

**Report of the Cabinet Member for  
Citizen, Community Engagement & Democracy**

**Corporate Briefing – 2 September 2014**

**CHILD AND FAMILY SERVICES COMPLAINTS  
ANNUAL REPORT 2013-2014**

<b>Purpose:</b>	To report on the operation of the Child and Family Services Complaints team for the period 1 April 2013 to 22 March 2014.
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<b>FOR INFORMATION</b>	

## **1. Introduction**

- 1.1 The City and County of Swansea (CCS) Social Services Complaints Procedure seeks to empower service users or those eligible to speak on their behalf to express their opinions. This procedure has been produced in accordance with the Welsh Assembly Government's 2005 social services complaints guidance "Listening and Learning".
- 1.2 CCS Child and Family Services are committed to ensuring that views are listened to and that concerns are resolved quickly and efficiently. Information gleaned from this process is used to inform service development.
- 1.3 Early resolution of complaints is encouraged and the teams are proactive in endeavouring to resolve matters where possible. Lessons learnt from complaints are shared back to the relevant team and where appropriate to other teams.
- 1.4 Where someone has been deemed 'not eligible' to utilise the social services complaint procedure in accordance with Listening and Learning, their complaints may be dealt with under the corporate complaint procedure to ensure that everyone is able to voice their concerns and that complaints are accessible to all.
- 1.5 Local authorities are required to produce an Annual Report in accordance with the following Regulations:
  - § The Representations Procedure (Children)(Wales) Regulations 2005, Regulation 20
  - § The Social Services Complaints Procedure (Wales) Regulations 2005, regulation 30)

- 1.6 This process will help the authority keep itself informed about the operation of its complaints procedure and the report has been compiled in line with requirements outlined in the “Listening and Learning” guidance document.
  - 1.7 **Appendix 1** contains all tables referred to in this report.
  - 1.8 The reporting period goes up to 22<sup>nd</sup> March as the IT system was withdrawn on this date and the new system was not yet installed.
- 2. Total complaints received during the reporting period.**
- 2.1 **Table 1** shows this year’s total complaints received by the Complaint Team in respect of Children Services with the previous two years’ figures for comparison.
  - 2.2 Contact from members of the public who did not wish to raise a formal complaint but wished to voice their concerns, or sought to have matters resolved within the teams prior to making a formal complaint are shown under ‘Information Purposes’ (12 cases). One anonymous complaint has been received this year, however, there was insufficient information on which to act.
  - 2.3 The overall number of complaints has risen this year, from 230 in 2012/13 to 249 (an 8% increase). This is a positive note as indicates that staff are effectively sharing information regarding complaints with service users who are more aware of their rights under the process. It is encouraging that although the number of complaints has risen, the number of complaints upheld remains relatively low.
  - 2.4 The detail of individual complaints is often complex and dealt with subjectively, but for reporting purposes they are categorised in headings for ease of reference.
- 3. Analysis of Stage 1 Complaints**
- 3.1. The timeframe for responding to Stage 1 complaints is 10 working days, though it is possible to extend to 20 working days, with agreement from the complainant.
  - 3.2 A detailed breakdown of the Stage 1 Complaints received by Service Area is shown in **Table 2**.
  - 3.3 The reasons for complaints are shown in **Table 7**. Whilst the subject of complaints is often complex, for reporting purposes they are categorised under general headings for ease of reference.
  - 3.4 There has been an increase in complaints across the service, particularly in the Child Disability, Penderry, Looked After Children’s Team and Looked After Children 14+ Team. Of the complaints against the Child Disability Team, only two were upheld. The increase in complaints were also due to multiple complaints by the same complainants during the course of the year. The increase in complaints with regard to the Looked After Children’s Teams were also due to multiple complaints by the same young people. It is encouraging to note that young people are feeling more empowered and are aware of their right to bring complaints. Of these complaints two were complaints in which the permanence panel made a decision contrary to the social work plan and were escalated to stage 2 and upheld. The increase in complaints against the aforementioned teams do not give rise to concern as the teams only had a low number of complaints upheld or partially

upheld (Penderry 2, LAC 5 and LAC 14+ 2). No specific trends were identified to account for the increase in complaints. Where complaints have been upheld the teams are proactive in learning from those matters to ensure similar situations do not arise for other service users in future.

- 3.5 Where specific complaints were identified showing a shortfall in the service in one particular area, these issues were addressed by the service managers as soon as they were brought to their attention.
- 3.6. One example would be where service users were not routinely advised contact arrangements had changed.
- 3.7 The Complaints Officer monitors matters which are being handled by the teams to ensure they are dealt with within the statutory timeframe.
- 3.8 Table 2 includes 14 complaints made by children/young people all of whom took up the offer to be supported through the complaint process by an advocate from Tros Gynnal. However, of the 14 complaints received one young person made four complaints over the reporting year and two other young persons made two complaints. One complaint was made by a sibling group of three young people and this has been recorded as one person. Of these 17 complaints, 5 were upheld, 1 was partially justified, 3 not justified, 2 escalated to stage 2, two were not pursued and 1 was withdrawn. Of those complaints which were not pursued or withdrawn, the young person was supported by an advocate.
- 3.9 No formal complaints have been received in respect of Ty Nant this reporting year. Young people in this placement are able to report concerns internally which are resolved quickly by the Manager, the complaints and outcomes of which are not recorded in this report.
- 3.10 There were also 8 complaints made by care leavers this year, two of which were made by the same person and withdrawn as the Department was able to answer the queries raised. The care leaver was supported by an advocate and the complaint officer did not deem it necessary for the department to instigate a formal review of the complaints being withdrawn under 6.7.1 of Listening and Learning. One complaint made by a care leaver who was supported by their Bays Project Worker was not pursued. One was directed to another forum as involved information held on the young person. One complaint regarding poor communication was justified. One complaint was escalated to Stage 2. All information regarding complaints by care leavers was fed back to the team.
- 3.11 There has been a decrease in the number of complaints made against Child & Family Services by those who are deemed 'not eligible' under the social services complaints procedure as they do not meet the criteria laid down in listening and learning to raise a complaint on behalf of a service user. Where possible, those who are not eligible to utilise the social services complaint procedure have had their complaints addressed by the corporate process or have been advised to ask the 'eligible' person to contact the complaint office.
- 3.12 There has also been an increase in the number of complainants who would like to utilise the complaints procedure to resolve contact matters which are currently in court proceedings. Such matters are outside the complaint procedure and the complainants were advised that they may wish to consider taking independent legal advice in order to resolve those disputes.

- 3.13 Six Foster Carer complaints have been received at stage 1, only of these was in relation to services to the children in their care. Two were in relation to financial issues both of which were upheld.
- 3.14 The majority of complaints at Stage 1 are responded to within the statutory time frame of 10 working days or the agreed extension time of 20 working times, though there have been occasions where this has been exceeded with the consent of the complainant. Three complaints were escalated to stage 2 through delay in response at stage 1.
- 3.15 There were no complaints by outside agencies on behalf of a servicer user this year.
- 3.16 Where complainants are directed to another forum or have exhausted the complaints process, complainants are advised that they may contact the Public Services Ombudsman for Wales if they think they have been unfairly treated and wish to have their complaint reviewed.

#### **4 Stage 2 Complaints**

- 4.1 The progression to Stage 2 of the complaints procedure usually means that the Authority has not been able to resolve the issues to the complainant's satisfaction at stage 1.
- 4.2 The current complaint regulations give an eligible complainant the statutory right to request Stage 2 of the process. Complainants are able to request that their complaint is dealt with directly at Stage 2 should they wish, and is not dependent on having been investigated at stage 1 or the outcome at stage 1. All complaints at Stage 2 were looked at via Stage 1 prior to escalating to Stage 2 this year.
- 4.3 An independent investigating officer and an independent person are commissioned for a Stage 2 investigation. A formal report is produced which presents the facts and considers the feelings around the difficulties to suggest ways to move forward. Resolution and applying lessons learned is the prime objective of the complaints procedure.
- 4.4 **Table 3** provides details of the complaints handled at Stage 2 of the complaints process.
- 4.5 Of the 14 matters investigated under stage 2, none were completed within the statutory time frame of 25 working days. Complainants were consulted and agreed to the delays to ensure a full and proper investigation was carried out, rather than the matters being closed to complete the report within the statutory timeframe. One complainant was unhappy about the delay involved in appointing an Independent Investigation Officer and advised that he would take up this point at stage 3, however, he has not pursued his complaint at that stage. Examples of delay may have been where it was not possible to interview a staff member during the statutory time frame if they were on leave, or the need to contact workers from other organisations to request their participation in the investigation or staff who had left the employ of the Authority. Two investigations were delayed as the investigating officer had a family emergency. The complainants were informed and agreed to the extra unavoidable delays this entailed.
- 4.6 The complainants were kept informed of their rights to escalate their complaint at the time. None of those complaints have been escalated to the PSOW.

However, two matters were referred to the PSOW, one in relation to court matters which the PSOW did not investigate. The other was contact by the PSOW for information purposes on another matter which had been referred to Health.

- 4.7 Four stage 2 complaints were progressed to stage 3 due to disagreement with some of the report findings. One was not pursued, one was withdrawn, one was not justified and one was partially justified.
- 4.8 All stage 2's have been responded to by the Head of Service and appropriate action will be taken in line with the recommendations to improve services to clients.
- 4.9 There are no outstanding stage 2 complaints from this reporting year.
- 4.10 The number of stage 2 complaints investigated in comparison to the previous year has increased from 8 to 14.

#### **4.11 Summary of Stage 2 Complaints**

##### **4.12 Case 1**

Swansea East Team

Complaint by a young person in care about lack of social work support. Whilst statutory visits were met the social work file reflects that the young person had made various calls to which the social worker had not responded. This aspect was upheld. The other part of the complaint was in respect to the out of county placement. This aspect was not upheld. The young person escalated this complaint to Stage 3, however, decided not to pursue.

##### **4.13 Case 2**

Swansea East Team

Aspects relating to Direct Payments, withdrawal of short breaks and lack of communication.

Upheld

##### **4.14 Case 3**

Adopt Swansea

Various complaints relating to the service both pre and post adoption regarding information and support provided.

Partially upheld

##### **4.15 Case 4**

**Lac 14 +**

Complaint by a young person in relation to the support and financial support provided by Child & Family Services after leaving care and moving to independent living.

Partially Upheld

##### **4.16 Case 5**

**Penderry Team**

This was a lengthy and protracted complaint into the support and communication provided to the complainant during the period of her children being removed from her care and placed for adoption.

Partially Upheld

4.17 **Case 6**  
**LAC 14 +**

A complaint regarding the permanence panel which has resulted in a review of the permanence panel's processes being carried out and updated.  
Upheld

4.18 **Case 7**  
**Swansea West Team**

That the core assessment and s47 investigation were flawed and biased against the complainant as they inaccurately reflected parent's comments. It was agreed that the assessment should have better reflected parent's view.  
Upheld.

4.19 **Case 8**  
**Townhill Team**

Communication issues between parents and social worker during PLO Proceedings.  
Partially Upheld

**Case 9**  
**CCARAT**

In relation to procedures being incorrectly followed when a young person just under the age of 18 had been arrested for sexual offences, lack of support and communication with the family.  
Partially Upheld

**Case 10**  
**Penderry Team**

Complaint by young person about not being consulted about a proposed out of county placement move.  
Not Upheld

**Case 11**  
**CCARAT**

Lack of communication to parent regarding children's involvement with social services. Child protection procedures being incorrectly followed, parent's view not being sought during the Initial Assessment process.  
Partially Upheld

**Case 12**  
**Townhill Team**

That Child and Family Services did not respond in an appropriate manner to concerns raised by the children's carer. That meetings were not professionally managed and information correctly shared.  
Partially Upheld

**Case 13**  
**LAC**

Complaint by a looked after sibling group about information shared regarding a proposed placement move.  
Upheld

## **Case 14**

### **Swansea East Team**

Complaints re child protection process which required parent to vacate family home during ongoing child protection investigations.

Partially Upheld

- 4.20 Recommendations following stage 2 investigations have been followed and checks made where appropriate to ascertain if other service users who have not made a complaint could be affected. For example a review of the permanence panel has been carried out.

## **5 Stage 3 Panel Reviews**

- 5.1 Within the formal complaints procedure, when dissatisfaction remains after Stage 2, or if the Authority has failed to respond to a complaint within three months of it being raised, the complainant may progress the issues for an independent panel hearing (Stage 3).

- 5.2 Stage 3 is part of the internal social services complaints procedure but is administered by an external body, the Independent Complaints Secretariat (ICS) for the Welsh Government (WG). The Panel consists of three people appointed from a pool of people retained by the ICS for this purpose, a layman, lay chairman and expert member.

- 5.3 **Table 4** shows a breakdown of the Stage 3 complaints handled. As in 2012/13, four complaints were escalated to Stage 3 this reporting year.

### **5.4 Analysis of Stage 3 complaints**

- 5.5 Case 1  
Not Pursued

Case 2  
Withdrawn

Case 3  
Not Upheld

#### **Case 4**

This complaint related to the terminology and language used by professionals, the lack of understanding of the complainant's specific communication needs and the inability to deal with her and her son as a whole family unit during the transition period from Children's to Adult Services.

Overall the Panel found that the Authority had handled the case fairly and endeavoured to provide time and support to the complainant at all stages. However the aspect regarding transition was partially justified as the Authority had not begun the transition process at an earlier age for the service user.

Partially Justified

## 5.6 Outcomes and Lessons Learnt

To ensure that transition for Child and Family service users to Adult Services to begin as soon as possible after the service users 14<sup>th</sup> birthday or as soon as practicable thereafter.

## 6 Complaints made to the Public Services Ombudsman for Wales (PSOW)

6.1 The remit of the Public Services Ombudsman for Wales is to identify whether a member of the public has suffered hardship or injustice through maladministration, or identify where services have fallen below a reasonable standard. There is an obligation for a report to be produced on any investigation the office accepts. The reports produced are defined under two separate headings. Section 16 (Public Interest) Reports, for which there is a requirement for the Authority to publish details and Section 21 Investigation Reports which do not need to be published. Further details of the role of the Ombudsman's office can be found at <http://www.ombudsman-wales.org.uk>

6.2 **Table 5** shows a breakdown by service area of complaints made to the Ombudsman.

6.1 There was an decrease in matters raised made to the PSOW from 7 to 2.

6.2 The PSOW did not investigate one complaint made as it related to court matters.

6.3 The other matter the PSOW made contact about was for information purposes only as they requested information relating to a Health complaint they were investigating.

## 7. Who makes complaints

8.1 Complaints can be made by the Service User, or in some cases by someone complaining on their behalf. **Table 6** provides details of who made complaints this year.

8.1 The majority of complaints are raised by the mother 60 or father 59 of the young person. Whilst there have been 6 complaints from foster carers, none of the complaints dealt with at stage 1 of the process was on behalf of a young person in their care.

## 19 Reasons for complaints and their outcome

9.1 Further analysis of the reasons for complaints is shown in **Table 7**. Whilst service users have circumstances that are both unique and complex, complaints have been grouped under 'best fit' generic headings for reporting purposes

9.2 Of the 229 stage 1 total complaints received, 29 were upheld (a decrease of 38%) and 20 partially upheld (a decrease of 20%). Of these 29 were not pursued by the complainant despite the Complaints Team being proactive in contacting the complainant usually at least on two further occasions in order to clarify the complaint in order to proceed.



- 9.3 The Child and Family Teams have been proactive in reporting delays that could affect response times which have been fed back to the complainant. Three complaints were escalated to stage 2 due to a delay in responses being provided at stage 1.
- 9.4 The majority of complaints received, 71 were in the “Unhappy with the action/service taken by the teams”, of these only 3 were justified and 6 partially justified. Given the nature of some social services work with some families, it is perhaps inevitable that families will want to challenge some social worker intervention via the complaint process which does not reflect that inappropriate action has taken place.
- 9.5 Issues identified in justified complaints are carefully analysed by service areas and action is taken to address those issues and improve service delivery. Information regarding justified or partially justified complaints is now being fed back to the teams as they arise in order to ensure service improvement.
- 9.6 There has been an increase in persons making contact with the complaint department in Swansea in order to raise complaints against other organisations. Twelve complaints regarding other Local Authorities were received. In order to assist to provide a seamless service, where agreed by the complainant the details have been passed to the relevant authority. It has been noted that when a google search takes place for ‘Complaints Officer Social Services’ that Swansea is the first response in the search. Of the 18 unknown complaints recorded at stage 1, 12 of these were in relation to other authorities.
- 9.7 Where the Team Leader is proactive in providing a comprehensive and early response, or offers to meet with the complainant, this generally results in a better outcome and frequently resolves complaints at stage 1.
- 9.8 Generally, good communication exists between the Complaints Team, the Principal Officers and Team Leaders in post which is sustained by joint meetings with complainants in order to improve complaint outcomes.
- 9.9 Where complaints are withdrawn or not pursued, the Complaints Officer will determine whether action needs to be pursued outside the complaints procedure and information drawn to the attention of the relevant team in line with the guidance in Listening and Learning 6.7 Withdrawing a Complaint. Of the six complaints which had been withdrawn, it was decided that none needed to be followed up internally to ensure that there were no detrimental consequences to the service user.

## **10 Advocacy**

- 10.1 Since June 2004, children in need, looked after children and care leavers have a right to an independent advocate when making a representation or complaint about social services.
- 10.2 Tros Gynnal currently has the contract to provide advocacy services to Looked After Children and this has been the case since October 2010.
- 10.3 There were 16 complaints made by a child/young person, though some of these were separate complaints by the same person. All were supported by advocacy. Of these complaints 5 were upheld and a further two were escalated to stage 2.

- 10.4 Should the need arise for a Child in Need, or a care leaver, to have the assistance of an advocate; this is also available under the statutory complaint procedure. Eight complaints were made by care leavers five of which were supported by an advocate. Of these complaints one was justified and one was escalated to stage 2.
- 10.5 It is good practice for the Complaints Officer and the Advocate to maintain channels of communication in trying to resolve a concern. The Complaints Officer will meet with the young person and the advocate in order to ameliorate the complaint process for the young person. All looked after children and care leavers who raise a complaint are offered the support of advocate.

## 11 Compliments

- 11.1 Set out in **Table 8** below are details of the compliments which have been passed to the complaints team. The individual staff members have been made aware of the compliments concerning them as has the Head of Service.
- 11.3 There has again been a wide spread of compliments received amongst the social services teams this year, with 53 compliments coming from service users, their families and professionals external to the Authority.
- 11.4 Of the 229 complaints made at stage 1, 46 of these were upheld or partially upheld. It is pleasing to note that 53 compliments have been received about the teams.
- 11.5 Children Services teams should be encouraged by their successes having regard to the compliments received, showing that feedback is not always negative and does not only come in the form of complaints.

## 12 Equality and Engagement Implications

- 12.1. None

## 13 Financial Implications

- 13.1 All costs incurred in dealing with complaints have to be covered within existing Budgets in Legal Services.
- 13.2 External Independent Investigators and Independent Persons may be appointed to deal with some complaints in accordance with legislation. The cost to the Authority of providing this service for this reporting year is £41,821.63 an increase of 57%.
- 13.3 None of the complaints resulted in compensation for the complainant's time and trouble in pursuing their complaint.

## 14.3 Legal Implications

- 14.4 None

**Background papers:** None

**Appendices:** Appendix A – Statistical Data Tables

<b>TABLE 1 Total complaints received during the reporting period</b>			
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
<b>Information purposes</b>	16	35	12
<b>Child Protection</b>	2		1
<b>Corporate</b>	19	42	15
<b>Corporate Stage 2</b>	1	3	0
<b>Stage 1</b>	123	166	214
<b>Stage 2</b>	10	8	14
<b>Stage 3</b>	1	3	4
<b>Ombudsman</b>	4	7	2
<b>Totals</b>	<b>176</b>	<b>265</b>	<b>262</b>

<b>TABLE 2 - Stage 1 Complaints by Service Area</b>	
Adopt Swansea	1
BAYS	5
CCARAT	12
CCARAT (Corporate)	2
Child Care Legal (Corporate)	2
Child Disability Team	18
Child Disability Team (Corporate)	4
Complaints Re Other LA's	12
Conference Chairing	1
Family Support	2
Foster Swansea	2
Foster Swansea (Corporate)	2
Friends & Family (Corporate)	1
LAC	17
LAC 14+	19
Pendery Team	13
Swansea East Team	29
Swansea East Team (Corporate)	1
Swansea Valley Team	23
Swansea Valley Team (Corporate)	1
Swansea West Team	17
Team Around The Family	2
Townhill Team	28
Townhill Team (Corporate)	2
YOT	1
Unknown	12
<b>Total number of Stage 1 complaints</b>	<b>229</b>

<b>TABLE 3 - Stage 2 complaints: Formal Consideration by service area</b>			
<b>Service</b>	<b>Progressed from:</b>	<b>Outcome</b>	<b>No.</b>
Adopt Swansea	Stage 1	Partially Justified	<b>1</b>
CCARAT	Stage 1 Stage 1	Partially Justified Partially Justified	<b>2</b>
Looked After Children	Stage 1	Justified	<b>1</b>
Looked After Children (14+)	Stage 1 Stage 1	Partially Justified Justified	<b>2</b>
Penderry Team	Stage 1 Stage 1	Partially Justified Not Justified	<b>2</b>
Swansea East Team	Stage 1 Stage 1 Stage 1	Partially Justified Partially Justified Escalated to Stage 3	<b>3</b>
Swansea West Team	Stage 1	Justified	<b>1</b>
Townhill Team	Stage 1 Stage 1	Partially Justified Partially Justified	<b>2</b>
<b>Total Number of Stage 2 Complaints</b>			<b>14</b>

<b>TABLE 4 - Stage 3 complaints received by service area</b>			
<b>Service</b>	<b>Progressed from:</b>	<b>Outcome</b>	<b>No.</b>
Swansea East Team	Stage 2 Stage 2	Partially Justified Not Justified	<b>2</b>
Swansea Valley Team	Stage 2	Not Pursued	<b>1</b>
Townhill Team	Stage 2	Withdrawn	<b>1</b>
<b>Total Number of Stage 3 Complaints</b>			<b>4</b>

<b>TABLE 5 – PSOW Complaints</b>			
<b>Service</b>	<b>Progressed from:</b>	<b>Outcome</b>	<b>No.</b>
Penderry Team		Directed to another forum	<b>1</b>
Swansea West Team	Direct to PSOW	Not Investigated	<b>1</b>
<b>Total Number of complaints made to PSOW</b>			<b>2</b>

<b>TABLE 6 – Who makes complaints – Stage 1</b>	
Applicant	18
Authorised Representative	2
Care leaver	8
Carer	7
Child /young person	16
Father	59
Foster Carer	6
Grandfather (m)	7
Grandfather (p)	2
Grandmother (m)	13
Grandmother (p)	9
Mother	60
Parents	6
Relative	16
Solicitor	1
Unknown	13
<b>Total</b>	<b>229</b>

**TABLE 7 - Reasons for Complaints Against Children's Services – Stage 1**

	No. of Complaints	Justified	Not Justified	Partially Justified	Not Pursued	Not Eligible	Withdrawn	Refer to Child Protection	On-going/ Other	Not investigated / out of remit	Impasse	Dept. to Action/Monitor	Circs beyond our control	Directed to another Forum	Referred to another Agency	For Information	Policy	Escalated to Stage 2	Ombudsman – not investigated
Breach of confidentiality	5	2	2							1									
Child Protection concerns/queries	3		1									1				1			
Delay in assessment	2		1								1								
Disjointed Care Provision	1				1														
Dissatisfaction with assessment	6			2	2				1									1	
Dissatisfaction with contact arrangements	16	2	6	2	1	1							1	1	1	1			
Excessive Waiting Time	2									1								1	
Failure to return calls	3	1	1									1							
Financial Errors	10	4	2		2					1		1							
Lack of consultation/ involvement	8	1	2		1					2						2			
Lack of support	20	6	3		2	1	2				1	1		1	1			2	
Misconduct of staff	2						1									1			
Not following procedure/policy	14	2	1	1	2					1	1			1	2	1		2	
Poor Communication	9	3	2	3												1			
Poor standards of care	1	1																	
Request for service	6										1	2		2		1			
Staff Attitude	3			2								1							
Unhappy with action/service taken	71	4	29	5	8	9	3			2	1	2		3	3			2	
Unhappy with decision	15	1	5		3	1			1					1	1			2	
Unhappy with level of service	13	3	2		1				1		1			1	1	2		1	
Unknown Complaint	18				8	1									8	1			
Withdrawal of service	1			1															
<b>TOTALS</b>	<b>229</b>	<b>30</b>	<b>57</b>	<b>16</b>	<b>31</b>	<b>13</b>	<b>6</b>		<b>3</b>	<b>8</b>	<b>6</b>	<b>9</b>	<b>1</b>	<b>10</b>	<b>17</b>	<b>11</b>		<b>11</b>	

**TABLE 8 - Compliments received by Children's Services**

Team	Nature of Compliment	No.
General	<ul style="list-style-type: none"> <li>• Praise from a deputy head teacher, following a meeting with social workers "I thought the panel to be extremely professional .... children are being given the opportunity to turn themselves around and I hope the families will see the benefit immediately.</li> </ul>	1
Adopt Swansea	<ul style="list-style-type: none"> <li>• Thanks from an adopting family "we think the Adoption team in Cockett House have been fantastic. Too often we only hear complaints and I think our social worker has been absolutely brilliant in the support she has given us. She has not only been professional but also very caring and empathetic with us and guided us through some very emotional times.</li> <li>• Thank you once again for making our family happen. Without you and all your colleagues' hard work and dedication none of this would be possible.</li> <li>• I just wanted to say a very big thank you for all your support and hard work on my adoption journey so far!</li> <li>• Thank you for the special part you played in matching us with such a wonderful little boy</li> <li>• Thank you so much for all you have done for us during this incredible adoption process</li> <li>• Heartfelt thanks for finding our beautiful daughter. At times the matching process was a little stressful to say the least, however we felt so fortunate to have you fighting our corner and making things happen as they should.</li> <li>• Thank you so much for your help and support over the last year. We are so thrilled to have our daughter, she is the best daughter we could ever dreamed of having.</li> <li>• Thank you very much for all of your help and support in making us become a family</li> <li>• When we started this adoption process, we never imagined that we could be so lucky as we have been, in having such a beautiful, perfect little girl for us all to love forever</li> <li>• Thank you so much for all the hard work you have done during the last year. Your efficiency has certainly helped reduce the pressure and we all really appreciate it.</li> </ul> <p>Comments from Birth Counselling (this is when Adopted people use the Service to find out more details about their birth family)</p> <ul style="list-style-type: none"> <li>• I would like to thank you and the adoption team for all your help in finding my brother</li> <li>• Thank you for your help. I didn't think I would ever find anything out about my daughter. I know it's going to be small steps. But you don't know how much it means to me just to know her name and that she is</li> </ul>	14

	<p>well and happy</p> <ul style="list-style-type: none"> <li>• Thank you so much for all the effort you have put in for finding my sister. We are going to keep in touch and are meeting up next week.</li> <li>• I wanted to thank you personally for going the extra mile and ensuring I had all the information to hand. Whilst I found the experience traumatic I have amazing support and would not have been able to have been told as much if you have not been so through.</li> </ul>	
CAST	<ul style="list-style-type: none"> <li>• Comments from a service user regarding a social worker “she is ‘wicked and like no one I have ever met...she was like one of the family.’</li> <li>• Student received high praise from his assessor for his facilitation of a parenting group</li> </ul>	2
CCARAT	<ul style="list-style-type: none"> <li>• Comments received by Head of Service from the Safeguarding Board, in relation to social workers they dealt with on a case. They were described as being “enthusiastic, insightful, reflective and analytic” and gave an excellent impression of Swansea social workers</li> </ul>	1
CDT	<ul style="list-style-type: none"> <li>• Compliments from a family for the help and support of the whole team</li> <li>• Christmas Card sent from a service user to a Social Worker</li> <li>• Praise from Action For Children for the professionalism of a social worker, passing on compliments received from the family for the positive difference the team has made to their lives</li> <li>• Complimentary letter received from CAF/CASS in relation to a social worker and her work with one particular family</li> <li>• Comments received from a school regarding the actions of a social worker “he responded to the need of the school quickly and approached the situation with a calm professional manner. He was a great support to the school”</li> </ul>	5
Family Support Team	<ul style="list-style-type: none"> <li>• Praise for a social worker from a family member “the first person that truly understands his situation and that what he said made sense”</li> <li>• “Thank You” card received from service user</li> </ul>	2
Foster Swansea	<ul style="list-style-type: none"> <li>• Thanks &amp; praise from a foster carer for the support received from a social worker, and for the support of the team</li> <li>• Thanks from a foster carer for a social worker for the support received from him</li> <li>• Praise from a foster carer on the work of a social worker which resulted in behavioural improvements of a looked after child</li> <li>• Positive comments from the Foster Panel regarding the professionalism of a social worker</li> <li>• Thank you card with compliments for a social worker, received from a foster carer</li> </ul>	5
Looked after	<ul style="list-style-type: none"> <li>• Praise received from a partner organisation for the</li> </ul>	2

Children	<p>dedication and commitment of an officer.</p> <ul style="list-style-type: none"> <li>• Praise from social work colleague in another Authority “I have never had such a swift and useful response from any other LA”</li> </ul>	
Management	<ul style="list-style-type: none"> <li>• Thanks from colleagues for the contribution and professional leadership demonstrated in a presentation at National Social Services Conference</li> </ul>	1
Penderry Team	<ul style="list-style-type: none"> <li>• Message from a family member about a social worker “full of praise about you and how you have helped the family”</li> <li>• a thank you card received from a service user</li> <li>• Compliments from service user to a social worker, thanking her for her excellent analysis which she felt was extremely focused</li> <li>• Guardian gave praise to social worker stating she was really impressed with her and that she had done a good job with the family</li> <li>• Comments from Barnardo’s Taith Service to a social worker “want to say a really big thank you for all that you have done for [service user] and for having the confidence to let him be normal kid!... It has been a real pleasure working with you; you have always been child centred and a force for good. He landed on his feet getting you as a worker!</li> <li>• Thank you card received from a service user</li> <li>• Judge commented “I pay great tribute to the social worker, she has done extremely good work and has the confidence of everybody including the children's guardian.</li> </ul>	7
Swansea East	<ul style="list-style-type: none"> <li>• Positive comments from a family on the positive effects experienced following the involvement of a social worker</li> <li>• Thanks &amp; praise from Welsh Government following shadow working exercise</li> <li>• High praise for a social worker from Action for Children and a 3 sets of carers, commending her on her personal and professional standards and stating that “Swansea is lucky to have her”</li> <li>• Thank card to a social worker for all their help and support.</li> <li>• Compliment from a head teacher to highlight the excellent partnership between him and the team.</li> <li>• Thank you card to a social worker for all their help and support.</li> <li>• Compliment from a head teacher to highlight the excellent partnership working between him and the team.</li> </ul>	5
Townhill Team	<ul style="list-style-type: none"> <li>• Praise for the excellent work of 2 social workers, for working extra hours to meet critical deadlines</li> <li>• Praise from a family for the approach and successfulness of a social worker in dealing with their problems</li> </ul>	2
Valley Team	<ul style="list-style-type: none"> <li>• Compliments from a guardian and the court to a social worker on the quality of his work</li> <li>• Praise for a social worker for her work with children on a Words &amp; Pictures book</li> </ul>	2



<p>Youth Offending Service</p>	<ul style="list-style-type: none"> <li>• Regular, positive feedback from magistrates in respect of quality of reports</li> <li>• Thanks from a mother for working with the whole family to 'make things better'.</li> <li>• Thank you most sincerely for all the help and support you both gave us a family at time when life was really bad and there seemed very little light at the end of a very dark tunnel, fingers crossed that time will be now be a bad memory and she can live her life and look forward to a much better future.</li> <li>• Thanks from another Authority's YOS to thank us for our co-operation on this case, she stated 'we have never before received such support with a caretaking case and cannot believe the professionalism and efficient service that Swansea YOS provided. It now ranks very highly in our estimation as one of the most pro-active YOSs that we have ever dealt with'.</li> </ul>	
<p>TOTALS</p>		<p>53</p>