

MEETING DATE: 27 July 2015
REPORT TITLE: Annual Social Care Complaints & Compliments Report
2014 / 2015

1.0 BACKGROUND

- The complaints report is a statutory report which details the Complaints received about Children's Social Care over the last 12 months.

2.0 OVERVIEW

- There has been a 20% decrease in complaints received in a year where referral rates have also dropped. There are mixed reports from other LAs; some seeing increases;
 - There has been nearly 100% increase in compliments received; the compliments received far outweigh the complaints received (114 compliments and 47 complaints);
 - This last year, we have started to record the number of informal complaints received into the complaints department; This was 70, however does not include those made directly to Social Work Teams;
 - As expected, the majority of complaints were received for the Safeguarding Team and Advice and Assessment Team;
 - Timescales for responses have continued to be improved for the fifth year running for those complaints responded to within ten working days, however timescales have slipped for those complaints responded to within twenty working days. This is due to the complexity of some complaints; 17.5% (7 complaints) were responded to outside the statutory timescales';
 - Whilst we received a number of requests for complaints to be investigated at stage 2 of the complaints procedure, we were able to resolve the majority of these without the need for a stage 2 investigation and the costs that accompany this. There has been 1 complaint which was originally responded to at the end of 2014 / 2015 which has now progressed to stage 2 in the current financial year;
 - This year, as with the previous 4 years I have reported on, we have had no complaints move to stage 3;
 - We were asked to supply information to the Ombudsman regarding three complaints, the LGO found there was no fault by the Council on two complaints but did find fault on the third and we sent an apology to the family concerned;
 - It is also pleasing that the department has continued to receive compliments from people who value the service and the staff. 114 compliments were received during the last 12 months, with a large increase seen in those received by the Safeguarding Team, and also compliments from the Judge regarding work done as part of the court process;
 - We have learnt from the complaints and procedures have been reviewed as a result of complaint investigations. Learning from complaints is shared within teams via the Quarterly Reports.
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Contact Details:-

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