



Building a Better Bournemouth

Social Care Complaints and Representations for Children, Young People and Families Annual Report 2017/2018

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CONTENTS

	Page
1.Introduction	3
2.Statutory Complaints Procedure	3
3.Roles and Responsibilities	4
4.Access to Comments and Complaints Information	6
5.Progress 2017-2018	6
6.Compliments	6
7.Complaints Received between 1 April 2017 and 31 March 2018	8
7.4.Category of Complaints	8
7.6.Complaints Received by Team	9
8.Performance and Management Information	11
8.1.Timescales	11
8.2.Complaints Moved to Stage Two	11
8.3.Complaints Moved to Stage Three	11
8.4.Complaints Referred to the Ombudsman	11
8.5.Advocacy	11
8.6.Gender and Ethnicity of Complainants and Service Users	12
8.7.Method of Contact	14
9.Learning and Service Improvement	14
9.1.Complaints Outcomes	14
9.2.Learning	15
10.Planned Complaint Management Changes and Improvements 2018/2019	16

1 INTRODUCTION

- 1.1 This Report is produced in accordance with guidance from the then Department for Education and Skills to reflect The Children Act 1989 Representations Procedure (England) Regulations 2006. This procedure is as a result of the Children (Leaving Care) Act 2000, Adoption and Children Act 2002, the Health and Social Care (Community Health and Standards) Act 2003.
- 1.2 The Annual Report has been prepared by the complaints manager to provide a mechanism by which Bournemouth Borough Council can be kept informed about the operation of its complaints procedure. This report will be made available to staff, elected members, the general public and inspection bodies. The Annual Report is a key element in ensuring that the Social Care provision for Children and Young People is open to challenge and can learn and improve when there is dissatisfaction with any of its services. As part of its customer care strategy the service is committed to listening to the service user and thereby driving service improvement.
- 1.3 Should complainants not be satisfied with the outcome of any investigation then they have the right to request their complaint progresses through further stages of the statutory procedure. If, however, complainants feel that the local authority has not dealt with the matter correctly they may take their complaint to the Local Government and Social Care Ombudsman.

2 STATUTORY COMPLAINTS PROCEDURE

- 2.1 The Statutory Social Care complaints procedure for Children and Young People is divided into three stages in accordance with the legislative guidance. Representations including complaints must be considered in line with the guidance by the local authority from any child or young person, parent or guardian, and such other person as the local authority consider has sufficient interest in the child or young person's welfare to warrant his representations being considered by them. Children and young people may choose to bring their complaint with the support of an advocate, see 3.5. In some circumstances, where a complaint is excluded from the Statutory process, for example if the complainant does not meet the qualifying criteria, it may be appropriate for the complaints manager to consider the complaint through the Councils own corporate complaints process. This process still has three stages but no 'independent' consideration of the complaint unless referred to the Local Government and Social Care Ombudsman.

2.2 Stage 1 – Statutory Process

When the Complaints Team has registered the complaint, the Team Manager or, if appropriate Service Manager for the particular team or service, makes the initial enquiries and endeavours to resolve the matter. A written response is then sent to the complainant. This response should be made within ten working days of the complaint being registered. The maximum amount of time that Stage 1 should take is twenty working days.

2.3 Stage 2-Investigation – Statutory Process

If the complainant remains dissatisfied and requests to move their complaint to Stage 2, the Complaints Team appoints an Investigating Officer and an Independent Person to examine the matter. A draft report is produced and sent to all parties for factual checking. A final report, with the conclusion and recommendations, is then sent to a senior manager, who is responsible for the Adjudication. The senior manager will send a copy of the final report to the complainant with the Adjudication.

The investigation should be completed and the Adjudication and Report sent to the complainant within 25 working days from the date on which the complainant's request for an investigation was received. However, the Regulations allow for the 25 working day time limit to be extended to a maximum of 65 working days.

2.4 Stage 3-Review Panel – Statutory Process

If a complainant continues to be dissatisfied after having received the Adjudication from the senior manager, they may request the matter be progressed to a Review Panel. The Panel's task, once they have examined the relevant papers and heard all sides, is to prepare a report, within five working days, with recommendations and notify the complainant and the Director for the Adults and Children's Directorate. The Director will then send a response to the complainant within twenty working days of the Panel date.

At any point in the complaints process the complainant has recourse to the Local Government and Social Care Ombudsman should they be dissatisfied.

3 ROLES AND RESPONSIBILITIES

3.1 Complaints Manager

The Department for Education and Skills Guidance requires local authorities to have a Complaints Manager who is responsible for the management of the procedure, records compliments, registers complaints, monitors their progress and, where necessary, appoints Investigating Officers and Independent Person's and organises Review Panels. The Complaints Manager is also responsible for ensuring that Bournemouth Borough Council has a robust complaints procedure. The Complaints Manager is available to support and advise staff to ensure that best practice is followed and monitors that commitments given in responses, including adjudications, are implemented.

In order to contribute effectively to service development, the Complaints Management function is based within the Community, Learning and Commissioning service unit, independent of social care operational line management and of direct service providers. This is in line with Department for Education Guidance "Getting the Best from Complaints" (2006).

During the period being reported, there was one full time Childrens Complaints Manager in post overseeing the statutory process.

3.2 Team Managers, Service Managers, Service Director and Managing Director

Team Managers are responsible for investigating Stage 1 complaints with an overview provided if necessary by the Service Manager. Where complaints are dealt with at Stage 2 or 3 the Service Director and Managing Director respectively are responsible for responding to the findings of external investigators and where appropriate show how services are improved as a result. If necessary, the Service Manager may be asked to deputise at Stage 2 and the Service Director at Stage 3.

Managers also ensure compliments are valued and communicated effectively and good practice disseminated.

3.3 External Investigators/Independent People

If complaints are not resolved at an early point and therefore progress to Stage 2, Bournemouth's procedure requires the involvement of independent Investigators. The Investigating Officer has overall responsibility for investigating the complaint at Stage 2. Their undertakings include interviewing the complainant and staff and consideration of records. They will then prepare a report identifying solutions and recommending courses of actions to resolve problems. An Independent Person must also be appointed to ensure that the process of investigation is open, transparent and fair. They will accompany the Investigating Officer through all stages of the investigation. The Complaints Team has a number of people who it commissions to do this work on a sessional basis. All have considerable experience to enable them to undertake investigations and recommend resolutions along with a current enhanced DBS check.

The Complaint Manager liaises with neighbouring authorities in recruitment and retention of the pool of external investigators.

3.4 Review Panels

The Review Panel consists of fully independent people and is the final stage of a complaint under Department for Education and Skills guidance if the complainant remains dissatisfied with the outcome of the Stage 2 investigation. It will hear from the complainant, the Investigator and the relevant Director. The Panel is responsible for reviewing the way the complaint has been investigated and for making final recommendations for a resolution.

3.5 Advocacy Services

Bournemouth Social Care continues to contract with Action for Children in order to fulfil its obligations under the Advocacy Services and Representations Procedure (Children) (Amendment) Regulations 2004. All children and young people making a complaint or representation to Bournemouth Social Care are advised of their rights under this legislation. However, it is recognised that children and young people may wish to choose their own advocate, someone who is already known to them.

4 ACCESS TO COMMENTS AND COMPLAINTS INFORMATION

- 4.1 Information about how to complain or comment on services is available on the website, in leaflet form (with versions for adults and young people), in large print, or translated into different languages as required. The Council's website includes a facility to email complaints to the complaints manager. Complainants may also telephone, write, use the MOMO (Mind of my Own) app or meet with the Complaints Team. Complaints may also be submitted via the complainant's advocate or worker.

5 PROGRESS 2017 – 2018

- 5.1 Excel continues to be used as the preferred recording and reporting system for complaints during 2017/18, alongside an electronic filing cabinet. To date, this has provided a cost effective system that has shown to be adequate for the needs of the department. This also enables the complaints office to remain a paperless environment, so promoting confidential and efficient working.
- 5.2 Along with one to one support available to staff, on line training modules covering the complaints process for both adult and children complaints have been developed and are available on the Councils on line training portal. It is hoped that this will offer a flexible and sustainable approach to training for the future, easily accessible to staff at all levels and with the facility to monitor uptake.
- 5.3 The National Complaints Managers' Group is a forum representing professionals delivering complaints functions in Adult and Children's Social Care and Education within local authorities in England. During the current year the Complaints Manager has continued to attend the Regional Meetings of the National Complaints Managers Group to ensure that Bournemouth's policy is in line with that of other Local Authorities. This also allows the Complaints Manager to keep up to date with possible changes to procedures.
- 5.4 In July 2017 the new Regional Adoption Agency, Aspire Adoption launched. This has been formed through an inter authority agreement for adoption services across Dorset with Bournemouth Borough Council as the host authority. The complaints manager has worked with the Aspire Adoption lead and complaints managers from Dorset County Council and the Borough of Poole in agreeing a complaints procedure across Bournemouth, Dorset and Poole covering this service area. A joint protocol is now successfully functioning.

6 COMPLIMENTS

- 6.1 A very positive aspect of the responsibility of the Complaints Manager is the recording and reporting of compliments received by Social Care Teams.

During the year staff have received a total of 122 compliments (34 internal and 88 from external sources.) It is rewarding to be able to report these, demonstrating that the hard work of staff and their commitment is valued and appreciated by the people they support.

Below are a small sample of some of the positive comments made by service users, including previous complainants, their families and other professionals regarding Bournemouth Social Care staff;

From Mum to Contact Service – ‘Without places like the family resource centre and the staff it wouldn't be possible for many families to be able to not just spend time together but to re-connect and to work on any other underlying issues. The staff here have all been amazing toward me and I've never been made to feel awkward or uncomfortable. I am so grateful for the Family Resource Centre and all the lovely staff here because without them and their support, guidance and quite often patience I wouldn't have the amazing bond with my child, the chance to be a mum again and hopefully a bright future.’

From parent to Child Health and Disability team – ‘Thank you for your hard work over past 18 months supporting X. Thank you for challenging thinking, you were right in your assessment of X's need for less care providers, she is doing so well now.’

From parent to Assessment Team – ‘I found the social worker to be very honest, very understanding and listened to me with depth. She is amazing at her job and I feel I can be very honest with her and she didn't judge me. I would like to say a massive thank you for all her help and support. It means so much.’

From a young person to the Looked After Children Team – ‘So I would personally like to thank you for everything you have done for me it has made me a better person and see a better life. I would like to thank you for all of the constant support at the beginning of this new life I had and managing to choose the right foster carer for me and always making sure I was happy where I lived.’

From carers to the 16 plus team – ‘The social worker has gone beyond the call of duty, putting themselves out to organise things for X and spending time supporting them through difficult times.’

From adopters to the Adoption service – ‘We first met you hoping for something. Terrified and unsure, worried and excited. We loved you and your approach straight away. We thought... we can do this. Now we have two beautiful boys who love each other very much. Who make dens and play together with walkie talkies. They bundle together and play hide and seek. Never off the trampoline. Laugh, fight, hug. Just perfect. So THANK YOU for making us see that we really CAN do it.’

From a school to the Child in Need / Child Protection team – ‘The calm, supportive and professional approach taken by the social worker, all felt helped Mum to be relaxed enough to elaborate on events, in such a way, that all professionals could then offer very focused support.’

From a young person to the Family Support Hub – ‘Thank you, I feel with your support I have stopped being violent with my family and I am making better choices.’

From a young person to the Separated Children Seeking Asylum Team - *'You are an amazing person. So what I really wanted to say thanks for being there for me after all I've been through this year!! I just think you're a great person. :)'*

7 COMPLAINTS RECEIVED BETWEEN 1st APRIL 2017 AND 31st MARCH 2018

- 7.1 99 complaints and concerns were registered during the period of this report compared to 80 last year, which is a 23% increase year on year.

Of these 99, 43 were Stage One statutory complaints, 26 were concerns, 18 corporate Stage One complaints, one corporate and Local Safeguarding Childrens Board complaint (for Child Protection Conferences), 8 MP/Cllr enquiries and three other enquiries. There were also a further 33 other enquiries that resulted in no further action. At the time of writing this report, 53 (87%) of all Stage One complaints remain resolved at Stage One.

- 7.3 The Categories shown in the table below gives the reasons for the Stage 1 statutory complaints. For 2017/18 statutory (stat) and corporate (corp) complaints are both shown due to the increase in use of the corporate complaints process.

- 7.4 'Decisions being disputed' represent the highest category for complaints considered through the statutory complaints process. In comparison, complaints regarding data protection and inappropriate information sharing are higher within the corporate complaint process.

Complaint Category	Number 2015/6	% of Total	Number 2016/7	% of Total	Number 2017/8		% of Total	
					Stat	Corp	Stat	Corp
Complaint about other agency / external provider	0	0%	1	2.22%	2	0	4.64%	0%
Data Protection / Inappropriate information sharing	4	7.8%	0	0%	1	6	2.32%	31.56%
Delay	0	0%	0	0%	3	0	6.96%	0%
Disputing decision (eligibility / assessment outcome etc)	4	7.8%	3	6.66%	11	1	25.52%	5.26%
Impact of application of policy	0	0%	0	0%	2	0	4.64%	0%
Discriminatory Behaviour	1	1.96%	0	0%	0	0	0%	0%
Inaccurate recording / information on file	0	0%	2	4.44%	1	2	2.32%	10.52%
Lack of available service	1	1.96%	1	2.22%	4	0	9.28%	0%
Loss / theft of personal property	0	0%	0	0%	0	0	0%	0%
Objection to change / closure	0	0%	0	0%	0	0	0%	0%
Safeguarding	1	1.96%	1	2.22%	0	1	0%	5.26%
*Staff Attitude / behaviour / standard of service (individual) / poor communication	35	69%	-	-	-	-	-	-
Staff attitude	-	-	5	11.2%	5	1	11.6%	5.26%
Staff Behaviour	-	-	9	19.98%	2	2	4.64%	10.52%
Standard of Service (individual)	-	-	7	15.54%	5	3	11.6%	15.78%
Poor Communication	-	-	14	31.08%	4	0	9.28%	0%
Standard of service (general rather than specific staff member)	4	7.8%	1	2.22%	2	2	4.64%	10.52%
Objection to policy	0	0%	1	2.22%	1	0	2.32%	0%
Complaint about charging / finance	1	1.96%	0	0%	0	1	0%	5.26%
Details not given	0	0%	0	0%	0	0	0%	0%
TOTAL	51	100%	45	100%	43	19	100%	100%

*This category has now been split into the four subsequent subsections to provide more clarity.

7.6 Statutory complaints received by Social Care teams during the reporting period are recorded in the following table. Caution should be taken in comparing between the teams as due to the very different work that they carry out it is evident that some teams will be prone to higher levels of complaint than others. In addition, there was a service restructure during 2017/18 making any year on year comparison between teams less accurate. Milton House closed during the course of the year and Aspire adoption was formed which incorporates adoption case work for both Poole and Dorset Councils.

Team	Number of Complaints 2015/16	Complaints by Team 2015/16	Number of Complaints 2016/17	Complaints by Team 2016/17	Number of Complaints 2017/18		Complaints by Team 2017/18	
					Stat	Corp	Stat	Corp
Adoption / Aspire Jul 18	0	0%	1.5	3.33%	2	0	4.46%	0%
CiN and CP1 (New)	-	-	-	-	5	0	11.6%	0%
CiN and CP2 (New)	-	-	-	-	1	2	2.32%	10.52%
PLO & Court (New)	-	-	-	-	2	1	4.46%	5.26%
Private Fostering	0	0%	0	0%	1	0	2.32%	0%
Assessment and Safeguarding/Intervention & Assessment*	AST 3 AST (1) 1 AST (2) 1	5.88% 1.96% 1.96%	AST (1) 1 AST (2) 2 AIT 2	2.22% 4.44% 4.44%	5	5	11.6%	26.3%
Children First/MASH	4	7.8%	1	2.22%	4	2	9.28%	10.52%
External Agency	0	0%	1	2.22%	2	0	4.46%	0%
Family Support and Safeguarding Team 1	5	9.8%	4	9%	-	-	-	-
Family Support and Safeguarding Team 2	4	7.8%	4.5	10%	-	-	-	-
Family Support and Safeguarding Team 3	-	-	1	2.22%	-	-	-	-
Fostering	-	-	2	4.44%	0	2	0	10.52%
Child Health & Disability/Inclusion Team	5	9.8%	4	9%	2	0	4.46%	0%
Looked After Children	2	3.9%	8.5	19%	9	1	20.88%	5.26%
Care Leavers Team/16+	4	7.8%	4	9%	7	2	16.24%	10.52%
Milton House	-	-	0.5	9%	-	-	-	-
Parenting Assessment and Contact Team	0	0%	0	0	0	0	0	0%
Quality Assurance and Safeguarding	2	3.9%	0	0	0	0	0	0%
Family Solutions Team	-	-	1	2.22%	0	0	0	0%
Teen Response	1	1.96%	-	-	-	-	-	-
Turnaround	1	1.96%	-	-	-	-	-	-
Early Help	3	5.88%	0	0	0	1	0	5.26%
Younger Children and Families Team 1	5	9.8%	5	11.1%	-	-	-	-
Younger Children and Families Team 2	8	15.68%	2	4.44%	-	-	-	-
Complaints Across Multiple Teams	2	3.92%	0	0%	3	3	6.96%	15.78%

*AST team split 2015/6 into AST 1 and AST 2 and became one team again during 2017/8

8 PERFORMANCE AND MANAGEMENT INFORMATION

8.1 Timescales

Of the 43 Stage One statutory complaints received, 23 (53.36%) were responded to within a 10 working day timescale, 13 (30.16%) within 20 working days, 6 (13.92%) took longer than 20 working days and one (2.32%) was withdrawn. There are multiple reasons as to why responses take more than 20 working days, in one of these cases consent was withdrawn and then reinstated by a young person during the process and another complaint involved an historical complaint investigation spanning ten years of social work. Whilst managers make every effort to maintain timescales, complaints in this area are often complex and require a full and thorough investigation. Complainants are kept advised of timescales at all times.

Of the 19 Stage One corporate complaints received, 7 (36.82%) were responded to within 10 working days, 9 (47.34%) within 20 working days, and 3 (15.78%) took longer than 20 working days.

8.2 Complaints moved to Stage Two

Three complaints were moved to Stage Two of the Statutory complaints process during the year which represents 6.96% of the total Statutory complaints received. This is a decrease on last year, and should be viewed positively as it shows the high number of complaints that were resolved at Stage One of the complaints process. One was resolved at an early stage following the initial meeting with the complainant. At the time of writing this report one is nearing completion and the other is being resumed, having been on hold awaiting the complainant's confirmation to proceed.

Two complaints were moved to Stage Two of the Corporate complaints process during the year which represents 10.52% of the total Corporate complaints received.

8.3 Complaints moved to Stage Three

There were no requests for Stage Three of the statutory complaints process during the year.

8.4 Complaints Referred to the Ombudsman

One investigation and three assessments were conducted by the Local Government and Social Care Ombudsman during the year. The investigation did not progress due to lack of consent from the young person. Two of the assessments had the outcome that the Ombudsman would not investigate as the matter was for Court to determine. One complaint was deemed premature and went through the Council's own process instead, and was subsequently resolved at Stage One.

8.5 Advocacy

15 children and young people made a complaint, all considered through the Statutory Complaints process, during the reporting period which is an increase of 114% YOY. Advocacy was provided for 9 of these children and young people and 3 sought the

assistance of persons known to them. Two young people used the Mind of My Own app (MOMO) to bring their complaint.

Action for Children continued to provide an advocacy service for children and young people receiving support from Bournemouth Borough Council during the year.

Complaints brought by children and young people are always taken very seriously, regardless of their nature, and where possible the complaints process is fast tracked to ensure a timely resolution. The complaint procedure also allows the complainant to request for decisions to be 'deferred' or 'frozen' if the complaint is about changes to a care plan, placement or service (as long as there is no significant effect upon the mental or physical wellbeing of an individual.)

8.6 Gender and ethnicity of Complainants

Gender of complainants is shown in the table below with a year on year comparison including for this year a breakdown of those considered through the Statutory (Stat) and Corporate (Corp) processes.

Gender	Number 2015/16	% of Total 2015/16	Number 2016/17	% of Total 2016/17	Number 2017/18		% of Total 2017/18	
					Stat	Corp	Stat	Corp
Couple	3	5.88%	5	11.1%	4	3	9.28%	15.78%
Female	28	54.9%	29	64.38%	28	13	64.96%	68.38%
Male	20	39.2%	11	24.42%	11	3	25.52%	15.78%
Unknown (anon)	0	0%	0	0%	0	0	0%	0%

Ethnicity of complainant is shown in the table below.

Ethnicity	Number 2015/16	% of Total 2015/16	Number 2016/17	% of Total 2016/17	Number 2017/18		% of Total 2017/18	
					Stat	Corp	Stat	Corp
Any other black background	1	1.96%	0	0%	0	1	0%	5.26%
Asian - Any Other	0	0%	1	2.22%	0	0	0%	0%
Black or Black British – African	2	3.92%	0	0%	2	0	4.64%	0%
Black or Black British – Caribbean	1	1.96%	1	2.22%	0	1	0%	5.26%
Mixed - Any Other	0	0%	0	0%	0	0	0%	0%
Unknown (not divulged)	11	21.56%*	9	19.98%	6	3	13.92%	15.78%
White - Any Other	1	1.96%	1	2.22%	0	0	0%	0%
White & Asian	0	0%	0	0%	1	0	2.32%	0%
White & Black Caribbean	1	1.96%	0	0%	0	0	0%	0%
White British	33	64.7%	31	68.82%	32	12	74.24%	63.12%
Ethnic – Any Other	0	0%	1	2.22%	0	0	0%	0%
White Eastern European	1	1.96%	1	2.22%	2	2	4.64%	10.52%

Gender and Ethnicity of Service Users (complaint subject)

Gender	Number 2016/17	% of Total 2016/17	Number 2017/18		% of Total 2017/18	
			Stat	Corp	Stat	Corp
Locked (adoption record)	1	2.22%	0	0	0%	0%
Multiple siblings (mixed)	10	22.2%	7	6	16.24%	31.56%
Female	19	42.18%	20	4	46.4%	21.04%
Male	15	33.3%	16	9	37.12%	47.34%

Ethnicity	Number 2016/17	% of Total 2016/17	Number 2017/18		% of Total 2017/18	
			Stat	Corp	Stat	Corp
Any other ethnic group	1	2.22%	1	1	2.32%	5.26%
Any other mixed background	1	2.22%	1	2	2.32%	10.52%
Any other white	1	2.22%	0	0	0%	0%
Asian – Other	1	2.22%	2	0	4.64%	0%
Black/Black British Caribbean	1	2.22%	0	1	0%	5.26%
Black African	0	0	2	1	4.64%	5.26%
Locked record	4	8.88%	0	0	0%	0%
Not Known	4	8.88%	1	3	2.32%	15.78%
White British	31	68.82%	33	11	76.56%	57.86%
White Eastern European	1	2.22%	3	0	6.96%	0%

8.7 Method of Contact

Methods of contact are shown in the table below with year on year comparison. Although many other enquiries are received by the complaints office via telephone, there has been a noticeable decrease in statutory complaints received by telephone. In the main complainants are requested to submit statutory complaints in writing where they are able to do so. Support is always offered and made available when required. 'Telephone' is only recorded as a method where statements are given over the phone by complainants which the complaints manager will then prepare and send to the complainant in paper copy to confirm.

Method of Contact	Number 2015/6	% of Total 2015/16	Number 2016/7	% of Total 2016/17	Number 2017/18		% of Total 2017/18	
					Stat	Corp	Stat	Corp
Councils Own Feedback Form	5	9.8%	5	11.1%	0	1	0%	5.26%
Email	22	43.13%	20	44.4%	30	15	69.6%	78.9%
In Person	0	0%	2	4.44%	1	0	2.32%	0%
Letter / Card	11	21.56%	11	24.42%	4	0	9.28%	0%
Telephone	13	25.49%	4	8.88%	4	2	9.28%	10.52%
Website	0	0%	1	2.22%	1	1	2.32%	5.26%
Ombudsman	0	0%	0	0%	1	0	2.32%	0%
MOMO App	0	0%	2	4.44%	2	0	4.64%	0%

9 LEARNING AND SERVICE IMPROVEMENT

9.1 Complaints Outcome

The following table and chart show the outcomes of statutory complaints completed during the year with a year on year comparison. Over half the complaints received were not upheld, with 20% being upheld which was an increase of 4% year on year.

Outcome of Complaint	Number 2015/16	% of Total 2015/16	Number 2016/17	% of Total 2016/17	Number 2017/18		% of Total 2017/18	
					Stat	Corp	Stat	Corp
Not Upheld	27	52.94%	24	53.33%	28	3	64.96%	15.78%
Partly upheld	12	23.52%	11	24.44%	7	10	16.24%	52.6%
Unclear / Ongoing	4	7.8%	1	0.45%	1	0	2.32%	0%
Upheld	8	15.68%	9	20%	6	6	13.92%	31.56%
Withdrawn	0	0%	0	0%	1	0	2.32%	0%

The majority of corporate complaints are partially or fully upheld. This is due to complaints regarding data breaches being considered through the corporate process and these being upheld. In addition, those that are partially upheld may be for a single element within a multi-faceted complaint.

9.2 Learning

The Department for Education and Skills guidance requires local authorities to ensure that they report the learning and service improvements implemented as a result of complaints. Some learning was pertinent to individual workers and led to advice and training. Some learning was shared in reminders to all staff regarding good practice and some learning led to a review of services and process.

In order to ensure that learning is embedded in service process, the complaints manager meets on a regular basis with a senior manager in Children Social Care. Learning and Actions resulting from complaints is produced as a result and disseminated throughout the service.

Learning from complaints for the year covered the following areas;

- Data breaches
- Communication of referrals.
- Factual accuracy of reports (names, addresses etc.)
- Advocacy referrals.
- Foster carer payments.
- Property of looked after children.
- Contact arrangements.
- Managing allegations against people who work with children.

As a result, learning from complaints has led to a number of changes to service process some of which are listed below;

- Further training for staff provided around data protection.
- Ensuring that all parents are involved as appropriate following a referral.
- When recording a medical diagnosis of a child, parent or family member the source and date of the diagnosis should also be stated.
- Advocacy referrals to be made at the earliest opportunity for initial child protection conferences to ensure availability.
- Foster carer payment process has been reviewed and all teams affected are currently undergoing refresher support and training to ensure that they are aware of their individual responsibilities when authorising service placements.
- If any property of a looked after child is confiscated, a record must be held within the supervision record as to the location and any plan to return. This must be reviewed within each supervision until the property has been returned or management decision not to in cases where property may have age restrictions.
- Contact for looked after children with family members to be discussed at each supervision to prevent drift in setting up new contact arrangements.

- Ensure that all staff are aware of the managing allegations against people who work with children, their roles and responsibilities and good practice standards. To ensure management oversight of any sensitive correspondence relating to this.

The Complaints Manager would like to take this opportunity to thank all complainants for their time and effort in making complaints thus allowing the authority to identify issues and improve services.

10 PLANNED COMPLAINT MANAGEMENT CHANGES AND IMPROVEMENTS 2018/2019

- 10.1 Over the next 12 months the Council will prepare to become part of a new Unitary Authority and Bournemouth Borough Council will cease to exist at the end of March 2019. This will bring new opportunities and scope to further improve the service, combining best practise with other authorities involved.
- 10.4 The complaints team will continue to monitor implementation of the new social care management software, MOSAIC. This will provide opportunities to ensure suitable recording of complaint data on the service users record. The team will work to the General Data Protection Regulations (GDPR.)

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Children's Complaints Manager
Community, Learning and Commissioning