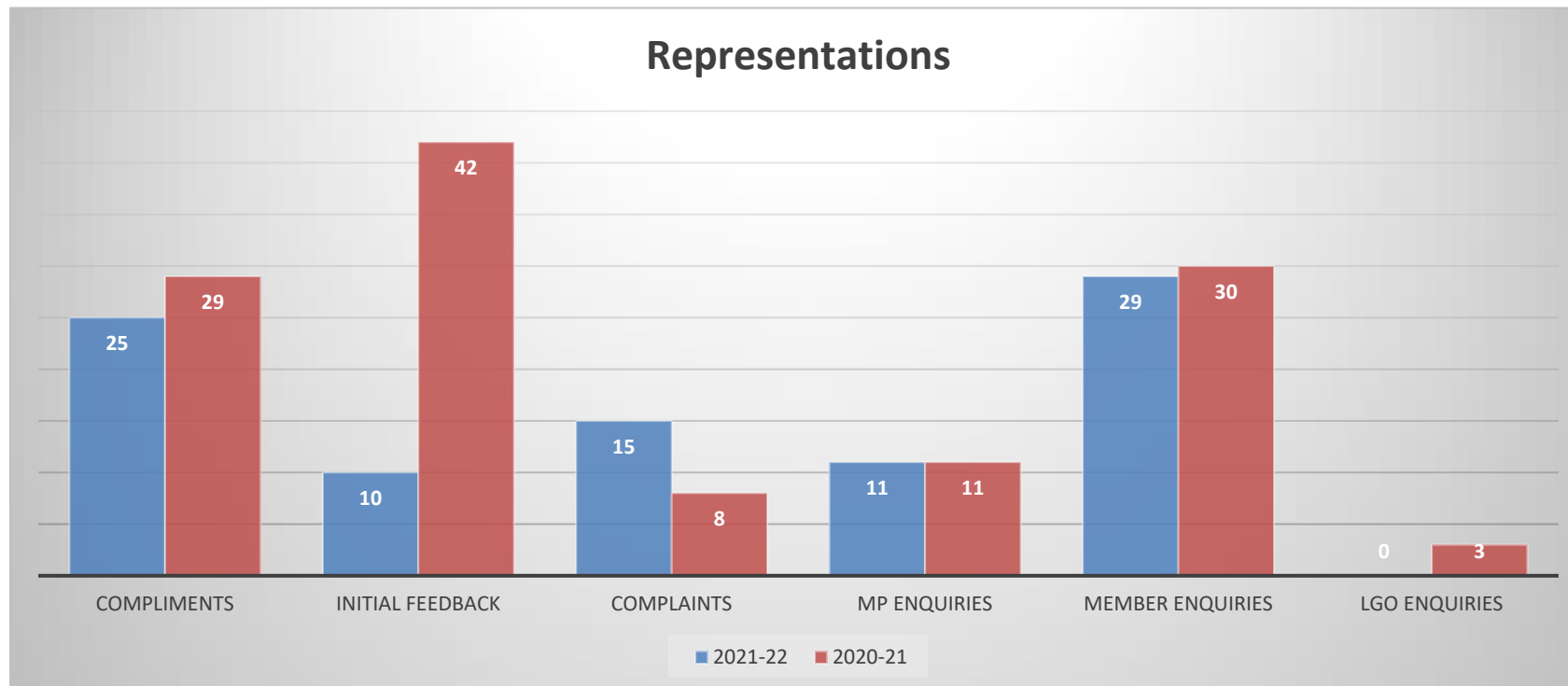


## Appendix 1 - 2021/22 - Children's Social Care – Complaints & Representations

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

Below is a comparison of all representations received during both years. A total of **90** representations were received in 2021/22 compared to **123** in the same period of 2020/21.



## 2. 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
2021/22	10	15	0	0	0	14	0	57%	80%
2020/21	42	8	0	0	0	9	0	44%	75%
Difference	-32	+7	0	0	0	+5	0	+13%	+5%

\*For 2021/22:

- 15 complaints were received in the reporting period. These are shown within section 4
- 15 complaints were due a response in the reporting period. 12 of 15 (80%) were responded to within timeframe
- 14 complaints were responded to within this reporting period. These are shown in section 5
- 8 of 14 complaints responded to (57%) were upheld. These are shown in section 5 and the learning is detailed within section 3

### 3. 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</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>

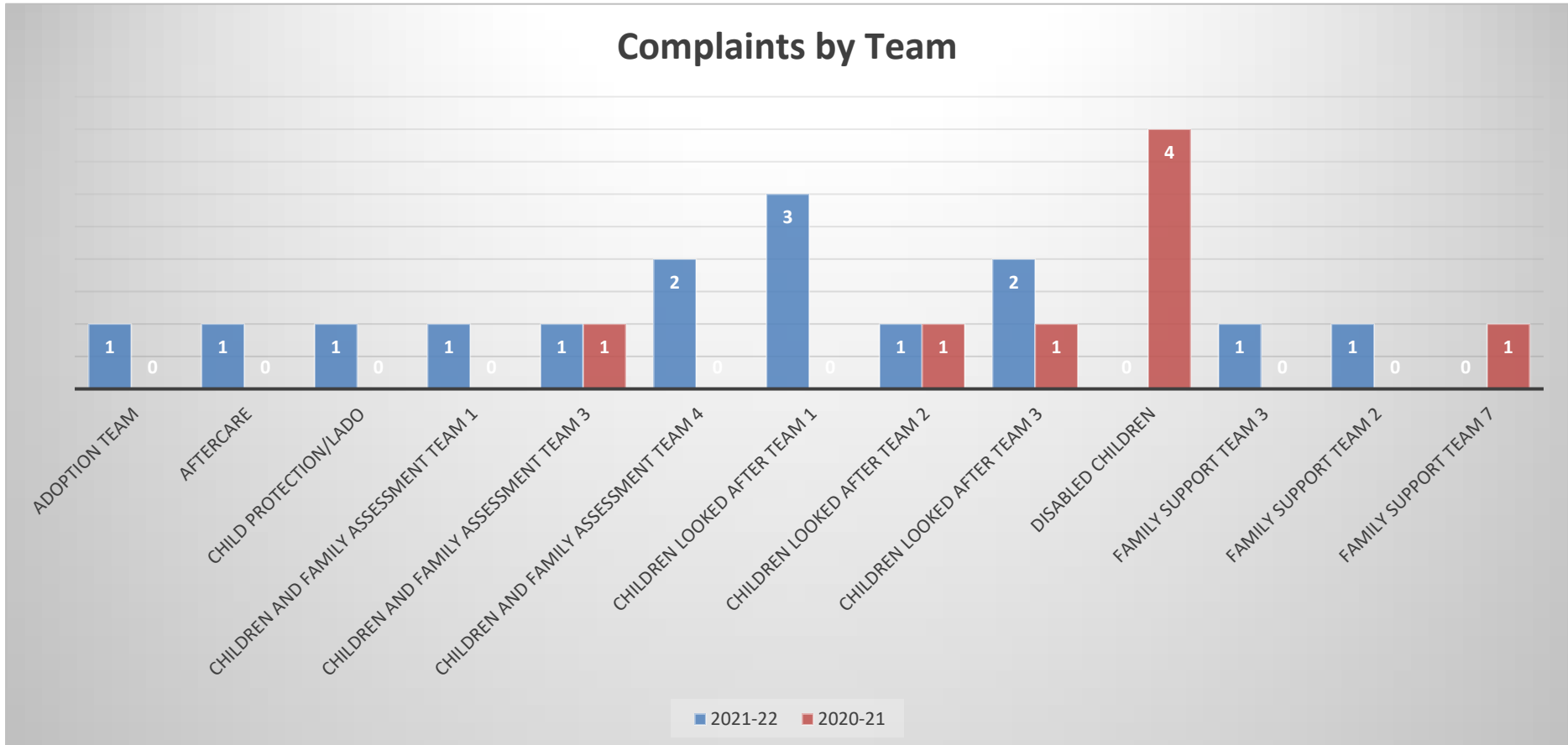
Root cause analysis and learning from upheld complaints:	Root Cause 1 and associated learning	Root Cause 2 and associated learning	Root Cause 3 and associated learning
	<p><b>Communication</b></p> <p><b>Complaint 4:</b></p> <ul style="list-style-type: none"> <li>The child's emails and telephone calls to the Adoption Team have not been responded to</li> </ul> <p>(Adoption Team)</p> <p><b>Learning:</b> 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><b>Complaint 5:</b></p> <ul style="list-style-type: none"> <li>Concerns in relation to a lack of response from the Social Worker</li> </ul> <p>(Children Looked After Team 1)</p> <p><b>Learning:</b></p> <ul style="list-style-type: none"> <li>Relevant Social Worker spoken to and reminded of the importance of ensuring that contact is consistent</li> </ul>	<p><b>Decision Making</b></p> <p>when taking any action relating to their care</p>	<p><b>Assessment</b></p> <p><b>Complaint 6:</b></p> <ul style="list-style-type: none"> <li>Concerns that the safety plan completed as part of the Child and Family Assessment was not explicit regarding potential risks to the child</li> </ul> <p>(Children and Family Assessment Team 4)</p> <p><b>Learning:</b></p> <ul style="list-style-type: none"> <li>Training undertaken with the member of staff who completed the safety plan, to provide guidance and advice on how to complete a safety plan so any risks are clearly identified</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
	Communication	Decision Making	Assessment
	<p><b>Complaint 7:</b></p> <ul style="list-style-type: none"> <li>Concerns that the parent was not informed of the requirement for any gifts for children to be brought 72 hours before contact, to ensure that they are safe to open due to COVID safety precautions</li> </ul> <p>(Children Looked After Team 1)</p> <p><b>Learning:</b></p> <ul style="list-style-type: none"> <li>Ensure that reminders relating to COVID precautions are issued ahead of any arranged contact appointments</li> </ul> <p><b>Complaint 8:</b></p> <ul style="list-style-type: none"> <li>Concerns from the child that contact received from their Social Worker was patronising and that they feel they are not being listened to</li> </ul> <p>(Children Looked After Team 3)</p>		

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
	Communication	Decision Making	Assessment
	<p><b>Learning:</b></p> <ul style="list-style-type: none"> <li>• Various methods and strategies of communication have been explored in supervision to ensure Social Workers are able to take on board any perspective and to prevent overloading service users or residents with too much information on a subject, as this may be perceived as patronising language</li> </ul>		

**4. 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.



## 5. 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	3	3	0	N/A
Children Looked After Team 2	1	0	1	0
Children Looked After Team 3/UAS	2	2	1	1
Disabled Children	0	N/A	4	3
Family Support Team 3	0	N/A	1	0
Children and Family Assessment Team 4	2	1	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	1	0	1	0
Children and Family Assessment Team 1	1	1	0	N/A
Child Protection/LADO	1	0	0	N/A
Family Support Team 2	1	0	0	N/A

#### 6. 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.

## 7. 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.

## 8. 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:

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

## 9. Enquiries

During the reporting period the following enquiries were received:

- 29 Member/Cllr Enquiries
- 11 MP Enquiries

Member/Cllr Enquiries	Feedback Total
<b>MASH</b>	<b>8</b>
<b>All Services (Youth services)</b>	<b>4</b>
<b>Family Support Team 3</b>	<b>2</b>
<b>Aftercare</b>	<b>2</b>
<b>Children and Family Assessment Team 2</b>	<b>2</b>
<b>Children Looked After Team 1</b>	<b>2</b>
<b>Children Looked After Team 2</b>	<b>1</b>
<b>Permanency/Court Team</b>	<b>1</b>
<b>Children Looked After Team 3</b>	<b>1</b>
<b>Disabled Children</b>	<b>1</b>
<b>Oaktree</b>	<b>1</b>
<b>Registration</b>	<b>1</b>
<b>Children and Family Assessment Team 1</b>	<b>1</b>
<b>Children and Family Assessment Team 3</b>	<b>1</b>
<b>Family Support Team 4</b>	<b>1</b>

MP Enquiries	Feedback Total
<b>MASH</b>	<b>3</b>
<b>Permanency/Court Team</b>	<b>2</b>
<b>Child Protection/LADO</b>	<b>2</b>
<b>Children Looked After Team 3</b>	<b>1</b>
<b>Children and Family Assessment Team 2</b>	<b>1</b>
<b>Family Support Team 1</b>	<b>1</b>
<b>Children and Family Assessment Team 3</b>	<b>1</b>

## 10. External Compliments:

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

Service Area (2021/22)	Total Received	Service Area (2020/21)	Total Received
Prevention/Support Service	4	Families Together	12
Family Support Team 7	3	Family Support Team 6	7
Family Support Team 6	3	Children and Family Assessment Team 1	2
Fostering Team	3	Family Support Team 1	2
Permanency/Court Team	2	Disabled Children	2
Family Support Team 4	2	Family Placement Service	1
Family Support Team 1	2	Children Looked After Team 1	1
Support for childminders	2	Children Looked After Team 2	1
Aftercare	1	Family Support Team 4	1
Family Support Team 3	1		
Families Together	1		
Children Looked After Team 2	1		

## 11. Examples of External Compliments

### Prevention/Support Service:

The young person spoke very highly of you and said that the support you provided helped to change her life as well as her families. She would like to now become a social worker so that she can offer the same support to other families which she received from you. She was so positive about the support she received from your team and is very grateful.

### Fostering Team:

I would like to take this opportunity to say thank you for the opportunity to be part of the support of the Sibling group of 4.

I would like to thank both social workers for the opportunity to gain more skills. I would like to say thank you for communicating and working as a team supporting children with their reunification with Dad. Both working with us and our agency to support young people. It has been a real positive working professional relationship which I will always take with us in supporting young people.

**Family Support Team 4:**

I just wanted to thank you for finding the emergency placement for the children and all the additional support you have put in place. The children have told me how supportive you have been recently and how grateful they are for all the additional time you given them. I think we will all be relieved to see them both settled again in a new placement before Christmas.

**12. Benchmarking**

Complaints benchmarking information is summarised below. This was requested by Committee when the 2020/21 annual report was considered.

<b>Council</b>	<b>Complaints Received</b>	<b>% Of complaints upheld</b>	<b>% Responded to within timeframe</b>
Thurrock	15	57%	80%
Croydon	148	36%	70%
Haringey	25	16%	16%
Hounslow	19	37%	89%