

**For general release**

<b>REPORT TO:</b>	<b>Children and Young People Scrutiny Sub-Committee 27 November 2018</b>
<b>SUBJECT:</b>	<b>Children's Statutory Complaints Report Q2 JULY-SEP 2018</b>
<b>LEAD OFFICER:</b>	<b>Phillip Segurola/ Clare Davies</b>
<b>CABINET MEMBER:</b>	<b>Councillor Alisa Flemming, Cabinet Member for Children Young People and Learning</b>
<b>PERSON LEADING AT SCRUTINY COMMITTEE MEETING:</b>	<b>Phillip Segurola, Interim Director of Early Help and Children's Social Care</b>

<b>ORIGIN OF ITEM:</b>	<b>This item is contained in the sub-committee's approved work programme.</b>
<b>BRIEF FOR THE COMMITTEE:</b>	<b>To Review the volume of Children's Statutory complaints received in July- September 2018</b>

## **1. EXECUTIVE SUMMARY**

- 1.1 This update provides a summary of the volumes of Statutory Complaints received across Children's services in Quarter 2 July- September 2018.
- 1.2 Benchmarking data has been included in this report as requested at Scrutiny Committee, attached as Appendix A.
- 1.3 A separate section comparing Q1 to Q2 2018/19 has been included in this report as requested at Scrutiny, in section 4 of this report.
- 1.4 A more detailed overview of all children's S1 complaints has been included in Appendix B along with themes and learnings.
- 1.5 **New operating model:**  
Please note: there have been significant structural changes across the organisation. These have, and continue to be updated in the complaints system. However, for some areas this may impact the reporting meaning that direct correlation at department level may be difficult due to changes at this level.

## **2. Children's Statutory Complaints Report Q2 JULY-SEP 2018**

- 2.1 Quarter 2 trends 2016-17 to 2018-19

STATUTORY - Complaint Stage 1	Q2 2016-17	Q2 2017-18	Q2 2018-19
Child - Stage one	21	26	40
Child - Stage two	1	0	5
Child - Stage three	1	1	2
LGSCO	1	4	0

STATUTORY - Complaint Stage 1	Q2 2017-18			Q2 2018-19		
	No	In SLA	Upheld	No	In SLA	Upheld
Child - Stage one	26	17%	0	40	28%	10%
Child - Stage two	0	0	0	5	100%	0
Child - Stage three	1	100%	0	2	0	1
LGSCO	4	0	25%	0	0	0

- Total stage 1 complaints **increased by 54%** when compared to last year's quarter 2 performance. Part of this increase could be down to the logging of an increased volume of statutory complaints that in previous years, may have been incorrectly logged as corporate.
- Number of stage 1 complaints responded to within the statutory timeframe (SLA) **increased by 11%** in comparison to last year's quarter 2 performance. 11 out of 40 complaints were responded to within SLA (28%).
- The % of upheld complaints **increased by 10%** when compared to last year's quarter 2 performance. 4 cases were upheld out of 40.

## 2.2 Quarter 2: Stage one complaints by service area

The table below shows the stage one volumes received by Service Team:

Service Team	No of complaints	In SLA	Upheld
Children in Need	11	3	1
Assessments	10	6	0
Looked After Children	4	0	0

**Top causes of Stage 1 complaints** (complaints with more than 1 recorded)

Reason	
Delays	22
Communication	27
Poor Case Management	3

## Learnings and Action Plan

- **Ensure clear and regular communication to service users**
- **Ensure assessments and meetings are held within the appropriate legislative timescales**
- **Ensure cases are appropriately managed, leaving full case notes, ensuring all documents are up to date**

Complaints Manager to work with Shaun Hanks, Head of Quality Assurance, to implement these actions into the service in Q3 2018/19.

*\* A more detailed view of all cases can be found in Appendix B Children's Complaint Trends & Learnings*

### 2.3 Quarter 2: Stage two complaints

In Q2 2017/18 Children's service received 0 stage 2 complaints. In Q2 2018/19 the service received **5 stage two complaints**, against the following areas:

Service Team	Number of S2 complaints
Looked After Children	2
Child Protection & Proceedings	1
Children in Need	1
Fostering & Children's Placement	1

### 2.4 Quarter 2: Stage three complaints

There were **2 Stage 3 Children's complaints in Quarter 2 2018-19**, compared to one for the same quarter last year.

Service Team	Number of S3 complaints
Early Help	1
Leaving Care	1

### 2.5 Quarter 2: Local Government & Social Care Ombudsman

During Q2 2017-18 there have been 4 complaints made to the LGO regarding Statutory Children's services. In Q2 this year there have been **0 complaints referred to the LGSCO**.

### 3. DETAIL

#### 3.1 Improvement Plan

Below shows the comparison in complaint volumes, SLA and upheld statistics between Q1 and Q2 2018-19.

STATUTORY - Complaint Stage 1	Q1 2018-19			Q2 2018-19		
	No	In SLA	Upheld	No	In SLA	Upheld
Child - Stage one	18	50%	6%	40	26%	10%
Child - Stage two	5	100%	0	5	100%	0
Child - Stage three	0	0	0	2	0	1
LGSCO	0	0	0	0	0	0

- Total stage 1 complaints **increased by 122%** compared to Q1 2018-19.
- The number of complaints responded to within SLA **decreased by 24%** compared to Q1.
- The volume of complaints upheld **increased by 4%** between Q1 and Q2.
- The number of stage 2 complaints was the same as Q1.
- **No cases** have been referred to the LGSCO.

#### 3.2 Actions and Implementation

##### **Ensure clear and regular communication to service users**

There have been improvements made in circulating minutes from child protection and looked after reviews and audits check that the views of service users (child's voice) is present in communication. Clarity around the social work task and the need to be focused upon outcomes for children is an area that the HOS for QA and Safeguarding will be communicating to staff in December.

##### **Ensure assessments and meetings are held within the appropriate legislative timescales**

There has been a focus upon improving performance reports which assist workers in managing their workloads. Additional staff have been employed where workloads have been unmanageable.

There is evidence of improvement through daily/ weekly and monthly reporting cycles:

- Assessments exceeding 45 days reduced by 68% since September
- Recording of visits in a timely manner is a continual focus , showing a 10% improvement since September
- Looked After review timeliness has improved (94% on time)
- Child Protection reviews (98% on time)
- Child Protection visits in time- reduced in October to 73% from an improvement to 85% in September.
- A dedicated reviewing officer for child in need cases is reviewing all CiN cases.

**Ensure cases are appropriately managed, leaving full case notes, ensuring all documents are up to date**

The cycle of bi-monthly case audits is used to check that these actions are undertaken.

**Other Action:**

A new permanent Head of Service for Quality Assurance and Safeguarding has been appointed and is currently reviewing the implementation of the QA Framework. He has met with the complaints team and will ensure that the themes from complaints impact upon practice learning and management.

Complaints Manager to work with Shaun Hanks, Head of Quality Assurance, to implement these actions into the service in Q3 2018/19.

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**CONTACT OFFICER:** Clare Davies, Complaints Manager

**BACKGROUND DOCUMENTS:** None

**APPENDICES:** Appendix A Benchmarking Data  
Appendix B Detailed Case Overview