for the hard work she has done".

Compliments - Business Support/Finance:

Non-Residential Charges: "Thank you for your help, support and advice."

Residential Charges: "Thank you for your email and kind words regarding my Father. On behalf of the family and Dad I would like to thank all at BCBC that have been involved with my father for the past seven years. We have had great service from all and Dad was always treated with great respect and care. Thank you so much."

8. CUSTOMER FEEDBACK – THEIR EXPERIENCE OF THE COMPLAINTS PROCEDURE

Questionnaires were forwarded to all complainants (statutory complaints). Complainants were provided with various options via which they could submit their responses, including, 'reply paid envelopes', by email or telephone. Unfortunately, the return rate was very low (only 1%). Only 1 comment was received:-

"I was not happy with the way my mother was treated by the social worker ...and then she was put in full-time care. I don't think my mother should be treated this way."

9. ACHIEVEMENTS IN 2016/2017

Achievements during 2016/17 include:-

- Complaints staff have continued to work with and encourage managers/staff to aim to resolve complaints locally and as swiftly as possible. This is reflected in the high number of complaints resolved at the pre-complaints stage (**Table 2**);
- Continue to monitor Stage One timescale compliance rates;
- Review of method of return for customer questionnaires. Recipients are also now able to complete questionnaires on-line and by telephone, as well as by post;
- Complaints publicity material has been translated and is now available in the medium of Welsh;
- The Complaints Awareness E:Learning module was launched and made available for staff to access with effect from 1st June 2016;
- Development of E:Learning module for managers "Managing Complaints Effectively": Text has been drafted to allow the Module to be built in consultation with Human Resources.
- Complaints information has been uploaded and published on the Dewis Cymru Information database. The Dewis Cymru website provides a single point of access to information about wellbeing in Wales. The website can be accessed by members of the public as well as social care professionals across Wales.

10. OBJECTIVES FOR 2017/2018

Plans for 2017/18 include:-

- Continue to encourage and work with managers/staff to aim to resolve complaints locally and as swiftly as possible;
- Continue to monitor Stage One timescale compliance rates;
- Work with ICT to develop the use of WCCIS to record & manage complaints
- The Complaints Awareness E:learning module developed in 2015/16 (aimed at new and existing staff employed by the Directorate) has had a low staff take-up. Consideration will therefore be given to inclusion of this Module within the Social Services Induction Programme to ensure that all new starters complete it.
- Complete development of the E:Learning module “Managing Complaints Effectively” (aimed at managers responsible for investigating and responding to complaints).

11. EQUALITIES

A screening for equality impact has been carried out in relation to the representation and complaints procedure. There is no negative impact on the protected equality characteristics.

There have been no complaints received during the reporting period in relation to the Social Services Representations and Complaints Procedure.

Complainants are now requested to provide information in relation to the Equality Act 2010. This data includes information relating to ethnicity, gender, marital status and disability. The feedback is currently low, but we will continue to pursue this.

**Report prepared for Susan Cooper
Statutory Director of Social Services
By the Designated Complaints Officer
4th July 2017**