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CHILDREN SOCIAL CARE COMPLAINTS DASHBOARD 2017/2018 – Appendix 2

SERVICE SUMMARY:

A high level summary on all feedback is detailed below together with root causes. For those complaints that have been concluded as upheld, the service has identified learning outcomes.

Feedback:	Initial Feedback	S1 complaints	S1 escalation	S2 complaints	S2 escalation	S3 complaints	No of ADR cases	Cases cancelled	Cases closed*	% of complaints upheld (closed in month)	% timeliness of response for those due in month
April to September	16	26	0	0	0	0	5	0	24	50% (12)	81%
October to March	17	22	0	0	0	0	1	2	4	33% (8)	86%
Total for 2017/2018	33	48	0	0	0	0	6	2	48	40% (20)	83%

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

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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
April – Sept	Service delays	Quality of documented assessments	Staff conduct
October to March	Communication	Service delays	Staff conduct

The overall learning identified from services is as follows:

Learning (April to September)	...process changes	...staff training	...individual support
Learning (October to March)	...staff training	...staff training	...staff training

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FAMILY SUPPORT & ADOLESCENT COMPLAINTS 2017/2018										
April 2017 to March 2018	Initial Feedback	S1 complaints	S1 outcome	S2 complaints	S2 outcome	S3 complaints	S3 outcome	Cases closed*	% of complaints upheld (closed in month)	%timeliness of response for those due in month
FS Central	2	10	3 upheld 7 not upheld	-	-	-	-	10	30% (3)	80%
FS S/East	3	1	1 not upheld	-	-	-	-	1	-	100%
FS N/East	2	4	2 upheld 2 not upheld	-	-	-	-	4	50% (2)	75%
FS West	-	2	2 not upheld	-	-	-	-	2	-	100%
Adolescent	2	2	2 upheld	-	-	-	-	2	100% (2)	100%
TOTAL	9	19	7 upheld 12 Not upheld	-	-	-	-	19	37% (7)	79%

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

Alternative Dispute Resolution and/or Independent Investigation & associated costs:								
	No of ADR cases	Outcome of complaint	No of hours of ADR		Independent investigations (including stage)	Outcome of complaint	Hours Spent	Approx cost
FS Central	Case 1 Case 2	Not upheld Not upheld	2 hours 7 hours		-	-	-	-
TOTAL	2		9 hours		-	-	-	-

	Root cause analysis and associated learning:			
	Root cause of complaint	Learning as identified by the service	Responsible Officer	Timeframe for implementation
FS Central	Quality of documented assessment	Service to ensure that the quality assurance process is more robust and effective	Team Manager	Completed
FS Central	Service delays	Staff to prioritise court reports and ensure timely submission to team managers in time for a completed quality assurance process to take place	Team Manager	Completed

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CHILDREN & FAMILIES ASSESSMENT TEAM COMPLAINTS 2017/2018										
April 2017 to March 2018	Initial Feedback	S1 complaints	S1 outcome	S2 complaints	S2 outcome	S3 complaints	S3 outcome	Cases closed*	% of complaints upheld (closed in month)	%timeliness of response for those due in month
CFAT	4	7	2 upheld 5 not upheld	-	-	-	-	7	29% (2)	100%
MASH	3	1	1 upheld	-	-	-	-	1	100% (1)	100%
TOTAL	7	8	3 upheld 5 not upheld	-	-	-	-	8	38% (3)	100%

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

Alternative Dispute Resolution and/or Independent Investigation & associated costs:								
	No of ADR cases	Outcome of complaint	No of hours of ADR		Independent investigations (including stage)	Outcome of complaint	Hours Spent	Approx cost
CFAT	Case 1	Not upheld	1 hour		-	-	-	-
TOTAL	1		1 hour		-	-	-	-

Root cause analysis and associated learning:				
	Root cause of complaint	Learning as identified by the service	Responsible Officer	Timeframe for implementation
CFAT	Staff conduct	Staff to improve on communication with parents prior to meetings and to ensure process is clearly outlined in terms of whether meetings will be formally minuted	Team Manager	Completed
	Service delays	Service to clearly log files with the view of the service user so ensure a full, clear history is available at all times	Team Manager	Completed

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CHILD PROTECTION COMPLAINTS 2017/2018										
April 2017 to March 2018	Initial Feedback	S1 complaints	S1 outcome	S2 complaints	S2 outcome	S3 complaints	S3 outcome	Cases closed*	% of complaints upheld (closed in month)	%timeliness of response for those due in month
Child Protection	1	2	2 not upheld	-	-	-	-	2	0%	0%
TOTAL	1	2	2 not upheld	-	-	-	-	2	0%	0%

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

Alternative Dispute Resolution and/or Independent Investigation & associated costs:								
	No of ADR cases	Outcome of complaint	No of hours of ADR		Independent investigations (including stage)	Outcome of complaint	Hours Spent	Approx cost
	-				-	-	-	-
TOTAL	-				-	-	-	-

Root cause analysis and associated learning:				
	Root cause of complaint	Learning as identified by the service	Responsible Officer	Timeframe for implementation

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FOSTERING & ADOPTION TEAM COMPLAINTS 2017/2018										
April 2017 to March 2018	Initial Feedback	S1 complaints	S1 outcome	S2 complaints	S2 outcome	S3 complaints	S3 outcome	Cases closed*	% of complaints upheld (closed in month)	%timeliness of response for those due in month
Adoption	2	5	5 upheld	-	-	-	-	5	100% (5)	80%
Fostering	3	1	1 not upheld	-	-	-	-	1	0%	100%
TOTAL	5	6	5 upheld 1 not upheld	-	-	-	-	6	83% (5)	71%

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

Alternative Dispute Resolution and/or Independent Investigation & associated costs:								
	No of ADR cases	Outcome of complaint	No of hours of ADR		Independent investigations (including stage)	Outcome of complaint	Hours Spent	Approx cost
	-	-	-		-	-	-	-
TOTAL	-	-	-		-	-	-	-

	Root cause analysis and associated learning:			
	Root cause of complaint	Learning as identified by the service	Responsible Officer	Timeframe for implementation
Adoption	Service delays	Officer to ensure that calls are answered promptly. Post adoption workers to ensure that annual review of adopters contact details takes place. Staff to ensure that updates are provided in good time to initial concerns received, thereby avoiding formal complaints	Team Manager	Completed

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THROUGH CARE TEAM 1 & 2 PERMANCY AFTERCARE COMPLAINTS 2017/2018										
April 2017 to March 2018	Initial Feedback	S1 complaints	S1 outcome	S2 complaints	S2 outcome	S3 complaints	S3 outcome	Cases closed*	% of complaints upheld (closed in month)	%timeliness of response for those due in month
Through Care 1	3	3	2 upheld 1 not upheld	-	-	-	-	3	67% (2)	100%
Through Care 2	3	1	1 not upheld	-	-	-	-	1	0%	100%
LAC	2	3	2 upheld 1 not upheld	-	-	-	-	3	67% (2)	100%
UAS	1	1	1 not upheld	-	-	-	-	1	0%	100%
Permanence	2	-	-	-	-	-	-	-	-	-
TOTAL	11	8	4 upheld 4 not upheld	-	-	-	-	8	50% (4)	100%

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

Alternative Dispute Resolution and/or Independent Investigation & associated costs:								
	No of ADR cases	Outcome of complaint	No of hours of ADR		Independent investigations (including stage)	Outcome of complaint	Hours Spent	Approx cost
	-	-	-		-	-	-	-
TOTAL	-	-	-		-	-	-	-

	Root cause analysis and associated learning:			
	Root cause of complaint	Learning as identified by the service	Responsible Officer	Timeframe for implementation
Through Care 1	Communication issues	Improved communication by officers to parents	Team Manager	Completed
LAC	Savings Policy	A review of the saving policy for LAC is required	Team Manager	3 months

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PREVENTION & SUPPORT SERVICE COMPLAINTS 2017/2018										
April 2017 to March 2018	Initial Feedback	S1 complaints	S1 outcome	S2 complaints	S2 outcome	S3 complaints	S3 outcome	Cases closed*	% of complaints upheld (closed in month)	%timeliness of response for those due in month
Prevention & Support	-	2	1 upheld 1 not upheld	-	-	-	-	2	50% (1)	100%
TOTAL	-	2	1 upheld 1 not upheld	-	-	-	-	2	50%	100%

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

Alternative Dispute Resolution and/or Independent Investigation & associated costs:								
	No of ADR cases	Outcome of complaint	No of hours of ADR		Independent investigations (including stage)	Outcome of complaint	Hours Spent	Approx cost
	-	-	-		-	-	-	-
TOTAL	-	-	-		-	-	-	-

	Root cause analysis and associated learning:			
	Root cause of complaint	Learning as identified by the service	Responsible Officer	Timeframe for implementation
Troubled Families	Staff conduct	This is an isolated incident, officer reminded of the importance of ensuring parents are contacted prior to visits	Team Manager	Completed

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DISABLED CHILDREN COMPLAINTS 2017/2018										
April 2017 to March 2018	Initial Feedback	S1 complaints	S1 outcome	S2 complaints	S2 outcome	S3 complaints	S3 outcome	Cases closed*	% of complaints upheld (closed in month)	%timeliness of response for those due in month
Disabled Children	-	3	3 not upheld	-	-	-	-	3	0%	100%
TOTAL	-	3	3 not upheld	-	-	-	-	3	0%	100%

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

Alternative Dispute Resolution and/or Independent Investigation & associated costs:								
	No of ADR cases	Outcome of complaint	No of hours of ADR		Independent investigations (including stage)	Outcome of complaint	Hours Spent	Approx cost
Disabled Children	Case 1 Case 2 Case 3	1 upheld 1 upheld 1 not upheld	4 hours 3 hours 45 hours		-	-	-	-
TOTAL	3	2 upheld 1 not upheld	45 hours		-	-	-	-

Root cause analysis and associated learning:				
	Root cause of complaint	Learning as identified by the service	Responsible Officer	Timeframe for implementation