

Annexe d



HM Prison &
Probation Service



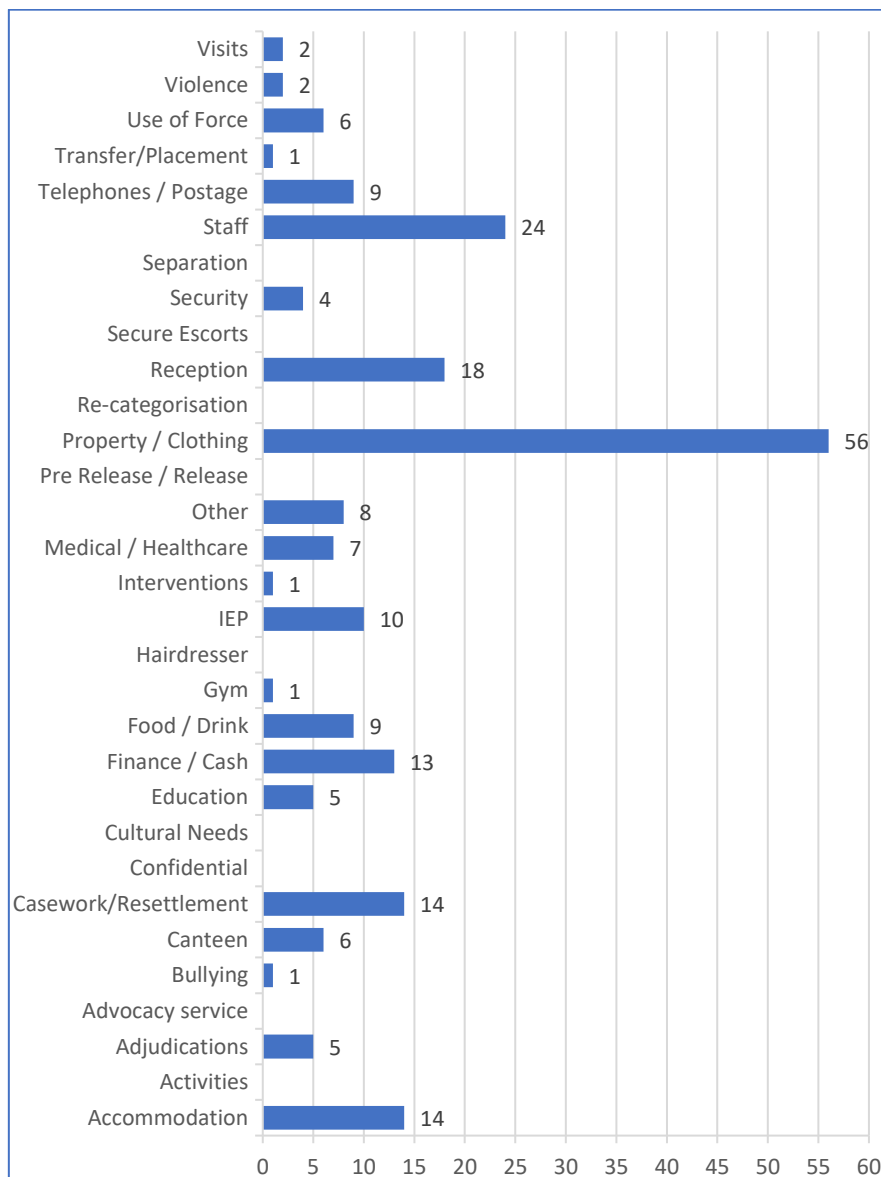
HMYOI Cookham Wood Complaints Analysis

July 2021

Background

Responsibility for complaints has sat within the Safeguarding function, due to the focus being on ensuring that any safeguarding issues were dealt with that the earliest opportunity. Responsibility for complaints moved into the Business Hub in May 21, to give better oversight of complaints as a whole, rather than with main focus on safeguarding. Complaints are now shared with Safeguarding on day 1, to ensure consistency in their analysis.

Complaints by type

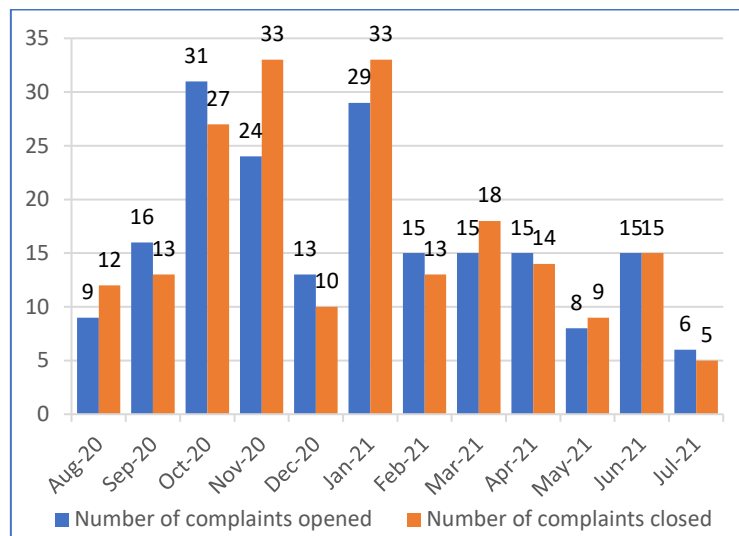


Analysis of complaints over the last 12 months show that 56 (29%) of complaints were regarding property. These cover a range of issues including incoming parcels, in-possession property and property exchange. Property exchange has been the most complained about topic over the last quarter, which is linked to a new system for swapping property. This has

been discussed at the Junior Leaders meeting, where it was highlighted that there was a perception from young people that the new system introduced a delay. This was exacerbated by a shortage of staffing to exchange property at weekends, which meant a legitimate disadvantage to the young people. We have now reverted to the original system, whilst we undertake a full review to ensure that young people have unhindered access to incoming property.

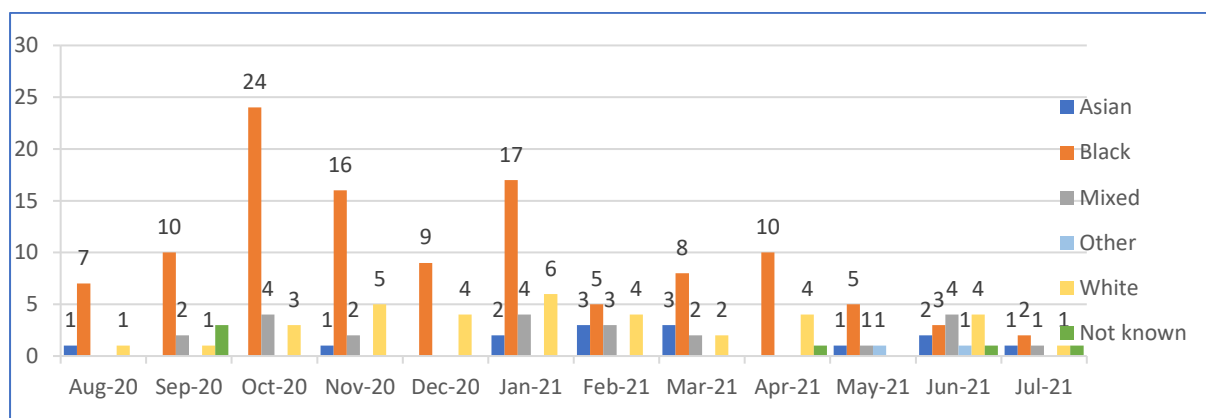
The remainder of complaints are spread across each of the other subjects, with no areas of concern with the exception of Staff complaints. All complaints about staff will now be quality assured by the Deputy Governor, to ensure that all allegations are explored appropriately, and that required actions are undertaken.

Number of complaints



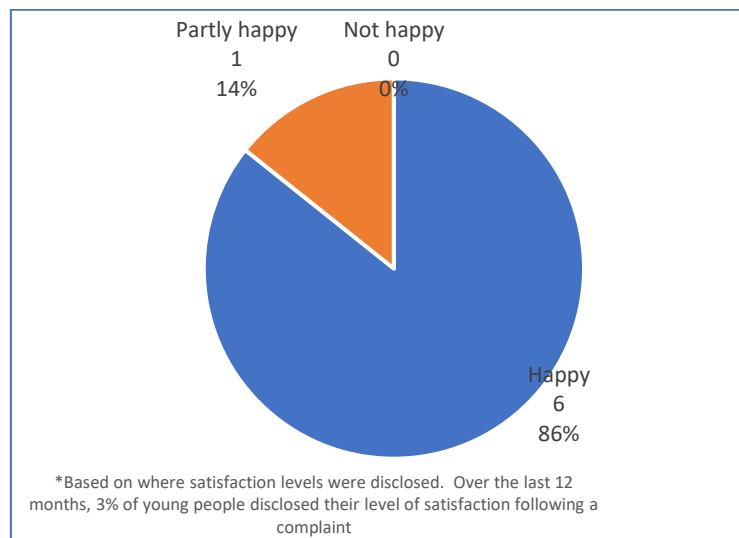
There has been a decrease in the number of complaints submitted over the last 6 months, with the YTD average now at 16.1. Access to complaints was discussed at the JLT meeting, and young people did not feel that their access to complaints was hindered. It has been observed that complaint forms are readily available next to all complaints boxes. However, it has come to light that complaints boxes are not on all landings, which could make it more difficult for young people to access them. Complaints boxes are currently These will shortly be moved onto the landing so that there is free access to submit a complaint at any time.

Complaints by ethnicity



Throughout the last 12 months, there has been high numbers of Black young people submitting complaints, which is in line with our demographic. Small numbers of complaints since January has lessened this representation.

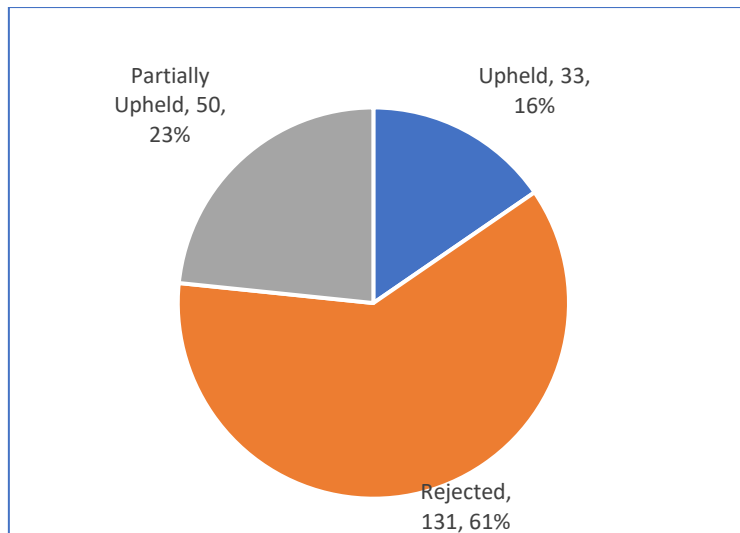
Complaint satisfaction



Data surrounding satisfaction with complaint responses is limited, and whilst shows 86% satisfaction, is not sufficiently representative of all complaints. Further work will take place to gather more qualitative information, and complaints are discussed at the weekly JLT meeting.

Quality Assurance of complaints began in May 21, and due to the small number of complaints, a 100% check is being undertaken by the HOBA. There are mixed levels of responses, and those staff who have not given a full, considered and satisfactory response are given a reflection of the QA, identifying areas for improvement. The expectation is that young people are spoken to as part of the investigation, which happens in most instances.

All complaints are shared with the Safeguarding team, to ensure that any emerging concerns are dealt with at the earliest opportunity.



Data from the last 12 months shows a significant number of rejected complaints. Of the 66 rejected complaints in 2021, 11 have been logged as 'issue rectified' with the remaining 55 being 'not upheld'. On examining 20% (11) of these responses:

- **Correct to reject** – young person admitted to not having lost clothing
- **Correct to reject** – IEP downgrade had been legitimately issued
- **Incorrect to reject** – should have been partially upheld. Concerns highlighted about transition location
- **Correct to reject** – copied CDs are not permitted to be in possession
- **Correct to reject** – monies for damages are being taken
- **Correct to reject** – no menu was submitted
- **Incorrect to reject** – should have been partially upheld. Concerns raised about boys congregating outside room door
- **Correct to reject** – young person has displayed poor behaviour
- **Incorrect to reject** – should have been partially upheld. Insufficient investigation required young person to submit further information
- **Correct to reject** – copied CDs are not permitted to be in possession
- **Correct to reject** – moving bubbles was not possible at that time

Of the responses above, 8 were correct to reject, whilst 3 were incorrect and should have been logged as partially upheld. This is a logging issue, and the staff processing complaints are now aware of how complaints should be logged, and we anticipate an increase in partially upheld complaints. There was one complaint which required a conversation with the young person to avoid requesting further information; for this reason the complaint should not have been rejected. The member of staff has received advice as how best to investigate a complaint.

Part of the QA process assesses whether the outcome of the complaint is correct/appropriate, and take into consideration whether the outcome of the complaint is appropriate, which are correct for the QAs undertaken thus far. This will be monitored over the coming months, and further investigations will take place into any inappropriately rejected complaints.