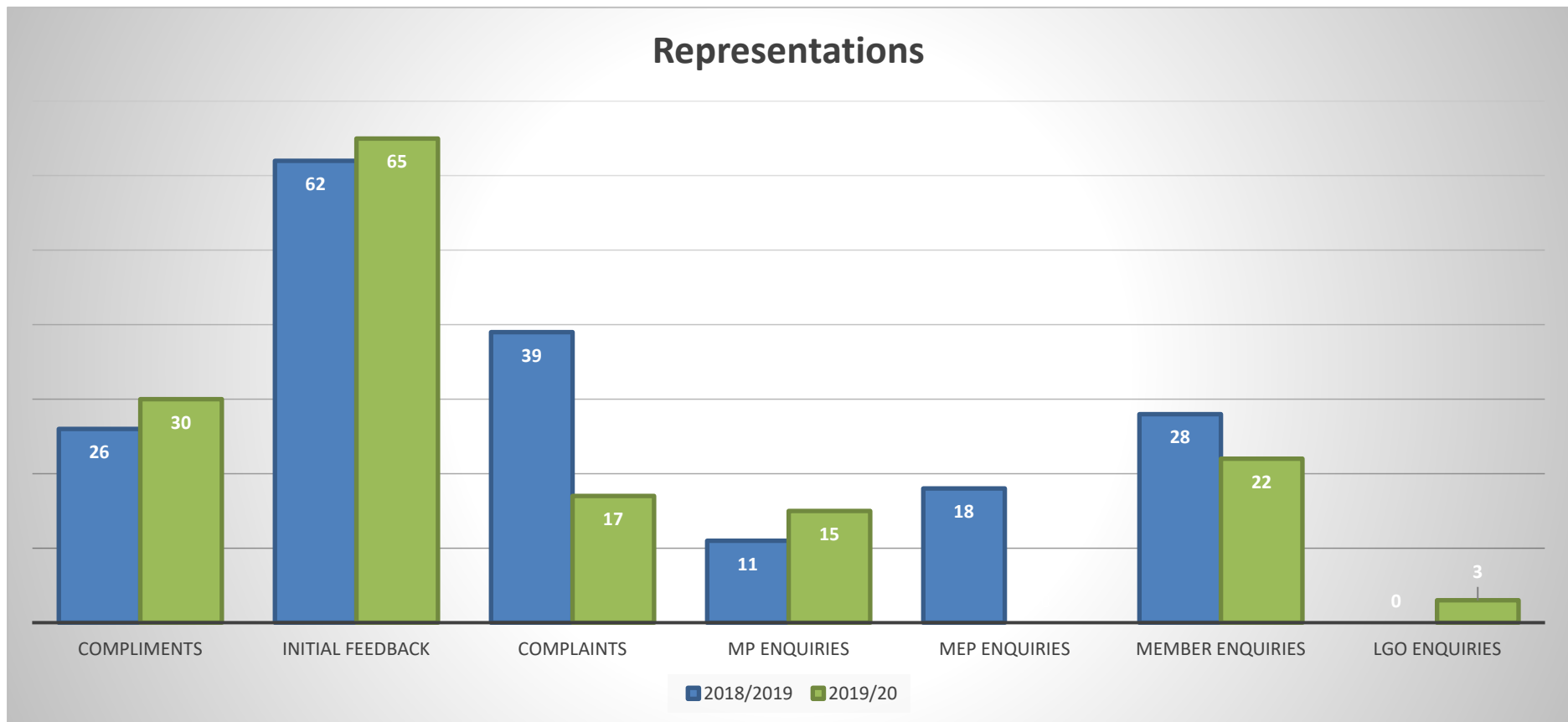


## Appendix 1 - 2019/20 - Children's Social Care – Complaints & Representations

### Volume of Representations – 2019/20 vs 2018/19:

Below is a comparison of all representations received during both years. A total of **152** representations were received in 2019/20 compared to **184** in the same period of 2018/19.



## Complaints – 2018/19 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. The reduction in complaint volumes can be attributed to a more proactive process of meeting with residents to prevent issues becoming complaints and/or staffing related complaints now being captured as corporate complaints (and not statutory complaints):

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*
<b>2019/20</b>	<b>65</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>14</b>	<b>4</b>	<b>50%</b>	<b>47%</b>
<b>2018/19</b>	<b>62</b>	<b>39</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>35</b>	<b>3</b>	<b>51%</b>	<b>87%</b>
<b>Difference</b>	<b>+3</b>	<b>-22</b>	<b>0</b>	<b>0</b>	<b>+1</b>	<b>-21</b>	<b>+1</b>	<b>-1%</b>	<b>-40%</b>

\*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)

\* 2019/20 % timeliness is based on 15 complaints being due in the period (7 from 15 within timeframe). 1 was closed in March 2018 and so appeared on last year's report.

## Root cause analysis and associated learning:

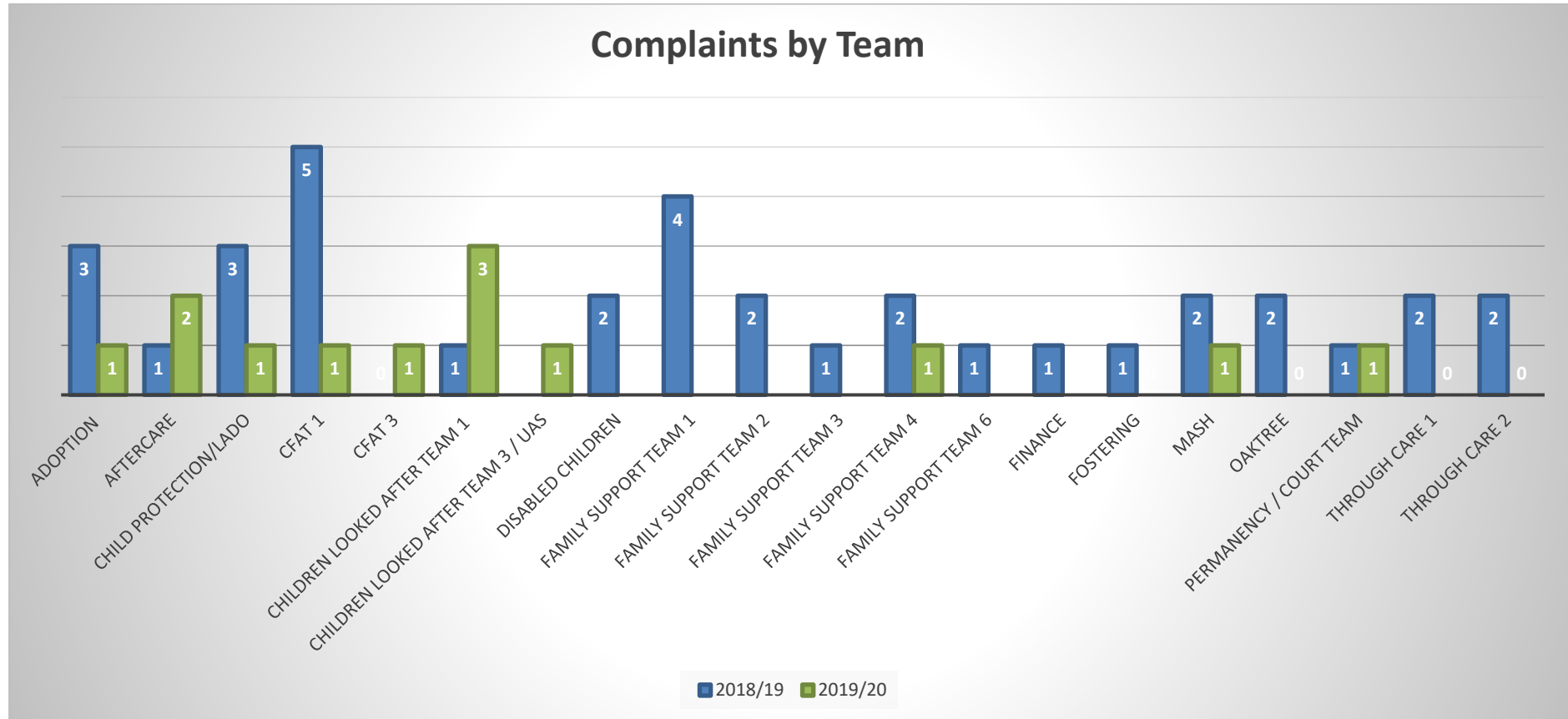
Key learning themes are identified below for the reporting period. Learning from upheld complaints is recognised by the service as part of complaint resolution.

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
Learning for 2019/20	<p><b>Communication</b></p> <p>Discussions have taken place within the service in relation to:</p> <ul style="list-style-type: none"> <li>• The importance of sharing plans across the service on a need to know basis (<b>Children Looked After Team 1</b>)</li> <li>• The need to ensure that information given to children about their care plans is accurate and up to date (<b>Children Looked After Team 1</b>)</li> <li>• Change over arrangements to be improved with joint visits to be conducted with both the new and outgoing</li> </ul>	<p><b>Savings</b></p> <p>The team have developed a new process to:</p> <ul style="list-style-type: none"> <li>• Address inconsistencies in savings for looked after children (<b>Aftercare</b>)</li> <li>• Ensure all young people receive regular savings going forward (<b>Aftercare</b>)</li> <li>• To review allowance payments annually and to ensure the system in place does not cause any disruption and/or inconvenience to the carer (<b>Adoptions Team</b>)</li> </ul>	<p><b>Assessment</b></p> <p>A formal review to be conducted to ensure standards are maintained in all cases involving unaccompanied asylum seekers (<b>Children Looked After Team 1</b>)</p>

	<p>social workers (<b>Children Looked After Team 1</b>)</p> <ul style="list-style-type: none"> <li>• Share all reports and communicate with families to prevent any disruption in education during placement moves (<b>Children Looked After Team 1</b>)</li> <li>• Staff reminded of expected customer service standards during visits (<b>Courts Team</b>)</li> </ul>		
<p><b>Learning for 2018/19</b></p>	<p><b>Communication</b></p> <p>Internal changes to rota spreadsheets to reflect contact in the community.</p> <p>Staff given reflective practice sessions to attune themselves with how service changes affect users.</p> <p>Better handling of Letterbox administration to ensure birth relatives and adoptive parents maintain proper contact.</p> <p>Recruitment of staff to allow for resumption of life story book productions.</p>	<p><b>Decision Making</b></p> <p>Both sides of families to be contacted where children only live with one parent to ensure equal sharing of information.</p> <p>Staff retrained on LADO referrals and social workers to fully familiarise themselves with the case prior to initial meetings.</p>	<p><b>Policy and Training</b></p> <p>Policy to be drafted to address the issue of savings for children in care.</p> <p>Further training to be provided to staff to remember the impact that professional opinion and timekeeping has on cases.</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 2018/19	% Upheld	Volume 2019/20	% Upheld
Adoption	3	67% (2)	1	100% (1)
Aftercare	1	100% (1)	2	50% (1)
Child Protection/LADO	3	33% (1)	1	0%
CFAT 1	5	40% (2)	1	0%
CFAT 3	0	N/A	1	0%
Children Looked After Team 1	0	N/A	3	100% (3)
Children Looked After Team 3 / UAS	0	N/A	1	0%
Disabled Children	2	50% (1)	0	N/A

Family Support Team 1	4	25% (1)	0	N/A
Family Support Team 2	2	100% (2)	0	N/A
Family Support Team 3	1	0%	0	N/A
Family Support Team 4	2	0%	1	0%
Family Support Team 6	1	100% (1)	0	N/A
Fostering	1	100% (1)	0	N/A
MASH	2	0%	1	0%
Oaktree	2	100% (2)	0	N/A
Permanency / Court Team	1	100% (1)	1	100% (1)
Through Care 1	2	50% (1)	0	N/A
Through Care 2	2	50% (1)	0	N/A

### LGO Complaints/Enquiries:

There were 3 LGO complaints/enquiries received during the reporting period.

Area	Issue Nature	Ombudsman Findings	Financial Remedy
<b>Children &amp; Families Assessment Team</b>	Action taken to support a resident fleeing domestic violence	Final Decision received – Council at fault	£750
<b>Disabled Children</b>	Assessment and communication with the child's parents	Awaiting Draft Decision	N/A
<b>Aftercare Team</b>	Support with appropriate housing and quality of accommodation	Draft Decision received – Council at fault	£300

### 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 2 cases of successful ADR, both of which prevented escalations to Stage 2. This has resulted in an estimated saving of £3600 for the service/Council.



### **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 the following 'Initial Feedback' has been recorded:

<b>Team</b>	<b>Feedback Total</b>
<b>CFAT 1</b>	12
<b>Disabled children</b>	7
<b>Family Support Team 4</b>	6
<b>Children Looked After Team 1</b>	6
<b>MASH</b>	5
<b>Aftercare</b>	4
<b>Permanency / Court Team</b>	4
<b>Fostering Team</b>	4
<b>CFAT 2</b>	3
<b>Children Looked After Team 2</b>	3
<b>Family Support Team 3</b>	2
<b>Children Looked After Team 3 / UAS</b>	2
<b>Adoption Team</b>	2
<b>Prevention/Support Service</b>	1
<b>Operation of homes</b>	1
<b>Oaktree</b>	1
<b>Child Protection/LADO</b>	1
<b>Family Support Team 2</b>	1

## Enquiries

During the reporting period the following enquiries were received:

- 22 Member/Cllr Enquiries
- 15 MP Enquiries

<b>Cllr Enquiries</b>	<b>Number by Team</b>
<b>MASH</b>	4
<b>Youth Services</b>	3
<b>Children Looked After Team 1</b>	3
<b>Disabled Children</b>	3
<b>Fostering Team</b>	2
<b>CFAT 1</b>	2
<b>CFAT 2</b>	2
<b>Operation of Homes</b>	1
<b>Family Support Team 2</b>	1
<b>Family Support Team 4</b>	1

<b>MP Enquiries</b>	<b>Number by Team</b>
<b>CFAT 1</b>	4
<b>Aftercare</b>	2
<b>Family Support Team 4</b>	2
<b>MASH</b>	2
<b>Child Protection/LADO</b>	1
<b>Fostering Team</b>	1
<b>Support for childminders</b>	1
<b>Children Looked After Team 3 / UAS</b>	1
<b>Family Support Team 1</b>	1

## External Compliments:

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

Service Area	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**