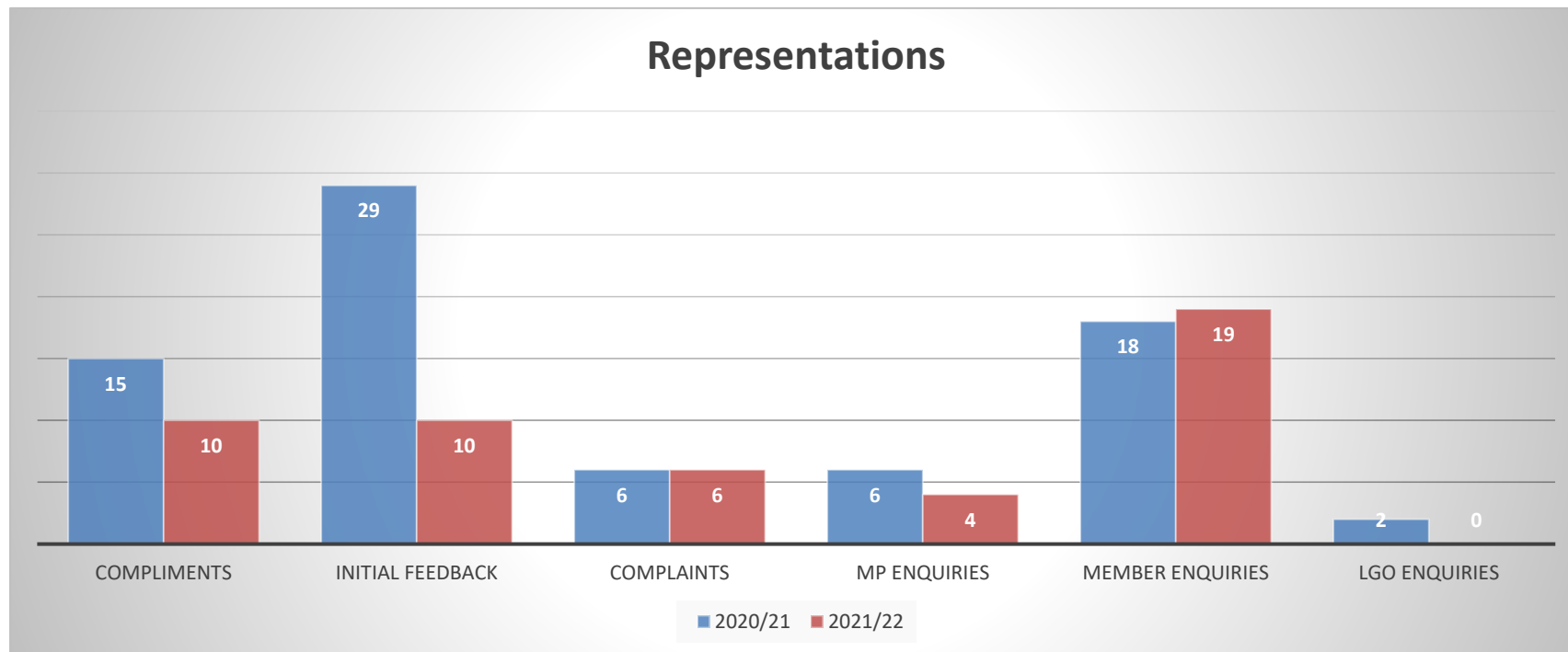


## Appendix 3 - 2021/22 - Children's Social Care – Complaints & Representations

### Volume of Representations – 2020/21 vs 2021/22:

Below is a comparison of all representations received during both years. A total of **49** representations were received in 2021/22 compared to **76** in the same period of 2020/21.



## Complaints – 2020/21 vs 2021/22:

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 2021/22	10	6	0	0	0	7	0	57%	88%
Apr-Sept 2020/21	29	6	0	0	0	5	0	60%	100%
Difference	-19	+2	0	0	0	+2	0	-3%	-12%

\*For 2021/22:

- 6 complaints were received in the reporting period
- 7 complaints were responded to within this reporting period (as 1 of these closed complaints was for the period 2020/21). 4 of the 7 complaints that were closed were upheld
- 8 complaints were due a response in the period (as 2 of these were received during 2020/21, but we not due until 2021/22). 7 of the 8 complaints were responded to within timeframe.

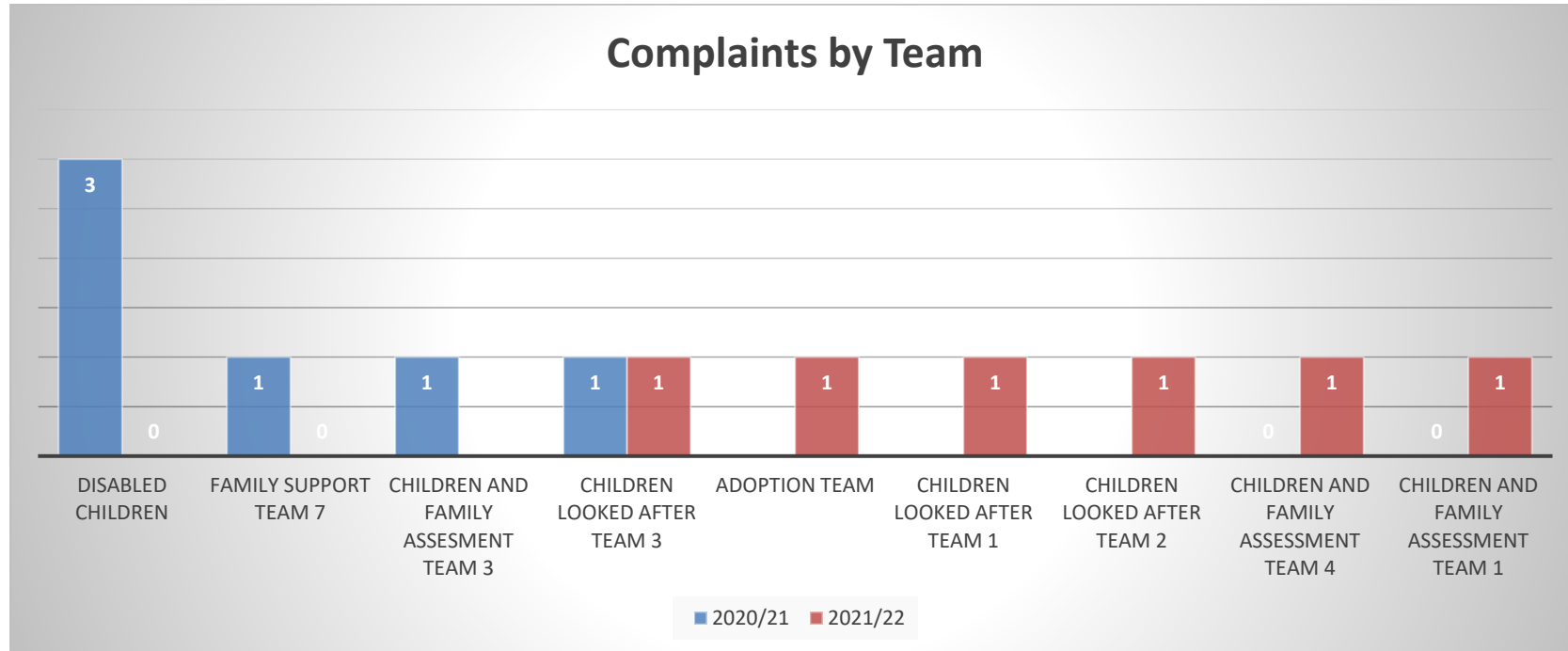
**Learning from upheld complaints:**

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><b>Communication</b></p> <p><b>Complaint 3:</b></p> <ul style="list-style-type: none"> <li>Concerns that the children are being let down regarding contact with their siblings. This is due to the contact arrangements not being clearly communicated by the Service</li> <li>Concerns raised that there are outstanding expense payments for transportation costs for contact between the siblings</li> </ul> <p>(Children Looked After Team 1)</p> <p><b>Learning:</b></p> <ul style="list-style-type: none"> <li>The sibling contact timetable has been updated</li> <li>Contracts that detail contact arrangements, including sibling contact details, are now held on file to make contact agreements clearer for families</li> <li>Staff reminded of the importance of ensuring contact expenses are paid on time</li> </ul>	<p><b>Decision Making</b></p> <p><b>Complaint 2:</b></p> <ul style="list-style-type: none"> <li>The child submitted a complaint regarding possibly being removed from their placement at New Beginnings, despite the child feeling safe and happy with the current placement</li> <li>The child is concerned that their views regarding the potential move have not been taken on board</li> </ul> <p>(Children Looked After Team 3)</p> <p><b>Learning:</b></p> <ul style="list-style-type: none"> <li>To ensure that an advocate is involved at an early stage of care</li> <li>To ensure staff work with the young person to ensure that their views are listened to and/or considered when taking any action relating to their care</li> </ul>	<p><b>Assessment</b></p> <p><b>Complaint 1:</b></p> <ul style="list-style-type: none"> <li>The Child and Family assessment that was produced contained false and misconstrued information.</li> </ul> <p>(Children and Family assessment Team 1)</p> <p><b>Learning:</b> The points below were made clear to the service via a service brief and in the team meeting:</p> <ul style="list-style-type: none"> <li>Records held must be checked with multi agency partners</li> <li>Records held must be confirmed with the parents to ensure they are correct</li> <li>Child and Family assessments are shared with the family at the completion and any incorrect information is amended and recorded on the system</li> </ul>

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 data-bbox="595 309 842 341"><b>Communication</b></p> <p data-bbox="595 349 779 381"><b>Complaint 4:</b></p> <ul data-bbox="645 416 1099 549" style="list-style-type: none"> <li data-bbox="645 416 1099 549">• The child's emails and telephone calls to the Adoption Team have not been responded to (Adoption Team)</li> </ul> <p data-bbox="595 584 734 616"><b>Learning:</b></p> <p data-bbox="595 619 1099 772">A duty log has been implemented which will be completed each day. This log will record all incoming emails/calls and will detail what needs to be actioned</p>	<p data-bbox="1126 309 1386 341"><b>Decision Making</b></p>	<p data-bbox="1592 309 1787 341"><b>Assessment</b></p>

**Breakdown of complaints received:**

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



### Upheld Complaints:

This may be different to figures shown above within the complaints received section, as the figures below are based on closed complaints (not complaints received).

Complaint Area	Volume Closed 2021/22	Upheld	Volume Closed 2020/21	Upheld
Adoption	1	1	0	N/A
Aftercare	1	0	0	N/A
Children Looked After Team 1	1	1	0	N/A
Children Looked After Team 2	1	0	0	N/A
Children Looked After Team 3/UAS	1	1	1	1
Disabled Children	0	N/A	2	2
Family Support Team 3	0	N/A	0	N/A
Children and Family Assessment Team 4	1	0	0	N/A

Complaint Area	Volume Closed 2021/22	Upheld	Volume Closed 2020/21	Upheld
Family Support Team 7	0	N/A	1	0
Children and Family Assessment Team 3	0	N/A	1	0
Children and Family Assessment Team 1	1	1	0	N/A

### **Local Government and Social Care Ombudsman (LGSCO) Complaints:**

There were nil/zero enquiries from the Local Government and Social Care Ombudsman (LGSCO), where they reached a final decision on any cases within the reporting period. This is positive and shows that the council are effective at dealing with complaints at the first point of contact.

### **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 **10** 'Initial Feedback' have been recorded:

<b>Team</b>	<b>Feedback total</b>
<b>Family Support Team 4</b>	<b>1</b>
<b>Family Support Team 2</b>	<b>1</b>
<b>Prevention/Support Service</b>	<b>1</b>
<b>Aftercare</b>	<b>1</b>
<b>Children &amp; Family Assessment Team 1</b>	<b>1</b>
<b>MASH</b>	<b>1</b>
<b>Family Support Team 3</b>	<b>1</b>
<b>Child Protection/LADO</b>	<b>1</b>
<b>Disabled Children</b>	<b>1</b>
<b>Children Looked After Team 2</b>	<b>1</b>



## Enquiries

During the reporting period the following enquiries were received:

- 19 Member/Cllr Enquiries
- 4 MP Enquiries

Member/Cllr Enquiries	Feedback Total	MP Enquiries	Feedback Total
<b>MASH</b>	<b>6</b>	<b>Child Protection/LADO</b>	<b>1</b>
<b>All Services (Youth services)</b>	<b>5</b>	<b>Children and Family Assessment Team 2</b>	<b>1</b>
<b>Family Support Team 3</b>	<b>2</b>	<b>Children Looked After Team 3</b>	<b>1</b>
<b>Children Looked After Team 3</b>	<b>1</b>	<b>Permanency/Court Team</b>	<b>1</b>
<b>Disabled Children</b>	<b>1</b>		
<b>Children Looked After Team 1</b>	<b>1</b>		
<b>Children Looked After Team 2</b>	<b>1</b>		
<b>Permanency/Court Team</b>	<b>1</b>		
<b>Aftercare</b>	<b>1</b>		

## External Compliments:

10 compliments have been received during this period compared to 15 in the same period last year, breakdown of teams is below.

Service Area (2021/22)	Total Received	Service Area (2020/21)	Total Received
Family Support Team 7	2	Families Together	10
Family Support Team 4	1	Family Support Team 6	2
Family Support Team 6	1	Family Support Team 1	1
Family Support Team 1	1	Children Looked After Team	1
Permanency/Court Team	1	Children and Family Assessment Team 1	1
Children Looked After Team 2	1		
Family Support Team 3	1		
Prevention/Support Service	1		
Aftercare	1		

## Some Examples of External Compliments

### Children Looked After Team 2:

I just wanted to take the time to say how my family and I are grateful to have had such an enthusiastic, supportive and family orientated social worker allocated to us. The social worker has gone far and beyond her working hours to ensure the needs of the children are met and she has actively listened to us. The hard work and passion has to be recognised because credit is due.

### Family Support Team 7:

I would like to take this opportunity to thank the social worker. I have been working with the social worker for the past year with four siblings in our care. The social worker is not only an asset to Thurrock Social Services, but also to the young people who have had the opportunity of meeting her. The social worker has supported both the young people I care for and supported me as a foster

carer helping me to grow in skill and confidence. The social worker has gone above and beyond to ensure the young people are safe and content she has been a guiding angel.

The social worker has made a positive impact through her work within our fostering family. She is a true professional and is fantastic at what she does. I would welcome working with her in the future as it has been a pleasure and I feel she has made positive changes to many lives

### **Family Support Team 6:**

I have been involved with a few social workers in the past 6 years and I have never had one that had gone above and beyond for me and my children.

I feel that the social worker has helped my family immensely, she has seen the struggles the positives the negatives and all in between, she has never judged me or made me feel as though I am not good enough. She has empowered me and my children, she has helped us emotionally and physically with everything. She is approachable, compassionate, and amazing!

She has listened to everything I have to say and my children views are very important to her.

I really cannot express how grateful I am, she really does her job at the best of her capabilities and never have I ever felt victimised by her in anyway as I have previously with others.

I will forever be grateful for her help and support and I'm glad she still is working us to be honest as she really has benefitted our lives in such an immense way!

I hope she gets recognised for her hard work and determination to help families as I am sure we are not the only family she has worked hard to help. She is unforgettable and a hero in my eyes

