



Statutory Social Care Annual Report

Complaints and Customer Feedback

For the period 1 April 2019 to 31 March 2020

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INTRODUCTION	3
i. Background	3
ii. Purpose	3
iii. Period covered and data	3
SECTION ONE: SUMMARY AND OVERVIEW	
1.1 Executive Summary	4
1.2 Statutory Complaint trends and outcomes	5
1.3 Statutory Local Government Ombudsman (LGSCO) complaints received	6
SECTION TWO: ADULT SOCIAL CARE FEEDBACK	
2.1 Summary of ASC feedback in 2019/20	7
2.2 Breakdown of complaints by stage and outcome	7
2.3 What do people complain about?	8
2.4 Learning for ASC	9
2.5 Services which were the subject of compliments in 2019/20	12
2.6 Joint Complaints	13
2.7 LGSCO Complaints	13
2.8 LGSCO ASC identified learning	14
SECTION THREE: CHILDREN AND YOUNG PEOPLE SOCIAL CARE FEEDBACK	
3.1 Summary of CYP and CSC feedback in 2019/20	16
3.2 Breakdown of complaints by stage	17
3.3 Breakdown of complaints by outcome	17
3.4 What do people complain about in the statutory process?	18
3.5 Learning for CSC	18
3.6 Summary of non-statutory complaints	20
3.7 What are non-statutory CSC complaints about?	20
3.8 Services which were the subject of compliments and comments in 2019/20	20
3.9 LGSCO Complaints	20
3.10 LGSCO Children's Social Care identified learning	21

Introduction

i. Background

Local authorities are legally required to establish complaints procedures to deal with complaints about their social care functions. The complaints procedure for children and young people is covered by the Children Act 1989 and the Department for Skills and Education produced guidance, 'Getting the Best from Complaints' (2006), which outlines the procedures which local authorities must have in place. For adult social care, this report is also produced in accordance with the requirements of the Local Authority Social Services and National Health Service Complaints Regulations (2009).

Lancashire County Council is the Vice Chair of the National Complaints Managers Group (England) and the Vice Chair of the North West Complaints Managers Group which comprises 23 local authorities. The aim of this group is to provide a forum where complaints staff can learn and share best practice, develop and implement local practice standards, discuss performance and problem solve. These groups are also consulted on proposed changes to legislation and learning from complaints by the Association of Directors of Adult Social Services and the Association of Directors of Children's Services.

ii. Purpose

The purpose of the Annual Report is to review the operation of the complaints process over a 12 month period, including statistical data, and to provide the local authority with the means by which it keeps itself informed about complaint themes and how effective its current arrangements are for handling customer complaints. It offers an analysis of what the information obtained from the operation of the complaints process means for the council.

This report also includes information on compliments and comments received by the council.

iii. Period covered and data

The report covers the period 1 April 2019 to the 31 March 2020. The report makes extensive use throughout of data available from the Customer Feedback System which records all statutory social care complaints and feedback for the council. The statistical information presented within this report can be verified by reference to this database and is based on the date feedback is received. All percentages and costs are rounded to the nearest whole number.

Section One	Summary and Overview highlights the key messages from the report and gives the overall picture across the council
Section Two	Statistical data, analysis and learning in relation to Adult Social Care Services.
Section Three	Statistical data and further information and analysis and learning in relation to all Children's Services.

If you require any additional information please contact Lancashire County Council Complaints Team on 01772 539414 or email your request to complaintsandfeedback@lancashire.gov.uk

Section One: Summary and Overview of all Social Care Complaints and Feedback

1.1 Executive Summary

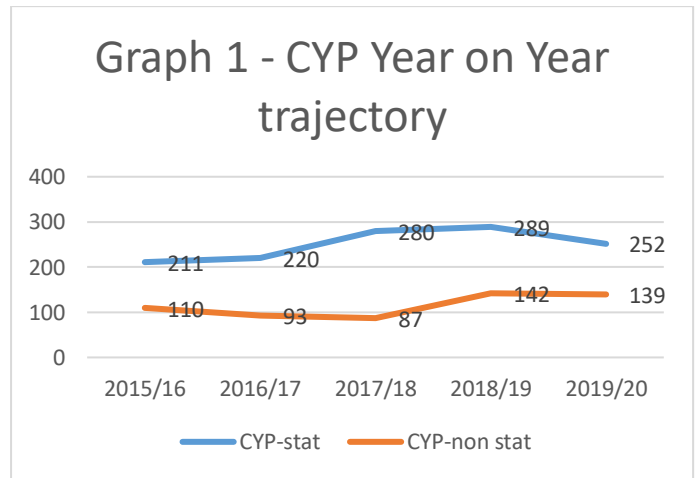
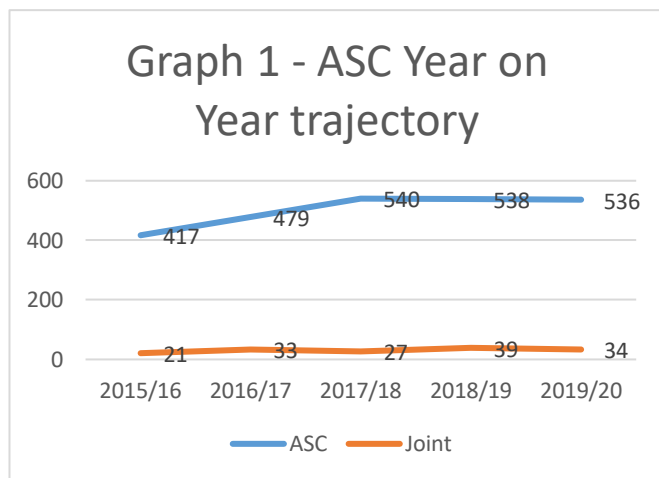
Complaints are used by the council as an opportunity to learn and improve. As a direct result of complaints in 2019/20 the council has made improvements to processes and procedures, it has improved communication with the NHS, customers and their families, issued guidance to staff and commissioned extra training for staff and managers.

Complaints represented just over 1% of all active adult social care and children's social care cases throughout Lancashire in 2019/20. Statutory complaint totals have decreased overall by 5% (827 in 2018/19 to 788 in 2019/20).

Graph 1 below shows that there were 536 complaints about adult social care (ASC) which is broadly the same as in 2018/19. Included in this figure were 34 complex joint complaints with the NHS, which is a decrease of 13% from 2018/19 (39).

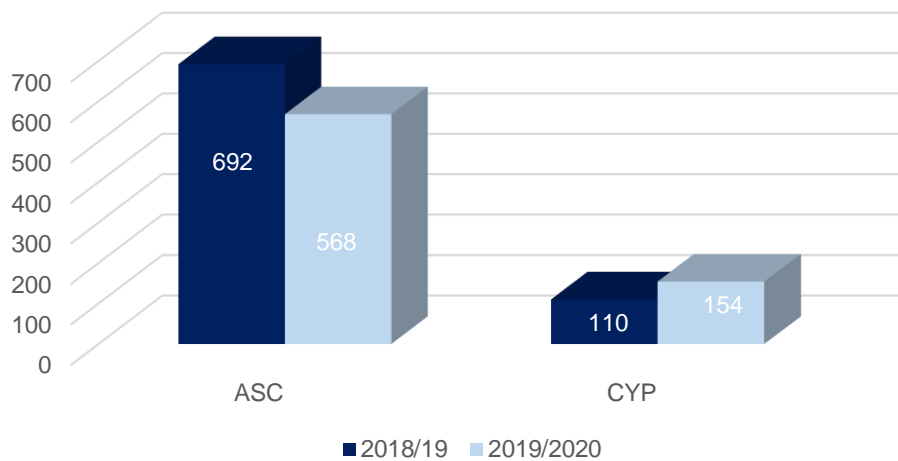
Graph 1 also shows a welcome decrease in statutory children's social care (CSC) complaints totals by 13% (289 in 2018/19 to 252 in 2019/20). Non statutory CSC complaints decreased slightly from 142 in 2018/19 to 139 in 2019/20.

Although the overall numbers of statutory complaints received by the Ombudsman has increased by 11% from 128 to 142, the overall percentage of complaints upheld has gone down, which is positive news.



Graph 2 overleaf shows a 24% decrease in **compliments** from 802 2018/19 to 722 in 2019/20 mainly due to a decrease in adult social care feedback. The totals for CYP positive feedback have increased from 110 in 2018/19 to 154 in 2019/20, mainly due to an increase in the capture of compliments for the inclusion service.

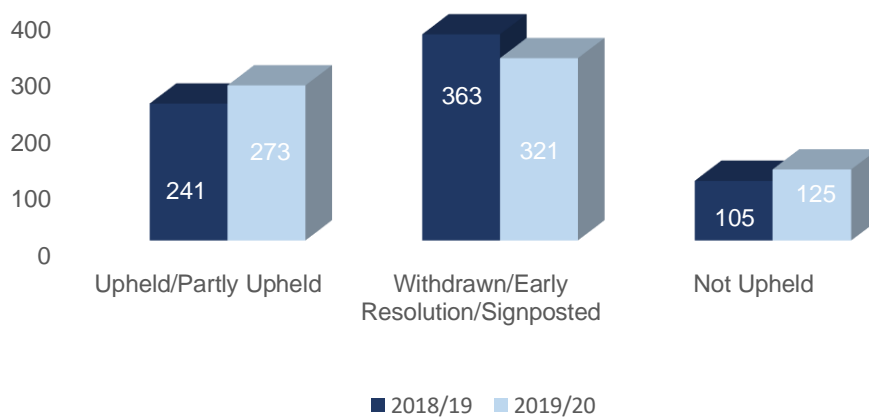
Graph 2 - Compliments



1.2 Statutory complaint trends and outcomes

Social care complaints represented 1.2% of all CSC and ASC active cases. Adult social care complaints have levelled over the last 3 years and CSC complaints have decreased. The number of complaints continues to rise as a percentage of total customer feedback. In 2019/20 it represented 57% of all feedback compared to 50% in 2018/19. Increasingly people are therefore contacting the council to complain rather than to compliment staff.

Graph 3 - Statutory Complaints by Final Outcome



Graph 3 above shows a breakdown in the number of statutory complaints by final outcome for all 719 closed complaints during 2019/20. 15% of all complaints were not upheld in 2018/19 and this proportion has gone up to 17% of all complaints in 2019/20. Just over a third (38% of complaints) were justified by being upheld or partly upheld. Over 40% of complaints have also been 'nipped in the bud' or withdrawn at an early stage in the complaints process.

In 2019/20 the total amount spent on investigations for statutory adult social care complaints was nil because all complaints in ASC were investigated internally and for children's social care it was £5084.88.

1.3 Local Government and Social Care Ombudsman (LGSCO) complaints received

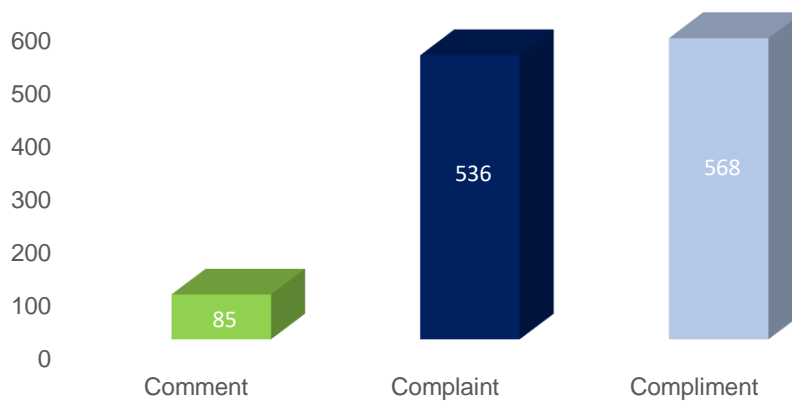
142 Local Government and Social Care Ombudsman (LGSCO) social care and education final decisions were received during 2019/20. This is an increase of 11% on 2018/19 figures (128). The amounts paid in social care local settlements as a result of these decisions added up to a total £40,854.38. (It was £35,594.93 in 2018/19)

Section Two: Adult Social Care Feedback

2.1 Summary of ASC feedback in 2019/20

Graph 4 shows a breakdown of ASC by feedback type. A total of 536 complaints were received in 2019/20 which is similar to the previous financial year (538). However it should be noted that people are still more likely to compliment adult social care rather than to complain.

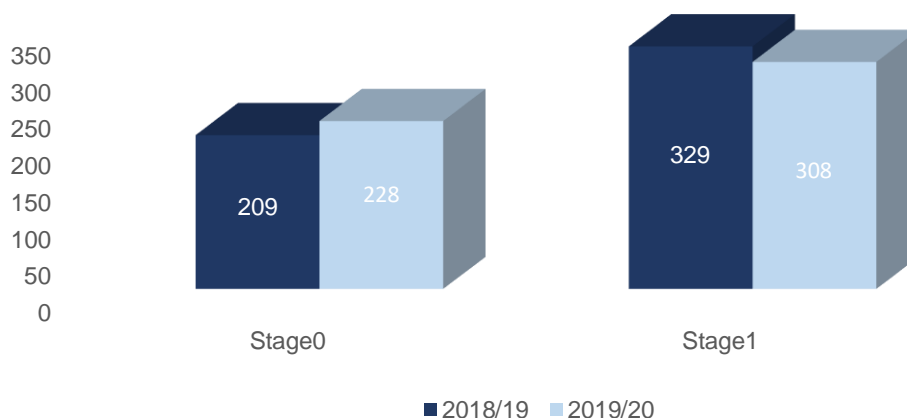
Graph 4 - Feedback Type



2.2 Breakdown of complaints by stage

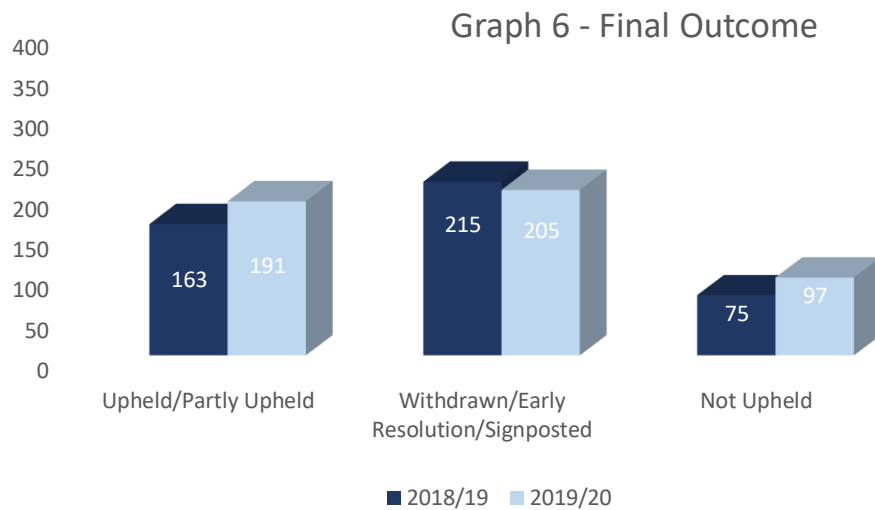
The breakdown of ASC complaints is shown in Graph 5. Stage 0 is the early resolution of complaints. It can be seen that a significant proportion of complaints (43%) continue to be 'nipped in the bud' with and this is more than in 2018/19 when the figure was 39% (209). This has resulted in a welcome slight drop in 'formal investigations'.

Graph 5 - Complaint Stage



The outcomes of 493 closed complaints that commenced in this financial year, and had outcomes recorded against them at the year-end, are shown in Graph 6. Of all closed complaints, 205 were either withdrawn

or resolved early, 191 had at least one aspect upheld and only 97 were not upheld. These are similar proportions to the figures for 2018/19.



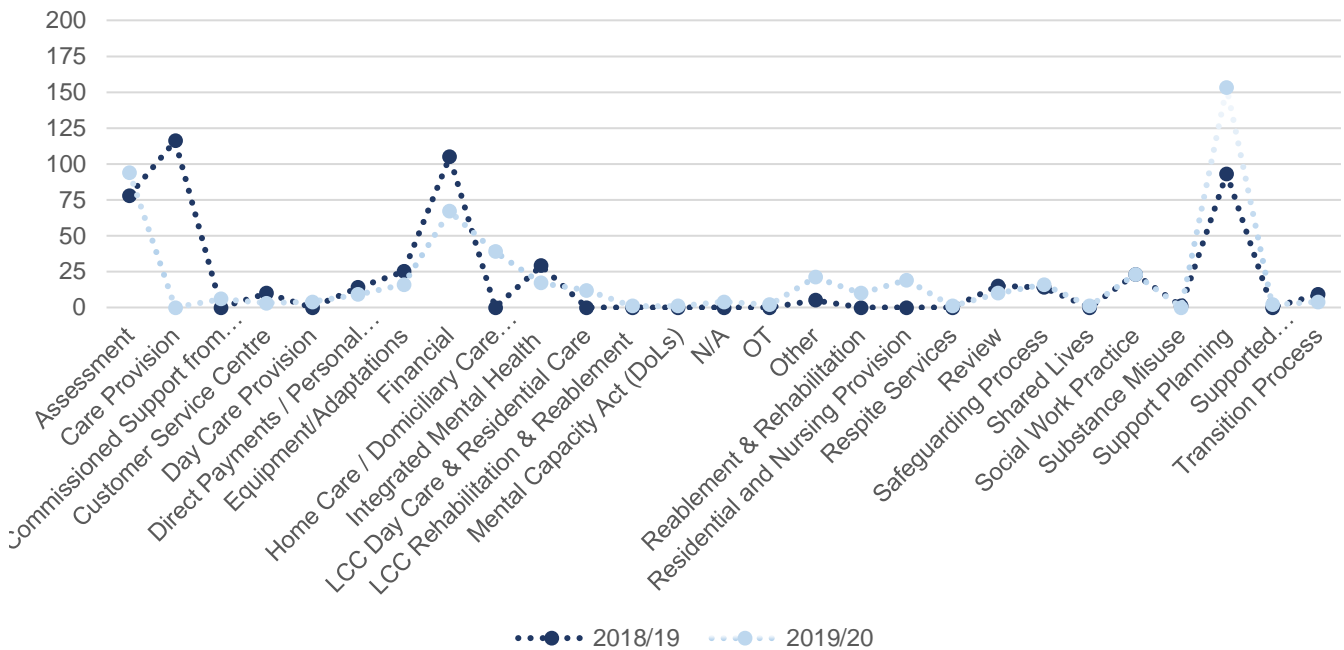
A total of 308 Stage 1 internal complaint investigations were undertaken. The breakdown of these was 27% upheld (84), 34% partly upheld (106) and 31% not upheld (97). 7% (21) were withdrawn throughout the complaint process. When the upheld and partly upheld figures are considered together, it can be seen that in just over 60% of all cases, when an investigation is undertaken, an aspect is found to be justified.

Of the total number of complaints received in 2019/20, 5% (28) exceeded the 6 month statutory maximum timescale. This is mainly due to the complexity of the cases.

2.3 What do people complain about?

Graph 7 shows complaints by service type for the last 2 financial years.

Graph 7 - Complaints By Service Type



There appears to have been a big drop in Care Provision complaints which received 22% of the total number of complaints in 2018/19, but this is because it was such a general category, that it was dropped for 2019/20. For 2019/20, the most frequent subject of complaint was Support Planning (153) which received 29% of the total number of complaints (93 in 2018/19). The lost 'Care Provision' complaints for 2019/20 probably account for the increases in complaints about support planning as well as in the categories of Home and Domiciliary Care, Residential and Nursing Care and Reablement / Rehabilitation provision.

Assessment and financial related complaints have seen a welcome decrease of 36% from the previous year. This indicates that the new financial process, which requires social workers to ensure that a customer signs a document to confirm they have received and understood the financial implications of receiving care, is now making a difference.

2.4 Learning for adult social care

Summary of learning for Adult Social Care 2019/20

Area	Learning point for adult social care
Social Care and Support Planning	<p>Managers have discussed and reminded social workers of the following matters:</p> <ul style="list-style-type: none"> To ensure that training needs are identified. To ensure that regular updates are provided. To provide the correct respite renewal details to service users and family members. To ensure that information contained within support plans is accurate and correct.

	<ul style="list-style-type: none"> • To ensure that all care options are discussed at the point of review with service users and/or their family members and that this is recorded accurately. • To ensure that Care Act assessments are responded to in a timely manner. • To ensure that the focus is on the individual and their needs • The importance of completing their write ups of assessments and tasks accurately and in a timely manner to ensure that correct priorities are given to each case.
<p>Complaints about communication</p>	<p>Managers have reiterated to all staff the importance of accurate recording and good communication when changes are made to a commissioned services that result in a higher charge applied.</p> <p>Managers identify staff training needs through supervision to ensure that social workers have good communication skills and a good working knowledge of policies and procedures.</p> <p>Managers invited Lancashire Independent Living Service (LILS) to team meetings to share information and facilitate a better understanding with staff, in order to improve support to families.</p> <p>All social work students were reminded of the correct procedures for introducing themselves to service users and the importance of accurate recording.</p> <p>Managers reminded social workers to improve communication with service users, surrounding the cancellation of meetings.</p> <p>Managers reminded social workers of the importance of returning calls to the service user and/or their family members in a timely manner.</p> <p>Managers responsible for reviewing workload, role and level of responsibilities, considered how staff and teams communicate with service users.</p> <p>Managers have liaised with Telecare to investigate ways that staff can be reassured that their referrals have been received.</p>
<p>Complaints about invoicing</p>	<p>In a complaint about incorrect invoicing, staff were reminded to ensure all relevant departments are notified when they become aware of a Power of Attorney or change of address.</p> <p>Managers have reviewed the personal budget process, to ensure that delays are minimised and that the service reflects the high standards expected</p> <p>In a number of complaints about invoicing, social workers were reminded of the importance of accurate and timely record keeping. Specifically the lessons learnt were that:</p> <ul style="list-style-type: none"> • If end dates are not inputted, backdated charges and large debts can be wrongly applied to account. • Further invoices can be wrongly issued to the service user.

	<ul style="list-style-type: none"> The care provider can be overpaid for a service that has been cancelled. <p>In a number of complaints about people stating that they were not informed of the financial implications of care (or did not understand these, particularly prior to being discharged), managers implemented a new process whereby social workers ensure that a customer signs a document to confirm they have received and understood the financial implications of receiving care.</p>
Residential and Nursing Provision	<p>Managers ensure that daily records are clear and accurate with the correct time and date of entry.</p> <p>All residential homes were reminded of the importance of contacting ASC when a nursing assessment is required and care needs change.</p>
Personal Budgets	<p>Managers have reminded social workers to make sure that the account is running smoothly and that advice given during personal budget reviews is followed up and acted upon.</p> <p>Financial assessors have been reminded to complete financial assessments with the appropriate named person and ensure key questions are asked.</p>
Exchequer Services	<p>The Finance Team have undertaken a check of the primary addresses for correspondence to ensure letters are sent to the correct address.</p> <p>Finance managers have reminded staff that following an initial financial assessment, emails from the service user regarding their financial status must be responded to and an appropriate financial assessment should be completed.</p> <p>Finance managers have reminded staff to ensure clear explanations are provided for amendments to invoices by the care navigation team and income team.</p>
Older Peoples Service	<p>Managers have notified business support officers to ensure that equipment is not required by another family member before arranging to remove items.</p> <p>Managers have reminded staff to ensure daily records are clear and indicate the correct time and date of entry.</p>
Safeguarding	<p>Managers have reminded staff that if a health professional has made a statement, the social worker should ensure that they document the source of this statement for any referencing purpose at a later date.</p> <p>Managers undertake regular audits of lessons learnt from complaints and safeguarding work with MASH social workers and this forms part of the supervision record.</p> <p>Managers regularly highlight in operational team meetings the importance of statutory responsibility, including making safeguarding personal.</p> <p>Managers have reminded social workers of the importance of issuing outcome letters on completion of safeguarding enquiries.</p>

	<p>Managers have ensured that the closure letter has included more detail, particularly relating to separating the allegations of abuse and complaints.</p> <p>Social workers now consult LILS to explore available support arrangements in place for managing personal budgets, particularly when things go wrong.</p> <p>Social workers now record the consideration of sharing findings with the disclosure and barring service.</p> <p>Social workers now record the complainant's desired outcome following a safe guarding alert. This is line with Making Safeguarding Personal and helps to ensure that outcomes are realistic and achievable.</p> <p>Social workers have been advised by their managers in their supervision that all reasonable attempts should be made to engage a person in the safeguarding process.</p>
Reablement	<p>Managers have emphasised the importance of providing both written and verbal information on the financial implications to people who use the service.</p> <p>The frequency of training in the application of personal budget options is being reviewed by all managers as part of the regular mandatory training for staff in the reablement service.</p>

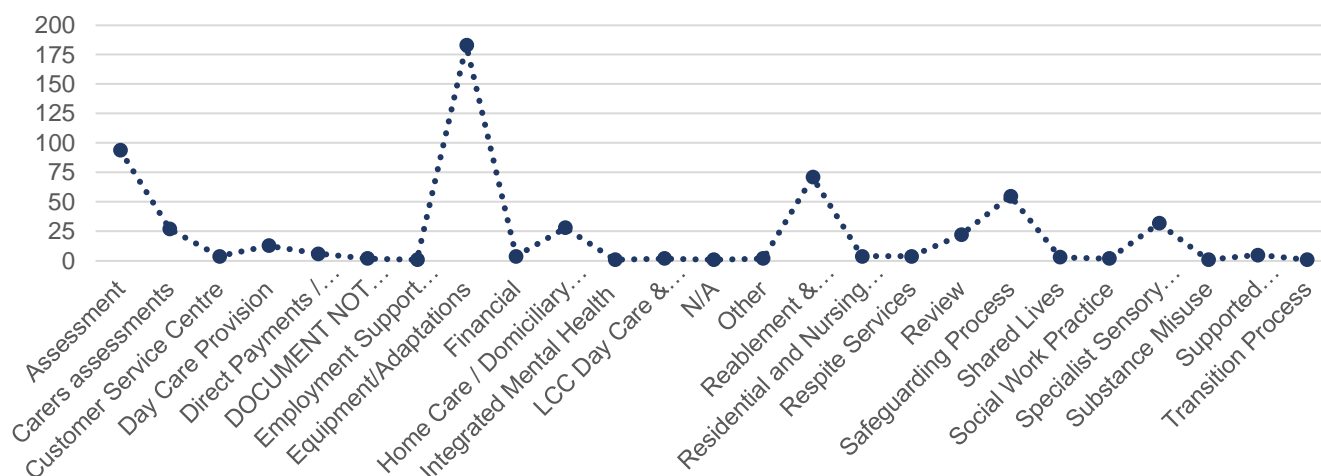
2.5 ASC services which were the subject of compliments

Graph 8 shows the number of compliments received by service type for 2019/20.

The number of statutory compliments has decreased by 18% from 692 in 2018/19 to 568 in 2019/20. In 2018/19, 28% of all compliments were because of equipment and adaptations received and this has increased slightly by 4% in 2019/20. This remains the most frequent reason for a compliment. Compliments for the safeguarding process have increased significantly by 94% in 2019/20 to 55 as direct result of a new follow up process. Compliments for reviews have also doubled this year.

Reablement compliment figures have however decreased by 42% from 122 in 2018/19 to 71 in 2019/20. There has also been a 24% decrease in the proportion of compliments in relation to service user assessments (123 in 2018/19 down to 94 in 2019/20).

Graph 8 - Compliments By Service Type



2.6 Joint Complaints

A Joint Complaints Protocol is in place with the NHS. Complaints investigations increasingly involve many different parts of the Council as well as health services and contracted service providers therefore adding much more complexity which the complaints team coordinates.

There was a decrease in joint complaints during 2019/20 to 31 compared with 39 in 2018/19. These complaints are sometimes complex and take longer to resolve as they involve ASC and the NHS, typically Hospital Trusts and/or Clinical Commissioning Groups. Nine joint complaints were still open at the close of 2019/20. Of the resolved complaints 8 were not upheld, 15 partly upheld and 6 were fully upheld. Two were withdrawn by the complainants. Integrated Mental Health and Support Planning were the biggest themes.

2.7 LGSCO Complaints

The Local Government and Social Care Ombudsman (LGSCO) provides the final stage for complaints about local authorities and some other organisations providing local public services. Their service is provided free of charge. Complainants approach the LGSCO when all other options for pursuing their complaint are closed by the Council, after it is considered that a proportionate response has already been provided. The LGSCO will only consider complaints that have already been through the Council's complaints procedures, although sometimes an early referral will be made to the LGSCO when complainants continue to be dissatisfied and the council considers that it has not done anything wrong or it has done all it can to resolve the matter.

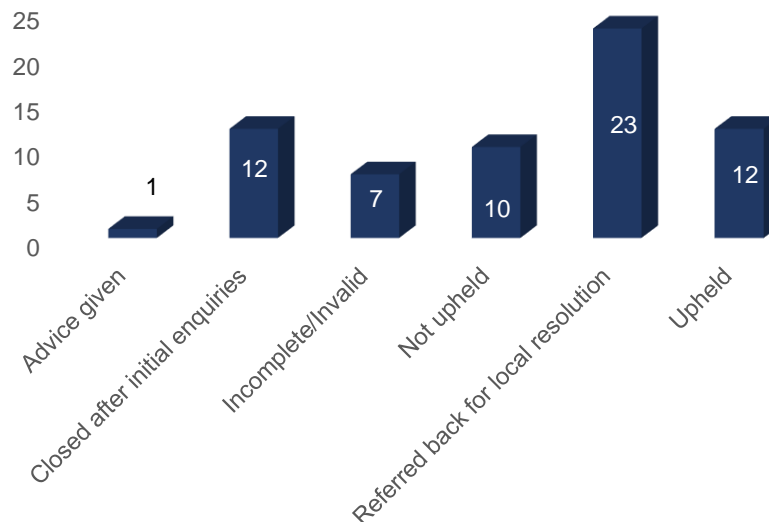
In 2019/20, the LGSCO received total of 62 separate enquiries in relation to ASC in Lancashire (in 2018/19 it was also 62). With the carry-over from the previous year, there were a total of 65 decisions made by the LGSCO in 2019/20 for ASC.

Graph 9 below shows of the 65 LGSCO ASC decisions received in 2019/20, 15% were not upheld, 66% were not investigated and 19% were upheld. The number of enquiries referred back to us for local resolution represent 35% of the number of decisions made by the LGSCO. This is good news as it shows confidence in the council's own internal complaints management processes.

It should be noted that the LGSCO will also uphold complaints that the council has already upheld. Of the 12 complaints that were either upheld or partly upheld, just 4 were not upheld by ASC originally, **making an actual uphold rate of just 6% when all 65 enquiries for the year are considered.**

The final decisions resulted in a total of £7145.02 being paid out by the council.

Graph 9 - Final Outcome



There have not been any ASC public reports in 2019/20.

The main learning from the 12 upheld complaints is outlined below.

2.8 LGSCO ASC identified learning

- a) In a complaint about how the Council carried out a social care assessment and its administration of the Direct Payments process, the Council had to:
 - arrange for the direct payments panel to consider the service user's request for her mother to be her personal assistant; and
 - remind social workers completing assessments of the need to issue a support plan following completion of an assessment, of the need to follow the direct payments flowchart when considering setting up direct payments and to ensure advice on use of direct payments is given particularly when it is clear the person has not accessed most of their funds.
- b) Another upheld complaint by the LGSCO centred on the care someone received at a Care Home run by the Council and the incidence of them not receiving all the pain relief they were entitled to. The council had to:
 - consider what action the Care Home needed to take to improve its management of medication; and
 - share the upheld final decision with the Care Quality Commission.
- c) There were procedural faults by a care home during a complainant's stay, in a placement commissioned by the Council identified by another LGSCO investigation. The council had to:
 - undertake a safeguarding investigation which highlighted this, and work with the care home to make several improvements.

- d) In a complaint about the Council not providing autism support, the council took steps to reduce delays in the completion of care assessments.
- e) In a complaint about the way the Council carried out an initial financial assessment and then failed to respond to an email from the complainant, financial processes and communication with customers has been improved.
- f) In a complaint about the time it took the Council to find a homecare agency and the financial injustice caused, the Council agreed to apologise and pay back the money owed.

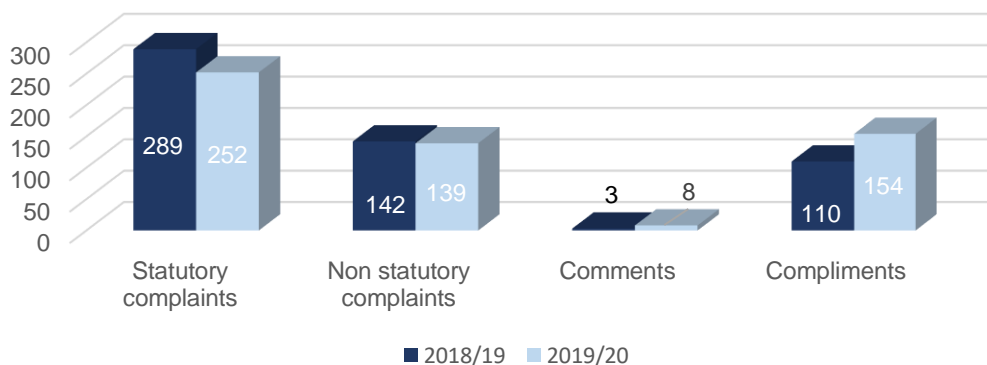
Section Three: Children and Young People Feedback

3.1 Summary of CYP and CSC feedback in 2018/19

There is a statutory and non-statutory process for complaints about CYP services. The statutory process involves three stages for social care complainants, who are eligible to complain. The Stage 1 initial response is always compiled by the service manager involved. If the person complaining is still unhappy, they can request a Stage 2 independent investigation. If the complainant remains unhappy, a Stage 3 review panel, which reviews the way the stage 2 was investigated, can be requested. The non-statutory process applies to non-social care complaints (for example education or Special Educational Needs and Disabilities SEND) or for people complaining about CSC who do not have parental responsibility for a child (for example grandparents). In 2019/20 the total amount spent on investigations for children's complaints was £4714.67. This is less than the cost spent on investigations in 2018/19 which was £5084.88.

Graph 10 shows a decrease in CSC statutory complaints by just over 13%, to make an overall total of 252 for 2019/20. The vast majority of CSC complaints are made by parents or guardians. Only 21 complaints were made by children or their advocates in 2019/20.

Graph 10 - Feedback Type

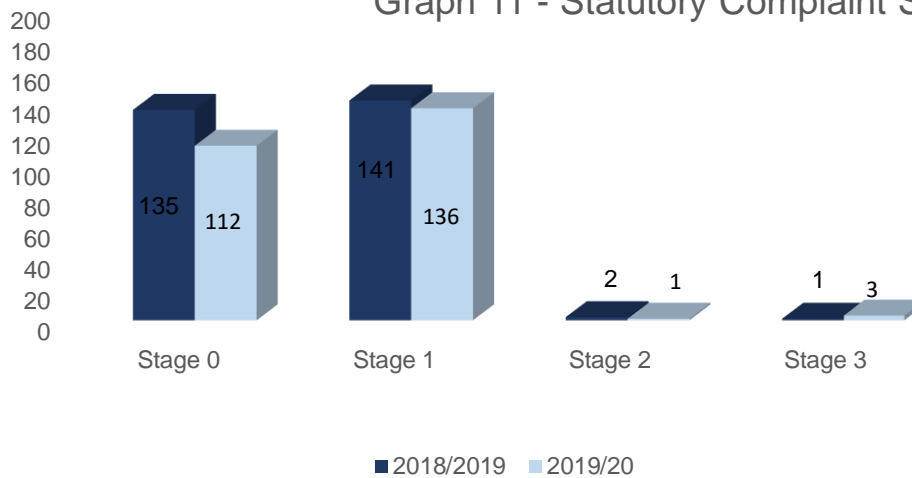


3.2 Breakdown of complaints by stage

The breakdown of complaints with outcomes recorded against them can be seen in Graph 11. Stage 0 is the early resolution of complaints. It can be seen that there has been an increase in complaints responded to at the formal stages rather than at in the early stages (Stage 0).

The number of complaints resolved locally at Stage 1 is marginally less than it was in 2018/19 (a decrease of 5). Four independent complaints investigations were commissioned and one was resolved at Stage 2 and the other three required a Stage 3 panel to be held. The reason for the increase in Stage 3 panels is that the ombudsman now insists on this action, whilst before he was more willing to take early referrals without the expense of a panel being held.

Graph 11 - Statutory Complaint Stage

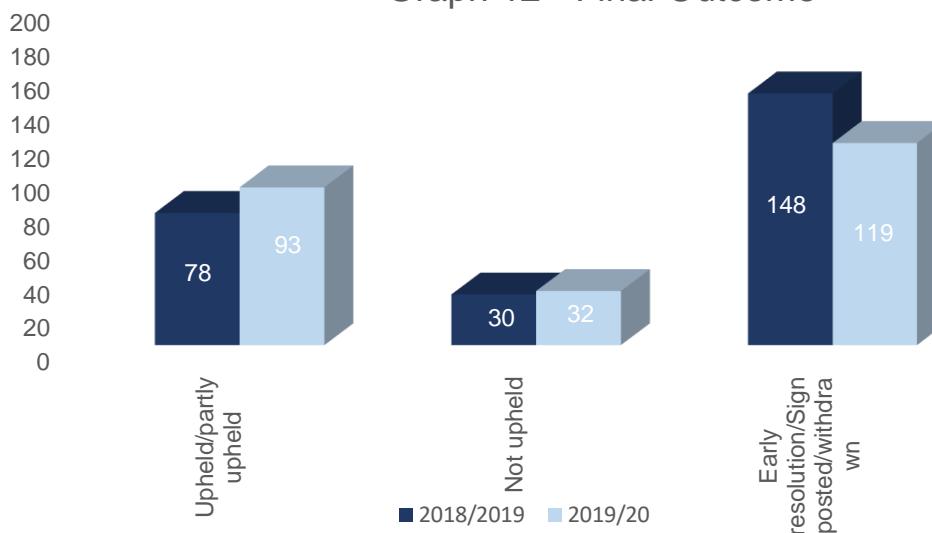


3.3 Breakdown of complaints by outcome

Graph 12 shows a breakdown of the 244 closed statutory complaints which had a final outcome recorded at the time of writing this report. Of these 13% were not upheld, 38% were upheld or partly upheld and most complaints (49%) were signposted, resolved early or withdrawn (a similar proportion for the last two financial years). Local and early resolution of complaints is a better outcome for everyone, as escalation is time-consuming and expensive.

More complaints were upheld or partially upheld during 2019/20 than the previous financial year with the proportions increasing from 30% of all closed complaints in 2018/19 to 38%. Therefore complaints are found to be justified in 38% of all cases.

Graph 12 - Final Outcome

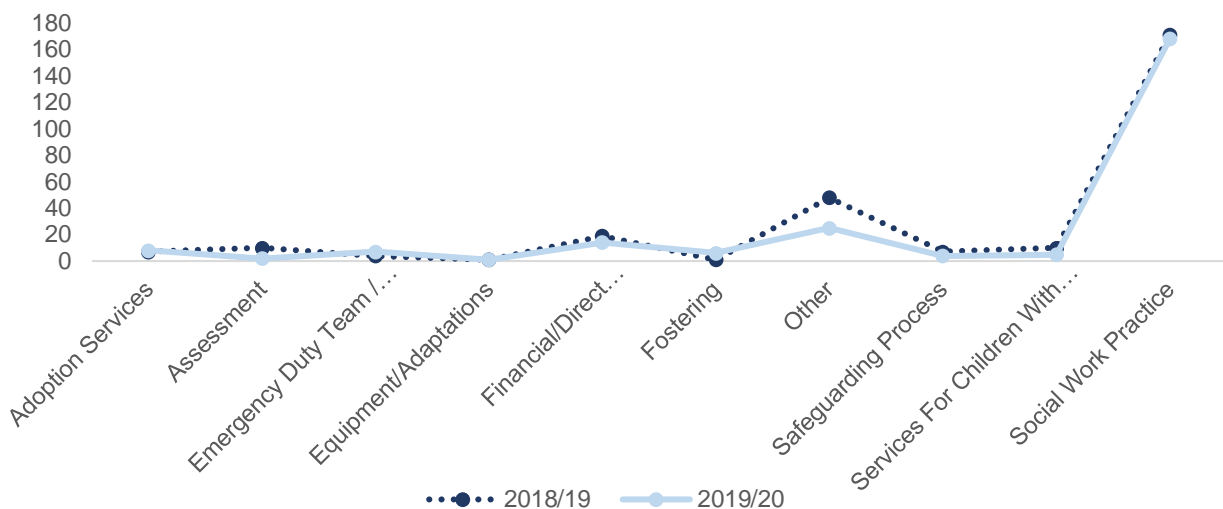


Of the total number of statutory CSC complaints received in this financial year, 61% (148) exceeded the statutory timescale (20 working days). Last year this was a rate of 50%. The main reason for this is considered to be social work staff capacity.

3.4 What do people complain about in the statutory process?

Graph 13 below shows a breakdown by service type for the last 2 financial years. It can be seen that the proportions are similar and social work practice continues to be the most frequent subject of complaint covering 70% of all statutory CYP complaints.

Graph 13 - Complaints By Service Type



3.5 Learning for CSC

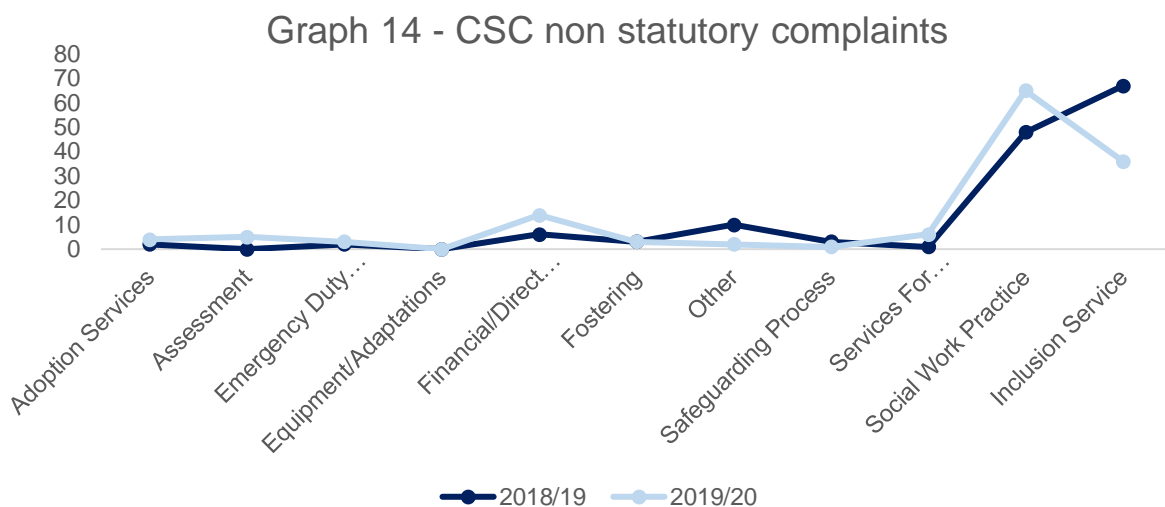
Area	Internal learning point for CYP social care
Social Care	<p>Social workers have been reminded by their managers:</p> <ul style="list-style-type: none"> To take care when speaking with service users or their family and be mindful of how it may affect them; To follow through with tasks within the timescales they have provided; To improve communication especially surrounding cancelling of meetings; That calls are recorded by Customer Access and saved on the children's recording system; and Of the importance of responding to parents, carers & partner organisations that the council works with. <p>A reminder has been issued to all workers of the importance of returning calls to the service user and / or their family members in a timely manner.</p> <p>Managers have reviewed and improved the service practices and approaches to working with children and families.</p> <p>In a specific complaint about communication with a complainant, we have clarified how best it is for the worker to contact the person.</p>

	<p>In a specific complaint, the social worker and the complainant now have weekly contact so that updates can be provided.</p> <p>In another complaint, we have improved communication to ensure that the individual has a better understanding of the rationale behind council decisions.</p> <p>A team manager has revisited the absence from work policy and the importance of maintaining online diaries with other members of staff, including other managers.</p>
Adoption Services	The adoption team now ensures that newly qualified staff attend extra training, to provide the right information and give the right messages.
Financial	<p>Practice managers have now been made fully aware of the complaints procedures to help prevent delays in financial complaints being dealt with.</p> <p>Additional training has been provided to social care in relation to financial issues.</p>
Partnership Working	<p>Additional checks have been implemented with Business Support to ensure records are kept up to date.</p> <p>All staff are now required to take part in yearly training on Information Governance matters and managers get reports of uptake.</p> <p>In a specific complaint, involving a number of partner agencies, contact was made with all services that were involved to avoid the same reasons for the young person's complaint happening again.</p>
Safeguarding	<p>In a specific complaint, the social worker gave the complainant the dates for core group meetings and the review meeting and the parents were approached for their consent to enable them to attend.</p> <p>In another complaint, the matters arising from a meeting were shared with the group of staff who are responsible for chairing allegations strategy meetings.</p>
Assessment	<p>In a complaint about involvement, it was made clear to the social workers that both parents were to be involved. Staff within assessment teams engaged in a training & development session in relation to this issue.</p> <p>In a complaint about the accuracy of assessment information, a family support worker got in touch with the complainant to ensure that information was accurately recorded.</p>

3.6 Summary of non-statutory CSC complaints

Non CSC statutory complaints are made by a people who are **not** entitled to complain under the Children Act procedures (for example a family friend or a relative without parental responsibility) or if the complaint is about something that cannot be complained about under the Children Act (for example adoption or fostering matters/complaints by members of the public: please see further categories below). Complaints about the Inclusion Service are also non-statutory, if CSC is not involved.

3.7 What are CSC non-statutory complaints about?



Graph 14 above shows that non statutory complaints have slightly decreased overall, but particularly for the for the inclusion service which showed a welcome reduction by 46% from 67 in 2018/19 to 36 in 2019/20.

Identifying themes and learning from all CSC complaints – non statutory or statutory - is valuable. Senior managers are informed of the themes on a regular basis through quarterly reporting and regular attendance at team meetings or senior management meetings.

3.8 Services which were the subject of compliments and comments in 2018/19

Due to the nature of CSC, not many compliments are received (5). However, with the addition of compliments for the Inclusion Service, a total of 154 compliments were received for 2019/20, which is a welcome rise of 40%, from 110 for the previous year.

3.9 LGSCO Complaints

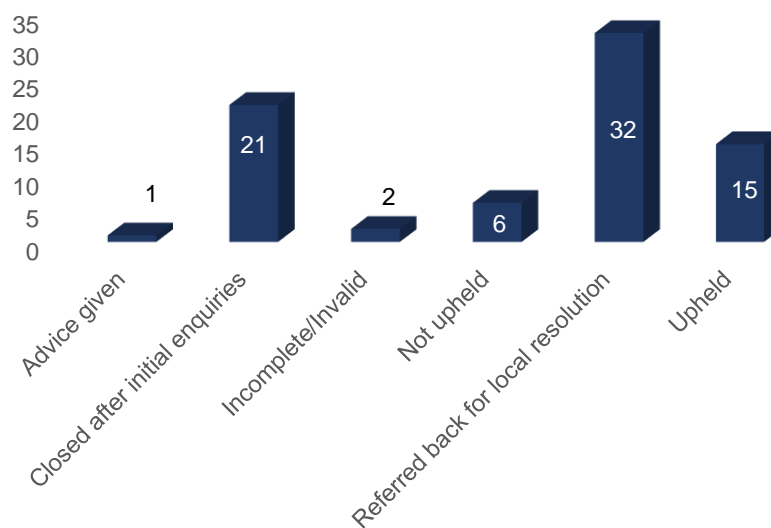
The Local Government Ombudsman (LGSCO) acts as the regulator and provides the final stage for complaints about local authorities and some other organisations providing local public services. Their service is provided free of charge. Complainants approach the LGSCO when all other options for pursuing their complaint are closed, after a proportionate response has been provided. The LGSCO will only consider complaints that have already been through the council complaints procedures. Sometimes the council will make early referrals to the LGSCO when complainants continue to be dissatisfied and the council considers that it has not done anything wrong or it has done all it can to resolve the matter.

In 2019/20, the LGSCO received total of 74 separate enquiries in relation to CSC, Inclusion and Education Services in Lancashire (in 2018/19 it was 66). This is a rise of 10% in enquiries. With the carry-over from the year before, there were a total of 77 decisions made by the LGSCO in 2019/20 for CSC.

Graph 15 below shows of the 77 LGSCO CSC decisions received in 2019/20, 35% were either not upheld or closed after initial enquiries. The number of enquiries referred back to us for local resolution represent 42%. This is good news as it shows confidence in the council's own internal complaints management processes. Only 19% of decisions were upheld.

As the LGSCO will also uphold complaints that the council has already upheld and of the 15 complaints, 7 had already been upheld or partly upheld, **this makes an actual uphold rate of 10%**. A total of £33,709.36 was paid out in final decisions (mainly due to the remedy in one complaint), a significant increase when compared with settlement amounts paid out for 2018/19 (£2,100).

Graph 15 - Final Outcome



The LGSCO was satisfied with the actions and the continuous improvement undertaken as a direct result of the complaints upheld by their investigations in 2019/20. There were 2 public reports.

The complaint centred on a couple (father and step-mother to the child) who had a Supervision Order in place for their son. They said the council failed to provide them with necessary help and support and failed to consider the father's complaint at stage 2 of the statutory children's complaints procedure. The council paid £550 for the distress and time and trouble caused. The report was taken to Full Council and a full apology was made.

The second public report was about a grandmother who looks after her two grandchildren under a fostering arrangement and the council failing to act in line with a Care Order regarding funding for an extension to her home and for a people carrier vehicle. We paid a total of £25,359.36 to cover distress, uncertainty and storage costs.

3.10 LGSCO Children's Social Care identified learning

The identified learning from the other upheld social care and education complaints is as follows:

- a) Due to the Council's poor administration, wrong information was included in paperwork and assumptions were presented as facts. The Council had to apologise, pay a financial remedy, and amend the wrong information.
- b) The Council failed to accurately reflect a young person's care and health needs in his Education, Health and Care Plan and delayed making provision to meet his personal care needs. The Council had to:
- Remind staff of the need to ensure EHC plans for post 16 provision are amended by 31 March. This should include the name of the provision and ensuring relevant health and social care advice is included within the plan by this date; and
 - Ensure it had relevant quality monitoring systems in place to comply with its duty to review and amend post 16 plans by 31 March.
- c) Due to the Council's failure to make proper arrangements for a young person, who has special education needs, when he moved to post 16 education, it had to:
- Review its procedure to ensure all secondary school pupils in years 9,10 and 11 with EHCPs have a Transition Plan in place, that these are reviewed as required and that appropriate support is provided to pupils in transition planning.
- d) The Council failed to provide a complainant with his 'approved list' or inform him which children he could have contact with so it had to:
- Ensure social workers were aware that assessments needed to be carried out before contact can be agreed.