



## Response to Request for Information

Reference      FOI 041534  
Date            10 April 2015

### ***Social Workers - Complaints***

#### **Request:**

1) How many complaints have been made against Social Workers - over the past three years? (2011-2014)

Over the past three years there have been 73 complaints received relating to Adult Social Care.

Over the past three years there have been 220 complaints received relating to Children's Social Care

2) What have the complaints been?

The 73 complaints relating to Adult Social Care were categorised as follows:

- Breach of confidentiality - 2 cases
- Conduct and Attitude – 20
- Quality of Service – 18
- Communication/Information - 21
- Charges/Fees – 4
- Failure of Service – 1
- Disagree with Policy/Criteria – 5
- Abuse/Safeguarding – 1
- Request for Service – 1

The 220 complaints relating to Children's Social Care were categorised as follows:

- Access to Service – 1 case
- Breach of confidentiality – 2
- Comment - 1
- Communication/Information – 58
- Conduct/Attitude – 54
- Disagree with policy/criteria – 13
- Failure in Service – 13
- Quality of Service – 76
- Request for Service – 2

3) Who has made the complaints over the three years- e.g. family, young person (under 18) or organisation?

The 73 cases relating to Adult Social Care were made by the following:

- Relative of service user – 54
- Service user – 13
- Other – 2
- Neighbour – 2
- Carer 2

The 220 cases relating to Children's Social Care were made by the following:

- Parent – 122
- Adopter – 11
- Child – 23
- Relative – 36
- Foster Carer – 15
- Friend – 1
- Other – 12

It must be noted that certainly in children's social care where intervention is not usually welcomed, most complaints will detail the social worker in some form whether it be about the conduct/attitude (due to the delivery of unwanted information) or disagreeing with the contents of a report or the process/procedure of social care.

We have therefore only detailed where they specifically complain about the actions of the social worker rather than the disagreeing with the process of intervention.

Many complaints have multiple elements which may cross several categories however the overarching category is used to record the complaint.

Please also note that sometimes advocates complain on behalf of service users/families however as they are writing on behalf of the service user/family member we have shown in the statistics where the basis of the complaint is generated from.

As the original complaint did not detail specific dates, the figures quoted relate to the 1 April 2011 to 31 December 2014.