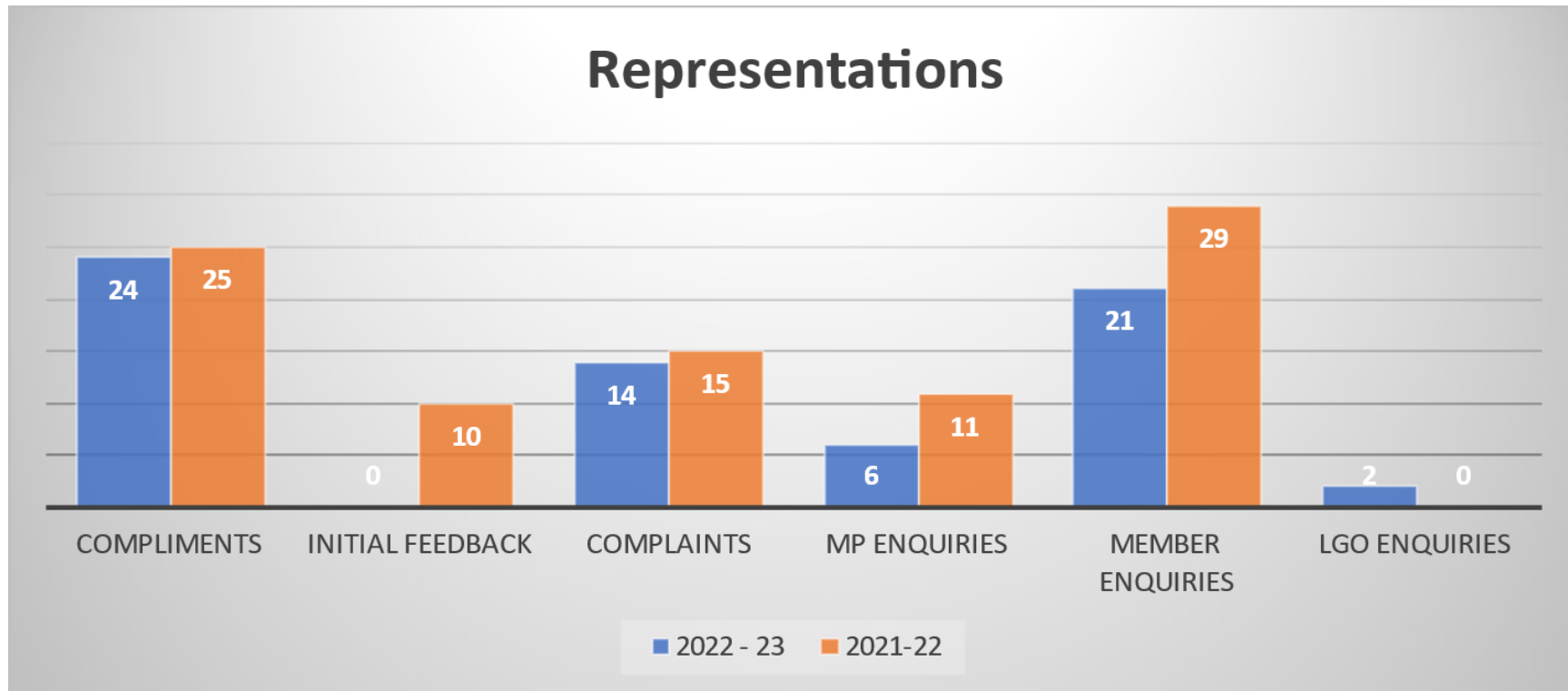


Appendix 3 - 2022/23 Children's Social Care Complaints & Representations

1. Volume of Representations – 2022/23 vs 2021/22:

Below is a comparison of all representations received during both years. A total of **67** representations were received in 2022/23 compared with **90** for 2021/22.



2. Complaints – 2022/23 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
2022/23	0	14	0	0	0	15	0	47%	93%
2021/22	10	15	0	0	0	14	0	57%	80%
Difference	-10	-1	0	0	0	+1	0	-10%	+13%

*For 2022/23:

- 14 complaints were received in the reporting period. These are shown within section 4
- 15 complaints were due a response in the reporting period. 14 of 15 (93%) were responded to within timeframe
- 15 complaints were responded to within this reporting period. These are shown in section 5
- 7 of 15 complaints responded to (47%) were upheld. These are shown in section 5 and the learning is detailed within section 3

3. Learning and/or outcomes 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>Communication</p> <p>Complaint 1</p> <p>Parent raised concerns that they are receiving minimal support from the service with regards to their son. (Disabled Children)</p> <p>Learning and/or outcome</p> <p>The social worker managing the case was spoken to and has been reminded of the importance of providing frequent updates to the parents. This will ensure the parents are kept up to date regarding the actions being taken and to reassure them that adequate support is provided.</p> <p>.</p> <p>Complaint 2</p> <p>Concerns that factually incorrect information was held on son's file in relation to his care history. These errors were pointed out by the mother on numerous occasions however amendments were not made (Disabled Children)</p>	<p>Standard of Care</p> <p>Complaint 7</p> <p>Concerns regarding the level of care and support provided by the Foster Carer placement. (Fostering team)</p> <p>Learning and/or outcome</p> <p>Meeting held with the Carers to share the concerns raised and ongoing guidance will be given to these carers to ensure that anyone accommodated by them in the future feels supported.</p>	<p>Level of support received</p> <p>Complaint 6</p> <p>Complaint raised by advocate on behalf of parents regarding concerns that their social worker has been unsupportive with their child's case (Disabled Children)</p> <p>Learning and/or outcome</p> <p>The child's assessment had not been updated in over two years. This has now been actioned to ensure that this assessment is updated and followed going forward.</p> <p>There was also a delay in the minutes from a meeting being provided to the parents. An apology for this has been issued as this is not in line with standard practice. Going forward any minutes will be provided in a reasonable timeframe to ensure they can be reviewed before any scheduled meetings.</p>

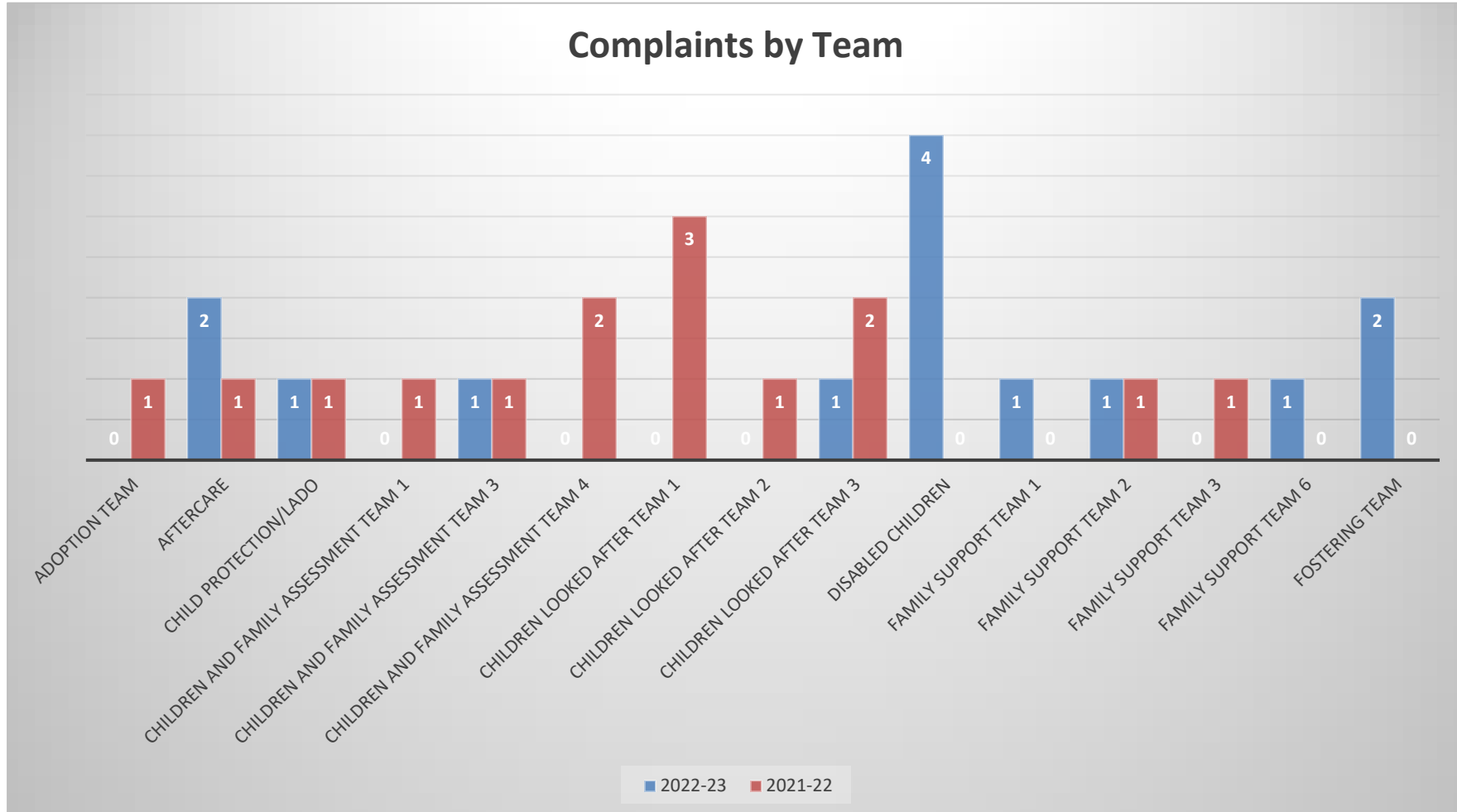
Root cause analysis and learning from upheld complaints:	Root Cause 1 and associated learning	Root Cause 2 and associated learning	Root Cause 3 and associated learning
	<p>Communication</p> <p>Learning and/or outcome</p> <p>Requested amendments have now made to the files and all team members have been reminded of the importance of maintaining accurate information</p> <p>Complaint 3</p> <p>Concerns regarding a lack of communication from the allocated care worker and that care files relating to adoption have not been provided (Aftercare)</p> <p>Learning and/or outcome</p> <ul style="list-style-type: none"> • The process regarding allocation of new cases was discussed within the Team Meeting, making it clear that the expectation is that young people must be contacted by the new care worker at the point of allocation • Where there is an absence of a care worker as with this case, the young person should be contacted by the responsible Senior Practitioner 	<p>Standard of Care</p>	<p>Level of support received</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
	<p>Communication</p> <ul style="list-style-type: none"> The Subject Access Request process has been circulated to all Team Members (including Managers), to ensure all staff are aware of the process for providing requested information <p>Complaint 4</p> <p>Concerns raised regarding a lack of response to a parent, when they raised concerns that they were not consulted regarding a respite placement (Fostering Team)</p> <p>Learning and/or outcome</p> <p>The Fostering Team to ensure that they make all individuals aware ASAP regarding any respite care matters, to enable time for the families to address any concerns with the service</p> <p>Complaints 5</p> <p>Parent raised concerns that they have not had contact with their children, despite being advised that this would</p>	<p>Standard of Care</p>	<p>Level of support received</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
	<p>Communication</p> <p>happen (Children Looked After Team 3)</p> <p>Learning and/or outcome</p> <p>This was caused by staff absence. The service are reviewing processes to ensure contact is maintained at all times, in the event of staff absences from work</p>	<p>Standard of Care</p>	<p>Level of support received</p>

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 2022/23	Upheld	Volume Closed 2021/22	Upheld
Adoption	0	0	1	1
Aftercare	3	1	1	0
Child Protection/LADO	1	0	1	0
Children and Family Assessment Team 1	0	0	1	1
Children and Family Assessment Team 3	0	0	1	0
Children and Family Assessment Team 4	0	0	2	1
Children Looked After Team 1	0	0	3	3
Children Looked After Team 2	0	0	1	0

Complaint Area	Volume Closed 2022/23	Upheld	Volume Closed 2021/22	Upheld
Children Looked After Team 3/UAS	1	1	2	2
Disabled Children	4	3	0	N/A
Family Support Team 1	1	0	0	0
Family Support Team 2	1	0	1	0
Family Support team 3	1	0	0	0
Family Support Team 6	1	0	0	N/A
Fostering Team	2	2	0	N/A

6. Local Government and Social Care Ombudsman (LGSCO) Complaints:

There were 2 enquiries from the Local Government and Social Care Ombudsman (LGSCO), where they reached a final decision on cases within the reporting period.

Area	Issue Nature	LGO Findings	Financial Remedy	Learning where relevant	Did the council respond to the LGSCO timeframes
MASH	Resident claims the council failed to respond properly to a safeguarding referral and did not report the matter to the police, which has made it impossible to bring criminal proceedings	Closed after initial enquiries - Outside of jurisdiction	Not Applicable	Not Applicable	Yes
Family Support Team 2	Resident complains about how the council assessed the care needs of an unborn child. Resident also complains that their views were not included in the assessment which also contained inaccuracies.	Outside Jurisdiction	Not Applicable	Not Applicable	Yes

7. 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 **0** 'Initial Feedback' have been recorded:

8. Enquiries

During the reporting period the following enquiries were received:

- 21 Cllr/Member enquiries
- 6 MP Enquiries

Member/Cllr Enquiries	Feedback Total
MASH	3
Family Support team 7	1
Operation of Homes	2
Fostering Team	1
All Services	7
Registration	1
Family Support 6	1
Aftercare	1
Children looked after Team 1	1
Family Support Team 2	2
Fostering Team	1

MP Enquiries	Feedback Total
Children and family assessment Team 1	1
Disabled Children	1
Children looked after Team 3	1
Family Support Team 2	1
Faily Support Team 1	1
Prevention/Support Service	1

9. External Compliments:

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

Service Area (2022/23)	Total Received	Service Area (2021/22)	Total Received
Family Support team 4	3	Prevention/Support Service	4
Family Support Team 3	2	Family Support Team 7	3
Children Looked After Team 1	3	Family Support Team 6	3
Children Looked After Team 3	2	Fostering Team	3
Children and Family Assessment Team 4	2	Permanency/Court Team	2
Fostering Team	2	Family Support Team 4	2
Aftercare	1	Family Support Team 1	2
Family Support Team 2	1	Support for childminders	2
Family Support Team 7	1	Aftercare	1
All Services	1	Family Support Team 3	1
Prevention/Support Service	1	Families Together	1
Family Support Team 6	1	Children Looked After Team 2	1
Children and Family Assessment Team 3	1		
Disabled Children	1		
MASH	1		
Child Protection/LADO	1		

10. Examples of External Compliments

Family Support Team 4 - Your member of staff is a child focused practitioner and definitely one who is advocating on behalf of the family and showing empathy, putting herself in the child's and parents' shoes. Her ability to reflect has contributed to good work undertaken with families.

Family Support Team 7 - Feedback from a parent during a pre-consultation discussion " Firstly you are brilliant at your job and I feel that you are doing more than just doing your job, but that you really cared about me and the kids. I have had lots of social workers over the years, but never one like you. You listen and make me feel that I'm worth something"

Children Looked After Team 1 - I just wanted to thank you for all the support that you have given to x and helping her achieve her goals and becoming an amazing young person! I know she has appreciated all that you have done for her

11. Benchmarking

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

Council	Complaints Received	% Of complaints upheld	% Responded to within timeframe
Thurrock	14	47%	93%
Newham	17	56%	48%
City of London	4	0%	100%
London Borough of Redbridge	146	21%	83%
Hounslow	11	14%	85%