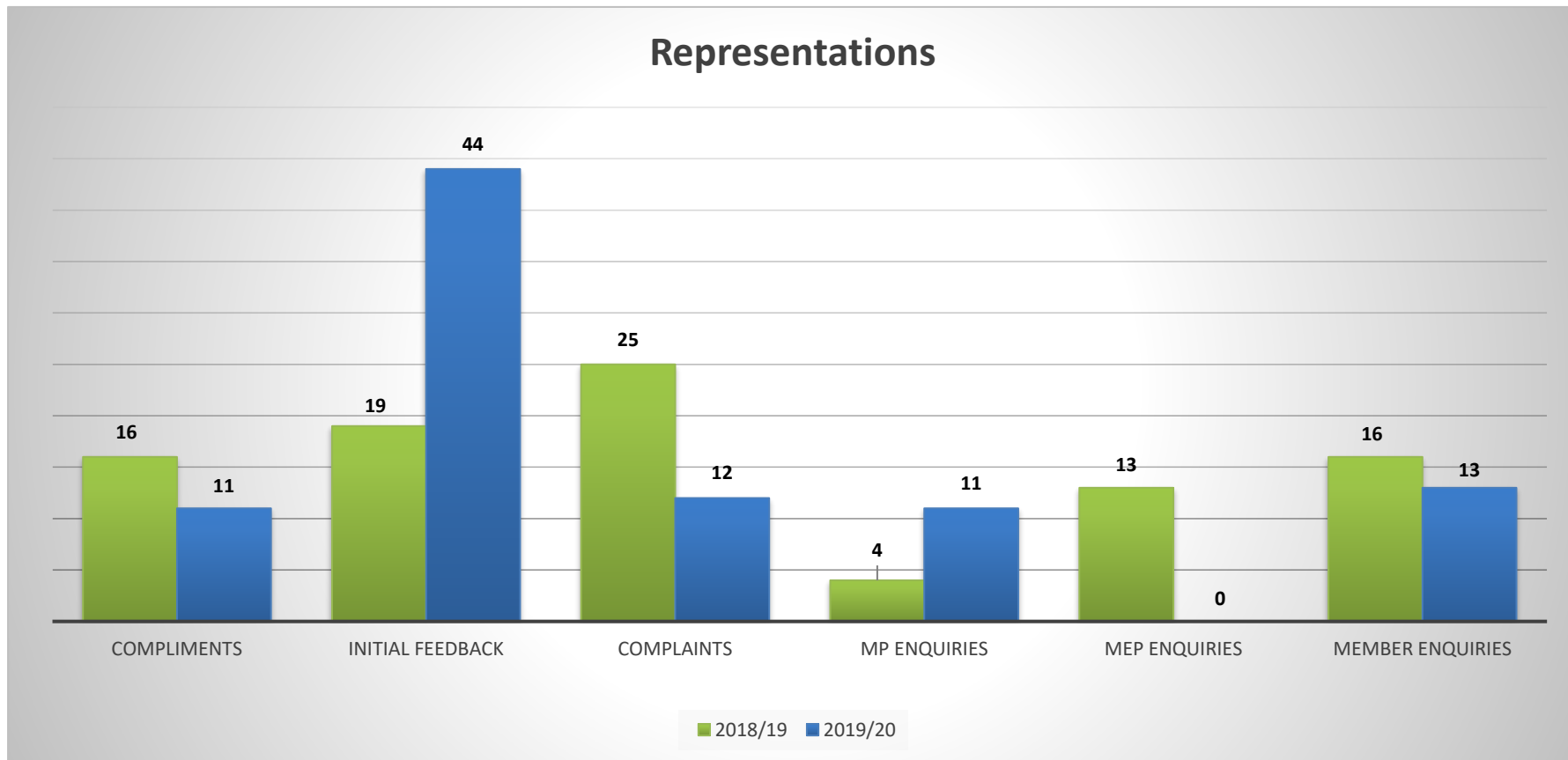


Appendix 3 - 2019/20 - Children's Social Care – Complaints & Representations

Volume of Representations – April - September 2019/20 vs 2018/19:

Below is a comparison of all representations received during both years. A total of **91** representations were received in 2019/20 compared to **93** in the same period of 2018/19.



Complaints – 2018/19 vs 2019/20:

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
Apr-Sept 2019/20	44	12	0	0	2	9	4	44%	50%
Apr-Sept 2018/19	19	25	0	0	0	23	2	52%	100%
Difference	+25	-13	0	0	+2	-14	+2	-8%	-50%

*For 2019/20, of the 9 closed complaints, 8 relate to the period 2019/20 and 1 relates to 2018/19 (but was closed during 2019/20).

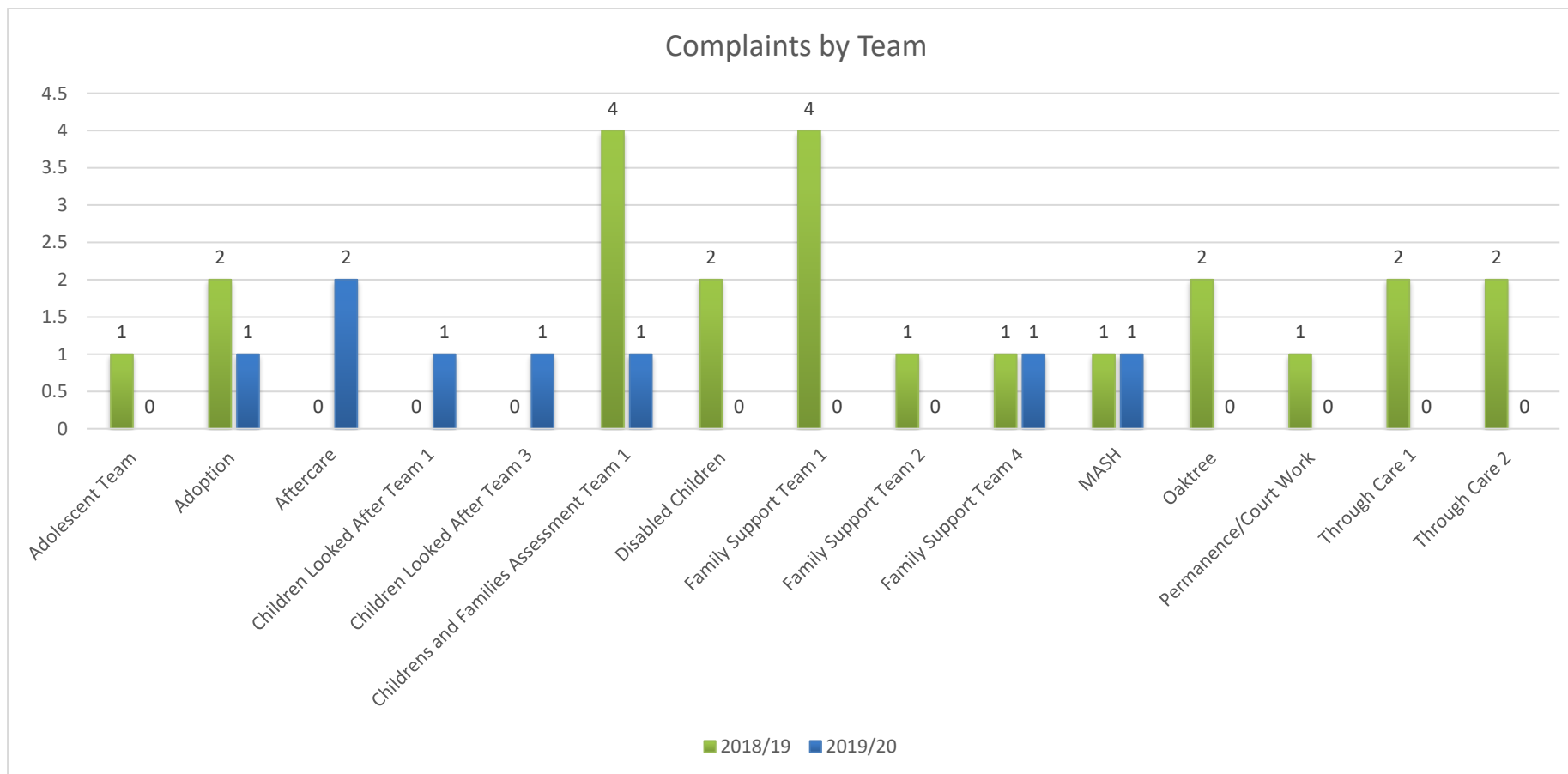
Root cause analysis and associated learning:

Key learning 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 Apr-Sept 2019/20	<p>Savings</p> <p>The team have developed a new process to:</p> <ul style="list-style-type: none"> • Address inconsistencies in savings for looked after children • Ensure all young people receive regular savings going forward <p>To review allowance payments annually and to ensure the system in place does not cause any disruption and/or inconvenience to the carer.</p>	<p>Communication</p> <p>Discussions have taken place within the service in relation to:</p> <ul style="list-style-type: none"> • The importance of sharing plans across the service on a need to know basis • The need to ensure that information given to children about their care plans is accurate and up to date 	<p>Assessment</p> <p>A formal review to be conducted to ensure standards are maintained in all cases involving unaccompanied asylum seekers.</p>
Learning for Apr-Sept 2018/19	<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>Policy and Training</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>

Breakdown of complaints received:

This may be different to figures within the upheld complaints section as this is based on closed complaints (not complaints received). The figures below will also exclude cancelled complaints.



Upheld Complaints:

Percentages for upheld complaints across some areas are high as volumes of complaints are relatively low. Figures in brackets below represent the numbers of upheld complaints.

Complaint Area	Volume 2018/19	% Upheld	Volume 2019/20	% Upheld
Adolescent Team	1	100% (1)	0	N/A
Adoption	2	50% (1)	1	100% (1)
Aftercare	0	N/A	2	50% (1)
Children and Families Assessment Team CFAT	4	50% (2)	1	0%
Children Looked After Team 1	0	N/A	1	100% (1)
Children Looked After Team 3	0	N/A	1	0%
Disabled Children	2	50% (1)	0	N/A
Family Support Team 1	4	25% (1)	0	N/A

Family Support Team 2	1	100% (1)	0	N/A
Family Support Team 4	1	0% (0)	1	0% (0)
Leaving Care Team	0	N/A	1	100% (1)
MASH	1	0% (0)	1	0% (0)
Oaktree	2	100% (2)	0	N/A
Permanence/Court Work	1	100% (1)	0	N/A
Through Care 1	2	50% (1)	0	N/A
Through Care 2	2	50% (1)	0	N/A

LGO Complaints:

There were no Statutory LGO complaints during the reporting period.

Alternative Dispute Resolution (ADR) 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. ADR is implemented as a mechanism to resolve complaints swiftly should the complainant request escalation. This involves assessment of the presenting issues by the Complaints Team. It can also include mediation with the complainant and the service area.

For the reporting period, there have been 2 cases of successful ADR, both of which prevented escalations to Stage 2. This has resulted in an estimated saving of £3600 for the service/Council.

Initial Feedback:

The Council receives feedback 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. For the reporting period the following 'Initial Feedback' has been recorded:

Team	Feedback Total
Children and Family Assessment Team 1	11
Disabled children	6
Family Support Team 4	5
Children Looked After Team 1	5
MASH	4
Fostering Team	3
Adoption Team	2
Aftercare	2
Prevention/Support Service	1
Family Support Team 3	1
Permanency / Court Team	1
Children Looked After Team 2	1
Children and Family Assessment Team 2	1
Family Support Team 2	1

Enquiries

During the reporting period the following enquiries were received:

- 13 Members
- 11 MP
- 0 MEP

Cllr Enquiries	Number by Team
Disabled children	3
Youth services	2
Children Looked After Team 1	2
Fostering Team	2
Children and Family Assessment Team 1	1
Family Support Team 4	1
MASH	1
Operation of homes	1

MP Enquiries	Number by Team
Children and Family Assessment Team 1	4
Aftercare	2
MASH	2
Child Protection/LADO	1
Family Support Team 4	1
Support for childminders	1

External Compliments:

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

Service Area	Total Received
Prevention/Support Service	5
Aftercare	1
Children and Family Assessment Team 1	1
Children Looked After Team 2	1
Family Support Team 3	1
Family Support Team 4	1
Fostering Team	1