

**Children & Families
Complaints Annual Report 2007-08**

1 Statistics

1.1 Numbers of complaints received

Division	Stage 1		Stage 2		Stage 3	
	2007-08	2006-07	2007-08	2006-07	2007-08	2006-07
Social Care	90*	129	15 §	19*	6 ≠	2
Achievement & Inclusion	11	10	4	2	1	-
Finance & Performance	17	22	2	5	-	-
Strategy & Partnership	2	-	1	-	-	-
Total	120	161	22	26	7	2

* Includes one complaint about services provided by the Occupational Therapy Team

§ Five requests for statutory Stage 2 were resolved by senior manager intervention [no formal investigation]

≠ Excludes one complaint sent as Early Referral to Ombudsman in lieu of Stage 3

1.2 How complaints received

	Letter / Fax	Telephone	Email	Form	YP form	In person
Stage 1	33%	39%	19%	7%	-	2%
Stage 2	54%	18%	23%	5%	-	0

1.3 Where complaints received

	Complaints Team	C & F Director / Asst Director	Team / Unit	Chief Exec's office	One Stop Service
Stage 1	58%	7%	25%	2%	8%
Stage 2	59%	-	32%	5%	5%

1.4 Equalities Monitoring

It has not been possible to provide equalities monitoring information for all complainants, but details for the fairly small numbers of children and young people who made complaints themselves about their services are given below.

Ethnicity of Child or Young Person	2007/08 %	2006/07 %
Asian or Asian British	7%	14%
Black or Black British	43%	48%
Black African	14%	-
Mixed / Black and White or Mixed / Other	-	14%
White / British or White / Other	21%	} 5%
White Other	14%	

1.5 Numbers of complaints closed

Division	Stage 1	Stage 2	Stage 3
bf	16	2	-
Social Care	99	15	6
Achievement & Inclusion	11	4	-
Finance & Performance	17	2	-
Strategy & Partnership	2	1	-
Total	129	22	6
Pending c/f	7	2	1

1.6 Numbers of complaints closed by outcome

Outcome	Stage 1	Stage 2	Stage 3
Not Upheld	50	11	4
Partially Upheld	27	7	1
Fully Upheld	45	4	1
Withdrawn / not pursued	7	-	-
Total closed	129	22	6
Pending	7	2	1

1.7 Escalation rates - Target 20%

Division	Stage 1 to Stage 2	Stage 2 to Stage 3
Social Care	17%	40%
Achievement & Inclusion	36%	25%
Finance & Performance	12%	-
Strategy & Partnership	50%	-
Total	18%	32%

1.8 Percentage responded to within timescales - Target 85%

Division	Stage 1 Corp = 15 w/days Stat = 10 w/days [or 20 w/days if complex]	Stage 2 Corp = 20 w/days Stat = 25 w/days [or 65 w/days if complex]
Social Care	47%	47% §
Achievement & Inclusion	73%	100%
Finance & Performance	76%	50% ≠
Strategy & Partnership	100%	0% ≠
Total	54%	41%

§ Four non-complex statutory S2 investigations [27%] were completed within an average of 40 working days. One statutory complaint was resolved in 32 working days by a senior manager holding two meetings with a complainant to discuss the historical background, to explain actions and decisions taken and to agree a way forward.

≠ Based on 2 Stage 2 complaints for F&P and 1 complaint for S&P.

1.9 Compensation paid - £

Division	Stage 1	Stage 2	Stage 3	Ombudsman
Social Care	110	1350	3000	750
Achievement & Inclusion	-	200	-	-
Finance & Performance	-	-	-	375
Strategy & Partnership	-	-	-	-
Total = £5785	110	1550	3000	1125

2 Key service improvements arising from complaints

- (i) Legal advice on legislation and guidance leading to direct payment being agreed for respite care for a disabled child - review of Resource Panel's remit under the new integrated team structure.
- (ii) Practice standards around communication with families especially around child protection enquiries.
- (iii) Provision of information leaflets [disabled children and child protection].
- (iv) Review of practice and procedures for Brent Transport Service.
- (v) A pilot exercise introduced for all Stage 1 complaints about referral and assessment to offer the complainant an invitation to meet and discuss concerns with a manager; the discussion and actions agreed then to be recorded in the written response.

Gillian Burrows
Complaints Manager
June 2007