

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

Committee:	Corporate Scrutiny Committee
Date:	12 September, 2018
Subject:	Annual Report – ‘Listening and Learning from Complaints’
Purpose of Report:	There is an obligation to produce an Annual Report on the operation of the Representations and Complaints Procedure and present it to the relevant Local Authority Scrutiny Committee so that it is able to scrutinise and monitor the arrangements for dealing effectively with complaints received from service users and their representatives.
Scrutiny Chair:	Cllr Aled Morris Jones
Portfolio Holder(s):	Cllr Llinos Medi Huws
Head of Service:	Children and Family Services: Fon Roberts Adult Services: Alwyn Jones
Report Author:	Sophie Shanahan
Tel:	01248 752717
Email:	slsss@ynysmon.gov.uk
Local Members:	Relevant to all members

1 - Recommendation/s

R1- To note the views of service users received during 2017/18 regarding the services provided by Social Services.

R2- To note the performance of Social Services in implementing the Representations and Complaints Procedure and dealing with complaints.

R3- To note the Action Plan for developing the arrangements for dealing effectively with representations and complaints received from service users and their representatives.

2 – Link to Council Plan / Other Corporate Priorities

The Social Services Representations and Complaints Procedure has a role in ensuring the provision of high quality Social Services and is therefore relevant to the following priorities from the Council Plan:

- Creating the conditions for everyone to achieve their long-term potential
- Support vulnerable adults and families and keep them safe, healthy and as independent as possible

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

3.1 Impact the matter has on individuals and communities [**focus on customer/citizen**]

3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]

3.3 A look at any risks [**focus on risk**]

3.4 Scrutiny taking a performance monitoring or quality assurance role [**focus on performance & quality**]

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[**focus on wellbeing**]

4 - Key Scrutiny Questions

5 – Background / Context

Social Services are required to operate a statutory Representations and Complaints Procedure, under the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014. There is an obligation to produce an Annual Report on the operation of the Representations and Complaints Procedure and present it to the relevant Local Authority Scrutiny Committee so that it is able to scrutinise and monitor the arrangements for dealing effectively with complaints received from service users and their representatives.

It is important that a record is kept of comments and complaints in order for Social Services to learn lessons from them, as part of improving service delivery. It is good practice to share the annual complaints report with council members to ensure transparency. Complaints statistics are also shared on a quarterly basis in the Corporate Scorecard. During 2017-18, more detailed analysis has been added to the Corporate Scorecard, in which statistics in relation to complaints under the Social Services Representations and Complaints Procedure are separated from those for complaints responded to under the Council's corporate Concerns and Complaints Policy. This enables regular scrutiny by the Scrutiny Committee and Executive.

6 – Equality Impact Assessment [including impacts on the Welsh Language]

Not applicable.

7 – Financial Implications

Not applicable.

8 – Appendices:

APPENDIX 1- Annual Report: 'Listening and Learning from Complaints'

APPENDIX 2- Action Plan 2018/19

9 - Background papers (please contact the author of the Report for any further information):

Social Services complaints records

Mae'r ddogfen hon ar gael yn y Gymraeg / This document is available in Welsh



Social Services – Children and Family Services and Adult Services

‘Listening and Learning from Complaints’

SOCIAL SERVICES REPRESENTATIONS AND COMPLAINTS PROCEDURE

ANNUAL REPORT - 2017/18

1. INTRODUCTION

- 1.1 This report refers to the way the Social Services Representations and Complaints Procedure was implemented within Children and Family Services and Adult Services during the period from April 2017 until the end of March 2018.
- 1.2 The Customer Care Development and Designated Complaints Officer works within the Safeguarding and Quality Improvement Unit of Social Services and was responsible for the coordination of the Representations and Complaints Procedure during this reporting period. The Complaints Officer is accountable to the Director of Social Services (Assistant Chief Executive) and is managed on her behalf by the Service Manager for Safeguarding and Quality Improvement.
- 1.3 The Complaints Officer is responsible for:
- Co-ordinating the service arrangements in order to comply with the Representations and Complaints Procedure;
 - Recording complaints and positive and negative comments from service users and their representatives;
 - Monitoring the response to complaints within timescales specified in regulations for dealing with complaints under Stage 1;
 - Co-ordinating investigations by independent investigators into formal complaints under Stage 2 of the procedure;
 - Ensuring that a formal written response together with a copy of the independent investigation report is sent to the complainant within the timescale of 25 working days under Stage 2 of the procedure, keeping the complainant informed if any delay is anticipated;
 - Co-ordinating responses by Social Services to inquiries made by the Office of the Public Services Ombudsman for Wales in relation to complaints about Social Services matters;
 - Monitoring Action Plans to ensure that lessons are learnt from the process of investigating complaints in order to improve the quality of the services;
 - Developing the internal Representations and Complaints Procedure;
 - Ensuring that information is available in order to facilitate access to the Representations and Complaints Procedure for service users and their representatives;
 - Providing training and support to promote better understanding of the function of the Representations and Complaints Procedure amongst Social Services staff.
- 1.4 The main objectives of these arrangements are to:
- Record any comments, be they negative or positive, about the services provided;
 - Attempt to resolve concerns and complaints as near as possible to the point of delivery in order to avoid escalation;
 - Provide an opportunity for service users and other eligible people to present formal complaints under Stage 2 of the procedure.

2. Representations – Positive and Negative Comments

2.1 Positive Comments

- 2.1.1 A total of 232 positive comments were recorded during the year (96 for Children and Family Services and 136 for Adult Services) – an increase on the previous year's total of 202, with positive comments recorded for Children and Family Services more than doubling (from 46 the previous year). Of the 96 positive comments received by Children and Family Services in 2017/18, 32 were from other professionals, while 64 were from service users, their representatives or family members, or foster carers.
- 2.1.2 Of the 136 positive comments received by Adult Services, 12 were from other professionals, while 124 were from service users or their family members. The positive comments are categorised in the table below.
- 2.1.3 Children and Family Services restructured in 2017, therefore statistics for some of the teams have been grouped together.

Table 1

POSITIVE COMMENTS			
Children and Family Services		Adult Services	
Looked After Children Team / Family Intervention Team / Môn 3 / Môn 4 / Môn 5 / Môn 6	38	Residential Care	102
Duty Team / Môn 1 / Môn 2	7	Môn Care	11
Specialist Children's Services	5	Adults North Team	4
Child Placement Team	6	Adults South Team	7
Support Services	10	Physical and Sensory Disabilities Team	6
Team Around the Family	13	Learning Disabilities Team	2

Integrated Family Support Service	5	Contracts Team	1
Resilient Families	2	Positive comments regarding more than one team	3
Quality Improvement and Safeguarding Team	4		
Positive comments regarding more than one team	4		
Total	96	Total	136

2.1.4 Examples of positive comments received are as follows:

“We would like to take this opportunity to express how professional the fostering team have been throughout our fostering experience, and cannot state enough how [the social worker] made the whole experience easier. She is sensitive, very supportive, extremely efficient and organised, and always dealt immediately with any issues we had. She is an excellent ambassador for fostering.” – **Child Placement Team, Children and Family Services**

“I have found this experience to be very helpful. [The social worker] has really helped me with my future as well as the present. I would happily use this service again. Thank you so much.” – **Early Intervention and Prevention, Children and Family Services**

“You have helped us so much, shown us that we can trust again. I would not have had this chance without your constant support and backing. You are amazing.” – **Looked After Children Team, Children and Family Services**

“Your support has been a great help. We have benefitted from your advice and understanding. You have been excellent. You have made a huge difference. We feel very lucky to have had your help. Thank you.” – **Team Around the Family, Children and Family Services**

“You were all so kind. Nothing was too much for you – caring and compassionate staff that you are. Indeed, you are a magnificent team, I can vouch for that. Brwynog is really a home from home. Many thanks to you all.” – **Brwynog, Adult Services**

“I just wanted to say a huge thank you for your support over the last couple of months, and for all the changes you have implemented that has fundamentally improved the care that I receive. I can't stress enough how

grateful I am to you for improving the quality of my life.” – **Adults North Team, Adult Services**

“Simply the best place. Fantastic Team. Lovely atmosphere, friendly, calm. Enjoyed every moment at Plas Crigyll. Can’t thank you enough.” – **Plas Crigyll, Adult Services**

“It is reassuring to know that there are imaginative, hard working, clinically able individuals to advocate on behalf of our client group and move services forward into the future. They are very committed and listen to support and advice offered and question practice where appropriate.” – **Learning Disabilities Team, Adult Services**

2.2 Negative Comments

- 2.2.1 A total of 43 negative comments / concerns were received by the Complaints Officer during the year. 32 of these were for Children and Family Services and 11 for Adult Services.
- 2.2.2 Complaints in relation to Children and Family Services are often about decisions made by the Service and may concern decisions which were not in the favour or the complainant. Whilst the Service will look into such concerns, caution should be taken when comparing the complaints statistics of teams and services, due to the very different work that they carry out. It is likely that some teams will be prone, due to the statutory nature of their work, to higher levels of complaints than others.
- 2.2.3 Sometimes it is possible to resolve a concern within 24 hours, in which case it does not need to be logged as a complaint under Stage 1 of the procedure. Also the service user may state that they do not wish to make an official complaint under Stage 1 or Stage 2 of the Social Services Representations and Complaints Procedure.
- 2.2.4 At other times concerns are received which relate to historical matters, and therefore are not eligible for investigation under the complaints procedure, though a response of some kind may still be made if appropriate.
- 2.2.5 The 42 negative comments are categorised in Table 2 below.

Table 2

NEGATIVE COMMENTS			
Children and Family Services		Adults’ Services	

Duty Team / Môn 1 / Môn 2	6	Physical and Sensory Disabilities Team	1
Child Placement Team	2	Learning Disabilities Team	1
Looked After Children Team / Family Intervention Team / Môn 3 / Môn 4 / Môn 5 / Môn 6	13	Residential Care	1
Quality Improvement and Safeguarding Team	2	Transformation Team	1
Support Services	2	Adults South Team	1
Management	1	Community Mental Health Team	2
Negative comments about more than one team / no team specified, including historical concerns	6	Client Finance Team	2
		Quality Improvement and Safeguarding Team	1
		Negative comments about more than one team	1
Total	32	Total	11

2.2.6 A comparison with the figures in Table 1 shows that the total number of positive comments outweighs that of the negative comments received.

3. Stage 1 Complaints – Local Resolution

3.1 Table 3 below summarises the number of complaints received over the last ten years concerning Adult Services and Children and Family Services under Stage 1 and Stage 2 of the Representations and Complaints Procedure.

Table 3

Year	Stage 1 Adult Services	Stage 1 Children and	Stage 1 Total	Stage 2 Adult Services	Stage 2 Children and	Stage 2 Total
------	------------------------	----------------------	---------------	------------------------	----------------------	---------------

		Family Services			Family Services	
2008/09	45	13	58	2	0	2
2009/10	29	23	52	4	1	5
2010/11	37	20	57	1	2	3
2011/12	25	40	65	3	4	7
2012/13	32	24	56	2	4	6
2013/14	24	26	50	5	6	11
2014/15	17	20	37	2	5	7
2015/16	24	29	53	4	1	5
2016/17	8	46	54	2	3	5
2017/18	13	38*	51	4	5	9

*25 of these were received in the first two quarters of the year, before Children and Family Services restructured.

- 3.2 Table 3 shows that the number of complaints recorded under Stage 1 of the procedure has decreased somewhat compared with the previous year for Children and Family Services but remains higher in comparison with the average number of Stage 1 complaints during the period 2008/09-2017/18
- 3.3 There has been a small increase in the number of complaints recorded under Stage 1 within Adult Services although the number of complaints about Adult Services remains low, and is lower in comparison with the average number of Stage 1 complaints during the period 2008/09-2017/18.
- 3.4 There has been an increase in the number of Stage 2 investigations compared with the previous year, although the statistics show that the majority of complaints continue to be resolved at Stage 1. The Stage 2 statistics over the last 10 years have varied from year to year, with no particular pattern.
- 3.5 Of the 51 Stage 1 complaints received, 49 of them received an acknowledgement within 2 working days (the timescale within which an acknowledgement should be made under the regulations).
- 3.6 The table below illustrates the services' performance in relation to responding to Stage 1 Complaints within statutory timescales. It is expected that complainants are offered meetings / telephone discussions within 10 working days of the complaint being acknowledged, followed by a response letter to confirm the terms of the resolution of their complaint within 5 working days of the discussion.

Table 4

	Children's Services		Adult Services	
	Discussion	Written response	Discussion	Written response

Percentage within timescale	82% (31 out of 38)	55% (21 out of 38)	62% (8 out of 13)	31% (4 out of 13)
------------------------------------	-----------------------	-----------------------	----------------------	----------------------

- 3.7 The above percentages show an increase in the proportion of discussions held within timescale for Children and Family Services (compared to 74% the previous year), but a decrease in the proportion of written responses sent within timescale (compared to 65% the previous year). For Adult Services, the proportion of discussions held within timescale has decreased (from 75% the previous year), as has the proportion of written responses sent within timescale (from 38% the previous year). It can be challenging to complete a full written response within 5 working days of the discussion with the complainant, particularly if the complaint is very complex, the complainant has raised new matters during the discussion, or full investigation requires that we seek information from other agencies or services. However, the proportion of responses provided within timescale is an area for improvement, particularly in relation to written responses. Where the full response is delayed because information is required from other agencies or services, an interim written response should be sent.
- 3.8 Table 5 illustrates a breakdown of the service areas for complaints received under Stage 1 of the Social Services Complaints and Representations Procedure in Children and Family Services and Adult Services, and show that some teams received no complaints.

Table 5

STAGE 1 COMPLAINTS			
Children and Family Services		Adult Services	
Duty Team / Môn 1 / Môn 2	7	Physical Disabilities Team	2
Support Services	1	Learning Disabilities Team	1
Looked After Children Team / Family Intervention Team / Môn 3 / Môn 4 / Môn 5 / Môn 6	20	Adults South Team	2
Child Placement Team	5	Client Finance	1

Quality Improvement and Safeguarding Team	1	Môn Care	2
Complaints relating to more than one team	4	Community Mental Health Team	2
Specialist Children's Services	0	Mental Health Community Support Services	1
Team Around the Family	0	Complaints relating to more than one team	2
Integrated Family Support Service	0	Adults North Team	0
		Residential Care	0
		Transformation Team	0
Total	38	Total	13

3.9 An analysis of the nature of the complaints to Children and Family Services shows that some themes found in the Stage 1 complaints were:

- Concerns that agreed actions had not been carried out
- Concerns about confidentiality issues / inappropriate information sharing
- Concerns about insufficient communication with families / insufficient information provided
- Concerns about social work staff not listening to families
- Concerns about social work staff behaving in a manner which was perceived as negative or aggressive
- Concerns about changes of social workers allocated to cases

3.10 Within Adult Services, some themes found in the Stage 1 complaints were:

- Concerns about staff communicating in a negative or inappropriate manner
- Concerns about wanting the service to take more action or provide services more swiftly
- Concerns relating to support for adaptations

3.11 These need to be seen as themes arising from a small number of complaints, and as such caution must be exercised in concluding these to be significant issues. However, it is important to analyse any relevant learning points from all complaints received. Managers are encouraged to consider learning points and any actions which need to be taken to address these as part of the resolution of Stage 1 complaints. Quarterly reports which note learning points for services are shared at Social Services management meetings and within

the Children and Families Quarterly Report on the Quality of Social Work Practice.

4. Stage 2 Complaints

4.1 Overview of Stage 2 Complaints

4.1.1 Stage 2 of the Social Services Representations and Complaints Procedure involves an investigation by an Independent Investigator. Although we aim to resolve complaints at Stage 1, there are occasions when this cannot be achieved. Examples are in cases of more complex complaints or when the complainant has requested to proceed straight to Stage 2. Complainants have the right to bypass Stage 1 and request to proceed directly to Stage 2 should they so wish.

4.1.2 During 2017/18, a total of 9 complaints were registered under Stage 2, an increase on the previous year's total of 5. Of the 5 Stage 2 complaints for Children and Family Services, 3 had already received a Stage 1 response, while 2 complaints went straight to Stage 2. Of the 4 Stage 2 complaints received for Adult Services, none had already received a Stage 1 response from Adult Services.

4.1.3 Reasons given for wishing to escalate to Stage 2 included:

- Concern that an investigation by an internal officer would not be neutral
- Dissatisfaction with the outcome of the Stage 1 investigation
- Dissatisfaction in relation to progress since the Stage 1 investigation

4.1.4 4 of the 5 Stage 2 investigations regarding Children and Family Services were completed within the statutory 25 days timescale, while none of the Stage 2 investigations regarding Adult Services was completed within this timescale. Reasons for delay included the availability of the complainant, staff and the Independent Investigator, complexity, and time taken to create the Service's formal response. In cases where there have been delays, complainants have been updated and kept informed of the expected date for a response to be sent.

4.1.5 Action Plans are created following Stage 2 investigations if there are recommendations in the Independent Investigator's report to ensure that lessons are learnt and practice improved. Stage 2 investigations into complaints to Children and Family Services involve discussion with the Independent Person regarding the contents of the Action Plan, where an Independent Person has been appointed, however the involvement of an Independent Person is not a requirement for complaints about services provided to adults. Stage 2 Action Plans are signed off by the Head of Service and are then monitored on a monthly basis until all actions are completed.

4.2 Stage 2 Complaints to Children and Family Services

4.2.1 During 2017/18, 5 complaints to Children and Family Services were registered under Stage 2 of the Procedure. Table 6 examines these complaints in more detail, and shows that 3 of the 5 complaints had elements which were upheld, 1 had an element partially upheld, while 1 had no points of complaint upheld.

Table 6

NATURE OF COMPLAINT	OUTCOMES, AND ACTIONS TAKEN TO IMPLEMENT LEARNING POINTS IF RELEVANT
Concerns about inadequate and inappropriate communication, inappropriate response to safeguarding concerns, inadequate record keeping and acting ultra vires	5 points of complaint upheld, 4 points of complaint partially upheld, 2 points of complaint not upheld, 2 points of complaint inconclusive <ul style="list-style-type: none"> • Business support staff restructured to ensure effective sharing of information with members of staff • Managers reminded of need to formally respond to requests for change of social worker
Concerns that Social Services took a biased view and communicated views in an inappropriate manner, and that appropriate support was not provided	1 point of complaint partially upheld, 3 points of complaint not upheld
Concern about delay in providing reassurance that children are safe	1 point of complaint upheld. <ul style="list-style-type: none"> • The workflow within the WCCIS (case records) system is being remapped so that relevant managers are alerted to unfinished care plans and assessments • Complaints guidance leaflet for staff updated
Concerns about delay with assessment, use of language, and inadequate support	2 points of complaint upheld, 2 points of complaint partially upheld <ul style="list-style-type: none"> • Staff reminded of the need to involve both parents with parental responsibility in the assessment of a child's care and support needs • Practice standards in relation to recording adopted by the service
Concerns about the behaviour of Social Services in court proceedings, lack of support in relation to the child's	5 points of complaint not upheld, 0 points of complaint upheld

family and the child being involved with them, and lack of consideration for child's linguistic needs	
---	--

4.3 Stage 2 Complaints to Adult Services

- 4.3.1 During 2017/18, 4 complaints were received under Stage 2 of the Procedure. Table 7 below examines the 4 complaints in more detail, and shows that 1 complaint about an independent provider agency had elements upheld, while 3 complaints had no elements upheld.

Table 7

NATURE OF COMPLAINT	OUTCOMES, AND ACTIONS TAKEN TO IMPLEMENT LEARNING POINTS IF RELEVANT
Concerns about how an independent provider agency communicated with and about a service user	3 points of complaint upheld, 1 partially upheld, 2 not upheld <ul style="list-style-type: none"> • New internal complaints procedure created by provider • Provider reminded to liaise with social workers with regards additional support and strategies for service users, when relevant
Concerns that an OT assessment was carried out in an inappropriate and biased manner	6 points of complaint not upheld, 0 points of complaint upheld
Concerns that Social Services did not provide support in relation to arrangements around change of care home, and have not followed guidelines with regards to top up fees	2 points of complaint not upheld, 0 points of complaint upheld
Concerns in relation to assessments not being carried out in an appropriate manner, inappropriate communication, inadequate support in relation to adaptations and discrimination.	29 points of complaint not upheld, 0 points of complaint upheld.

5. Independent Investigators List

- 5.1 The 6 counties across North Wales maintain a list of Independent Investigators to investigate complaints under Stage 2. Continuous attempts are made to identify and recruit qualified and experienced staff for this panel.
- 5.2 Independent Persons have to be appointed to supervise investigations into Stage 2 complaints about the discharge of specific functions under the

Children Act 1989 and the Adoption and Children Act 2002. An Independent Person was appointed for 4 of the Stage 2 investigations into complaints to Children's Services during 2017/18.

6. Public Services Ombudsman for Wales

6.1 The Ombudsman notified the Local Authority with regards 6 concerns relating to Social Services in 2017/18, but only made a decision to investigate 2 of these. Both of these complaints had been investigated under Stage 2 of the Social Services Complaints Procedure previously. Table 8 show the nature of these 2 complaints.

Table 8

NATURE OF COMPLAINT	OUTCOMES, AND ACTIONS TAKEN TO IMPLEMENT LEARNING POINTS IF RELEVANT
Concerns about the manner in which the Council followed Welsh Government guidance in enacting a review process following challenge to financial assessment, and in offering an alternative suitable placement in the local area that did not require additional fees	2 points of complaint upheld. <ul style="list-style-type: none"> • Information leaflet created to send to individuals with the financial assessment, that explains the process and timescale of the review request procedure • Charging and assessment policy updated to reflect that, when a self-funded resident who is already residing at a care home is assessed as eligible to receive a Council contribution towards their care home charges, the Council ensures that it informs the resident and their family of the option to move to an alternative care home that meets their needs, but that does not charge top up fees.
Concerns that Social Services did not provide support in relation to arrangements around change of care home, and have not followed guidelines with regards to top up fees	<i>Ombudsman's report yet to be received at time of writing this annual report</i>

7. Professional Advocacy Services

7.1 Independent advocacy services for children are provided by Tros Gynnal Plant as part of a regional advocacy service. All children who make complaints to Social Services are asked if they would like an advocate to support them with making their complaint, and a referral is made to the

advocacy service if they consent to this.

- 7.2 Social Services has a service level agreement with the North Wales Advice and Advocacy Service to provide advocacy for adult service users. People accessing primary or secondary mental health services can receive advocacy support through the Gwynedd and Môn Mental Health Advocacy Service, which is funded via BCUHB but is available to all mental health service users, including older people with dementia. People detained under the Mental Health Act and those receiving hospital in-patient care and treatment can access the IMHA (Independent Mental Health Advocacy) service, and those detained under the Mental Health Act can also access free legal representation. Adults may also be signposted to 3rd sector organisations such as Citizens Advice Bureau or Age Cymru.

8. Complaints in relation to services provided jointly with the Health Board

- 8.1 A joint complaints protocol, the 'North Wales Multi-agency Protocol on the Handling of Complaints between Health and Social Services', exists for Betsi Cadwaladr University Health Board and the six North Wales Local Authorities. Under this protocol, Isle of Anglesey Social Services contributed to responses to 2 complaints which had been received by the Health Board in 2017/18. Social Services also contacted the Health Board to seek their input for 2 complaints which were received by Social Services.

9. Information Strategy

- 9.1 An information leaflet for children regarding the Representations and Complaints Procedure needs to be given to all children who are able to read who receive a service from Children and Family Services, and a leaflet for adults also given to their family. A complaints leaflet is also given to children when they become looked after .
- 9.2 In 2017/18, the Designated Complaints Officer consulted with the Youth Council in relation to a new draft leaflet for children and young people about the Representations and Complaints Procedure. This will be finalised in 2018/19.
- 9.3 In 2017/18, Adult Services reviewed the provision of written information to service users at the point of commencing care and support assessments. This information includes a leaflet about the Representations and Complaints Procedure. Adult Services service users are reminded of their right to make a complaint when they have their Annual Reviews. They are also given a copy of the complaints leaflet when they go into a residential or nursing home.
- 9.4. An 'Easy Read' leaflet for adult service users about the Representations and Complaints Procedure was completed and shared with workers for distribution in 2017/18.

- 9.5 Service users and their family members are sent a copy of the complaints leaflet when complaints from them are received, along with the written acknowledgement for their complaint, within two working days of the complaint being received.
- 9.6 Information regarding the Social Services Representations and Complaints Procedure is published on Isle of Anglesey County Council's website.

10. 2017-18 Expenditure

- 10.1 In maintaining and implementing the Social Services Representations and Complaints Procedure under the statutory guidance, the main costs to the Service (other than staffing costs) are:
- Costs of work undertaken by Independent Investigators on Stage 2 investigations;
 - Costs of work undertaken by Independent Persons on Stage 2 investigations;
 - Costs relating to publishing information leaflets.
- 10.2 Table 9 below shows expenditure on work by Independent Investigators and Independent Persons during the period 01 April 2017 – 31 March 2018 (excluding costs for investigations not invoiced 2018/2019, but including costs for investigations from 2016/2017 which were invoiced in 2017/18). These costs are higher than they were the previous year, due to a higher number of Stage 2 investigations taking place in 2017/18.

Table 9

Children and Family Services	
Nature of Spend	Cost (£)
Independent Investigator x 6	6,669.34
Independent Person x 5	4,011.70
Total	10,681.04
Adult Services	
Nature of Spend	Cost (£)
Independent Investigator x 5	9,786.30
Total	9,786.30

11. Monitoring and evaluating the operation of the Social Services Representations and Complaints Procedure

- 11.1 Quarterly monitoring reports are presented to the Adult Services Senior Management Team and Children and Family Services Management Group, which evaluate the number of complaints and compliments received against each service under each stage of the procedure and the lessons learnt from complaints. We also monitor how effective Social Services is in dealing with complaints within the required timescales.
- 11.2 During the year, the North Wales Complaints Officers' Group met on a quarterly basis and discussed arrangements for implementing the Representations and Complaints Procedure.

12. Training

- 12.1 In 2017/18, the Designated Complaints Officer has delivered basic complaints training to new staff as part of their inductions; this is now a mandatory part of both services' staff inductions. The Designated Complaints Officer also includes raising awareness of the Welsh Language Standards and Customer Care Standards as part of the inductions sessions.
- 12.2 Written guidance is provided by the Designated Complaints Officer to managers regarding Stage 1 response letters and meetings. The Designated Complaints Officer circulates internal protocols to new managers, as necessary.

**Sophie Shanahan,
Customer Care Development and Designated Complaints Officer**

Date: June 2018

APPENDIX 2

Action Plan 2018/19

Area	Action	Steps by Whom	By when
1. Strengthen the operation of the Representations and Complaints Procedure	Continuously ensure that all Social Services staff follow the Guidance and record positive and negative comments and complaints so that the Complaints Officer can keep accurate statistics.	Heads of Service / Service Managers / Team Managers	Ongoing
2. Deal with complaints in an effective and timely manner under Stage 1 and Stage 2 of the Procedure	i) Conduct a thorough investigation of complaints at Stage 1 of the Procedure to ensure a comprehensive response in an effort to allay dissatisfaction and avoid escalation to Stage 2	Heads of Service / Service Managers / Team Managers	Ongoing
	ii) Ensure timely responses to complaints within the set timescale of 10 working days to hold a discussion with the complainant and 5 days from the discussion to send out the written response.	Heads of Service / Service Managers / Team Managers	Ongoing
	iii) Remind managers of the timescales for responding to Stage 1 complaints and the option for sending a partial interim response if more time is	Designated Complaints Officer	September 2018

	<p>needed to thoroughly investigate all matters raised</p> <p>iv) Ensure timely responses to complaints within the set timescale of 25 working days under Stage 2 of the Procedure.</p>	Designated Complaints Officer	Ongoing
3. Learn lessons from investigations into complaints	i) Form action plans in response to recommendations in Stage 2 investigation reports into complaints	Heads of Service / Service Managers	Within 20 working days of providing the complainant with a formal written response and a copy of the investigation report
	ii) Clearly record in Stage 1 responses any actions to be taken in response to learning points identified	Service Managers / Team Managers	Ongoing
	iii) Report quarterly to Social Services management groups on the learning points from complaints	Designated Complaints Officer	Ongoing
4. Provide information regarding the operation of the Representations and Complaints Procedure	i) Ensure that the information regarding the Representations and Complaints Procedure is circulated to every child who receives a service from the Service	Children and Family Services Practice Leaders	Ongoing
	ii) Co-ordinate the completion of the new version of the leaflet on the Representations and	Designated Complaints Officer	August 2018

	Complaints Procedure for children and young people.		
	iii) Provide information to Adult Services service users about the Representations and Complaints Procedure at the point of commencement of care and support assessments, and at the point of going into a nursing or residential home; remind service users of complaints procedure at Annual Reviews	Adult Services Team Managers	Ongoing
5. Raising awareness of the Representations and Complaints Procedure	<p>i) Raise awareness of the Representations and Complaints Procedure as part of the staff induction process</p> <p>ii) Circulate reminders of the need to forward complaints, negative comments and compliments to the Designated Complaints Officer</p>	<p>Designated Complaints Officer</p> <p>Designated Complaints Officer</p>	<p>Ongoing</p> <p>Every 6 months</p>