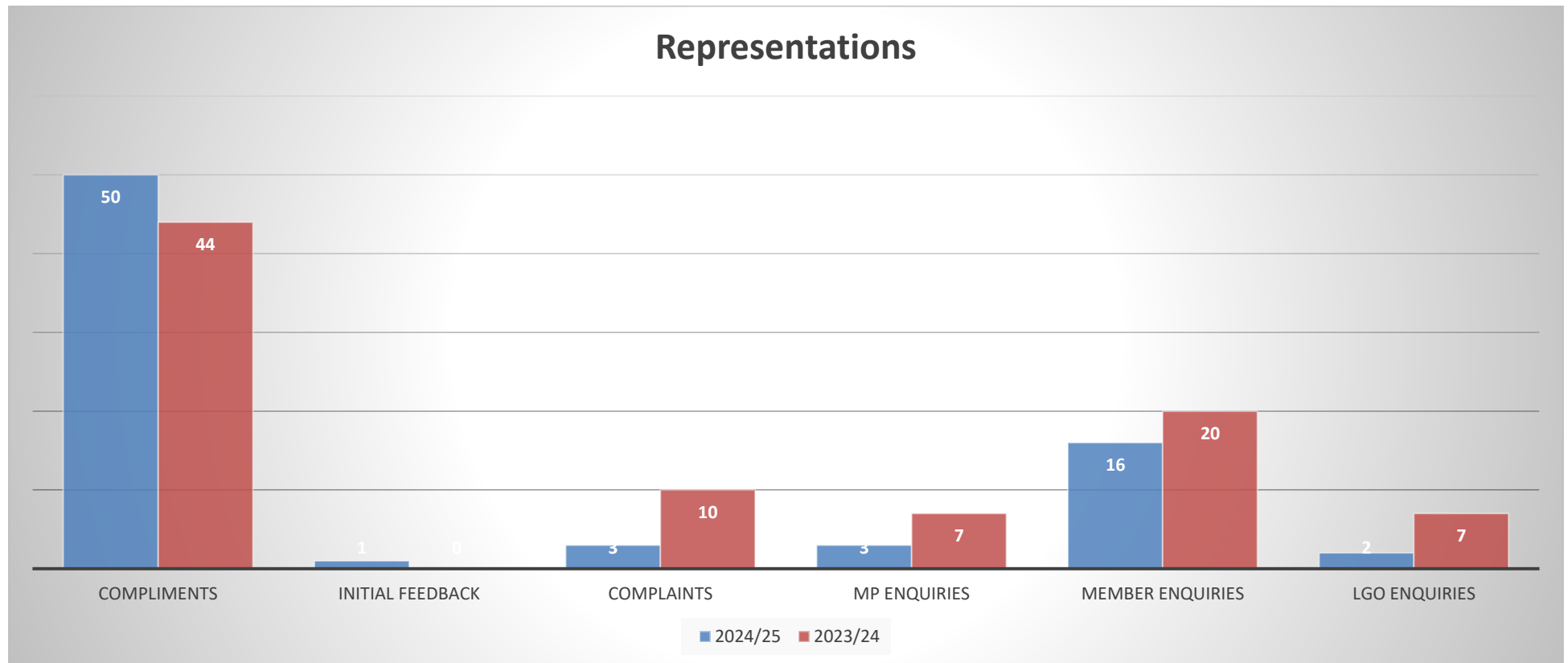


Appendix - 2024/25 Children's Social Care Complaints & Representations

1. Volume of Representations – 2024/25 vs 2023/24:

Below is a comparison of all representations received during both years. A total of **75** representations were received in 2024/25 compared with **88** for 2023/24.



2. Complaints Responded To – 2024/25 vs 2023/24:

Below is the comparison between the two years with additional details provided. There were no escalations beyond stage 1 for both periods:

Feedback:	Initial Feedback	Stage 1 complaints	Stage 2 complaints	Stage 3 complaints	Alternative Dispute Resolution Cases	% of responded to complaints upheld	% timeliness of response
2024/25	1	2	0	0	0	50%	100%
2023/24	0	9	0	0	0	56%	67%
Difference	+1	-7	0	0	0	-6%	+33%

*For 2024/25:

- 2 complaints were responded to in the reporting period. These are shown in section 4 below.
- 2 of these 2 complaints (100%) were responded to within timeframe.
- 1 of 2 these complaints (50%) were upheld. These are shown in section 5 and the learning is detailed within section 3.
- Volume of complaints differs to section 1 as one of the three received complaints was rejected

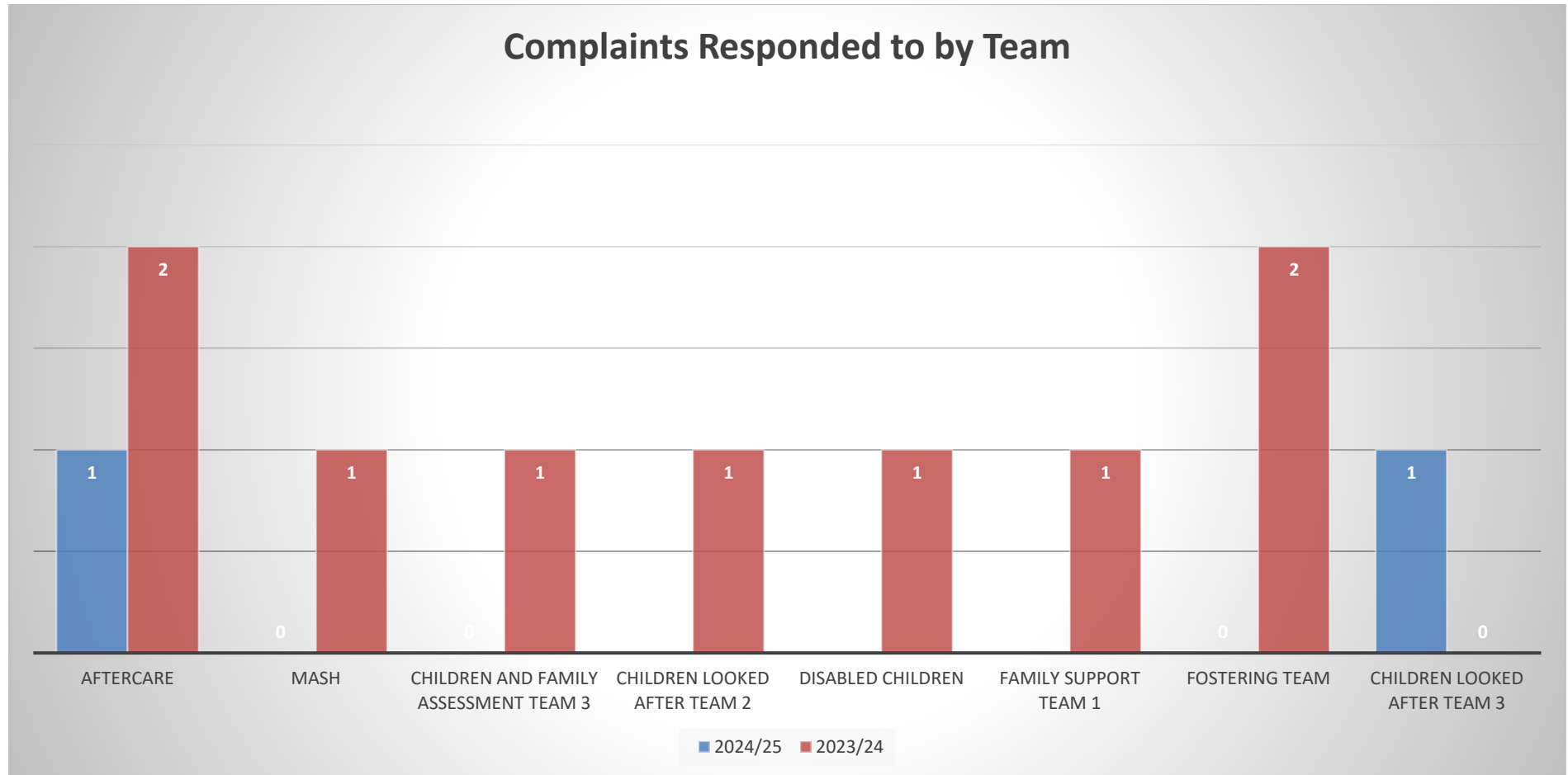
3. Learning and/or outcomes from upheld complaints:

Root cause analysis and learning from upheld complaints is detailed in the table below.

Complaint Number	Team	Complaint	Learning
Complaint 1	Aftercare	Concerns regarding lack of support and time to prepare for a move to a new address and request for a freeze on the move placement	Learning to be confirmed

4. Breakdown of complaints responded to:

Below is a comparison of the complaints responded to during the last two reporting periods.



5. Upheld Complaints:

Below is a comparison of the number of complaints upheld from those responded to during the last reporting period.

Complaint Area	Volume Closed 2024/25	Upheld	Volume Closed 2023/24	Upheld
Aftercare	1	1	2	2
MASH	0	0	1	1
Children and Family Assessment Team 3	0	0	1	0
Children Looked After Team 2	0	0	1	0
Children Looked After Team 3	1	0	0	0
Disabled Children	0	0	1	1
Family Support Team 1	0	0	1	0
Fostering Team	0	0	2	1

6. Local Government and Social Care Ombudsman (LGSCO) Complaints:

There were 2 enquiries from the Local Government and Social Care Ombudsman (LGSCO), where they reached a final decision on cases within the reporting period.

Area	Issue Nature	LGO Findings	Financial Remedy	Learning where relevant	Did the council respond to the LGSCO timeframes
Children's Services	Children and Family Assessment Team 4	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes

Children's services	Family Support Team 1	LGSCO - Closed after initial enquiries. No further action	N/A	N/A	Yes
----------------------------	-----------------------	---	-----	-----	-----

7. Initial Feedback:

The council receives feedback which following assessment does not constitute a formal complaint but still requires addressing. Those within scope of an 'Initial Feedback' are sent to the service with a request that swift action takes place to resolve the issue. This should negate the need for a formal complaint taking place. For the reporting period a total of **1** 'Initial Feedback' have been recorded.

8. Enquiries

During the reporting period the following enquiries were received:

- 16 Cllr/Member enquiries
- 2 MP Enquiries

Member/Cllr Enquiries	Feedback Total
MASH	4
Child Protection/LADO	3

All Services	2
Family Support Team 1	2
Support for Childminders	2
Children and Family Assessment Team 1	1
Registration	1
Disabled Children	1

MP Enquiries	Feedback Total
Child Protection/LADO	1
MASH	1

9. External Compliments:

50 compliments have been received during this period compared to **44** in the same period last year, a breakdown by teams is below.

Service Area (2024/25)	Total Received	Service Area (2023/24)	Total Received
Child Protection/LADO	6	Family Support Team 2	9
Family Support Team 1	7	Children and Family Assessment Team 4	4
Family Support Team 3	5	Youth Services	4
Family Support Team 7	6	Disabled Children	4
Family Support Team 4	3	Family Support Team 7	3
Children and Family Assessment Team 4	4	Children Looked After Team 3	3

Family Support Team 2	2	Fostering Team	3
Children and Family Assessment Team 1	2	Family Support Team 4	2
Children Looked After Team 1	2	Prevention/Support Services	2
Aftercare	1	Children and Family Assessment Team 1	2
Adoption Team	3	Family Support Team 3	2
Prevention/Support Service	1	Adoption Team	2
MASH	1	Family Support Team 6	1
Children Looked After Team 2	1	Child Protection/LADO	1
Registration	1	Children and Family Assessment Team 2	1
Children Looked After Team 3	1	MASH	1
Disabled Children	1		
Early Help Team	1		
Family Support Team	1		
Children and Family Assessment Team 2	1		

10.Examples of External Compliments

Family Support Team 4

Everyone involved in X's case has helped support, advise, and create the most healthiest happiest child, we are both still in shock that we have finally actually accomplished these results and X's improvements speak volumes! we will always hold a massive chunk of our happiness and hearts to all your hard work! it has been the most hardest thing we have ever had to go through and defiantly would never have got through it without that support, and guidance! use have been amazing with X, and he has enjoyed spending time with you all and when his of an age he will feel the same way we do!

Children and Assessment Team 4

I wanted to officially thank X for her tireless work & passion she has displayed during this time. I have been fostering for over 18 years and she is by far the most diligent & child focussed social worker I have encountered. The children are so fond of her, look forward to her visits & don't leave her alone when she arrives. More importantly they trust & listen to her as she is open & honest with them and engages in an appropriate age related way.

Aftercare

I am writing to express my deepest gratitude for the incredible support and guidance you have provided me throughout my young adulthood.

From the moment you met me at my leaving care review and seeing me again at the hostel when you were officially my aftercare worker, you have been a constant source of support and encouragement. I vividly remember how you fought tirelessly for my university accommodation when I felt overwhelmed and unheard. Your advocacy made a world of difference, and it is something I will always be grateful for.

Your kindness and dedication went beyond the call of duty when you drove me to university and continuously offered your support in countless ways. You have been my rock, always there to fight for me and ensure I had everything I needed to succeed.

I truly believe my life would be very different if you had not been a part of it. Your impact on my life has been profound, and I feel incredibly fortunate to have had you as my advisor. Your unwavering belief in me has helped me through some of my toughest times, and for that, I am eternally grateful.