

# **Children's Services Directorate**

## **Annual Compliments, Complaints and Representations**

**2022/23**

### **Appendix 3 – Data Tables**

## Representations Received

**Table 1 - Complaint Refusals Breakdown**

Refusal Reason	Financial Year				
	2022/23	2021/22	2020/21	2019/20	2018/19
<b>Social Care Refusals</b>					
Court Proceedings	6	17	8	12	5
Criminal Proceedings	0	1	0	1	0
No PR	1	9	6	14	14
Not in Best Interest/Age of Child/YP	1	1	0	2	0
Out of Time	3	3	1	2	3
Outside of Remit	2	2	1	3	5
Repeat Complaint	4	1	0	4	0
<b>Total social care refusals</b>	<b>17</b>	<b>34</b>	<b>16</b>	<b>38</b>	<b>27</b>
<b>Corporate Refusals</b>					
No PR	0	0	0	1	3
Not in Best Interest/Age of Child/YP	0	0	0	0	0
Out of Remit (Appeal)	1	0	0	9	9
Out of Time	1	0	0	0	1
Repeat Complaint	1	2	0	0	0
Tribunal	1	2	0	3	1
<b>Total corporate refusals</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>13</b>	<b>14</b>
<b>Total Refusals</b>	<b>21</b>	<b>38</b>	<b>16</b>	<b>51</b>	<b>41</b>

## Timescale compliance

**Table 2 – Timescale Compliance**

	Stage	Financial Year							
		2022-23		2021-2022		2020-2021		2019-2020	
Social Care Complaints	<b>Stage 1</b>								
	Total number of complaints	240		298		188		188	
	- in 10 working days	112	47%	145	49%	89	47%	75	40%
	- in between 10 and 20 working	108	45%	137	46%	87	46%	82	44%
	- in over 20 working days	20	8%	16	5%	12	6%	31	16%
	- average time to complete (days)	12.1		9.6		12		17	
	<b>Stage 2</b>								
	Total number of complaints (completed)	118		8		5		9	
	- in 25 working days	5	4%	0	0%	0	0%	0	0%
	- in between 25 and 65 working	22	19%	0	0%	1	20%	2	22%
	- in over 65 working days	79	67%	8	100%	4	80%	7	78%
	- Received but not progressed	0		53		26		4	
	- Withdrawn	12	10%	3		0		2	
<b>Stage 3</b>									
Total number of complaints (completed)	23		2		2		1		
- in under 50 working days	19	82%	0	0%	0	0%	0	0%	
- in 50 working days	0	0%	0	0%	0	0%	0	0%	
- in over 50 working days	4	17%	2	100%	2	100%	1	100%	
Corporate complaints	<b>Stage 2</b>								
	Total number of complaints	477		320		189		228	
	- in 10 working days	36	8%	126	40%	89	47%	85	37%
	- in between 10 and 20 working	128	27%	158	49%	95	50%	128	56%
	- in over 20 working days	310	65%	36	11%	5	3%	15	7%
- average time to complete (days)	23.6		14		12		13		

Percentage calculated to zero decimal places

## Who make complaints and how are they submitted?

**Table 3 - Social Care Stage One and Corporate Stage Two Complaints - How Received**

Method	Financial Year									
	2022/23		2021/22		2020/21		2019/20		2018/19	
Complaint Form	1	0%	1	>1%	1	0%	8	2%	7	2%
E-Form	287	37%	233	34%	137	36%	148	36%	94	31%
Email	482	62%	293	45%	220	57%	203	43%	166	54%
In Person	0	0%	0	0%	0	0%	0	0%	0	0%
Letter	15	2%	83	13%	23	6%	46	11%	38	12%
Letter via DCS	0	0%	0	0%	0	0%	1	0%	0	0%
LGSCO (via)	1	0%	4	1%	0	0%	0	0%	0	0%
Telephone	0	0%	0	0%	3	1%	3	1%	3	1%
Telephone via HantsDirect	0	0%	2	>1%	0	0%	2	0%	0	0%
Email via HantsDirect	0	0%	39	6%	0	0%	0	0%	0	0%
YP Complaint Form	0	0%	0	0%	0	0%	1	0%	0	0%
<b>Total</b>	<b>777</b>	<b>100%</b>	<b>65</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>4</b>	<b>100%</b>	<b>308</b>	<b>100%</b>

Percentage calculated to zero decimal places

**Table 4 – Method Used to Make Complaints; Young People’s complaints (Social Care Stage One Corporate Stage Two)**

Method	Financial Year									
	2022/23		2021/22		2020/21		2019/20		2018/19	
Complaint Form	0	0%	0	0%	1	11%	0	0%	0	0%
E-Form	5	55%	4	31%	2	22%	7	41%	3	60%
Email	4	45%	4	31%	4	44%	7	41%	1	20%
Email via DCS	0	0%	0	0%	0	0%	0	0%	0	0%
Email via HantsDirect	0	0%	0	0%	0	0%	0	0%	0	0%
In Person	0	0%	0	0%	0	0%	0	0%	0	0%
Letter	0	0%	3	23%	2	22%	2	12%	1	20%
Telephone	0	0%	0	0%	0	0%	0	0%	0	0%
Telephone via HantsDirect	0	0%	0	0%	0	0%	0	0%	0	0%
Email via HantsDirect	0	0%	2	15%	0	0%	0	0%	0	0%
YP Complaint Form	0	0%	0	0%	0	0%	1	6%	0	0%
<b>Total</b>	<b>9</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>9</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>5</b>	<b>100%</b>

Percentage calculated to zero decimal places

**Table 5 - Who makes complaints - received from (Social Care Stage One & Corporate Stage Two**

Received from	Financial Year							
	2022/23		2021/22		2020/21		2019/20	
<b>Parent/Adopter</b>								
Parent	674	86%	529	79%	331	86%	328	80%
Non-Resident Parent	3	0%	45	7%	2	1%	4	1%
Adopter	0	0%	1	>1%	2	1%	2	0%
Special Guardian (SGO)	0	0%	0	>1%	0	0%	3	1%
Ex-Partner	0	0%	0	>1%	0	0%	0	0%
Partner	0	0%	1	>1%	1	0%	1	0%
Step-Parent	3	0%	4	>1%	2	1%	7	2%
<b>Total Parent/Adopter</b>	<b>680</b>	<b>87%</b>	<b>580</b>	<b>87%</b>	<b>338</b>	<b>88%</b>	<b>345</b>	<b>84%</b>
<b>Non-Parent Relative</b>								
Grandparent	16	2%	37	6%	13	3%	20	5%
Sibling	1	0%	0	0%	2	1%	0	0%
Other Relative	8	1%	4	>1%	4	1%	5	1%
<b>Total Non-Parent Relative</b>	<b>25</b>	<b>3%</b>	<b>41</b>	<b>6%</b>	<b>19</b>	<b>5%</b>	<b>25</b>	<b>6%</b>
<b>Foster Carer/Prospective Foster Carer/Care Provider</b>								
Direct Payment Carer	0	0%	0	0%	0	0%	1	0%
Foster Carer	7	1%	7	1%	2	1%	9	2%
Private Foster Carer	1	0%	1	>1%	3	1%	1	0%
Prospective Adopter/Foster Carer	0	0%	0	0%	0	0%	1	0%
Prospective Foster Carer	1	0%	0	0%	0	0%	0	0%
<b>Total Foster Carer/ Prospective Foster Carer</b>	<b>9</b>	<b>1%</b>	<b>8</b>	<b>1%</b>	<b>5</b>	<b>1%</b>	<b>12</b>	<b>3%</b>
<b>Service user</b>								
Service user (adult)	5	1%	1	>1%	2	1%	0	0%
Service user (young person)	4	1%	5	1%	6	2%	18	4%
Service user (child 0-17)	15	2%	8	1%				
<b>Total Service User</b>	<b>24</b>	<b>3%</b>	<b>14</b>	<b>2%</b>	<b>8</b>	<b>2%</b>	<b>18</b>	<b>4%</b>
<b>Professional</b>								
Head Teacher	0	0%	1	>1%	0	0%	0	0%
Health Staff	0	0%	0	0%	0	0%	0	0%
Other Agency	0	0%	0	0%	0	0%	0	0%
Principal Transport Officer (HCC)	0	0%	0	0%	0	0%	0	0%
Other HCC Staff	0	0%	0	0%	0	0%	0	0%
Other Professionals	4	1%	3	>1%	1	0%	6	1%
<b>Total Professional</b>	<b>4</b>	<b>1%</b>	<b>4</b>	<b>&gt;1%</b>	<b>1</b>	<b>0%</b>	<b>6</b>	<b>1%</b>
<b>Advocate</b>	<b>5</b>	<b>1%</b>	<b>4</b>	<b>&gt;1%</b>	<b>7</b>	<b>2%</b>	<b>5</b>	<b>1%</b>
<b>Miscellaneous</b>								
Birth Parent of Adopted Child	0	0%	0	0%	0	0%	0	0%
Friend/Neighbour	4	1%	1	>1%	1	0%	0	0%
Other	4	1%			5	1%	1	0%
<b>Total Miscellaneous</b>	<b>8</b>	<b>1%</b>	<b>1</b>	<b>&gt;1%</b>	<b>6</b>	<b>2%</b>	<b>1</b>	<b>0%</b>
Unknown	31	4%	16	2%	0	0%	0	0%
<b>Total</b>	<b>786</b>	<b>100%</b>	<b>668</b>	<b>100%</b>	<b>384</b>	<b>100%</b>	<b>412</b>	<b>100%</b>

Percentage calculated to zero decimal places

## Nature and Service

**Table 6 - Social Care Complaints - complaint nature**

Nature	Financial Year							
	2022/23		2021/22		2020/21		2019/20	
Adoption Allowance Dispute	0	0%	9	2%	1	1%	0	0%
Application of Policy	4	1%	5	1%	2	1%	0	0%
Assessment Outcome	8	3%	13	3%	5	3%	9	5%
Assessment Process	7	2%	11	2%	4	2%	12	7%
Bruising Protocol	1	0%	1	>1%	0	0%	1	1%
Change of Placement Decision	0	0%	0	0%	0	0%	0	0%
Change to Service	0	0%	0	0%	0	0%	2	1%
Child Protection Conference Outcome	0	0%	0	0%	1	1%	4	2%
Child Protection Conference Process	5	2%	0	0%	1	1%	1	1%
Conduct of Worker	55	18%	119	28%	79	40%	54	30%
Contact Arrangements	3	1%	18	4%	7	4%	2	1%
Contact Dispute	5	2%	8	1%	1	1%	4	2%
CSD Acted Unlawfully	0	0%	1	>1%	1	1%	1	1%
CSD Failing in Duty of Care	1	0%	17	4%	10	5%	5	3%
CSD Provision / Service Withdrawn	2	1%	0	0%	1	1%	1	1%
Decision - Change of Placement	0	0%	0	0%	2	1%	0	0%
Decision to Change S/W	0	0%	1	>1%	1	1%	0	0%
Delay/Failure to keep informed	7	2%	3	>1%	1	1%	0	0%
Delay in Provision of Service	1	0%	0	0%	0	0%	2	1%
Direct Payment Dispute	1	0%	1	>1%	0	0%	0	0%
Discriminatory Application of Process	0	0%	2	>1%	0	0%	0	0%
Eligibility - Access to Service	0	0%	1	>1%	2	1%	1	1%
Eligibility for Funding	0	0%	0	0%	1	1%	0	0%
Failure to Implement Agreed Actions	3	1%	1	>1%	3	2%	3	2%
Finance	2	1%	3	>1%	0	0%	2	1%
Foster Care Allowance Dispute	0	0%	2	>1%	0	0%	0	0%
Funding	0	0%	0	0%	0	0%	0	0%
HTST Dispute	0	0%	1	>1%	0	0%	0	0%
Insufficient Support from CSD	17	5%	73	17%	38	19%	5	3%
Multiple Changes to Allocated Worker	0	0%	2	>1%	2	1%	0	0%
Non-adherence to Procedure	0	0%	1	>1%	0	0%	0	0%
Other	3	1%	7	1%	4	2%	0	0%
Outcome of decision/assessment	4	1%	1	>1%	0	0%	0	0%
Out of Education	0	0%	0	0%	2	1%	0	0%
Personal Budget Dispute	2	1%	2	>1%	0	0%	0	0%
Placement Decision - Change of Placement	3	1%	1	>1%	0	0%	4	2%
Placement Dispute	1	0%	8	1%	0	0%	2	1%
Policy Dispute	2	1%	3	>1%	0	0%	0	0%
Poor Communication	35	11%	83	19%	23	12%	21	12%
Quality of Service	125	40%	6	1%	1	1%	28	16%
Refusal of Service	0	0%	0	0%	0	0%	0	0%
Respite Dispute	0	0%	2	>1%	0	0%	1	1%
Respite Provision	0	0%	0	0%	0	0%	1	1%
S.47 Investigation Outcome	0	0%	0	0%	0	0%	1	1%

Nature	Financial Year							
	2022/23		2021/22		2020/21		2019/20	
Safeguarding	10	3%	7	1%	3	2%	4	2%
Unknown	0	0%	0	0%	0	0%	0	0%
Unwanted CSD Involvement	4	1%	3	>1%	0	0%	3	2%
Welfare Concerns not Acted On	3	1%	6	1%	2	1%	5	3%
<b>Total</b>	<b>314</b>	<b>100%</b>	<b>422</b>	<b>100%</b>	<b>198</b>	<b>100%</b>	<b>179</b>	<b>100%</b>

Percentage calculated to zero decimal places

**Table 7 - Corporate Complaints - complaint nature**

Nature	Financial Year							
	2022/23		2021/22		2020/21		2019/20	
Access to Service	0	0%	0	0%	0	0%	0	0%
Adoption Allowance Dispute	0	0%	0	0%	0	0%	1	0%
Application of Policy	3	1%	10	2%	1	1%	3	1%
Assessment Outcome	1	0%	2	>1%	0	0%	0	0%
Assessment Process	4	1%	0	0%	0	0%	1	0%
Change to Service	0	0%	0	0%	0	0%	0	0%
Conduct of Worker	42	7%	21	5%	5	3%	9	4%
CSD Acted Unlawfully	0	0%	1	>1%	1	1%	0	0%
CSD Failing in Duty of Care	0	0%	1	>1%	1	1%	0	0%
CSD Provision / Service Withdrawn	0	0%	0	0%	0	0%	1	0%
Decision - Change of Placement	6	2%	9	2%	1	1%	0	0%
Delay in Provision of Service	0	0%	2	>1%	0	0%	53	23%
Direct Payment Dispute	2	0%	1	>1%	0	0%	2	1%
Discriminatory Application of Process	1	0%	1	>1%	0	0%	1	0%
Education Provision Dispute	8	2%	3	1%	2	1%	8	3%
EHCP Delay	64	11%	108	23%	56	30%	51	22%
EHCP Process	124	21%	72	15%	44	24%	34	15%
Eligibility - Access to Service	0	0%	1	>1%	2	1%	0	0%
Eligibility for Funding	0	0%	1	>1%	1	1%	0	0%
Failure to Implement Agreed Actions	1	0%	4	1%	2	1%	1	0%
Finance	0	0%	0	0%	0	0%	3	1%
Financial	9	2%	6	1%	5	3%	2	1%
Funding	0	0%	0	0%	0	0%	0	0%
Foster care Allowance Dispute	0	0%	0	0%	0	0%	1	0%
GDPR process	1	0%	0	0%	0	0%	1	0%
HTST Dispute	24	4%	17	4%	8	4%	0	0%
HTST Escort Provision	30	5%	2	>1%	0	0%	0	0%
HTST Incident on Transport	2	1%	1	>1%	0	0%	0	0%
Insufficient Support from CSD	0	0%	5	1%	3	2%	0	0%
Other	7	2%	5	1%	7	4%	0	0%
Out of Education	11	2%	16	3%	9	5%	5	2%
Policy	3	1%	4	1%	0	0%	0	0%
Poor Communication	64	11%	153	33%	32	17%	21	9%
Process Application/Delay	0	0%	0	0%	3	2%	0	0%
Quality of Service	63	11%	0	0%	0	0%	12	5%
Racial Incident	0	0%	2	>1%	0	0%	0	0%
Refusal of Service	0	0%	0	0%	0	0%	5	2%
Safeguarding	2	0%	0	0%	1	1%	1	0%
SAR Delay	16	2%	18	4%	1	1%	0	0%
Special Guardianship Allowance Dispute	1	0%	0	0%	0	0%	1	0%
Unknown	3	1%	0	0%	0	0%	0	0%
Blank Data	0	0%	0	0%	0	0%	16	7%
<b>Total</b>	<b>492</b>	<b>100%</b>	<b>466</b>	<b>100%</b>	<b>185</b>	<b>100%</b>	<b>233</b>	<b>100%</b>

Percentage calculated to zero decimal places

**Table 8 - Social Care Complaints - service**

Service	Financial Year							
	2022/23		2021/22		2020/21		2019/20	
Adoption/Permanence	5	2%	3	1%	2	1%	4	2%
Care Leavers	4	1%	2	0.5%	0	0%	5	3%
CAST	217	70%	225	70%	139	70%	114	64%
Child in Need	0	0%	0	0%	0	0%	1	1%
Child Protection	0	0%	0	0%	0	0%	3	2%
Children In Care	41	13%	45	14%	37	19%	33	18%
Disabled Children's Team	13	4%	16	5%	7	4%	9	5%
Early Help Hub	0	0%	0	0%	0	0%	0	0%
Family Support Service	3	1%	2	1%	1	1%	3	2%
Fostering	0	0%	2	1%	0	0%	1	1%
HantsDirect / Out of Hours	0	0%	0	0%	0	0%	1	1%
Independent Reviewing Service	2	1%	1	0.5%	0	0%	1	0%
Intensive Support Service	1	0%	1	0.5%	0	0%	0	0%
MASH/CRT	21	7%	22	7%	9	5%	5	3%
Not receiving a service	1	0%	0	0%	0	0%	0	0%
Occupational Therapy	0	0%	1	0.5%	0	0%	0	0%
Out of Hours	1	0%	2	1%	2	1%	0	0%
Reception & Assessment	0	0%	0	0%	0	0%	0	0%
Safeguarding Team	0	0%	0	0%	0	0%	0	0%
Services for Young People / YSS	0	0%	0	0%	0	0%	0	0%
Specialist Residential Provision	0	0%	0	0%	0	0%	0	0%
YOT	0	0%	1	0.5%	1	1%	0	0%
Unknown / Other	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>309</b>	<b>100%</b>	<b>324</b>	<b>100%</b>	<b>198</b>	<b>100%</b>	<b>179</b>	<b>100%</b>

Percentage calculated to zero decimal places

**Table 9 - Corporate Complaints - service involved**

Nature	Financial Year							
	2022/23		2021/22		2020/21		2019/20	
Adoption	2	0%	1	0.5%	1	1%	2	1%
Care Leavers	1	0%	0	0%	0	0%	0	0%
CAST	49	9%	13	4%	7	4%	8	3%
Children in Care	7	1%	1	0.5%	1	1%	2	1%
Child in Need	0	0%	0	0%	0	0%	0	0%
Children's Services Complaints Team	19	4%	6	2%	6	3%	1	0%
Children's Services Data Protection Team	3	1%	1	0.5%	0	0%	4	2%
Children's Services Subject Access Request Team	17	3%	22	6%	4	2%	0	0%
Disabled Children's Team	5	1%	2	0.5%	1	1%	2	1%
Education	0	0%	0	0%	0	0%	1	0%
Early Help Hub	0	0%	0	0%	0	0%	0	0%
Early Years Services	0	0%	0	0%	0	0%	0	0%
EMTAS	0	0%	0	0%	0	0%	0	0%
Family Support Service	0	0%	0	0%	0	0%	0	0%
Fostering (Family Placement)	3	1%	1	0.5%	1	1%	1	0%
HantsDirect / Out of Hours	0	0%	0	0%	1	1%	0	0%
Home to School Transport	77	15%	28	7%	11	6%	11	5%
Inclusion Support Service	4	1%	6	2%	0	0%	4	2%
Independent Reviewing Service	0	0%	0	0%	0	0%	0	0%
Intensive Support Service (ISS)	0	0%	0	0%	1	1%	1	0%
Joint Services	0	0%	0	0%	0	0%	1	0%
LADO	3	1%	0	0%	2	1%	0	0%
MASH / CRT	6	1%	3	1%	0	0%	2	1%
Non HCC	0	0%	0	0%	0	0%	0	0%
Not receiving a service	0	0%	6	2%	0	0%	0	0%
Paediatric Continence Service	0	0%	0	0%	0	0%	1	0%
Portage Service	0	0%	0	0%	0	0%	1	0%
Reception & Assessment	0	0%	0	0%	0	0%	0	0%
Safeguarding	0	0%	0	0%	0	0%	0	0%
School Admissions	12	2%	10	3%	6	3%	5	2%
SEN	312	60%	257	72%	143	77%	186	80%
Services for Young People / YSS	0	0%	0	0%	0	0%	0	0%
Strategic Development	0	0%	0	0%	0	0%	0	0%
Other/Unknown	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>520</b>	<b>100%</b>	<b>357</b>	<b>100%</b>	<b>185</b>	<b>100%</b>	<b>233</b>	<b>100%</b>

Percentage calculated to zero decimal places

## Outcomes sought – social care and corporate complaints

**Table 10 - Social Care and Corporate Complaints – outcome sought**

Outcome Sought	2022/23			2021/22			2020/21		
	Social Care Stage 1	Corporate Stage 2	Total	Social Care Stage 1	Corporate Stage 2	Total	Social Care Stage 1	Corporate Stage 2	Total
Acknowledgment of Impact on Child/ Family/ Individual	4	1	5	4	1	5	1	1	2
Agreed Service Implemented	1	3	4	0	2	2	0	1	1
Alternative Education Provision	0	5	5	0	1	1	0	1	1
Apology	6	13	19	4	8	12	2	0	2
Apology & Explanation	41	35	76	14	33	47	14	5	19
Assessment / Reassessment	0	0	0	0	0	0	0	0	0
Assessment Review	3	3	7	11	0	11	6	1	7
Assurance of Non-Reoccurrence	5	2	6	6	2	8	2	0	2
Backdated Payment	0	2	2	1	0	1	0	0	0
Best Practice Learning -	0	1	1	0	0	0	1	0	1
Best Practice Learning - Service / Area	1	1	2	1	0	1	0	0	0
Better Communication	19	73	101	40	82	122	14	23	37
Case / Decision Review	1	2	3	11	1	12	3	1	4
Change Made to Contact Arrangements	2	1	3	13	0	13	7	1	8
Change of Placement Decision	2	0	2	7	3	10	3	1	4
Change of Social Worker / Worker	29	12	44	51	3	54	30	3	33
Child Returned to Family	2	0	2	4	0	4	3	0	3
Compensation	2	2	6	3	4	7	0	0	0
Complaint Issues Investigated	76	106	197	122	49	171	21	4	25
Completion of SAR Disclosure	0	6	6	0	13	13	0	1	1
Consultation on / Input into CSD	0	0	0	0	0	0	0	0	0
Contact Arrangements Finalized	1	0	1	9	1	10	4	0	4
Contact Arrangements Review	3	0	3	2	0	2	2	0	2
Continuation of Child Protection	0	0	0	0	0	0	0	0	0
Convene an Emergency Meeting	0	0	0	1	0	1	0	0	0

Outcome Sought	2022/23			2021/22			2020/21		
	Social Care Stage 1	Corporate Stage 2	Total	Social Care Stage 1	Corporate Stage 2	Total	Social Care Stage 1	Corporate Stage 2	Total
CSD Involvement Ceased	1	2	3	1	0		2	1	3
Direct Payments / Personal Budget	0	1	1	1	0	1	0	0	0
Disciplinary Action Against Staff	1	6	7	0	0	0	0	1	1
EHCP Actions Implemented	0	12	6	0	18	18	0	16	16
EHCP Amended	0	27	27	0	18	18	0	12	12
EHCP Draft Issued	0	9	5	0	34	34	0	13	13
EHCP Finalised	0	29	29	0	46	46	0	43	43
EHCP Needs Assessment Completed	0	2	2	0	13	13	0	11	11
EHCP Parental School Preference	0	0	0	0	0	0	0	0	0
EHCP Process Implemented	0	4	5	0	14	14	0	3	3
Emotional/ Educational/ Psychological needs met by CSD	0	2	2	1	0	1	1	3	4
Employee Training or Guidance	0	2	2	0	1	1	0	0	0
EOTAS	0	0	0	0	0	0	0	4	4
Explanation	24	18	42	17	22	39	12	0	12
Financial Reimbursement	1	13	15	4	4	8	0	1	1
Foster Care Allowance	0	0	0	0	0	0	2	0	2
GDPR - RTR	0	0	0	0	0	0	0	0	0
Improved Practice	0	0	0	0	0	0	0	0	0
Increase support from CSD	1	2	3	27	4	31	15	0	15
Kept Informed by CS	0	0	0	0	0	0	0	0	0
Meeting Request	0	1	0	0	0	0	0	0	0
New Assessment	5	1	6	10	0	10	1	0	1
Not Specified / Implied	69	17	100	66	36	102	19	4	23
Offer of a School Place	0	50	58	0	37	37	3	13	16
Other	0	3	8	0	0	0	0	0	0
Payment	0	0	0	0	0	0	0	0	0
Payment Correction	1	3	4	0	4	4	0	5	5
Payment Waived	0	0	1	0	0	0	0	0	0
Personal Budget	0	5	5	0	1	1	0	1	1
Point of View Represented on CSD Record	0	0	0	2	0	2	0	0	0
Policy / Procedure Review	0	1	0	4	4	8	4	2	6
Post Adoption Support	0	0	0	0	0	0	0	0	0

Outcome Sought	2022/23			2021/22			2020/21		
	Social Care Stage 1	Corporate Stage 2	Total	Social Care Stage 1	Corporate Stage 2	Total	Social Care Stage 1	Corporate Stage 2	Total
Reinstate Provision / Service	2	2	4	2	0	1	1	3	4
Remedial Action Taken	0	0	0	0	0	0	0	0	0
Removal / Stepdown of Child Protection Plan	1	1	2	1	0	1	2	0	2
Request Fulfilled	0	0	0	0	0	0	0	0	0
Request for Meeting	2	2	5	3	1	4	2	0	2
Request for Update	0	0	0	1	0	1	1	0	1
Respite Provision	0	0	0	4	0	4	0	0	0
Safeguarding Action Taken (s.47)	2	0	2	3	0	3	0	0	0
Service Delivery	0	0	0	0	0	0	0	0	0
Social Worker to Remain	0	0	0	1	0	1	0	0	0
Special Guardianship	0	1	1	0	0	0	0	0	0
Staff Access to Records Checked	0	0	0	0	0	0	0	0	0
Transport Arranged	0	28	30	1	15	16	0	10	10
Not Known / Stated Not Known	1	8	2	12	7	19	10	0	10
<b>Total</b>	<b>309</b>	<b>520</b>	<b>886</b>	<b>465</b>	<b>482</b>	<b>947</b>	<b>188</b>	<b>189</b>	<b>377</b>

## Actual Outcomes – social care & corporate complaint

Table 11 - Social Care and Corporate Complaints – actual outcome

Actual Outcome	2022/23			2021/22			2020/21		
	Social Care Stage 1	Corporate Stage 2	Total	Social Care Stage 1	Corporate Stage 2	Total	Social Care Stage 1	Corporate Stage 2	Total
Agreed Additional	1	0	1	0	0	0	0	0	0
Acknowledgment of Impact on Child/Family/Individual	0	1	1	0	1	1	0	0	0
Alternative HTST Arranged	0	0	0	0	0	0	0	0	0
Apology	1	3	4	8	26	34	0	9	9
Apology & Explanation	151	341	519	145	284	429	45	94	139
Assessment - Personal Budget	0	0	0	1	0	1	0	0	0
Assessment / Reassessment for a Service	0	0	0	0	0	0	0	0	0
Assurance of Non-Reoccurrence	1	0	1	1	0	1	0	2	2
Assurance re. Staff Access to Records	0	0	0	0	0	0	0	0	0
Best Practice Learning - Individual	0	0	0	0	0	0	12	17	29
Best Practice Learning - Service / Area	3	0	3	0	0	0	2	13	15
Better Communication	1	3	4	2	4	6	0	0	0
Case Closed	0	0	0	1	0	1	1	0	1
Case Transfer	0	0	0	0	0	1	0	0	0
Change of Social Worker / Worker	10	4	16	6	1	7	10	0	10
Child to be Received into Care	0	0	0	0	0	0	0	0	0
Complaint Refused	2	0	2	1	0	6			
Complaint Withdrawn	0	0	0		0	0	0	0	0
Complaint Withdrawn by Complainant	0	0	0	1	5	1	0	0	0
Completion of SAR Disclosure	0	0	0	0	0	0	0	1	1
Change Made to Contact Arrangements	0	0	0	1	0	1	0	0	0
Contact Arrangements Finalised	1	0	1	0	0	0	0	0	0
CPC Other	0	0	0	0	0	0	0	0	0
Direct Payments/Personal	1	0	1	1	0	1			
Discretionary Payment	1	0	1	0	2	2	0	0	0
Discretionary SEN Package	0	0	0	0	0	0	0	1	1
EHCP Actions Implemented	0	2	2	1	1	2	0	1	1
EHCP Amended	0	0	0	0	2	2	0	1	1
EHCP Draft Completed	0	0	0	0	7	7	0	1	1
EHCP Finalised	0	2	2	0	7	7	0	2	2
EHCP Needs Assessment Completed	0	0	0	0	1	1	0	0	0

Actual Outcome	2022/23			2021/2022			2020/21		
	Social Care Stage 1	Corporate Stage 2	Total	Social Care Stage 1	Corporate Stage 2	Total	Social Care Stage 1	Corporate Stage 2	Total
EHCP Process Implemented	0	0	0	0	4	4	0	1	1
Explanation	124	130	271	297	118	415	104	31	135
Financial Reimbursement - Actual	1	2	4	5	1	6	0	3	3
Financial Reimbursement - Offer	0	4	2	0	1	1	0	1	1
GDPR	0	0	0	0	0	0	0	0	0
Management Action (Operational)	0	0	0	0	0	0	0	0	0
Management Action (Staff)	0	0	0	0	0	0	0	0	0
Meeting Offer	1	2	3	4	4	8	9	2	11
New Placement	0	0	0	0	0	0	0	0	0
No Investigation	0	0	0	0	2	2	0	0	0
Offer of a School Place	0	2	2	0	5	5	0	0	0
Opportunity for Point of View Placed on Record	0	0	0	0	0	0	0	0	0
Other	5	29	24	0	0	0	0	2	2
Out of Jurisdiction	0	0	1	0	1	1			
Payment Correction	0	2	3	0	4	4	0	0	0
Policy / Procedure	0	0	0	0	0	0	0	0	0
Request Fulfilled	0	0	0	0	0	0	0	0	0
Review / Reassessment	2	0	2	6	1	7	1	0	1
SEN Specialised Assessment	0	0	0	0	0	0	0	0	0
Safeguarding Action Taken (S.47)	0	0	0	1	0	0	0	0	0
Service to Continue	0	0	0	1	1	2	4	6	10
Social Care Actions Implemented	4	1	5	1	0	1	0	0	0
Staff training	0	0	0	0	0	0	0	0	0
Supportive Work with	0	0	0	0	0	0	0	0	0
Transition Plan in Place	0	0	0	0	0	0	0	0	0
Transport Arranged	0	11	12	1	6	7	0	1	1
Warning Given to Complainant (re. Behaviour)	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>309</b>	<b>539</b>	<b>886</b>	<b>485</b>	<b>489</b>	<b>974</b>	<b>188</b>	<b>189</b>	<b>377</b>

## Young People's Complaints

**Table 12 - Social Care Complaint – nature**

Nature	Financial years							
	2022/23		2021/22		2020/21		2019/20	
Assessment Outcome	0	0%	0	0%	0	0%	0	0%
Application of Policy	0	0%	1	4%	0	0%	0	0%
Change to Service	0	0%	0	0%	0	0%	1	6%
Conduct of Worker	3	33%	5	20%	4	44%	7	44%
Contact Arrangements	0	0%	2	8%	0	0%	0	0%
Decision to Change S/W	0	0%	0	0%	1	11%	0	0%
Delay/Failure to Keep Informed	1	11%	1	4%	0	0%	0	0%
CSD Failing in Duty of Care	0	0%	2	8%	0	0%	0	0%
Funding	0	0%	1	4%	0	0%	0	0%
Foster Care Allowance Dispute	0	0%	1	4%	0	0%	0	0%
Insufficient Support from CSD	0	0%	3	12%	2	22%	1	6%
Non-adherence to Procedures	0	0%	1	4%	0	0%	0	0%
Other	1	11%	1	4%	0	0%	1	6%
Out of Education	0	0%	0	0%	1	11%	0	0%
Placement Decision - Change of Placement	0	0%	1	4%	0	0%	3	19%
Placement Dispute	0	0%	3	12%	0	0%	1	6%
Poor Communication	1	11%	2	8%	0	0%	0	0%
Quality of Service	3	33%	1	4%	0	0%	2	13%
Welfare Concerns Not Acted On	0	0%	0	0%	1	11%	0	0
<b>Total</b>	<b>9</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>9</b>	<b>100%</b>	<b>16</b>	<b>100%</b>

Percentage calculated to zero decimal places

**Table 13 - Social Care Complaint – service**

Service	Financial Year							
	2022/23		2021/22		2020/21		2019/20	
Care Leavers	2	22%	5	20%	0	0%	5	31%
CAST	4	44%	4	16%	3	33%	3	19%
Child in Need	0	0%	0	0%	0	0%	0	0%
Children in Care	3	33%	14	56%	6	67%	8	50%
Disabled Children's Team	0	0%	0	0%	0	0%	0	0%
Early Help Hub	0	0%	0	0%	0	0%	0	0%
Intensive Support Service	0	0%	2	8%	0	0%	0	0%
MASH/CRT	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>9</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>9</b>	<b>100%</b>	<b>16</b>	<b>100%</b>

Percentage calculated to zero decimal places

**Table 14 - Social Care Complaint – outcome**

Outcome Sought	Financial Year							
	2022/23		2021/2022		2020/21		2019/20	
Apology & Explanation	4	36%	0	0%	0	0%	0	0%
Assessment Review	0	0%	1	4%	0	0%	0	0%
Assurance of Non-Reoccurrence	0	0%	0	0%	0	0%	2	13%
Best Practice Learning - Individual	0	0%	0	0%	0	0%	1	6%
Better Communication	1	9%	4	16%	0	0%	0	0%
Change of Placement Decision	1	9%	2	8%	3	33%	2	13%
Change of Social Worker / Worker	2	18%	1	4%	1	11%	3	29%
Child Returned to Family	0	0%	0	0%	1	11%	0	0%
Complaint Issues Investigated	2	18%	5	20%	0	0%	0	0%
Contact Arrangements Finalised	0	0%	2	8%	0	0%	0	0%
Continuation of Child Protection	0	0%	0	0%	0	0%	1	6%
Financial Reimbursement	0	0%	0	0%	0	0%	1	6%
Explanation	1	9%	1	4%	0	0%	0	0%
Increase support from CSD	0	0%	2	8%	1	11%	0	0%
Kept Informed by CS	0	0%	0	0%	0	0%	0	0%
Not Known / Stated Not Known	0	0%	0	0%	1	11%	0	0%
Not Specified / Implied	0	0%	7	28%	1	11%	1	6%
Offer of a School Place	0	0%	0	0%	1	11%	0	0%
Post Adoption Support (Adoptee)	0	0%	0	0%	0	0%	1	6%
Request Fulfilled	0	0%	0	0%	0	0%	4	25%
<b>Total</b>	<b>11</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>9</b>	<b>100%</b>	<b>16</b>	<b>100%</b>

Percentage calculated to zero decimal places

**Table 15 - Social Care Complaints – actual outcome**

Outcome achieved	Financial Year							
	2022/23		2021/22		2020/21		2019/20	
Apology & Explanation	5	45%	3	12%	2	22%	3	19%
Assurance of Non-Reoccurrence	0	0%	0	0%	0	0%	1	6%
Better Communication	0	0%	1	4%	0	0%	0	0%
Complaint Withdrawn	0	0%	0	0%	0	0%	1	6%
Change Made to Contact Arrangements	0	0%	1	4%	0	0%	0	0%
Change of Social Worker	0	0%	0	0%	0	0%	0	0%
Explanation	4	36%	18	72%	5	56%	4	25%
Meeting Offer	0	0%	2	8%	2	22%	2	13%
Other	2	18%	0	0%	0	0%	0	0%
Request Fulfilled	0	0%	0	0%	0	0%	2	13%
Supportive Work with YP	0	0%	0	0%	0	0%	2	13%
Transition Plan in Place	0	0%	0	0%	0	0%	1	6%
<b>Total</b>	<b>11</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>9</b>	<b>100%</b>	<b>16</b>	<b>100%</b>

Percentage calculated to zero decimal places

## LGSCO Complaints

**Table 16 - Complaints received by Children's Services from LGSCO**

<b>Local Government and Social Care Ombudsman (LGSCO) complaints</b>					
<b>LGSCO Referrals Received</b>	<b>2022/23</b>	<b>2021/22</b>	<b>2020/21</b>	<b>2019/20</b>	<b>2018/19</b>
Number of referrals received by CSCT from LGSCO in period	62	52	24	17	20
Number of final decisions received from LGSCO in period	47	23	35	15	N/K
<b>Type of LGSCO referral</b>					
Education / Non Social Care (LGSCO Complaint)	39	37	12	14	6
Social Care (LGSCO Complaint)	23	14	6	1	8
LGSCO – Assessment (referred back for local resolution)	9	8	2	2	6
Not Known	0	0	7	0	0
<b>Outcome</b>					
Not Upheld - No Evidence of Maladministration	0	0	1	7	2
Upheld – Maladministration - remedy complete and satisfactory	14	2	16	7	13
Upheld–Maladministration – no injustice	0	0	3	1	2
Injustice remedied during LGO consideration	1	6	1	0	0
Closed after initial enquiries	32	18	11	0	0
Awaiting outcome	16	10	0	0	3

## Profile of complainants

**Table 17 – all complaints – disability**

Disability	Number of representations				
	2022/23	2021/22	2020/21	2019/20	2018/19
Not Stated	529	447	267	344	295
No	204	196	108	62	11
Yes	32	25	9	6	2
<b>Total</b>	<b>765</b>	<b>668</b>	<b>384</b>	<b>412</b>	<b>308</b>

**Table 18 – all complaints – gender**

Gender	Number of representations				
	2022/23	2021/22	2020/21	2019/20	2018/19
Not Stated	563	482	266	287	220
Male	54	43	34	47	33
Female	146	141	84	77	48
Male & Female	0	2	0	1	7
Other	2	0	0	0	0
<b>Total</b>	<b>765</b>	<b>668</b>	<b>384</b>	<b>412</b>	<b>308</b>

**Table 19 – all complaints – age**

Age	Number of representations				
	2022/23	2021/22	2020/21	2019/20	2018/19
0 - 16	3	5	4	6	2
16 - 19	6	6	0	6	8
20 - 24	8	3	3	5	5
25 - 59	172	168	101	97	32
60 - 64	7	2	3	1	3
65 and over	4	4	1	1	1
Not Stated	565	480	272	296	257
<b>Total</b>	<b>765</b>	<b>668</b>	<b>384</b>	<b>412</b>	<b>308</b>

**Table 20 – all complaints – ethnicity**

Ethnicity	Number of representations				
	2022/23	2021/22	2020/21	2019/20	2018/19
Any other Asian background	1	1	1	0	0
Any other Mixed background	0	1	1	0	0
Any other White background	11	5	5	2	6
Asian/Asian British	1	1	1	1	1
Black/Black British	1	0	0	3	1
Chinese	0	0	1	0	0
Mixed - White and Asian	1	0	1	0	0
Mixed - White and Black Caribbean	0	0	1	0	0
Mixed	0	0	0	0	0
Not Asked	0	0	0	1	0
Not Stated	566	478	277	298	269
Other Ethnic Group	2	1	2	1	0
White British	181	180	92	106	31
White Irish	1	1	2	0	0
<b>Total</b>	<b>765</b>	<b>668</b>	<b>384</b>	<b>412</b>	<b>308</b>