Complaints Monitoring Report Children and Families & Criminal Justice Social Work

Quarter 1 2021/22 - 1 April - 30 June 2021

Total Complaints Received and Total Complaints Closed										
NUMBER OF COMPLAINTS	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22					
Total number of complaints received	8	10	5	10	8					
Total number of complaints closed	13	11	6	8	6					

The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
NUMBER AND PERCENTAGE CLOSED	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	6	46%	6	54.5%	0	0%	5	62.5%	1	17%
Number of complaints closed - Investigative	7	54%	5	45.5%	6	100%	3	37.5%	5	83%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
FRONTLINE	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	0	0%	2	40%	0	0%
Number of Frontline complaints partially upheld	1 16.7%		4	66.7%	0	0%	1	20%	1	100%
Number of Frontline complaints not upheld	5	83.3%	2	33.3%	0	0%	2	40%	0	0%
Number of Frontline complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage											
	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		
INVESTIGATIVE	number	%	number	%	number	%	number	%	number	%	
Number of Investigative complaints upheld	1	14.3%	0	0%	0	0%	1	33.3%	1	20%	
Number of Investigative complaints partially upheld	3	42.9%	2	40%	5	83.3%	2	66.7%	0	0%	
Number of Investigative complaints not upheld	3	42.9%	3	60%	1	16.7%	0	0%	4	80%	
Number of Investigative complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
ESCALATED	number	%								
Number of Escalated complaints upheld	N/A	N/A								
Number of Escalated complaints partially upheld	N/A N/A		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A								
Number of Escalated complaints (Resolution)	N/A	N/A								

The average time in working days for a full response to complaints at each stage										
RESPONSE TIME	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22					
Average time in working days for a full response - Frontline	36	8	N/A	4	1					
Average time in working days for a full response - Investigative	31	34	20	18	18					
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A					

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
MEETING TARGET TIMESCALES	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	0%	2	33.3%	N/A	N/A	2	40%	1	100%
Number of complaints closed within 20 working days - Investigative	1	14.3%	2	40%	2	33.3%	2	66.7%	2	40%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22	
EXTENSIONS	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	2	28.6%	1	100%	0	0%	1	33.3%	2	40%

UPHELD OR PARTIALLY UPHELD COMPLAINTS									
ID	Type of Complaint	Outcome	Responsible Officer	Action taken					
101002762774	Policy and Procedure	Partially Upheld	Team Manager	Misinformation that highlighted was relating to historical matters and the correction of this information.					
101002780367	Other	Upheld	Team Manager	To be referred to Governance Practice Board to ensure steps are taken to review and learn from the young person's experience.					