

CHILDREN SOCIAL CARE COMPLAINTS DASHBOARD 2017/2018

SERVICE SUMMARY:

A high level summary on quarterly feedback is detailed below together with root causes. For those complaints that have been concluded as upheld, the service has identified learning outcomes. A key performance indicator is the timeliness of responses for those complaints that are due a response in month.

Feedback:	Initial Feedback	S1 complaints	S1 escalation	S2 complaints	S2 escalation	S3 complaints	No of ADR cases	Cases closed*	% of complaints upheld (closed in month)	% timeliness of response for those due in month
Apr – Sept	16	26	0	0	0	0	5	24	50%	81%

*This figure *may* be different from the total received, due to the time taken to investigate a complaint

Cases which required Alternative Dispute Resolution (ADR) are managed by the Complaints Team.

Root cause analysis and associated learning:

Top three themes are identified below for the reporting period, learning from upheld complaints is recognised by the service as part of complaint resolution. The Complaints Team will ensure the case studies are shaped as appropriate and that learning is embedded.

Root cause analysis and learning from upheld complaints:	Root Cause 1 and associated learning	Root Cause 2 and associated learning	Root Cause 3 and associated learning
Learning for Apr – Sept 2017	Quality of assessment ..to ensure that completed assessments are quality checked prior to release to ensure they are	Communication ... to ensure communication is improved between staff and service users and members	Time management ...to ensure that court reports are prepared in good time and are quality checked prior to the court

APPENDIX 3 – CHILDRENS SOCIAL CARE SIX MONTH COMPLAINT SUMMARY APR-SEPT 2017

	fit for purpose		filing date ...to ensure that any change of circumstances is updated on the LCS system as a matter or priority
--	-----------------	--	---