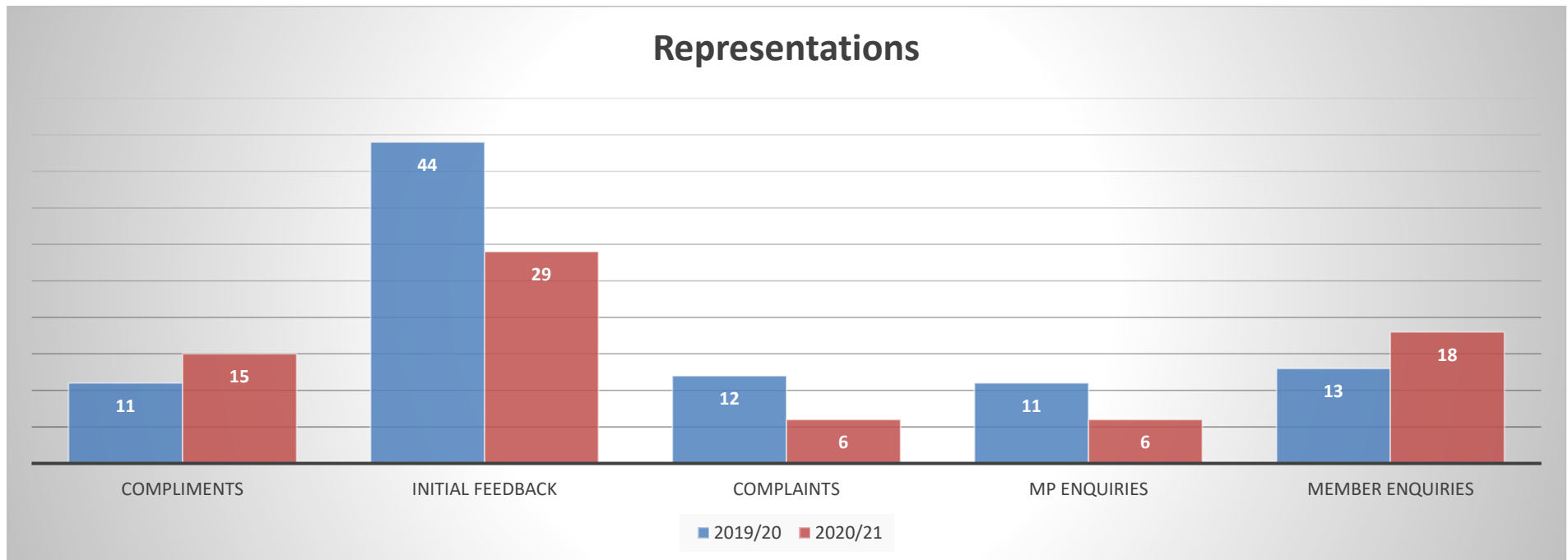


Appendix 3 - 2020/21 - Children's Social Care – Complaints & Representations

Volume of Representations – April - September 2020/21 vs 2019/20:

Below is a comparison of all representations received during both years. During April-September 2020/21 a total of **74** representations were received in 2020/21 compared to **91** in the same period of 2019/20.



Complaints – 2020/21 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 2020/21	29	6	0	0	0	5	0	60%	100%
Apr-Sept 2019/20	44	12	0	0	2	9	4	44%	50%
Difference	-15	-6	0	0	-2	-4	-4	+16%	+50%

*For 2020/21 all of the 5 complaints closed relate to the reporting period 2020/21. Of these 5 closed complaint 3 were upheld.

*For 2019/20, of the 9 closed complaints, 8 related to the period 2019/20 and 1 related to 2018/19 (but was closed during 2019/20). Of the 9 closed 4 were upheld.

Root cause analysis and associated learning:

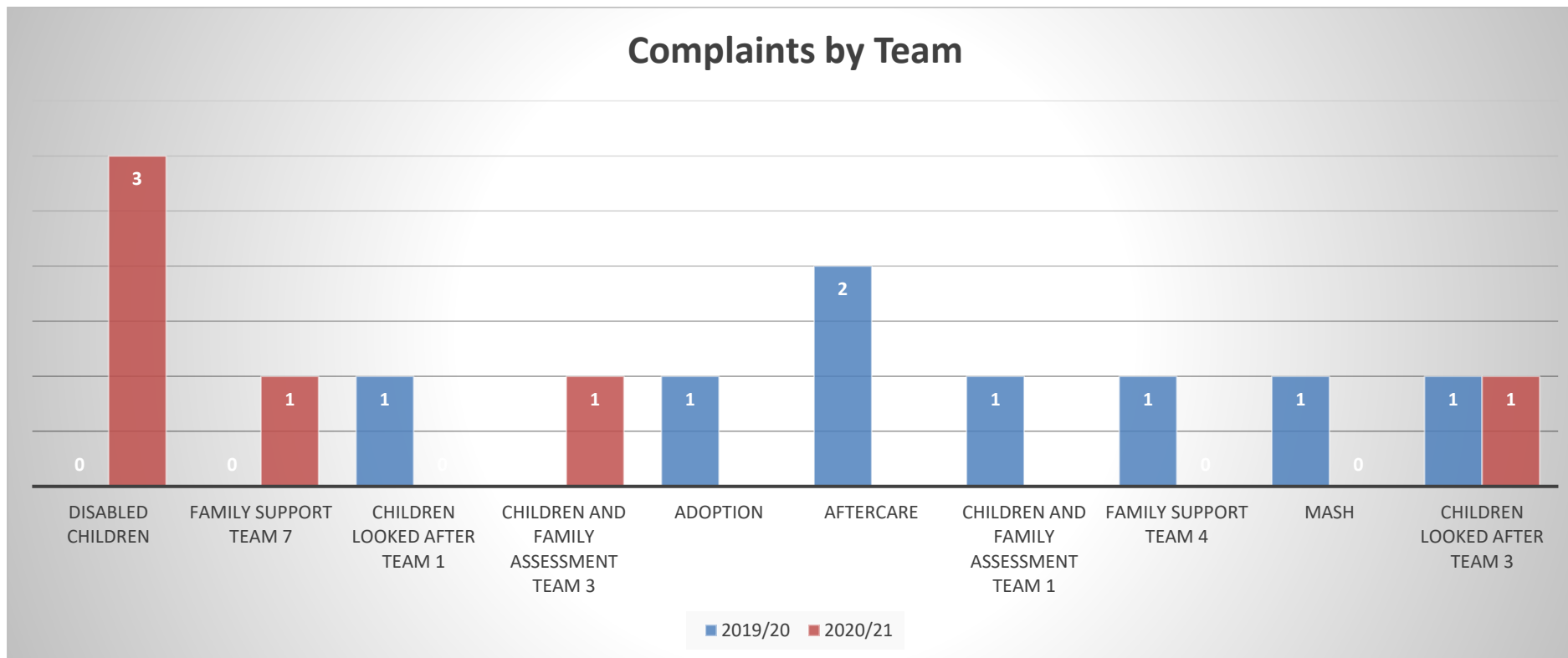
Key learning themes are identified below for the reporting period. Learning from upheld complaints is recognised by the service as part of complaint resolution.

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
<p>Learning for Apr-Sept 2020/21</p>	<p>Communication</p> <p>Complaint 1 – Lack of support and communication since lockdown began in March (Disabled Children).</p> <p>Learning - Ensuring that any communication from parents is responded to within timeframe to avoid unnecessary delays.</p> <p>Complaint 2 – Parents were not contacted on agreed contact date (Disabled Children)</p> <p>Learning - If there are any delays in handling a case the relevant contacts should be advised of the delay.</p>	<p>Decision Making</p> <p>Complaint 3 – Lack of clarity around decisions made to care plan. (Children Looked After Team 3)</p> <p>Learning:</p> <ul style="list-style-type: none"> • Ensure that any amendments to care plans are shared with the looked after children (LAC) and all professionals involved in the LAC review. • Any decisions relating to placement move should be discussed as a part of the LAC review process. 	<p>N/A</p>
<p>Learning for Apr-Sept 2019/20</p>	<p>Savings</p>	<p>Communication</p>	<p>Assessment</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>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>A formal review to be conducted to ensure standards are maintained in all cases involving unaccompanied asylum seekers.</p>
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Breakdown of complaints received:

This may be different to figures within the upheld complaints section as those figures are 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 2020/21	% Upheld	Volume 2019/20	% Upheld
Disabled Children	2	100% (2)	0	N/A
Children Looked After Team 3	1	100% (1)	1	100% (1)
Children and Families Assessment Team CFAT	1	0%(0)	1	0% (0)
Family Support Team 7	1	0%(0)	0	NA
Aftercare	0	N/A	2	50% (1)
Leaving Care Team	0	NA	1	100% (1)
Adoption	0	N/A	1	100% (1)

Family Support Team 4	0	NA	1	0% (0)
Children Looked After Team 1	0	NA	1	0% (0)
MASH	0	NA	1	0% (0)
Adolescent Team	0	N/A	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 0 cases of ADR

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 a total of **29** 'Initial Feedback' has been recorded:

Team	Feedback Total
Permanency/Court Team	6
Family Support Team 2	4
Child and Family Assessment Team 3	2
Family Support Team 4	2
Family Support Team 7	2
Child and Family Assessment Team 4	1
Child and Family Assessment Team 2	1

Children Looked After Team 1	1
Children Looked After Team 2	1
Children Looked After Team 3	1
Families First	1
Child Protection/LADO	1
Family Support Team 3	1
Prevention Support Service	1
Disabled Children	1
MASH	1
Oaktree	1
Aftercare	1

Enquiries

During the reporting period the following enquiries were received:

- 18 Members enquiries
- 6 MP

MP Enquiries	Number by Team
Children and Family Assessment Team 1	1
Permanency/Court Team	1
MASH	1
Child Protection/LADO	1
Children and Family Assessment Team 3	1
Disabled Children	1

Members enquiries	Number by Team
All Services	4
Children Looked After Team 1	2
Children Looked After Team 2	1
Prevention/Support Service	1
Fostering Team	1
Children and Family Assessment Team 1	1
Family Support Team 1	1
Family Support Team 4	1
MASH	1
Disabled Children	1
Adoption Team	1
Permanency/Court Team	1
Support for Childminders	1
Child Protection/LADO	1

External Compliments:

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

This compares to 11 compliments received in the same period for 2019/20

Compliments 2020/21	Total Received
Families Together	10
Family Support Team 6	2
Family Support Team 1	1
Children Looked After Team	1
Children and Family Assessment Team 1	1

Compliments 2019/20	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