

CHILDREN SOCIAL CARE COMPLAINTS DASHBOARD 2018/2019

SERVICE SUMMARY:

A high level summary on 6 months feedback is detailed below with a comparison to last year's data 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 2018	19	23	0	0	0	0	0	18	56%	100%
Apr – Sept 2017	16	26	0	0	0	0	5	24	50%	81%
Difference	+3	-3	N/A	N/A	N/A	N/A	-5	-5	+6%	+19%

*This figure *may* be different from the total received, due to the time taken to investigate a complaint (i.e 5 complaints would be due a response in October, having been received in late September.)

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 2018	<p>Communication</p> <p>Internal changes to rota spreadsheets to reflect contact in the community.</p> <p>Staff given reflective practice sessions to attune themselves with how service changes affect users.</p>	<p>Decision Making</p> <p>Both sides of families to be contacted where children only live with one parent to ensure equal sharing of information.</p>	<p>Savings / Assessment / Delays / Missed contact (1 of each.)</p> <p>Policy to be drafted to address the issue of savings for children in care.</p> <p>Further training to be provided to staff to remember the impact that professional opinion and timekeeping has on cases.</p>