

Children's Social Care Statutory Comments, Compliments and Complaints Procedure**Quarter 1 1st April – 30th June 2022**

This summary report brings together the key quantitative data and analysis from Quarter 1 Social Care & Safeguarding Compliments and Complaints.

Complaints Received

	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21-22
Through Care Team (including Placements & Sufficiency)	14	17	6	9	5
CwD	4	2	2	4	4
Family Front Door	8	18	12	11	10
Fostering & Kinship	1	0	1	2	5
Safeguarding Area	26	23	20	25	21
Support Services/Targeted Family Support	1	4	3	1	2
QA and Independent review	5	-	-	-	-
Total	59	64	44	52	47

There has been a rise in complaints in comparison to Q1 of 21/22, but a reduction since Q4.

It is positive that there is a notable decline in complaints received for the Family Front Door since Q3. Most other areas remain consistent.

Compliments Received

	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
Through Care Team	3	-	4	2	-
CwD	1	1	-	3	-
Targeted Early Help/support services	1	3	3	1	2
Family Front Door	1	2	8	-	5
Fostering & Kinship	-	-	-	2	-
Safeguarding Area	8	9	4	11	9
QA & Independent Review	2	3	2	-	3
Total	16	18	25	19	20

Nature of Complaints Received

The nature of complaints is higher than the complaints received as although the complaint is logged once, in some instances there is more than one primary concern within a complaint.

	Staff attitude and behaviour	Decision making	Communication	Quality/timeliness of social work assessment	Practice non-compliant with legislation/procedure	Lack of or delay in providing an assessed service	Total
Family Front Door	10	7	7	17	2	4	47
CWD/Short Breaks/Resid	3	-	-	-	-	2	5
Through Care Team	3	14	17	1	1	7	43
Safeguarding Area	5	10	12	6	2	3	38
Fostering	-	-	-	-	-	-	-
Targeted Family Support/Support Services	3	-	1	-	1	1	6
QA & Independent Review	1	3	11	-	-	6	21
Total	25	34	48	24	6	23	160

Stage 1 Outcomes by Nature & %

Nature	Upheld	Partially Upheld	Not Upheld	Discontinued	Withdrawn	No Finding
Decision making	4 (2.47%)	1(0.62%)	27 (16.67%)	1 (0.62%)	1 (0.62%)	-
Communication	9 (5.56%)	7 (4.32%)	32 (19.75%)	1 (0.62%)	-	-
Staff Attitude/Behaviour	-	3 (1.85%)	19 (11.73%)	2 (1.23%)	1 (0.62%)	1 (0.62%)

Lack or delay in providing assessed service	6 (3.7%)	4 (2.47%)	13 (8.02%)	-	-	-
Discrimination	-	-	-	-	-	-
Practice non-compliant	2 (1.23%)	-	3 (1.85%)	-	1 (0.62%)	-
Quality/Timeliness	3 (1.85%)	1 (0.62%)	18 (11.11%)	2 (1.23%)	-	-
Total & %	24 (14.81%)	16 (9.88%)	112 (69.14%)	6 (3.7%)	3 (1.85%)	1 (0.62%)

Current Stage of Open Complaints

	Stage 1	Stage 2
Through Care	2	2
Targeted Family Support/Support Services	-	-
CWD	1	1
Family Front Door	1	1
Safeguarding	6	3
Fostering and Kinship	1	-
QA & Independent Review	1	-
Total	12	7

*Some complaints have been brought forward from the previous quarter, as they remained unresolved.

Stage 2 Outcomes by nature and %

Nature	Upheld	Partially Upheld	Not upheld
Decision making	-	1 (14.3%)	1 (14.3%)
General lack of communication	1 (14.3%)	1 (14.3%)	-
Quality/timeliness of SW assessment	-	1 (14.3%)	-

Lack or Delay in providing an assessed service	-	1 (14.3%)	-
Practice non compliant with legislation/procedure	-	-	1 (14.3%)
Total	1 (14.3%)	4 (57.2%)	2 (28.6%)

- Three of the stage 2 outcomes were the same as the stage 1 response. 2 being not upheld at both stages and the other being partially upheld at both stages.
- 3 were not upheld at stage 1, but all partially upheld at stage 2.
- 1 was partially upheld at stage 1 but upheld at stage 2.

Stage 1 Response times

Stage 1 complaints should be responded to within a statutory 10-day timescale, although this can be extended to 20 days if necessary.

Stage 1 responses are consistently being responded to within the extended timescale of 20 working days (91% - a slight drop from Q4 21/22 of 94.23%).

4 responses were outside of the 20 working days, although it is worth noting that on 3 of these, each was only 1 day over timescale.

Some complaints that were responded to during this period may have been received earlier.

	2021/22 Response within 10 days	2022/23 Response within 10 days	2021/22 Response within 20 days	2022/23 Response within 20 days	2021/22 More than 20 days	2022/23 More than 20 days
CwD	-	1	1	1	-	-
Family Front Door	2	2	11	7	1	1
Fostering & Kinship	-	-	1		-	-
Safeguarding	5	2	20	12	-	1
Through Care	1	1	6	9	2	1
Targeted Family Support/Support Services	2	-	-	2	-	-
QA and Independent Review	-		-	3	-	-
Total	10 (19.23%)	6 (14%)	39 (75%)	33 (77%)	3 (5.77%)	4 (9%)

Stage 2 Response times

Service Area	Response within 65 working days	Response in more than 65 working days
Safeguarding	-	1
Through Care	1	1
Fostering and Kinship	1	-
Family Front Door	1	-
Supporting Families First	2	-
Total	5 (71%)	2 (29%)

Stage 2 investigations should be completed within 25 working days. However, this may be impractical in some cases and where it is not possible to complete within 25 working days, Stage 2 may be extended to 65 working days.

Unfortunately, 2 of the stage 2 responses were outside of the timescale. 1 was due to what would seem to be unavoidable delays due to staff sickness and a bereavement that impacted the IP.

In the other late response, the IO details in her report that delays were caused by lack of responses from some staff and sick leave.

Stage 3 Response time for Quarter 1

There was 1 stage 3 review panel held in Q1.

In the original stage 2 response, the complaint points were not upheld. The panel agreed with the findings and conclusions of the stage 2 investigation.

An additional recommendation was made by the panel. They advised that WCF give careful consideration as to how assessments are sent to parents and carers, suggesting that these types of documents could be sent Recorded Delivery or Signed for Mail or secure email to ensure that the recipient receives them.

This stage 3 panel was held in the 30-working day timescale.

WCF Analysis of the Complaints data & trends:

- In Quarter 4 we saw an increase in Complaints received, as we move into Quarter 1 these have begun to reduce, although remain higher than this period 12-months ago. Although the Complaints received increase, it is important to note 9 Complaint Points were discontinued or withdrawn from Complainants.
- Our compliments have reduced slightly from the previous period but remain within an average mean.
- Although some complaints do go to Stage 2, currently 7 are open at Stage 2 and in this period 2 Stage 2 Complaints concluded; given our overall number of Stage 1 complaints, this is a relatively small number of complainants wishing their complaint to progress to an independent Stage 2 Investigation. In Children's Social Care our Stage 1 Investigations are completed by Advanced Practitioners and therefore are independent of the Social Work Teams, this brings a level of independence on how families experience these investigations. This does demonstrate that overall families are content with the quality of investigations, outcomes, and proposed resolutions.
- Communication is the highest volume of complaint points; however, they are equally the highest complaint point where a not upheld finding is made.
- Overall, just under 70% of Stage 1 Complaints are not upheld – evidencing quality of practice completed and demonstrated, whereas 14% were upheld. Our Stage 2 Investigations found 1 Complaint Point upheld.
- 91% of Stage 1 investigations were completed in timescale, 4 Stage 1 Complaints were outside of the maximum 20 working days
- Of our Stage 2 Investigations 71% were completed in timescale and 1 had an upheld outcome. 29% (2 cases) the investigations were out of timescale; one was due to delays with the Independent Person due to ill health & bereavement and the other was due to a delay in a member of staff supplying written information – we have agreed to ensure any delays are raised with the Business Manager and the Head of Quality Assurance copied in to ensure delays are identified and addressed at the earliest opportunity.
- 1 Stage 3 Panel was held in this Quarter, they agreed with the outcomes of the investigation and action of the Local Authority – this complaint was not upheld.

Compliments in Quarter 1:

We have received a range of compliments from children, young people and families...these can be read in this document but examples also include:

A SW from the Safeguarding North East Team 5 received a card from a parent giving positive feedback on his engagement with the family – “We want you to know how truly grateful we are for the help, support and wonderful energy you have shared with us!”

A PA for Care Leavers Team North received from a compliment from a Young Person that she had been working with – “D is the best PA he has ever had, she is always there for him, does what she says she will do, will challenge him when needed and will be persistent in engaged with him when he is being evasive”

Learning and Service Improvement in Quarter 1:

WCF take learning from Complaints seriously and we have recorded the following service learning and improvement following complaints determined during Quarter 1:

- We have updated our Supervision Recording Template to include a specific recording section to evidence reflective discussion from learning from complaints, audits, and feedback.
- We undertook a learning from practice presentation to our End-to-End Leadership, including all senior and team managers, advanced practitioners, IROs and Conference Chairs.
- We have promoted our Complaints Practice Standards & Guidance and where we centrally save our learning reports as a central repository.
- We have written and disseminated a learning briefing to all staff to include service specific complaint learning.