




REPORT C

**EDUCATION & CHILDREN'S SERVICES  
SCRUTINY COMMITTEE**

**Complaints and Compliments Report  
End of Year  
April 2015 – March 2016**

	Year	2015/16	Quarter	End of Year	1 of 12
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# Report D

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## 1. Principles

Carmarthenshire County Council's Corporate Complaints Procedure, which was adopted in May 2011, emphasises the following principles:

- To ensure that as many complaints as possible are **resolved at stage 1** local resolution;
- To ensure that investigations follow the **'Investigate Once, Investigate Well'** principle;
- To adopt a stronger emphasis on **learning from complaints** and utilising them where possible to reform service design.

## 2. Definition

A **definition of a complaint** is:

- an expression of dissatisfaction or concern
- about a public service provider's action or lack of action
- or about the standard of service provided
- which requires a response
- whether about the public service provider itself, a person acting on its behalf, or a public service provider partnership.

The complaints referred to within this report are the ones where the investigation has been completed during the period of this report. This report does not reflect any complaints which are currently open and under investigation.

## 3. Summary of findings

Compliments:

- The Department for Education & Children received **29** compliments during April 2015 - March 2016 compared to 21 compliments in the same period last year.

Complaints:

- The Department for Education & Children investigated and responded to **23** complaints during April 2015 - March 2016, compared to 36 complaints in the same period last year;
- There has been a decrease in the amount of complaints received for Children's Services, 30 complaints were received last year, decreasing to **15** for the same period this year;
- Education Services have received **5** complaints this year, which has remained constant compared to the same period last year;
- Strategic Development have received **3** complaints this year, increasing from 1 in the same period last year;
- There have been no Cross Division complaints received this year.

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### 4. Complaints investigated and responded to within April 2015 - March 2016

The Department for Education & Children investigated and responded to **23** complaints during April 2015 - March 2016.

	Stage 1			Stage 2			Stage 3
	No. of Complaints responded to <sup>1</sup>	No. receiving a full response within allocated time period <sup>2</sup>	No. receiving a response after allocated time period <sup>3</sup>	No. of Complaints responded to	No. receiving a response within allocated time period <sup>4</sup>	No. receiving a response after allocated time period	No. Of Social Care Statutory Complaints investigated at Stage 3 <sup>5</sup>
<b>CHILDREN'S SERVICES</b>							
Child Protection	2	2		1		1	
Children in Need & Looked After Children	7	4	3				
Children with Disabilities	2		2				
Support Services (Family, Childcare & Play)	1	1					
Other	2	2					
<b>EDUCATION SERVICES</b>							
Additional Learning Needs	1	1					
Adult Community Learning & Basic Skills	1		1				
Governance & Inclusion	2	2					
School Modernisation	1	1					
<b>STRATEGIC DEVELOPMENT</b>							
Business Support	1	1		1	1		
Pupil Admissions	1	1					
<b>TOTAL</b>	<b>21</b>	<b>15</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>1</b>	


<sup>1</sup> This is the cumulative figure of complaints investigated and responded to this financial year

<sup>2</sup> Any corporate complaint which has been investigated and responded to within 10 working days

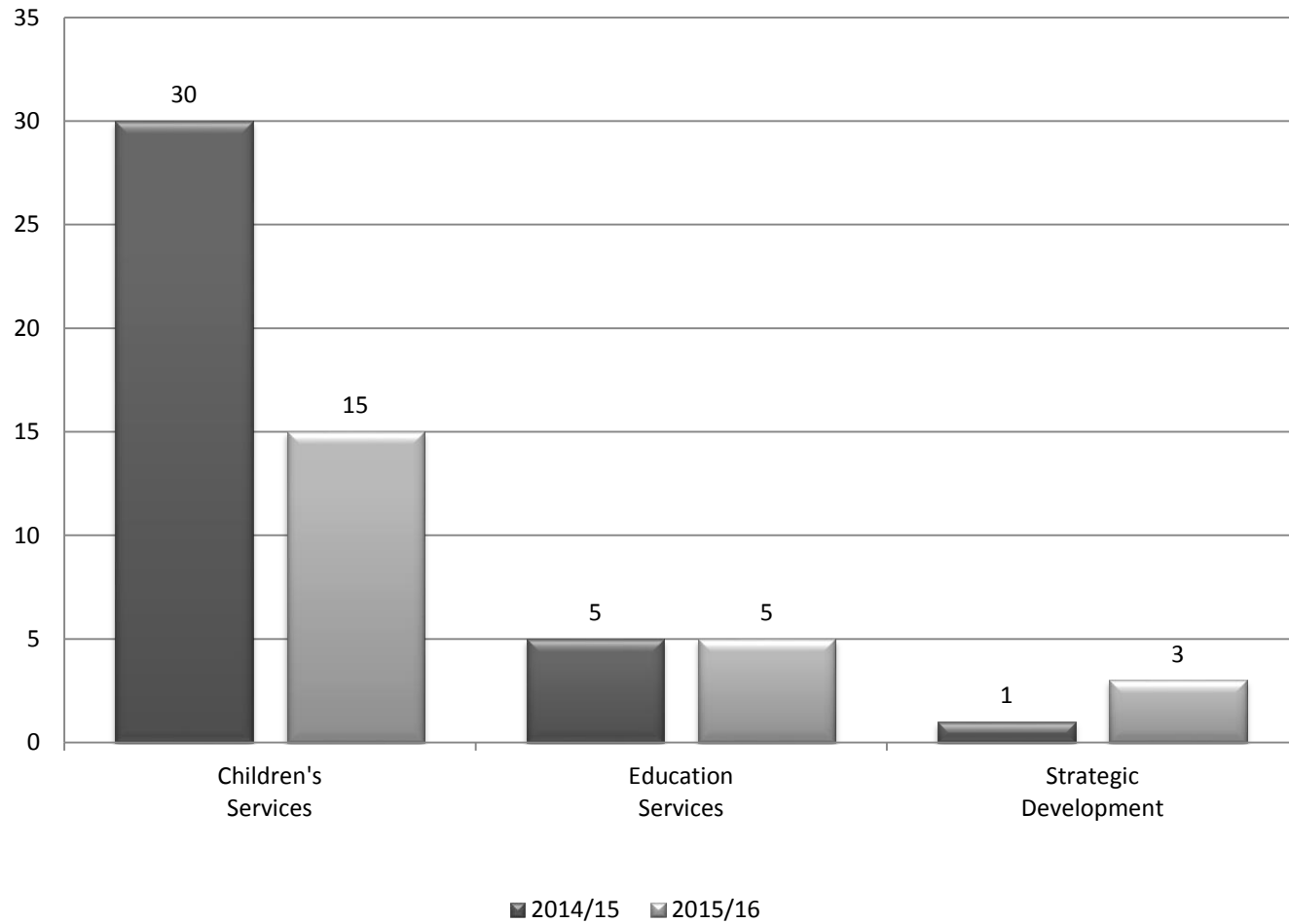
<sup>3</sup> Any complaints which have been investigated and responded to outside the allocated time period

<sup>4</sup> Any corporate complaint which has been investigated and responded to within 10 working days

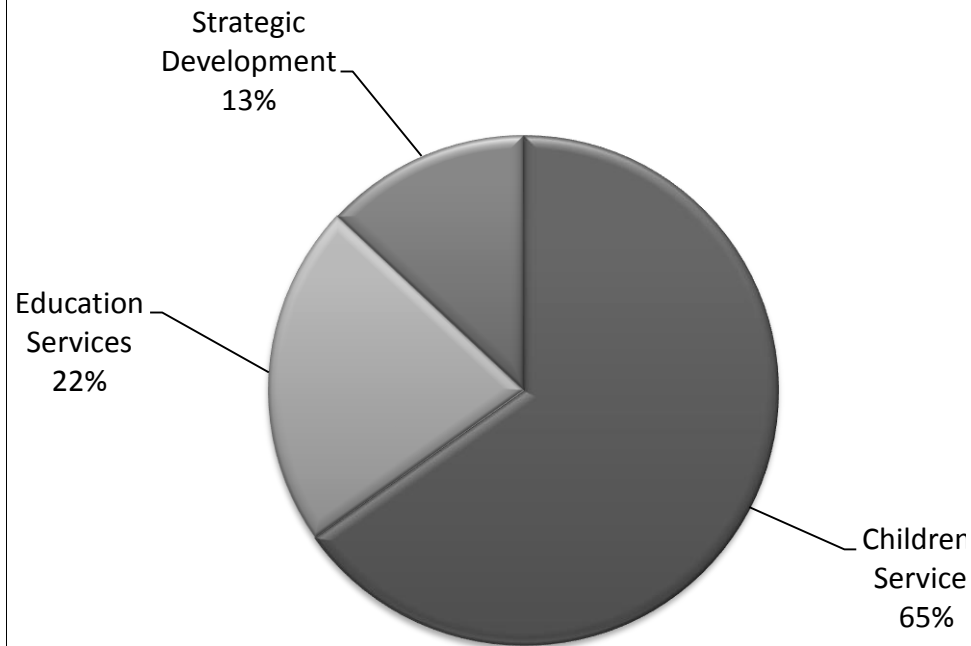
<sup>5</sup> Stage 3 procedure is only relevant to the Statutory Social Services Complaints Procedure, which covers adult social care, children services and mental health and learning disabilities (MHLDD)

	Year	2015/16	Quarter	End of Year	4 of 12
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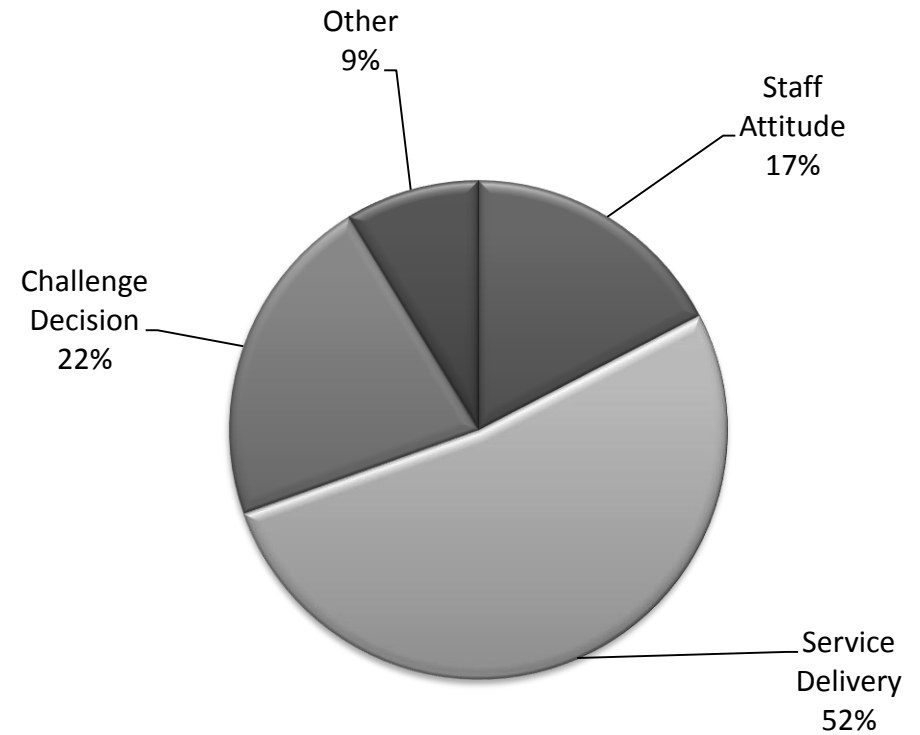
**Number of complaints investigated and responded to during 2015/16 to date by Division compared with the same period 2014/15**



**Complaints investigated and responded to 2015/16 by Division**



**Subject of Complaints received 2015/16**



## 5. Complaints referred to the Ombudsman


	Concluded by Ombudsman 2015-16	Ombudsman Conclusion					
		Settled	Not Upheld	Discontinued	Out of jurisdiction	Referred back to Authority	Upheld
Education & Children's Services	5	0	0	1	1	3	0

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### 6. Compliments

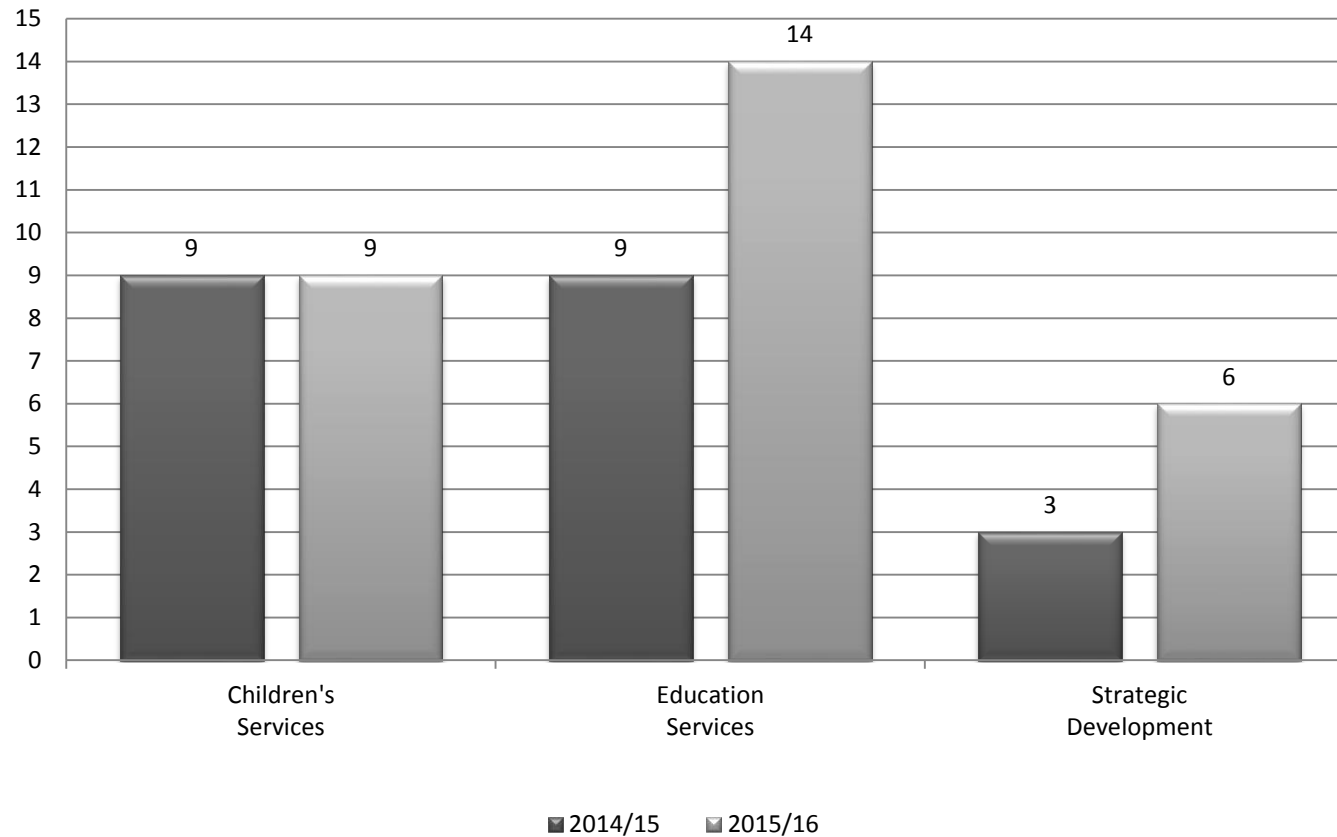
The Department for Education & Children received **29** compliments during April 2015- March 2016.

	No of Compliments	
	Service Delivery	Staff Attitude
<b>CHILDREN'S SERVICES</b>		
Adoption	6	
Children in NEED and Looked After Children	2	
Children with Disabilities	1	
<b>EDUCATION SERVICES</b>		
Education Systems	3	
School Improvement	11	
<b>STRATEGIC DEVELOPMENT</b>		
Catering	1	
Information & Improvement	5	
<b>TOTAL</b>	<b>29</b>	

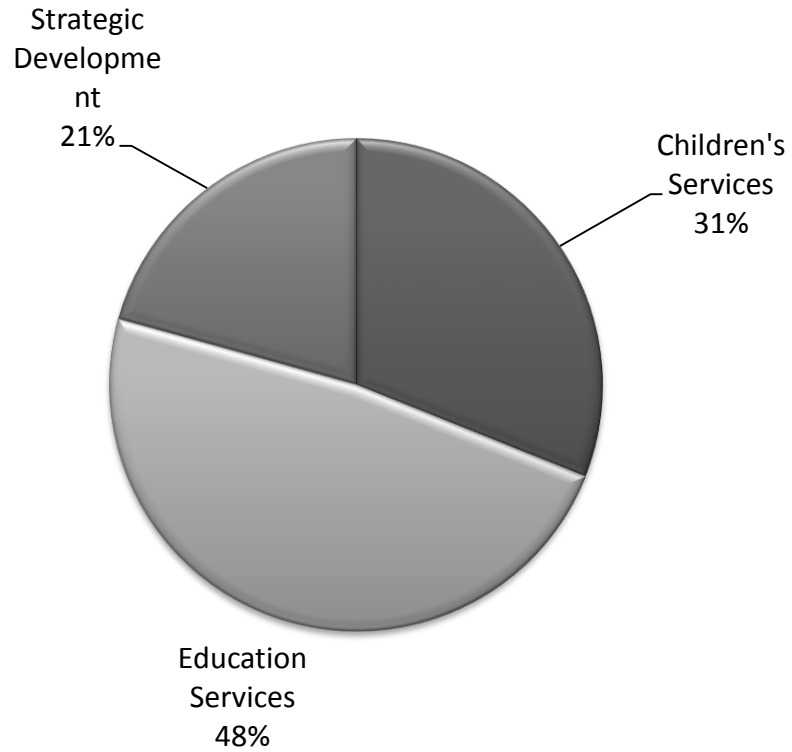
	Year	2015/16	Quarter	End of Year	8 of 12
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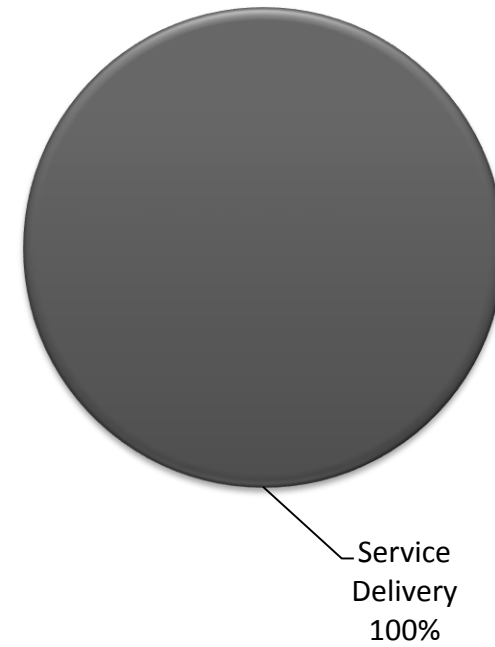
**Number of compliments received during 2015/16 to date by Division compared with the same period 2014/15**



**Compliments received 2015/16 by Division**



**Subject of Compliments received 2015/16**



## 7. Education and Children Services including Statutory Complaints Procedure (Covering Children Services)

	Children Services		Education Services		Strategic Development	
<b>Stage 1 Complaints Investigated</b>	14		5		2	
Upheld	2	14%			1	50%
Partially Upheld	1	7%	1	17%		
Not Upheld	11	79%	4	83%	1	50%
<b>Stage 2 Complaints Investigated</b>	1				1	
Upheld						
Partially Upheld						
Not Upheld	1	100%			1	100%

### Analysis of the nature of complaints and the trends

- There has been a decrease in complaints for Education & Children Services in comparison to last year's 2014/15 total, down from the previous 36 complaints to this year's figure of 23. Of these 15 (65%) were for Children's Services.
- 15 Children's Services complaints have been recorded, half of last year's total of 30.
- There has been a slight decrease in Education complaints, up to this year's total of 5, compared to 6 last year.
- There was an increase in Strategic Development complaints, 3 compared to 1 last year.
- 4 complaints received for Children's Services were in relation to concerns and involvement with individual social workers. One was partially upheld.
- 12 complaints were not upheld. The 2 which were found to be upheld, pinpointed evidence of separate teams lack of support towards families.
- All 5 of the Education Division's complaints were recorded at Stage 1.
- One was partially upheld. It was found that there had been a lack of acknowledgement or response to an enquiry made to the Additional Learning Needs team. The remaining 4 Stage 1 complaints were all not upheld.
- Of the Strategic Development complaints 2 were recorded as Stage 1 and 1 was investigated at Stage 2.
- The stage 2 complaint focused on the advice given by the Student Finance team. The case was reviewed and it was found that the team were not aware of the individual's change in circumstances. Therefore the complaint was upheld.
- One Stage 1 complaint was upheld. It was found that a member of staff had been rude during a telephone conversation. An apology was necessary. The remaining complaint was not upheld.

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Compliments	Children Services	Education Services	Strategic Development
Compliments received per division	9	14	6

### Analysis of the trends

- There has been an increase in the amount of Compliments recorded this year. Up from last year's total of 21 to this year's 29.
- Compliments for Children Services related to the following areas :  
Adoption Team – 'Thank you for all you have done for us in building our family'  
Children with disabilities – '*You have been my rock in my darkest hour. With your dedication & right intervention she has strived.....*'
- Compliments for Education Services related to the following:  
*'On behalf of the school, may I offer a massive thank you for the clear leadership which was clearly effective.'* Following a school's Estyn report.  
  
Writing workshops held at Trinity College – '*Thank you very much for allowing our pupils to attend the fantastic workshops.'*  
  
Welsh Language Classes – '*exam went better than expected, this is entirely due to your intervention and running a good class.'*
- Compliments for Strategic Development related to the following:  
*'Thank you'* to the team who supported the roll out of the new Secondary Management Information System in Schools.  
  
*'Thanks for helping us out with the SIMS retrieval of data this week'*