

Appendix A – Further Category Analysis

8.2 Further Category Analysis

Complaints about Children's Social Care in 2016-17 were being received about three main categories:

- Delayed Failed Service
- Staff Attitude/Conduct
- Not to Standard

These are the same top 3 categories as the previous two years.

8.3 Delayed/Failed Service Complaints

The most common cause of complaint was Delayed/Failed Service.

28 complaints were received where the customer believed that there had been a delay or a failure in the service they were expecting. Although the complaint numbers have reduced further this year this category still equates to a third of all complaints.

8.4 Illustrated in Table 7 are the 3 teams within Children's Social Care that receive the majority of these complaints this remains unchanged from the previous year.

Table 7.

Delayed/Failed Service Complaints					
Team	Complaints Received	Complaint Upheld	Complaint Partially Upheld	Complaint Not Upheld	No Finding/Withdrawn
Family Support	5	1	2	2	0
0-25 Service	4	1	1	1	1
Children in Care & Leaving Care	14	2	2	8	2

8.4.1 Children In Care and Leaving Care Team

In the past year the Leaving Care and Children in Care teams were joined together as one service. They now represent the service with the largest volume of complaints about Delays and Failed Service. A lower volume of these complaints were upheld than last year. Of the 4 that were upheld or partially upheld the following are some of the complaints made:

- Young person unhappy that holiday allowance had not been paid
- Young person unhappy that placement with current foster carer had not been made permanent when this had been promised 2 years ago
- Delay in applying for citizenship for a young person

8.4.2 Family Support

A much lower volume of complaints about delay had been received by Family Support this year. Only 2 complaints of this type were upheld or partially upheld this year for Family Support and these were about the following.

- Social worker not completing tasks within expected timeframes
- Lack of contact from social worker for 3 weeks and not receiving notes of a meeting within a reasonable timeframe

8.4.3 0-25 Service (formally Children with Disabilities)

This service had four complaints about Delays and Failed service. Two of the complaints were upheld and both were about a lack of support from the service.

8.5 **Staff Conduct/Attitude Complaints**

The number of complaints received in this category have decreased substantially from 27 complaints last year to 13 this year.

There were three teams who received complaints of this type this year as shown in the table below:

Table 8

Staff Conduct/Attitude					
Team	Complaints Received	Complaint Upheld	Complaint Partially Upheld	Complaint Not Upheld	No Finding
Family Support	5	0	3	1	1
First Response	5	0	3	2	0
Looked After and Leaving Care	2	1	1	0	0

The finding from the upheld case was

- Young person not kept informed by social worker about the arrangements for an important contact meeting with mother and sister

The partially upheld cases involved such findings as

- A family not being informed of a new social worker promptly and the social worker was unprepared on her first visit.
- Social worker not sharing a conference report until evening before the next meeting.

8.7 'Not to Standard' Complaints

This year this category has risen from third most common to second. This is where the customer is generally dissatisfied with the service provided and does not think it is acceptable. There were 14 complaints in this category which is twice as many as the previous year.

The following table shows the complaint outcomes for the 3 teams with the majority of these complaints.

Not To Standard					
Team	Complaints Received	Complaint Upheld	Complaint Partially Upheld	Complaint Not Upheld	No Finding
Family Support	7	1	3	2	1
First Response	3	0	2	1	0
Looked After and Leaving Care	3	0	2	1	0

One complaint was upheld with the following outcome

- Apology given for the delay in allocating a specialised piece of work and the distress caused to the family.

There were 7 cases partially upheld in this category. An example of some of the outcomes included the following:

- Apology for late assessment and spelling inaccuracies in the report.
- Apologies for errors in minutes of a Children in Need meeting
- Apology that there was inconsistency in the advice given to estranged parents about contact arrangements.

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