

Children's Services Department

Annual Report on Complaints and Representations

2019/20



1.0 Executive Summary

- 1.1 The Annual Report is a public document, providing a mechanism by which the Isle of Wight Council's Children's Services Department (the Department) can be kept informed about the operation and effectiveness of its Children's Social Care complaints procedure and support learning from complaints. Non-Children's Social Care Complaints are responded to by the Nominated Complaints Officer within the Isle of Wight Council. These types of complaints are not included in this report. This document covers the reporting period 01 April 2019 to 31 March 2020.
- 1.2 During the reporting period, there was a requirement to upgrade to a newer version of the Complaints Case Management system being used. This was because of a Council wide issue with the authority's servers. A number of benefits came with the upgrade including the ability to enhance the level of detail around a number of the reporting areas, such as:
- the nature/reason for the complaint;
 - desired and actual outcomes;
 - whether a complaint has been upheld or not upheld;
 - the presence or absence of learning from individual complaints; and
 - opportunities for service development.
- 1.3 This also provided the opportunity to enable the Children's Services Complaints Team (CSCT) to adjust the way the service configured its recording requirements to enhance the level of detailed information being recorded, which came into effect from 01st October 2019.
- 1.4 The key findings within the report can be summarised as:
- 1.4.1 A total of 68 representations were received by the CSCT in the 2019/20 reporting period. This represents an increase of 39% from 2018/19. A glossary of key terms can be found in Appendix 2.
- 1.4.2 56% of representations were considered in accordance with the children's social care statutory guidance (79% were accepted and managed as statutory complaints) and 44% were 'other' complaints/representations. On average, the Department receives 5.5 representations per month.
- 1.4.3 During 2019/20, the average time taken to investigate and respond to new children's social care stage 1 complaints was 13.4 working days (a decrease of 0.7 days on 2018/19).
- 1.4.4 66% of social care complaints were responded to within 10 working days at stage one (47 percentage point increase on the previous

reporting period); 26% between 10-20 working days (45 percentage points down on the previous year) and 9% exceeded the maximum 20 working day limit (1 percentage point down on the previous year).

- 1.4.5 'Parents' continue to be the group most likely to make a complaint to Children's Services (70% of Stage 1 social care complaints). There has also been an increase in complaints made by 'Grandparents' from one in 18/19 to two in 19/20.
 - 1.4.6 The three highest category for the reason (nature) why children's social care complaints are made are 'Conduct of Worker', 'Quality of Service' and 'Insufficient Support from Children's Services Department' and 'Funding' (equal third). This is a slight change from previous years, with the introduction into the top three nature categories of 'Funding'. However, 'Conduct of Worker' and 'Quality of Service' have remained constantly prominent across recent reporting periods. 'Conduct of Worker' has seen a percentage increase of 60%, whilst 'non fulfilment of duty' has seen a percentage decrease of 80% and matters relating to 'poor communication' have seen a decrease of 66.7%, in comparison to the previous reporting period.
 - 1.4.7 For children's social care, the predominant outcome sought is 'apology and explanation' (13%).
 - 1.4.8 The next three highest categories are 'agreed service implemented', 'explanation' and 'personal budget'.
 - 1.4.9 In 2019/20, two young people made a complaint, a significant decrease from previous years (50%), making up 7% of Statutory Stage One complaints.
 - 1.4.10 There were also four Local Government & Social Care Ombudsman (LGSCO) complaints received within the reporting period.
- 1.5 The report also identifies five recommendations for CSCT or the wider department to implement or monitor, as appropriate, during the 2020/21 reporting period:
- **Recommendation 1** – This is a continuation of the recommendation made in the 2018/19 annual complaints report. A review to be undertaken in the final quarter of the reporting period (2020/21), on the use of appropriate level managers from Children's Services Department branches (other than from within the children and families branch) to fulfil the Investigating Officer role for complaints concerning Children's Social Care. The review will identify the risk and benefit of the approach to inform the decision on the future suitability of the model.

- **Recommendation 2** – Incorporate the benefits of the new Complaints Case Management System through the capturing of evidence to support learning, by updating the format of the Annual Complaint Report (ACR) to include this additional detail.
- **Recommendation 3** – In relation to the specific observation made in the report:
 - *of the nine case concerns received (between 01/10/2019-31/03/2020) none progressed to statutory complaints.*

This should be reported on in detail in the next ACR as it suggest that social care matters managed as case concerns (informal complaint) lead to a high level of resolution.

- *during the reporting period no compliments were formally recorded.*

This should be reported on in detail in the next ACR to identify if compliments are being made but not recorded or are not being made and what significance, if any, the latter should be given if that is the situation.

- **Recommendation 4** – Continue to work with the appropriate Department service lead to confirm what is recorded within the Department’s Children’s Social Care Case Management System, when a complaint is made. Proposal to be completed by 31 March 2021.
- **Recommendation 5** – The following observations indicate potential trends beginning to form and should be further explored in the next ACR to identify any viable pattern/trend that could lead to learning/practice improvements:
 - *The enforced splitting of the data into six month periods has shown that for social care complaints compliance was higher in the first six month period.*
 - *Only 3% of complaints relating to Children in Care and a further 3% relating to Care Leavers services, were received directly from young people.*
 - *Two young people made a complaint. This is a significant decrease from previous years and specifically a percentage decrease of 50% from last year.*

2.0 Introduction

- 2.1 The report covers the Children's Services Department's formal feedback and representations for the period 1 April 2019 to 31 March 2020. The report details the compliments and complaints formally recorded by the Children's Services Complaints Team (CSCT). In addition to annual reporting, service reporting takes place on a quarterly basis, with more regular monitoring reports for services issued on request. This regular monitoring of formal feedback enables ongoing improvement.
- 2.2 The Children's Act 1989 requires all local authorities with social services responsibilities to have a formal complaints procedure for social care complaints. 'Getting the Best from Complaint' (statutory guidance issued by the DfE 2006) provides guidance for local authorities on implementing the complaint process for social care complaints made in relation to Children's Services. This annual report is produced in line with national guidance and is designed to share information more widely with members of the public.
- 2.3 **Children's Social Care Complaints:** These statutory complaints follow the Council's Children's Social Care Statutory Complaints Procedure for Children's Services (Stage 1 - local resolution; Stage 2 – investigation; Stage 3 – complaint review panel). When a complainant has exhausted the three stage complaints process, they can ask the Local Government and Social Care Ombudsman (LGSCO) to consider their complaint. Complainants are also able to refer their complaint to the LGSCO at any point in the formal process, however if the complaint is still being considered by the local authority the LGSCO may deem the complaint premature and direct the complainant back to complete the local authority's complaint process the complaint.

3.0 Representations Received

- 3.1 A representation is the term used to describe the first instance of contact with the CSCT that requires an action. Only the first contact is counted in reporting tables, but all contact is recorded within the case management system. A glossary of terms can also be found under Appendix 2.
- 3.2 A total of 68 representations were received by CSCT in the 2019/20 reporting period. This represents an increase of 19 (39%) from 2018/19. Table 1.1 below shows the breakdown of how these numbers compare to previous years.

Table 1.1: Total Representations

| Type of representation | Financial Year | | | |
|--|----------------|-----------|-----------|-----------|
| | 2019/20 | 2018/19 | 2017/18 | 2016/17 |
| Statutory | | | | |
| Complaint | 28 | 27 | 29 | 31 |
| Pre-complaint to Statutory Stage 1 Complaint | 2 | 0 | 2 | 0 |
| Area initiated complaint | 0 | 1 | 2 | 1 |
| Refused | 8 | 0 | 6 | 1 |
| Total statutory representations | 38 | 28 | 39 | 33 |
| Other | | | | |
| Pre-complaint | 5 | 0 | 3 | 0 |
| HSCP | 0 | 0 | 0 | 1 |
| LGSCO | 4 | 5 | 0 | 2 |
| Case Concern | 9 | 6 | 12 | 6 |
| Non Statutory Complaint | 2 | 0 | 0 | 0 |
| GDPR, FOI or SAR | 4 | 0 | 0 | 0 |
| Ad Hoc | 10 | 10 | 21 | 17 |
| Total other representations | 30 | 21 | 36 | 26 |
| Total representations | 68 | 49 | 75 | 59 |

3.3 Within the reporting period, as can be seen in Table 1.1 above, there were also:

- 30 'other' types of enquiry (10 were recorded as Ad Hoc); and
- 38 statutory representations of which 30 were accepted into the statutory complaints process.

3.4 56% of representations were considered in accordance with the children's social care statutory guidance (79% of these were accepted and managed as statutory complaints) and 44% were 'other' complaints/representations. On average, the Department receives 5.5 representations per month.

3.5 Five pre-complaints were received in the reporting period. A pre-complaint occurs when a representation is made but there is insufficient information included to allow the Department to respond. The individual concerned is contacted by CSCT and asked to provide the necessary detail. Where this happens, the representation is then brought into the formal complaint process (pre-complaint to complaint).

Observation - of the five pre-complaints received only two became formal complaints.

Observation - during the reporting period no compliments were formally recorded. This does not necessary mean that no compliments were given but an indication that most customer feedback received by the department is in the form of complaints rather than compliments.

3.6 A total of eight complaints were refused, a percentage increase of 100% from last year and the highest number since the CSCT took on responsibility for managing Isle of Wight Council (IWC) children’s social care complaints. The increase is because of a higher number of Court refusals, suggesting that a higher number of complaints than usual relate to cases with ongoing court proceedings. A detailed breakdown of the reasons for these refusals can be found in Table 1, within the supporting Data Appendix.

Observation - of the nine case concerns received (between 01/10/2019-31/03/2020), none progressed to statutory complaints.

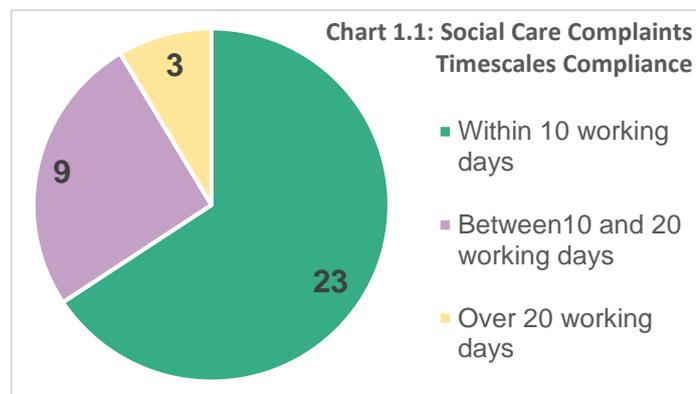
3.7 CSCT also coordinate complaints, relating to Child Protection Conferences, that fall within the Hampshire Safeguarding Children Partnership complaint process. During the reporting period no complaints were relating to this process.

3.8 Professional to Professional complaints are complaints received from other professionals and not made on behalf of service users. During the reporting period no complaints were relating to this process.

4.0 Timescale compliance

4.1 During 2019/20, the average time taken to investigate and respond to new children’s social care stage 1 complaints was 11.7 working days (a decrease of 0.7 days on 2018/19).

4.2 As can be seen in Chart 1.1, 66% of children’s social care complaints were responded to within 10 working days at stage 1 (a 47 percentage point increase on the previous reporting period); 26% between 10-20 working days and 9% exceeded the maximum 20 working day limit.



Observation – the reconfiguration of the services recording approach meant that for this report the data was provided in two six month period datasets for certain fields of information. This presented an interesting observation, where for social care complaints, compliance was higher in the first six month period. It is not possible to draw any firm conclusions from this data at this point. However, it will be examined for possible trends in the next reporting period.

- 4.3 A further breakdown of timescale compliance can be found in table 2 within the supporting Data Appendix.

5.0 Who make complaints and how are they submitted?

- 5.1 'Parents' continue to be the group most likely to make a complaint to Children's Services (70% of Stage 1 social care complaints). There has been an increase in complaints made by 'Grandparents' from one in 18/19 to two in 19/20. The three most popular methods for making complaint are by 'email', 'letter' and 'e-form'. Data pertaining specifically to Young Peoples' complaints (as a subset) is included later in the report (see section 10).
- 5.2 A further breakdown of who made complaints and how they were submitted can be found in tables 3 and 5 within the supporting Data Appendix.

6.0 Nature and Service

- 6.1 The three highest categories for the reason (nature) why social care complaints are made are 'Conduct of Worker', 'Quality of Service' and 'Insufficient Support from Children's Services Department' and 'Funding' (equal third). This is slightly different from previous years, with the introduction into the top three nature categories of 'Funding'. However, 'Conduct of Worker' and 'Quality of Service' have remained constantly prominent across recent reporting periods. 'Conduct of Worker' has seen a percentage increase of 60%, whilst 'non fulfilment of duty' has seen a percentage decrease of 80% and matters relating to 'poor communication' have seen a decrease of 66.7%, in comparison to the previous reporting period.
- 6.2 Data shows that complaints are spread across services, although some types of service are more likely to result in feedback leading to complaints than others. Overall, in 2019/20 in relation to children's social care, CASTs received the highest number of complaints (33% of Social Care complaints) followed by services to Children Looked After (23% of Social Care complaints) and the Disabled Childrens Team (also 23% of Social Care complaints). Given the

primary function of Children's Services Department's social care responsibilities this is not surprising.

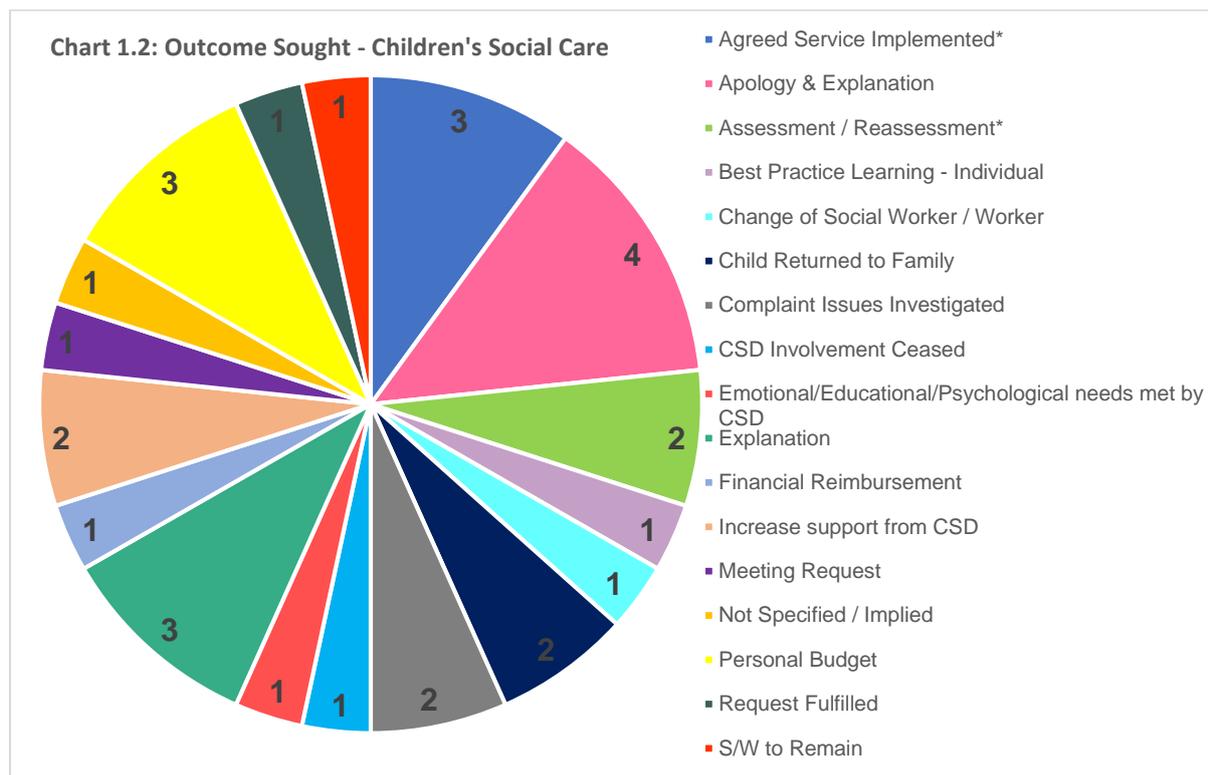
Observation - only 3% of complaints relating to Children in Care and a further 3% relating to Care Leavers services, were received directly from young people.

6.3 A further breakdown of the nature of complaints made can be found in Table 6 within the supporting Data Appendix.

7.0 Outcomes Sought

7.1 For children's social care, the predominant outcome sought is an 'apology and explanation' (13%), as can be seen in Chart 1.2.

7.2 The next three highest categories are 'agreed service implemented', 'explanation' and 'personal budget'.

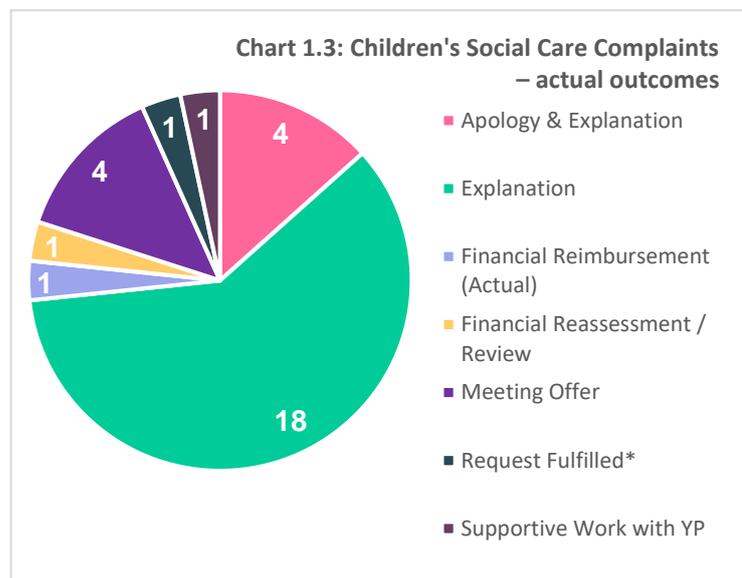


7.3 The prevalence of the complainants' desire for an 'apology and explanation', or an 'apology', suggests that a large number of our complainants are seeking answers and to understand the actions of children services. This would suggest that they, the complainant, believe there has been wrong doing requiring an apology as the remedy. However, an equally significant number of complainants are asking for a specific service where it appears they believe they have an entitlement to, and this has driven the making of the complaint.

8.0 Actual Outcomes

8.1 When making a complaint, complainants are asked to state what outcome they are seeking. This provides a useful indication to the responding manager about what potentially would resolve the complaint and also provides comparative data in relation to the actual outcome i.e., the outcome of the investigation. The actual outcome achieved is taken from the complaint response letter. The correlation between outcome sought and the actual outcomes identifies 'Apology and Explanation' as the highest outcome sought and 'Explanation' the highest actual outcome. 'Apology and Explanation', along with 'Meeting Offer' are the second highest actual outcomes for children's social care complaints.

8.2 Chart 1.3 provides a summary breakdown of 'actual outcomes' for Children's Social Care Complaints within the reporting period. Complaints falling under 'other', in respect of actual outcome, can take a variety of forms including specific agreed action to resolve the individual complaint, such as provision of funding/a one off payment, a specific communication plan or another.



Observation – where just an 'explanation' is the actual outcome, this suggests that no fault or remedial action was identified by the responding manager as being required. In parallel, when an 'apology' is the actual outcome, this suggests that fault was found.

Observation – 13% of outcomes sought for social care complaints is for an 'apology and explanation' and it is of note that 13% of complaints resulted in an 'apology and explanation'. Whilst this does not prove that the complaints where an 'apology and explanation' was requested actually resulted in one; it does suggest that 13% of requested outcomes (potentially identifying where remedial action may be required) equalled the percentage of responses providing an 'apology and explanation'.

Observation – 60% of complaints resulted in an 'explanation'. This suggests that the Council found no fault in the majority (60%) of complaints received.

- 8.3 During the reporting period, there was a requirement to upgrade to a newer version of the Complaints Case Management System being used. This was because the existing version was moving out of support and the supplier would no longer be in a position to support any issues that could arise.
- 8.4 A number of benefits came with the upgrade including the ability to enhance the level of detail around a number of the reporting areas. This also provided the opportunity to enable CSCT to adjust the way the service configured its recording requirements to enhance the level of detailed information being recorded. Table 1.2 below uses this updated configuration approach, in relation to the status of statutory complaints that completed stage one from 01/10/2019 to 31/03/20. In the next reporting period, the new database will have been fully configured and data will be available to enable identification of 'upheld', 'not upheld' or 'partially upheld' decisions for all complaints in the formal complaint processes.

Table 1.2: Children's Social Care Complaints received 01/10/2019 - 31/03/2020

| Investigation Outcome | Number | Percentage |
|-----------------------|-----------|-------------|
| Not Upheld | 8 | 53% |
| Partially Upheld | 6 | 40% |
| Upheld | 1 | 7% |
| Total | 15 | 100% |

- 8.5 Within the current reporting period, CSCT was also able to identify through the new recording configuration for the data set out within Table 1.2 above, the following observations relating to 'actual' outcomes for Children's Social Care complaints:
- 'Explanation' made up 60% of complaint outcomes, of this 78% were 'Not Upheld' and the remaining 22% were 'Partially Upheld'.
 - Where 'Explanation' was the outcome, seven of the nine complaints were 'Not Upheld', the remaining two were 'Partially Upheld'.
 - The one complaint that was 'Upheld', did not result in remedial action being taken.
- 8.6 Of the six complaints which were 'Partially Upheld', one resulted in remedial action being taken. These six could be considered alongside the one 'Upheld' complaint as it would be fair to assume that all six contained elements significant enough to require action as they were upheld at least in part. Consequently, 14% of complaints, received under the new recording configuration, resulted in remedial action.

9.0 Learning from complaints

9.1 Complaints can provide both opportunities for learning and indications that Children's Services practice is appropriate. In some instances, specific areas for service improvement are identified.

9.2 General learning points and service improvements identified from social care complaints received in 2019/20 were comparable to previous periods such as the importance of good communication and ensuring agreed actions are completed and timely replies to communications from service users and minutes etc sent in keeping with CSD's own policies and procedures .

9.3 The learning from individual complaints is, as a point of good practice, usually included in the response letter to the complainant by the senior manager, who also implements and monitors any required action.

9.4 Some examples identified (but adjusted to ensure anonymity) during the reporting period included:

- **Social care stage 1** – relates to where a Service Manager acknowledged in the Stage 1 response that a member of the team's performance fell short of the expected levels of professionalism during a phone call with the complainant. This resulted in training being given to the individual and an assurance to the complainant:

"Please be assured that the management team will ensure that the relevant staff member has the appropriate training and support to ensure such incidents do not happen again."

- **Social Care Stage 1 Young Person's complaint** – The following bespoke measures were put in place following a young person's complaint being upheld:

"I agreed to do the following for you:-

- Consider what we can do to apologise for the way you were treated.*
- To do my best to find out who was your social worker on your xth and xth birthdays and why the decision was made not to pass on the gifts from your Dad to you.*
- Ask your old social worker to be your social worker again when she returns from leave.*
- Consider who could support you to get all of the information about your Dad and your half-brother so that you know that you have all of the information that social care have.*
- Ask your social worker to continue to help you to plan for the future."*

- **Social Care Stage 3 Three complaint** – the following action were agreed and undertaken as part of the recommendations made at Stage 3:

The Head of Service A, in conjunction with the Head of Service B, should ensure that a process is in place to enable parents to have early notification of school transport arrangements, including the provision of suitable escorts and that this is in place no less than 6 weeks before the start of term.

The Head of Service A should ensure that a named officer is asked to undertake a review as to whether there is any policy on the social care needs of children with visual impairment in place. If there is no such policy then the review should consider whether or not one is required.

The Head of Service A should ensure a review is undertaken of the process for providing minutes and reports to families. This review should ensure there are clearly set timescales for reports and minutes being shared and ensure there is a robust process with appropriate management oversight for compliance, in place. There should be regular quarterly reporting to senior managers for the next twelve months to ensure this is embedded.

Having reviewed the Child and Family Assessment I am of the view that it is an entirely appropriate document to cover the needs of carers and does not need amending. It is how that document is completed when considering the needs of carers that is the issue. As such the Head of Service A should ensure there is a specific training session for the relevant team in this matter, that addresses how the carers needs should be completed in such cases.

These actions were subsequently confirmed as having been completed.

10.0 Young People's Complaints

10.1 In 2019/20, two young people made a complaint. This is a significant decrease from previous years and specifically a percentage decrease of 50% from the previous reporting period. CSCT have also observed the following noteworthy trends:

- 7% of Statutory Stage One complaints were made by young people (this equates to two complaints).
- 50% of complaints made by young people were made via another professional.

- 50% of complaints made by young people were upheld and remedial action taken.
- The upheld complaint resulted in supportive work being done with the young person. In addition, a time and trouble payment was offered, but to date it is unclear whether the young person decided to accept this.

10.2 A breakdown of young people's complaints can be found in Tables 10 to 13, within the supporting Data Appendix.

11.0 Social care complaints escalation

11.1 There remains a high level of resolution at Stage one, however, four complaints were escalated to Stage Two. Of these, two were completed within the reporting period with one processing to Stage Three, which was ongoing at the end of the reporting period.

12.0 Local Government and Social Care Ombudsman (LGSCO)

12.1 The number of complaints received via the LGSCO has decreased by one in total. All four LGSCO complaints were received within the reporting period with two currently ongoing and one was deemed 'premature' by the LGSCO (so was put through the Council's own complaint process). 'Fault with injustice' was found in relation to the remaining complaint resulting in an 'apology' and a 'Time and Trouble' payment being made to the complainant by IWC.

13.0 2018/19 recommendations – progress

Recommendation 1 – At the conclusion of the 'Complaints in the C & F Investigating Officer pilot', review the effectiveness of the process. The pilot was initiated to address the shortfall in external investigating officers and consisted of the identification and training of suitable level managers from Children and Families branch of Children's Services to meet the statutory requirements of the investigation officer's role. The review will enable the identification of strengths and risks of the revised process and inform a decision into future suitability of use.

Progress - The 'Children and Families Investigating Officer pilot' ended when the last Stage Two investigation allocated to the pilot was concluded at the beginning of this reporting period (2019/20). After reviewing the impact of the process, it was decided corporately that the use of managers within the branch of the department where the complaint originated, was not seen as providing a degree of separation that most complainants would expect. A departmental decision was therefore made to continue to use internal investigating officers but adjust the process to draw from a pool of appropriate level managers within

the department's other branches. Given that this initiative is currently in progress this recommendation will be carried over into the next reporting period.

Recommendation 2 – Continue to identify a more appropriate approach to effectively capture learning from complaints whilst minimising the impact on practitioners and their managers. A key factor in the delivery of this recommendation will be the configuration and implementation of the new complaints database.

Progress – Issues relating to the configuration of the new database has impacted on the fulfilment of this recommendation, however, the new database will be configured to capture learning. Therefore, it is anticipated this recommendation will be achieved within the next reporting period with a target delivery date of 30 September 2021.

Recommendation 3 – Implement the revised layout and content of the Annual Complaint Report to ensure that pertinent intelligence is captured whilst still complying with the statutory complaint guidance. A key factor in the delivery of this recommendation will be the configuration and implementation of the new complaints database.

Progress – This annual report is presented in a revised layout. The expectation is that this will be further enhanced once the new complaints database is fully functional.

Recommendation 4 – Develop a coherent department wide approach to what is recorded on the Children's Social Care Case Management System when a complaint is made. Liaise with colleagues in the department to assist with this process.

Progress – Work is progressing on this recommendation looking at what content is to be included within the current system and it is recommended to be carried forward into the next reporting period.

Recommendation 5 - The independent providers (non-HCC/IWC employees) who are engaged to undertake designated roles at Stages Two and Three of the statutory complaint processes also undertake the same role for other Local Authorities so there is a high demand for their services. A review of hourly rates is required to ensure we can compete for scarce independent provider resource.

Progress – The Complaints Manager has undertaken a scoping exercise to understand the rates of pay provided by other local authorities for this type of work. The Department has reviewed this information and agreed to increase the pay rates to ensure they are competitive in obtaining the services of independent providers.

Recommendation 6 – Undertake a review of standard templates to assess whether any amendments or additions could be made to encourage service users to state their desired outcomes when making a representation.

Progress – A review of the standard template was undertaken, and some minor amendments were made – impact of the changes will be evident in the next reporting period.

14.0 2019/20 Recommendations

Recommendation 1 – This is a continuation of the recommendation made in the 2018/19 annual complaints report. A review to be undertaken in the final quarter of the reporting period (2020/21), on the use of appropriate level managers from Children's Services Department branches (other than from within the children and families branch) to fulfil the Investigating Officer role for complaints concerning Children's Social Care. The review will identify the risk and benefit of the approach to inform the decision on the future suitability of the model.

Recommendation 2 – Incorporate the benefits of the new Complaints Case Management System through the capturing of evidence to support learning, by updating the format of the Annual Complaint Report (ACR) to include this additional detail.

Recommendation 3 – In relation to the specific observation made in the report:

- *of the nine case concerns received (between 01/10/2019-31/03/2020) none progressed to statutory complaints.*

This should be reported on in detail in the next ACR as it suggest that social care matters managed as case concerns (informal complaint) lead to a high level of resolution.

- *during the reporting period no compliments were formally recorded.*

This should be reported on in detail in the next ACR to identify if compliments are being made but not recorded or are not being made and what significance, if any, the latter should be given if that is the situation.

Recommendation 4 – Continue to work with the appropriate Department service lead to confirm what is recorded within the Department's Children's Social Care Case Management System, when a complaint is made. Proposal to be completed by 31 March 2021.

Recommendation 5 – The following observations indicate potential trends beginning to form and should be further explored in the next ACR to identify any viable pattern/trend that could lead to learning/practice improvements:

- *The new recording configuration has shown that for social care complaints compliance was higher in the first six month period.*
- *Only 3% of complaints relating to Children in Care and a further 3% relating to Care Leavers services, were received directly from young people.*

- *Two young people made a complaint. This is a significant decrease from previous years and specifically a percentage decrease of 50% from last year.*

Appendix 1 – Data Report

The supporting data tables can be accessed through the following link:

ADD WEBPAGE LINK BEFORE PUBLISHING ON WEBSITE Page Break

Appendix 2 - Glossary

Complaint

Getting the Best from Complaints, DfES 2006 defines a complaint as:

‘an expression of dissatisfaction or disquiet, in relation to an individual child or young person, which requires a response’.

Case Concern

The definition of a case concern, as developed by CSCT, is:

‘An operational / case issue which is current, has a ‘here and now’ impact and requires a ‘same day’ intervention.’

This is in contrast to complaints which will nearly always have a historical element and, whilst significant, do not require immediate intervention. Correctly identifying representations as concerns enables them to be passed swiftly to the appropriate team for action. The option to have their concern dealt with as a complaint is explained and remains an option at any point.

Pre-complaints

Representations received by the complaints team that could become a formal complaint in the future, or where further clarification is needed from the originator before the matter can be responded to, are recorded as pre-complaints.

Area Initiated

Complaints which are managed at a local level, that CSCT become aware of, and may have some input into.

Enquiries

The complaints team is also involved with enquiries received by the Director’s Office, from MPs, Councillors, and the Department for Education (DfE).

HantsDirect Handoff

Calls made to the contact centre where the caller wants to speak to a manager, but they are either unavailable or not found. Request is passed to CSCT who identify manager and ask for contact to be made within three days whilst also advising that if concern is not resolved a formal complaint can be made.

Miscellaneous

Representations received by the team that do not fall within its remit are recorded on Respond under ‘miscellaneous’. These include disciplinary issues, non-Children’s Services complaints, complaints about other agencies and local authorities.