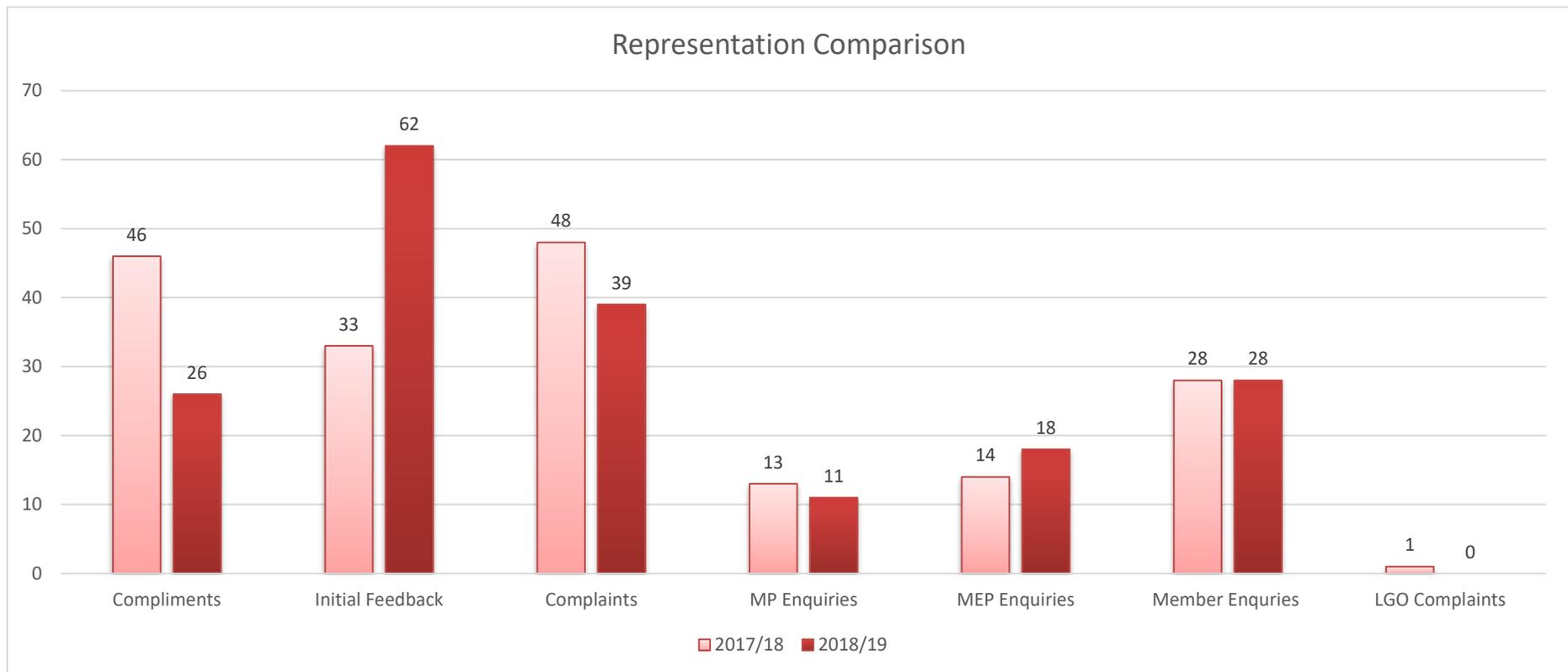


Appendix 1 - 2018/19 - Children's Social Care – Complaints & Representations

Volume of Representations – 2017/18 vs 2018/19:

Below is a comparison of all representations received during both years, a total of **183** representations were received in 2017/18 compared to **184** in the same period of 2018/19.



Complaints – 2017/18 vs 2018/19:

Below is the comparison between the two years with additional details provided. There were no escalations beyond stage 1 for both periods.

Feedback:	Initial Feedback	Stage 1 complaints	Stage 2 complaints	Stage 3 complaints	Alternative Dispute Resolution Cases	Cases closed in period*	Cases Cancelled	% of complaints upheld in period	% timeliness of response for those due in period
2018/19	62	39	0	0	1	35	3	51%	87%
2017/18	33	48	0	0	6	48	2	40%	83%
Difference	+29	-9	N/A	N/A	-5	-13	+1	+11%	+4%

*This figure *may* be different from the total received

Root cause analysis and associated learning:

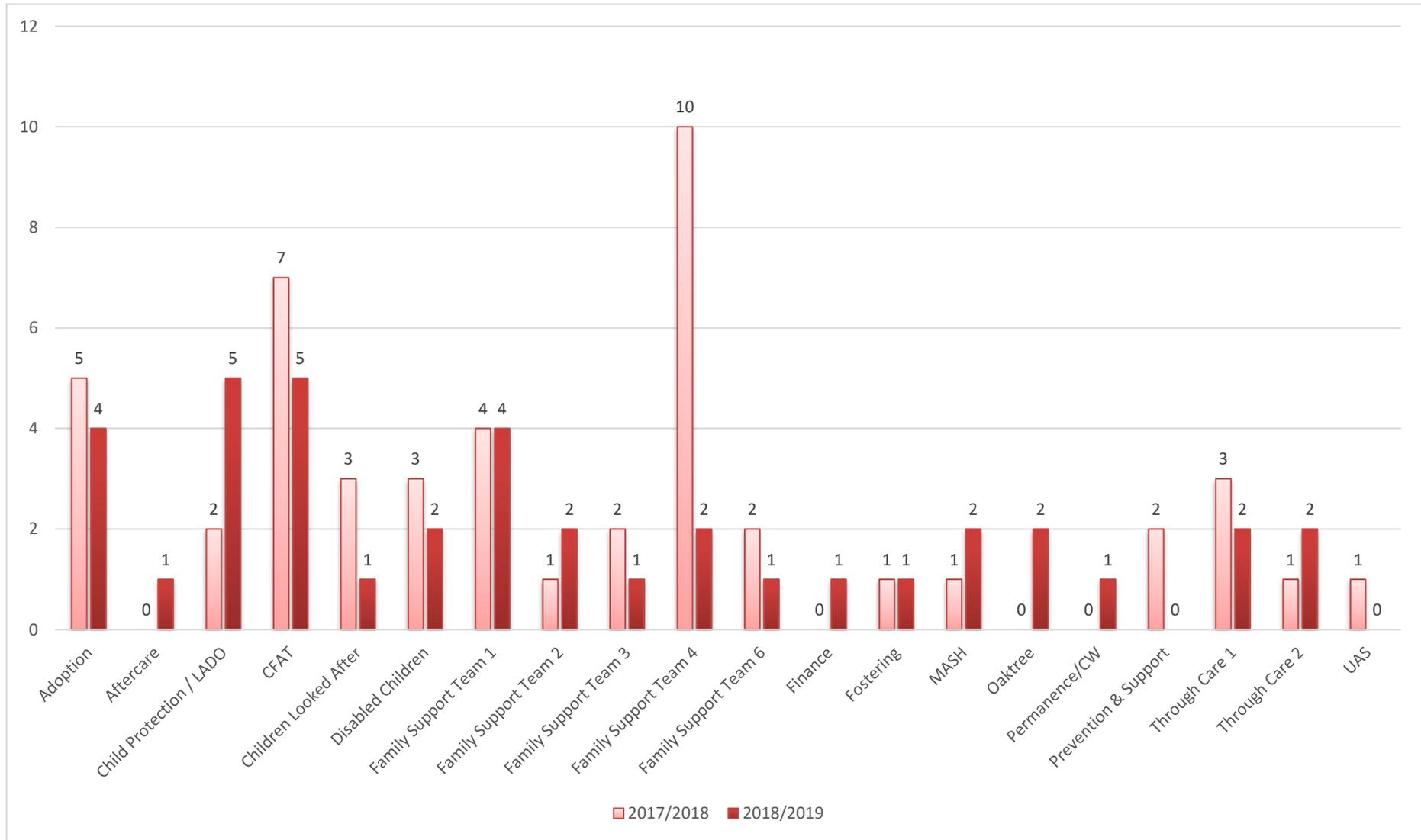
Top three themes are identified below for the reporting period. Learning from upheld complaints is recognised by the service as part of complaint resolution.

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 2018/19	<p>Communication</p> <p>Any changes in scheduled supervised contact will be communicated to relatives in a timely manner.</p> <p>Staff given reflective practice sessions to attune themselves with how service changes impact users.</p> <p>Better handling of Letterbox administration to ensure birth relatives and adoptive parents maintain proper contact.</p> <p>Recruitment of staff to allow for resumption of life story book productions.</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>Staff retrained on LADO referrals and social workers to fully familiarise themselves with the case prior to initial meetings.</p>	<p>Savings / Assessment / Delays / Missed contact</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 consider the impact that professional opinion and timekeeping has on cases.</p>
Learning for 2017/18	<p>Communication</p> <p>Ensuring that telephone calls are returned swiftly - These complaints related to a specific service, there is now a service standard in place to address this issue.</p> <p>Ensuring reports are quality checked to ensure they are</p>	<p>Assessment/Decision Making</p> <p>Attention to detail with accuracy of reports - Case supervision and case audits are addressing any issues arising from report writing.</p>	<p>Staff Conduct</p> <p>These have been dealt with in-line with process.</p>

grammatically correct - **Routine case audits are now in place to quality assess reports for a % of cases.**

Breakdown of complaints received:

This may be different to figures within the upheld complaints section as this based on closed complaints (not complaints received)



Upheld Complaints:

Percentages of upheld complaints (based on closed complaints in the period) are high as volumes are relatively low. Figures in brackets below represent the numbers of upheld complaints

Complaint Area	Volume 2017-2018	% Upheld	Volume 2018-2019	% Upheld
Adoption	6	83% (5)	3	67% (2)
Aftercare	0	N/A	1	100% (1)
Child Protection / LADO	4	0%	3	33% (1)
Children and Families Assessment Team CFAT	7	29% (2)	5	40% (2)
Children Looked After	4	50% (2)	0	N/A
Disabled Children	3	0%	2	50% (1)
Family Support Team 1	4	50% (2)	4	25% (1)

Family Support Team 2	1	0%	2	100% (2)
Family Support Team 3	2	0%	1	0%
Family Support Team 4	10	30% (3)	2	0%
Family Support Team 6	2	100% (2)	1	100% (1)
Fostering	1	0%	1	100% (1)
MASH	1	100% (1)	2	0%
Oaktree	0	N/A	2	100% (2)
Permanence/Court Work	0	N/A	1	100% (1)
Prevention & Support Services	2	50% (1)	0	N/A
Through Care 1	3	67% (2)	2	50% (1)
Through Care 2	1	0%	2	50% (1)
Unaccompanied Asylum Seekers	1	0%	0	N/A

LGO Complaints:

There were no Statutory LGO complaints during the reporting period.

Alternative Dispute Resolution Cases:

Complainants are seeking resolution and welcome the involvement of a neutral third person who will be able to assist both the complainant and the service in negotiating a settlement to their complaint.

Alternate Dispute Resolution (ADR) is implemented as a mechanism to resolve complaints swiftly should the complainant request escalation. This involves assessment of the presenting issues by the Statutory & Corporate Complaints Manager and appropriate recommendations being made. It can also include mediation with the complainant, the service or advising of onward referral to the Ombudsman.

The one case for this period was a Stage 1 which was prevented from escalating to a Stage 2, resulting in a saving of £1800.

Dispute Resolution:

Dispute resolution is a process that is followed when the Independent Reviewing Officer (IRO) has concerns regarding a child's case, however does not yet wish to make a formal complaint. Within the reporting period there were 13 cases recorded. This process did not exist in this form within 2017 so a comparison cannot be made.

Initial Feedback:

The Council receives feedback/concerns which, following assessment does not constitute a formal complaint but still requires addressing. Those within scope of an 'Initial Feedback' are sent to the service with a request that swift action takes place to resolve the issue. This should negate the need for a formal complaint taking place, the Complaints Team monitor progress of all cases.

Enquiries

During the reporting period the following enquiries were received:

- 11 MP
- 18 MEP
- 28 Members

MP Enquiries	Number by Team
Family Support Team 4	3
Fostering	1
Disabled Children	1
Finance	1
Through Care 3	1
Family Support Team 3	1
Permanence/Court Work	1
Adoption	1
Family Support Team 5	1

MEP Enquiries	Number by Team
CFAT	3
Family Support Team 3	3
Through Care 2	3
Family Support Team 4	2
Family Support Team 5	2
Disabled Children	1
Family Placement Service	1
Family Support Team 1	1
Family Support Team 2	1
Through Care 1	1

Members Enquiries	Number by Team
Child Protection/LADO	6
CFAT	5
Fostering	3
Family Support Team 3	2
Family Support Team 6	1
Aftercare	1
Commissioning	1
Family Placement Service	1
Family Support Team 4	1
Family Support Team 2	1
Family Support Team 5	1
Finance	1
Other	1
Permanence/Court Work	1
Through Care 2	1
Through Care 3	1

External Compliments:

26 Compliments have been received during this period, breakdown of teams is below.

Service Area	Total Received
Fostering	6
CFAT	4
Prevention & Support Service	4
Adoption	2
Safeguarding	2
Through Care 1	2
Family Support Team 4	2
Permanence	1
Children in Public Care	1
MASH	1
Aftercare	1