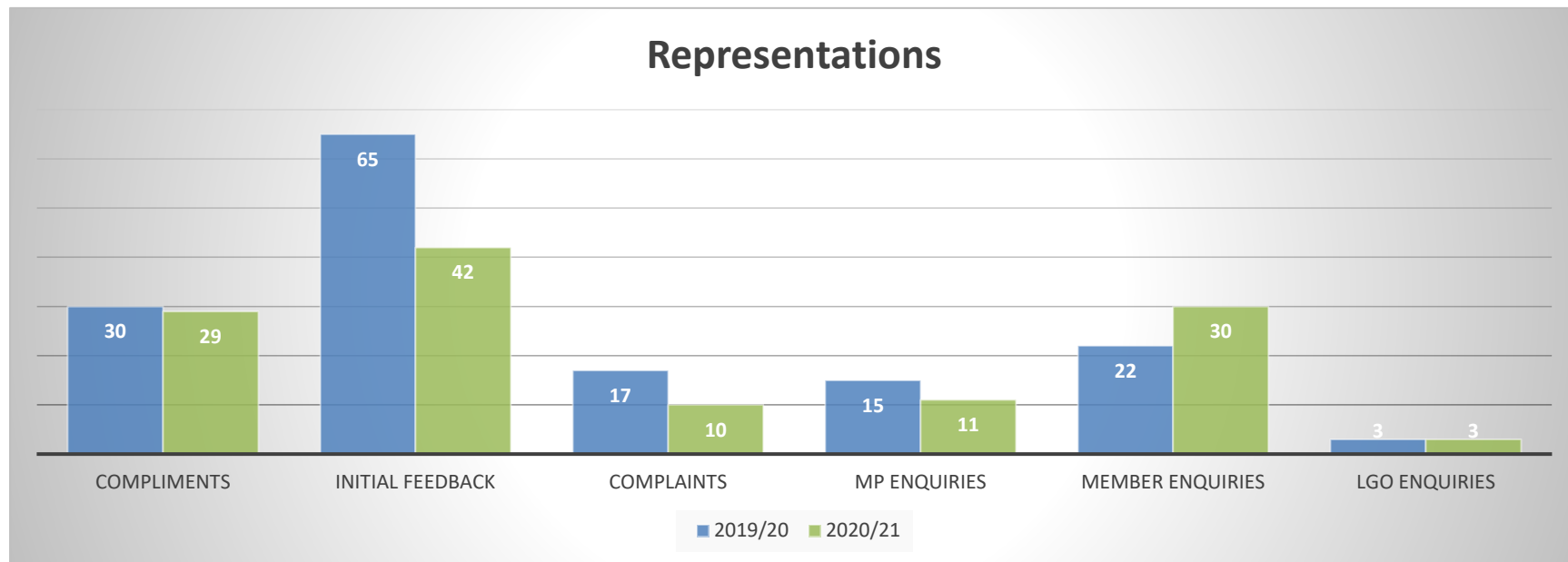


Appendix 3 - 2020/21 - Children's Social Care – Complaints & Representations

Volume of Representations – 2019/20 vs 2020/21:

Below is a comparison of all representations received during both years. A total of **125** representations were received in 2020/21 compared to **152** in the same period of 2019/20.



Complaints – 2019/20 vs 2020/21:

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
2020/21	42	8	0	0	0	9	0	44%	75%
2019/20	65	17	0	0	2	14	4	50%	47%
Difference	-23	-7	0	0	-2	-5	-4	-6%	+28%

*For 2020/21:

- Of 9 complaints closed 8 relate to the reporting period of 2020/21 and 1 relates to the reporting period of 2021/22. Of these 9 closed complaints 4 were upheld
- 8 complaints were due a response in the period and 6 were responded to within timeframe

*For 2019/20, of the 14 closed complaints, 13 relate to the period 2019/20 and 1 relate to 2018/19 (but was closed during 2019/20)

Root cause analysis and associated learning:

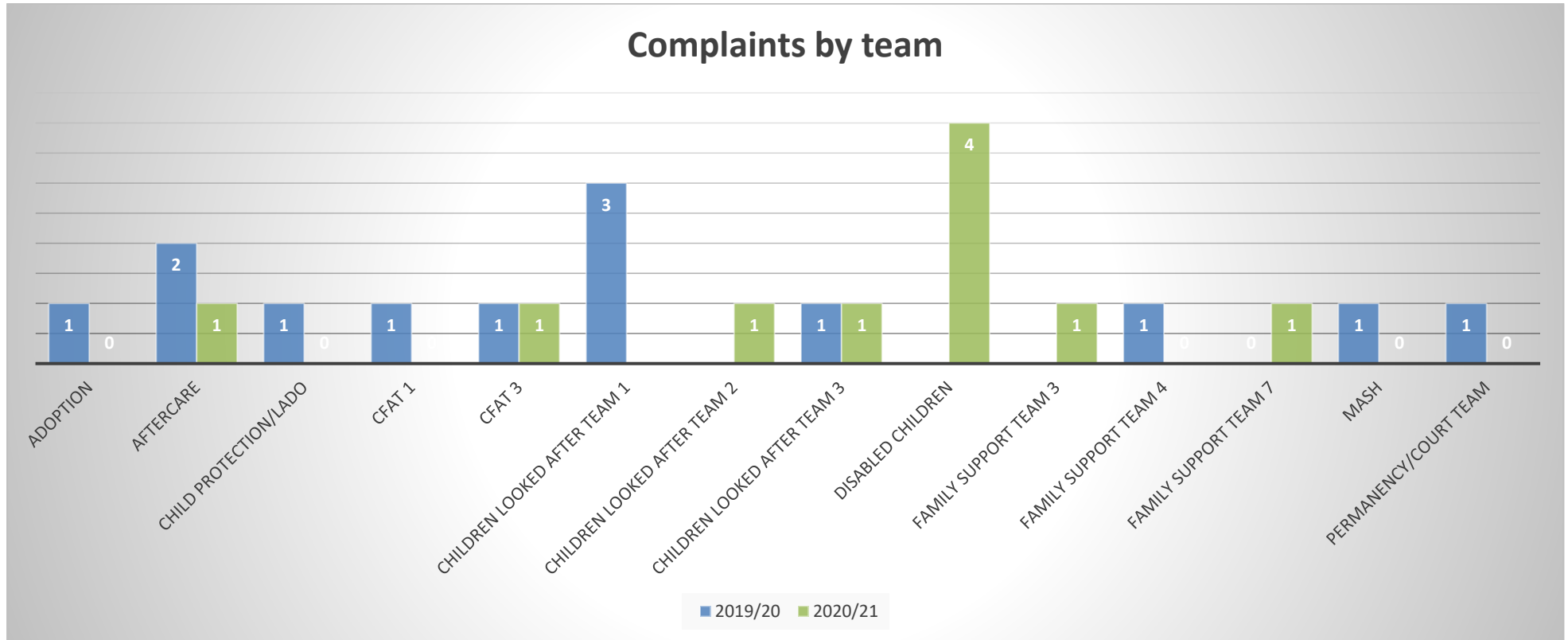
Key learning themes are identified below for the reporting period. Learning from upheld complaints is recognised by the service as part of complaint resolution.

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
<p>Learning for 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>Complaint 3 – Contact was not arranged between Parents and child (Disabled Children)</p> <p>Learning – There was a delay in arranging contact due to an outstanding Risk Assessment. This should not have impacted any contact</p>	<p>Decision Making</p> <p>Complaint 4 – 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>between the child and the parent and this has been addressed with staff for future reference.</p>		
<p>Learning for 2019/20</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 (Children Looked After Team 1) • The need to ensure that information given to children about their care plans is accurate and up to date (Children Looked After Team 1) • Change over arrangements to be improved with joint visits to be conducted with both the new and outgoing social workers (Children Looked After Team 1) • Share all reports and communicate with families to prevent any disruption in education during placement moves (Children Looked After Team 1) • Staff reminded of expected customer service standards during visits (Courts Team) 	<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 (Aftercare) • Ensure all young people receive regular savings going forward (Aftercare) • To review allowance payments annually and to ensure the system in place does not cause any disruption and/or inconvenience to the carer (Adoptions Team) 	<p>Assessment</p> <p>A formal review to be conducted to ensure standards are maintained in all cases involving unaccompanied asylum seekers (Children Looked After Team 1)</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 (based on complaints received and closed during the reporting period) 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 2019/20	% Upheld	Volume 2020/21	% Upheld
Adoption	1	100% (1)	0	NA
Aftercare	2	50% (1)	0	NA
Child Protection/LADO	1	0%	0	NA
CFAT 1	1	0%	0	NA
CFAT 3	1	0%	1	0%
Children Looked After Team 1	3	100% (3)	0	NA
Children Looked After Team 2	0	0	1	0%
Children Looked After Team 3/UAS	1	0%	1	100%(1)

Disabled Children	0	N/A	4	75% (3)
Family Support Team 3	0	N/A	1	0%
Family Support Team 4	1	0%	0	NA
Family Support Team 7	0	N/A	1	0%
MASH	1	0%	0	NA
Permanency / Court Team	1	100% (1)	0	NA

Local Government and Social Care Ombudsman (LGSCO) Complaints:

The table below provides a summary of enquiries where the Local Government and Social Care Ombudsman (LGSCO) have reached a final decision on cases within the reporting period. Findings and recommendations from all enquiries are shared with respective Directors and Assistant Directors.

Area	Issue Nature	LGO Findings	Financial Remedy	Learning where relevant	Did the council respond to the LGSCO or HO timeframes
Disabled Children	This complaint relates to the Council's needs assessment of a child, not getting provision and communication.	Maladministration Causing Injustice	£1000	Staff reminded of the importance of being punctual when attending meetings and having all relevant documentation to hand for meetings. Staff also reminded to keep a professional tone in all communication with residents. A reassessment for the child's needs has also been arranged to review the package of support needed.	Yes
Children's Services - Aftercare	Suitability of accommodation	Maladministration Causing Injustice	£300	Staff reminded of importance of recording details of any mental health condition, including concerns young people and representatives raise, in their pathway plan	No
Children's Services – Children & Family Assessment Team	Complaint relating to children social care, including interaction with Social Workers when fleeing Domestic Violence	Maladministration Causing Injustice	£750	Staff training carried out Discussions taken place via team meetings Supervision meetings undertaken with member of staff regarding data incident	Yes

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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 successful 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 **42** 'Initial Feedback' have been recorded:

Team	Feedback total
Permanency/Court Team	7
Family Support Team 4	5
Family Support Team 2	4
Children and family assessment team 4	3
Children looked after team 3	3
Children and family assessment team 3	2
Children looked after team 1	2
Children looked after team 2	2
Family Support Team 7	2
Prevention/ Support Service	2
Children and family assessment team 2	1
Children and family assessment team 1	1
Disabled Children	1
Family Support Team 6	1
Family Support Team 3	1

MASH	1
Oaktree	1
Child Protection/LADO	1
Families First	1
Aftercare	1

Enquiries

During the reporting period the following enquiries were received:

- 30 Member/Cllr Enquiries
- 11 MP Enquiries

Member/Cllr Enquiries	Feedback Total
All Services (Youth services)	4
Permanency/Court Team	3
Child Protection/LADO	2
Children Looked After Team 1	2
Fostering Team	2
Children Looked After Team 3	2
Disabled Children	2
Children & Family Assessment Team 1	2
Family Support Team 2	2
Family Support Team 4	1
Family Support Team 6	1
Family Support Team 1	1
MASH	1
Children Looked After Team 2	1
Prevention/Support Service	1
Registration	1
Support For Childminders	1
Adoption Team	1

MP Enquiries	Feedback Total
Children and Family Assessment Team 1	4
Assessment	1
Child Protection/LADO	1
Children and Family Assessment Team 2	1
Children and Family Assessment Team 3	1
MASH	1
Permanency/Court Team	1
Aftercare	1

External Compliments:

29 compliments have been received during this period compared to 30 in the same period last year, breakdown of teams is below.

Service Area (20/19/20)	Total Received
Families Together	9
Prevention/Support Service	5
CFAT 4	2
Disabled children	2
Family Support Team 4	1
Family Support Team 2	1
Child Protection/LADO	1
Children Looked After Team 2	1
Family Support Team 3	1
Family Support Team 6	1
Children Looked After Team 1	1
Fostering Team	1
CFAT 1	1
Permanency / Court Team	1
Aftercare	1
Family Support Team 1	1

Service Area (2020/21)	Total Received
Families Together	12
Family Support Team 6	7
Children and Family Assessment Team 1	2
Family Support Team 1	2
Disabled Children	2
Family Placement Service	1
Children Looked After Team 1	1
Children Looked After Team 2	1
Family Support Team 4	1