

Children's Services Directorate

Annual Compliments, Complaints and Representations

2024/25

Appendix 3 – Data Tables

Representations Received

Table 1 - Complaint Refusals Breakdown (all complaint stages)

Refusal Reason	Financial Year				
	2024/25	2023/24	2022/23	2021/22	2020/21
Social Care Refusals					
Court Proceedings	23	26	6	17	8
Criminal Proceedings	0	2	0	1	0
No PR	1	2	1	9	6
Not in Best Interest of Child/YP and/or no consent	5	6	1	1	0
Out of Time	6	11	3	3	1
Outside of Remit	0	1	2	2	1
Repeat Complaint	1	2	4	1	0
Total social care refusals	36	50	17	34	16
Corporate Refusals					
No PR	5	0	0	0	0
Not in Best Interest of Child/YP and/or no consent	3	5	0	0	0
Out of Remit	0	2	1	0	0
Out of Time	17	3	1	0	0
Repeat Complaint	15	3	1	2	0
Tribunal	39	9	1	2	0
Court Proceedings	22	6	0	0	0
Complainant not providing information	0	2	0	0	0
Total corporate refusals	101	30	4	4	0
Total Refusals	137	80	21	38	16

Timescale compliance

Table 2 – Timescale Compliance

	Stage	Financial Year							
		2024-25		2023-24		2022-23		2021-2022	
		Total	%	Total	%	Total	%	Total	%
Social Care Complaints	Stage 1								
	Total number of complaints	98		122		240		298	
	- in 10 working days	20	20	40	33	112	47	145	49
	- in between 10 and 20 working days	45	46	35	29	108	45	137	46
	- in over 20 working days	33	34	47	39	20	8	16	5
	- average time to complete (days)	20		16		12.1		9.6	
	Stage 2								
	Total number of complaints (received)	12		46		118		8	
	- in 25 working days	0	0	0	0	5	4	0	0
	- in between 25 and 65 working days	9	75	28	6	22	19	0	0
	- in over 65 working days	3	25	0	0	79	67	8	100
	Average time to complete (days)	56		50					
	Stage 3								
Total number of complaints (received)	5		13		23		2		
- in under 50 working days	5	100	13	100	19	82	0	0	
- in 50 working days	0	0	0	0	0	0	0	0	
- in over 50 working days	0	0	0	0	4	17	2	100	
Corporate complaints	Stage 1								
	Total number of complaints	781							
	- in 10 working days	126	16						
	- in between 10 and 20 working days	268	34						
	- in over 20 working days	387	50						
	- average time to complete (days)	24							
	Stage 2								
	Total number of complaints	167							
	- in 20 working days	35	21						
	- in between 20 and 40 working days	88	53						
- in over 40 working days	44	26							
- average time to complete (days)	33								

Percentage calculated to zero decimal places

Who make complaints and how are they submitted?

Table 3 - received from initial stage of complaint

Method	Financial Year									
	2024/25		2023/24		2022/23		2021/22		2020/21	
Complaint Form	0	0%	0	0%	1	0%	1	<1%	1	0%
E-Form	348	34%	280	39%	287	37%	233	34%	137	36%
Email	671	65%	416	58%	482	62%	293	45%	220	57%
In Person	0	0%	0	0%	0	0%	0	0%	0	0%
Letter	14	1%	15	2%	15	2%	83	13%	23	6%
LGSCO (via)	0	0%	1	<1%	1	0%	4	1%	0	0%
Telephone	2	<1%	1	<1%	0	0%	0	0%	3	1%
Telephone via HantsDirect	0	0%	0	0%	0	0%	2	<1%	0	0%
Email via HantsDirect	0	0%	0	0%	0	0%	39	6%	0	0%
YP Complaint Form	0	0%	0	0%	0	0%	0	0%	0	0%
Total	1035	100%	713	100%	777	100%	655	100%	384	100%

Percentage calculated to zero decimal places

Table 4 – Method Used to Make Complaints; Young People’s complaints (received from initial stage of complaint)

Method	Financial Year									
	2024/25		2023/24		2022/23		2021/22		2020/21	
Complaint Form	0	0%	0	0%	0	0%	0	0%	1	11%
E-Form	10	83%	5	45%	5	55%	4	31%	2	22%
Email	2	17%	6	55%	4	45%	4	31%	4	44%
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%	0	0%	0	0%	3	23%	2	22%
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%	0	0%	0	0%	2	15%	0	0%
YP Complaint Form	0	0%	0	0%	0	0%	0	0%	0	0%
Total	12	100%	11	100%	9	100%	13	100%	9	100%

Percentage calculated to zero decimal places

Table 5 - Who makes complaints - received from initial stage of complaint

Received from	Financial Year							
	2024/25		2023/24		2022/23		2021/22	
Parent/Adopter								
Parent	866	88%	564	88%	674	86%	529	79%
Non-Resident Parent	0	0%	1	<1%	3	0%	45	7%
Adopter	0	0%	2	<1%	0	0%	1	<1%
Special Guardian (SGO)	14	1%	1	<1%	0	0%	0	<1%
Ex-Partner	0	0%	0	0%	0	0%	0	<1%
Partner	1	<1%	1	<1%	0	0%	1	<1%
Step-Parent	4	<1%	2	<1%	3	0%	4	<1%
Total Parent/Adopter	885	90%	571	89%	680	87%	580	87%
Non-Parent Relative								
Grandparent	31	3%	11	2%	16	2%	37	6%
Sibling	2	<1%	1	<1%	1	0%	0	0%
Other Relative	11	1%	5	1%	8	1%	4	<1%
Total Non-Parent Relative	43	4%	17	3%	25	3%	41	6%
Foster Carer/Prospective Foster Carer /Care Provider								
Direct Payment Carer	0	0%	0	0%	0	0%	0	0%
Foster Carer	13	1%	6	1%	7	1%	7	1%
Private Foster Carer	3	<1%	2	<1%	1	0%	1	<1%
Prospective Foster Carer	0	0%	2	<1%	1	0%	0	0%
Total Foster Carer/ Prospective Foster Carer	16	2%	10	2%	9	1%	8	1%
Service user								
Service user (adult)	0	0%	15	2%	5	1%	1	<1%
Service user (young person)	0	0%	3	<1%	4	1%	5	1%
Service user (child 0-17)	1	0%	3	<1%	15	2%	8	1%
Total Service User	1	<1%	21	3%	24	3%	14	2%
Professional								
Head Teacher	1	<1%	1	<1%	0	0%	1	<1%
Health Staff	1	<1%	0	0%	0	0%	0	0%
Other Agency	0	0%	0	0%	0	0%	0	0%
Other HCC Staff	1	<1%	0	0%	0	0%	0	0%
Other Professionals	11	1%	6	1%	4	1%	3	<1%
Total Professional	14	1%	7	1%	4	1%	4	<1%
Advocate	15	2%	5	1%	5	1%	4	<1%
Miscellaneous								
Birth Parent of Adopted Child	0	0%	3	<1%	0	0%	0	0%
Friend/Neighbour	3	<1%	2	<1%	4	1%	1	<1%
Other	2	<1%	4	1%	4	1%		
Total Miscellaneous	5	1%	9	1%	8	1%	1	<1%
Unknown	1	<1%	4	1%	31	4%	16	2%
Total	980	100%	786	100%	668	100%	384	100%

Percentage calculated to zero decimal places

Nature and Service

Table 6 - Social Care Complaints - complaint nature

Nature	Financial Year							
	2024/25		2023/24		2022/23		2021/22	
Adoption Allowance Dispute	0	0%	0	0%	0	0%	9	2%
Application of Policy	5	3%	7	4%	4	1%	5	1%
Assessment Outcome	3	2%	8	4%	8	3%	13	3%
Assessment Process	7	4%	2	1%	7	2%	11	2%
Assessment review	2	1%	1	1%	n/a	n/a	n/a	n/a
Bruising Protocol	1	1%	0	0%	1	0%	1	<1%
Child Protection Conference Outcome	0	0%	0	0%	0	0%	0	0%
Child Protection Conference Process	0	0%	0	0%	5	2%	0	0%
Conduct of Worker	18	11%	26	13%	55	18%	119	28%
Contact Arrangements	5	3%	8	4%	3	1%	18	4%
Contact Dispute	6	4%	5	3%	5	2%	8	1%
CSD Acted Unlawfully	3	2%	2	1%	0	0%	1	<1%
CSD Failing in Duty of Care	10	6%	6	3%	1	0%	17	4%
CSD Provision / Service Withdrawn	4	2%	1	1%	2	1%	0	0%
Decision - Change of Placement	0	0%	0	0%	0	0%	0	0%
Decision to Change S/W	9	5%	3	2%	0	0%	1	<1%
Delay/Failure to keep informed	4	2%	6	3%	7	2%	3	<1%
Delay in Provision of Service	1	1%	0	0%	1	0%	0	0%
Direct Payment Dispute	2	1%	0	0%	1	0%	1	<1%
Discriminatory Application of Process	0	0%	2	1%	0	0%	2	<1%
Eligibility - Access to Service	1	1%	0	0%	0	0%	1	<1%
Eligibility for Funding	1	1%	1	1%	0	0%	0	0%
Failure to Implement Agreed Actions	0	0%	1	1%	3	1%	1	<1%
Finance	0	0%	0	0%	2	1%	3	<1%
Foster Care Allowance Dispute	1	1%	0	0%	0	0%	2	<1%
HTST Dispute	0	0%	0	0%	0	0%	1	<1%
Insufficient Support from CSD	28	17%	20	10%	17	5%	73	17%
Multiple Changes to Allocated Worker	0	0%	1	1%	0	0%	2	<1%
Non-adherence to Procedure	0	0%	0	0%	0	0%	1	<1%
Other	3	2%	1	1%	3	1%	7	1%
Outcome of decision/assessment	0	0%	1	1%	4	1%	1	<1%
Out of Education	0	0%	0	0%	0	0%	0	0%
Personal Budget Dispute	2	1%	0	0%	2	1%	2	<1%
Placement Decision - Change of Placement	0	0%	0	0%	3	1%	1	<1%
Placement Dispute	1	1%	1	1%	1	0%	8	1%
Policy Dispute	0	0%	1	1%	2	1%	3	<1%
Poor Communication	29	18%	28	14%	35	11%	83	19%
Process application / delay	1	1%	1	1%				
Provision dispute	7	4%	5	3%				
Quality of Service	5	3%	35	18%	125	40%	6	1%
Respite Dispute	0	0%	1	1%	0	0%	2	<1%
S.47 Investigation Outcome	0	0%	2	1%	0	0%	0	0%
Safeguarding	2	1%	6	3%	10	3%	7	1%
Special Guardian allowance dispute	0	0%	0	0%				

Nature	Financial Year							
	2024/25		2023/24		2022/23		2021/22	
Unknown	0	0%	7	4%	0	0%	0	0%
Unwanted CSD Involvement	4	2%	4	2%	4	1%	3	<1%
Welfare Concerns not Acted On	0	0%	1	1%	3	1%	6	1%
Total	165	100%	194	100%	314	100%	422	100%

Percentage calculated to zero decimal places

Table 7 - Corporate Complaints - complaint nature

Nature	Financial Year							
	2024/25		2023/24		2022/23		2021/22	
Access to Service	0	0%	0	0%	0	0%	0	0%
Adoption Allowance Dispute	0	0%	0	0%	0	0%	0	0%
Application of Policy	13	1%	14	2%	3	1%	10	2%
Alternative Provision	20	2%	0	0%	n/a	n/a	n/a	n/a
Assessment Outcome	3	<1%	5	1%	1	0%	2	<1%
Assessment Process	11	1%	5	1%	4	1%	0	0%
Change to Service	0	0%	0	0%	0	0%	0	0%
Child Protection Conference Process	1	<1%	2	<1%	n/a	n/a	n/a	n/a
Conduct of Worker	75	6%	64	7%	42	7%	21	5%
Contact Arrangements	8	1%	1	<1%	n/a	n/a	n/a	n/a
Contact Dispute	5	<1%	2	<1%	n/a	n/a	n/a	n/a
CSD Acted Unlawfully	7	1%	2	<1%	0	0%	1	<1%
CSD Failing in Duty of Care	14	1%	4	<1%	0	0%	1	<1%
CSD Provision / Service Withdrawn	2	<1%	1	1%	0	0%	0	0%
CSD Unwanted involvement	11	1%	0	0%	n/a	n/a	n/a	n/a
Decision - Change of Placement	0	0%	1	1%	6	2%	9	2%
Decision – Change of Social Worker	19	1%	1	1%	n/a	n/a	n/a	n/a
Delay in Provision of Service	0	0%	1	1%	0	0%	2	<1%
Delay / Failure to keep informed	13	1%	20	2%	n/a	n/a	n/a	n/a
Direct Payment Dispute	5	<1%	4	<1%	2	0%	1	<1%
Discriminatory Application of Process	3	<1%	3	0%	1	0%	1	<1%
Education Provision Dispute	0	0%	17	2%	8	2%	3	1%
Eligibility - Access to Service	1	<1%	0	0%	0	0%	1	<1%
Eligibility – DCT eligibility	2	<1%	0	0%	n/a	n/a	n/a	n/a
Eligibility for Funding	0	0%	7	<1%	0	0%	1	<1%
Failure to Implement Agreed Actions	0	0%	4	<1%	1	0%	4	1%
Financial	22	2%	15	2%	9	2%	6	1%
Funding			0	0%	0	0%	0	0%
Foster care Allowance Dispute	3	<1%	0	0%	0	0%	0	0%
GDPR process			0	0%	1	0%	0	0%
Catering – Limited menu choice	16	1%	1	1%	n/a	n/a	n/a	n/a
Catering - Portion Sizes Too Small	2	<1%						
Catering - Dietary requirements not available	3	<1%						
Libraries - Incorrectly charged fees	13	1%	1	1%	n/a	n/a	n/a	n/a
Libraries – Other	4	<1%	3	<1%	n/a	n/a	n/a	n/a
Libraries - Poor Internet	2	<1%	1	<1%	n/a	n/a	n/a	n/a
Libraries - Poor IT	4	<1%	3	0%	n/a	n/a	n/a	n/a
Libraries - Restrictive opening hours	1	<1%	1	<1%	n/a	n/a	n/a	n/a
School placement dispute	7	1%	23	3%	n/a	n/a	n/a	n/a
School Transport Dispute	43	3%	59	7%	24	4%	17	4%
School Transport Escort Provision	11	1%	14	2%	30	5%	2	<1%
School Transport Incident on Transport	3	<1%	4	<1%	2	1%	1	<1%
School Transport - transport late	3	<1%	2	<1%	n/a	n/a	n/a	n/a
School Transport – Transport not turned up	3	<1%	4	<1%	n/a	n/a	n/a	n/a

School Transport process application / delay	33	3%	20	2%	n/a	n/a	n/a	n/a
Insufficient Support from CSD	32	3%	13	1%	0	0%	5	1%
Other	14	1%	7	<1%	7	2%	5	1%
Out of Education Policy	11	<1%	20	2%	11	2%	16	3%
Poor Communication	7	1%	6	<1%	3	1%	4	1%
Process Application/Delay	131	10%	167	19%	64	11%	153	33%
Quality of Service	9	1%	2	<1%	0	0%	0	0%
Racial Incident	17	1%	64	7%	63	11%	0	0%
Refusal of Service	0	0%	0	0%	0	0%	2	<1%
Safeguarding	0	0%	0	0%	0	0%	0	0%
SAR Delay	5	1%	3	<1%	2	0%	0	0%
SEN - Annual review delay	1	<1%	0	0%	16	2%	18	4%
SEN - EHCP Delay	27	2%	19	2%				
SEN - EHCP Process	66	5%	61	7%	64	11%	108	23%
SEN - EHCP provision not in place	32	3%	72	8%	124	21%	72	15%
SEN - EHCP provision not meeting needs	67	5%	26	3%	n/a	n/a	n/a	n/a
SEN - Exceeded Assessment / EHCP / Annual review / phase transfer Deadline	25	2%	10	1%	n/a	n/a	n/a	n/a
SEN - Funding	59	5%	11	1%	n/a	n/a	n/a	n/a
SEN - HCC enforcement of EHCP	26	2%	5	1%	n/a	n/a	n/a	n/a
SEN - HCC tackling shortage of provision	4	<1%	0	0%	n/a	n/a	n/a	n/a
SEN - Lack / type of communication	5	<1%	0	0%	n/a	n/a	n/a	n/a
SEN - Number of hours or lack of additional educational provision	185	14%	33	4%	n/a	n/a	n/a	n/a
SEN - Other EHCP Assessment Annual Review Issues	6	<1%	5	1%	n/a	n/a	n/a	n/a
SEN - parental Safeguarding concerns	22	2%	8	1%	n/a	n/a	n/a	n/a
SEN - Placement / Tuition			2	<1%	n/a	n/a	n/a	n/a
SEN - Provision / support inc therapies/equipment	31	2%	10	1%	n/a	n/a	n/a	n/a
SEN - Refused assessment / EHCP	26	2%	12	1%	n/a	n/a	n/a	n/a
SEN - Transport	3	<1%	2	<1%	n/a	n/a	n/a	n/a
Special Guardianship Allowance Dispute	7	1%	2	<1%	n/a	n/a	n/a	n/a
Unknown	5	<1%	0	0%	1	0%	0	0%
Blank Data	0	0%	17	2%	3	1%	0	0%
Total	1276	100%	886	100%	492	100%	466	100%

Percentage calculated to zero decimal places

Table 8 - Social Care Complaints - service

Service	Financial Year							
	2024/25		2023/24		2022/23		2021/22	
Adoption/Permanence	0	0%	2	1%	5	2%	3	1%
Care Leavers	4	4%	2	1%	4	1%	2	0.5%
CAST	61	62%	157	85%	217	70%	225	70%
Child in Need	0	0%	5	3%	0	0%	0	0%
Child Protection	0	0%	0	0%	0	0%	0	0%
Children In Care	11	11%	0	0%	41	13%	45	14%
Disabled Children's Team	17	17%	2	1%	13	4%	16	5%
Early Help Hub	0	0%	0	0%	0	0%	0	0%
Family Support Service	0	0%	1	1%	3	1%	2	1%
Fostering	0	0%	0	0%	0	0%	2	1%
HantsDirect / Out of Hours	0	0%	0	0%	0	0%	0	0%
Independent Reviewing Service	0	0%	1	1%	2	1%	1	0.5%
Inclusion Support Service	0	0%	1	1%	1	0%	1	0.5%
MASH/CRT	0	0%	10	5%	21	7%	22	7%
Not receiving a service	0	0%	0	0%	1	0%	0	0%
Occupational Therapy	0	0%	0	0%	0	0%	1	0.5%
Out of Hours	0	0%	1	1%	1	0%	2	1%
Reception & Assessment	0	0%	0	0%	0	0%	0	0%
Refugee team	1	1%	0	0%	0	0%	0	0%
Safeguarding Team	0	0%	0	0%	0	0%	0	0%
SEN	0	0%	1	1%	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%	0	0%	0	0%	1	0.5%
Unknown / Other	4	4%	1	1%	0	0%	0	0%
Total	98	100%	184	100%	309	100%	324	100%

Percentage calculated to zero decimal places

Table 9 - Corporate Complaints - service involved

Service	Financial Year							
	2024/25		2023/24		2022/23		2021/22	
Adoption	1	<1%	3	<1%	2	0%	1	0.5%
Care Leavers	1	<1%	0	0%	1	0%	0	0%
CAST	162	21%	144	16%	49	9%	13	4%
Children in Care	12	2%	2	<1%	7	1%	1	0.5%
Children's Services Complaints Team	2	<1%	5	<1%	19	4%	6	2%
Children's Services Data Protection Team	0	0%	0	0%	3	1%	1	0.5%
Children's Services Subject Access Request Team	1	<1%	0	0%	17	3%	22	6%
Disabled Children's Team	6	1%	0	0%	5	1%	2	0.5%
Education	0	0%	1	<1%	0	0%	0	0%
Early Help Hub	0	0%	0	0%	0	0%	0	0%
Early Years Services	0	0%	0	0%	0	0%	0	0%
Educational Psychology	2	<1%	0	0%	0	0%	0	0%
Family Support Service	0	0%	0	0%	0	0%	0	0%
Fostering (Family Placement)	0	0%	4	<1%	3	1%	1	0.5%
HantsDirect / Out of Hours	0	0%	0	0%	0	0%	0	0%
School Transport	91	12%	150	17%	77	15%	28	7%
Catering	21	3%	11	1%	0	0%	0	0%
Inclusion Support Service	22	3%	19	2%	4	1%	6	2%
Independent Reviewing Service	0	0%	0	0%	0	0%	0	0%
Intensive Support Service (ISS)	0	0%	0	0%	0	0%	0	0%
LADO	0	0%	0	0%	3	1%	0	0%
Legal Intervention Team	7	1%	0	0%	0	0%	0	0%
Libraries and Information	50	7%	68	8%	0	0%	0	0%
MASH / CRT	0	0%	16	2%	6	1%	3	1%
Not receiving a service	0	0%	1	<1%	0	0%	6	2%
Payments Team	12	2%	0	0%	0	0%	0	0%
Portage Service	0	0%	0	0%	0	0%	0	0%
Reception & Assessment	0	0%	0	0%	0	0%	0	0%
Safeguarding	0	0%	0	0%	0	0%	0	0%
School Admissions	3	<1%	15	2%	12	2%	10	3%
SEN	351	45%	438	49%	312	60%	257	72%
Services for Young People / YSS	0	0%	0	0%	0	0%	0	0%
Specialist Teachers Advisory Service	2	<1%	0	0%	0	0%	0	0%
Other/Unknown	35	4%	13	1%	0	0%	0	0%
Total	781	100%	890	100%	520	100%	357	100%

Percentage calculated to zero decimal places

2024/25 data lists the main service the complaint was made about only. Previous years count multiple services.

Actual Outcomes – social care & corporate complaint

Table 11 - Social Care and Corporate Complaints – outcome

Actual Outcome	2023/24			2022/23					
	Social Care Stage 1	Corporate stage 1	Total	Social Care Stage 1	Corporate Stage 2	Total	Social Care Stage 1	Corporate Stage 2	Total
Agreed Additional Support	0	0	0	1	3	4	1	0	1
Acknowledgment of Impact on Child/Family/Individual	1	1	1	1	0	1	0	1	1
Alternative HTST Arranged	0	0	0	0	0	0	0	0	0
Apology	2	4	6	6	25	31	1	3	4
Apology & Explanation	39	30	69	54	242	296	151	341	519
Assessment - Personal Budget	0	1	0	0	0	0	0	0	0
Assessment / Reassessment for a Service	0	0	0	0	0	0	0	0	0
Assurance of Non-Reoccurrence	1	6	7	1	0	1	1	0	1
Assurance re. Staff Access to Records	0	0	0	0	0	0	0	0	0
Best Practice Learning - Individual	1	10	11	1	0	1	0	0	0
Best Practice Learning - Service / Area	4	17	21	4	3	7	3	0	3
Better Communication	2	6	8	4	7	11	1	3	4
Case Closed	0	4	4	2	0	2	0	0	0
Case Transfer	0	1	1	2	0	2	0	0	0
Change of Social Worker / Worker	6	19	25	9	1	10	10	4	16
Child to be Received into Care	0	0	0	0	0	0	0	0	0
Complaint Refused	0	0	0	0	0	0	2	0	2
Complaint Withdrawn	0	0	0	0	0	0	0	0	0
Complaint Withdrawn by Complainant	0	0	0	0	0	0	0	0	0
Completion of SAR Disclosure	0	0	0	0	0	0	0	0	0
Change Made to Contact Arrangements	1	1	2	0	0	0	0	0	0
Contact Arrangements Finalised	1	0	1	0	0	0	1	0	1
CPC Other	0	0	0	0	0	0	0	0	0
Direct Payments/Personal Budget	1	8	9	0	0	0	1	0	1
Discretionary Payment	1	5	6	0	0	0	1	0	1
Discretionary SEN Package	0	1	0	0	0	0	0	0	0
EHCP Actions Implemented	0	3	3	0	2	2	0	2	2
EHCP Amended	0	9	9	0	5	5	0	0	0
EHCP Draft Completed	0	9	9	0	2	2	0	0	0
EHCP Finalised	0	13	13	0	4	4	0	2	2

Actual Outcome	2023/24			2022/23					
	Social Care Stage 1	Corporate stage 1	Total	Social Care Stage 1	Corporate Stage 2	Total	Social Care Stage 1	Corporate Stage 2	Total
EHCP Annual Review arranged	0	11	11						
EHCP Needs Assessment Completed	0	4	4	1	3	4	0	0	0
EHCP Process Implemented	0	10	10	0	1	1	0	0	0
Explanation	48	9	57	80	92	172	124	130	271
Financial Reimbursement - Actual	0	1	1	0	5	5	1	2	4
Financial Reimbursement - Offer	0	5	5	1	9	10	0	4	2
GDPR Decision/Outcome	0	0	0	0	0	0	0	0	0
Management Action (Operational)	1	2	1	0	0	0	0	0	0
Management Action (Staff)	0	0	0	0	0	0	0	0	0
Meeting Offer	5	9	14	3	5	8	1	2	3
New Placement	0	0	0	0	0	0	0	0	0
No Investigation Possible	0	1	1	0	0	0	0	0	0
Offer of a School Place	0	5	5	0	5	5	0	2	2
Opportunity for Point of View Placed on Record	0	0		0	0	0	0	0	0
Other	1	5	6	5	16	21	5	29	24
Out of Jurisdiction	0	0	0	0	0	0	0	0	1
Payment Correction	0	5	5	0	2	2	0	2	3
Policy / Procedure Review	0	0	0	0	2	2	0	0	0
Request Fulfilled	1	0	1	0	0	0	0	0	0
Review / Reassessment	2	7	9	5	0	5	2	0	2
SEN Specialised Assessment	0	2	2	0	0	0	0	0	0
Safeguarding Action Taken (S.47)	0	1	1	0	0	0	0	0	0
Service to Continue	2	1	3	0	0	0	0	0	0
Social Care Actions Implemented	5	0	5	0	0	0	4	1	5
Staff training	0	0	0	0	0	0	0	0	0
Supportive Work with YP	2	0	2	3	0	3	0	0	0
Transition Plan in Place	0	1	1	0	0	0	0	0	0
Transport Arranged	0	9	9	0	5	5	0	11	12
Warning Given to Complainant (re. Behaviour)	0	1	1	0	0	0	0	0	0
Total	127	237	364	183	439	622	309	539	886

LGSCO Complaints

Table 12 - Complaints received by Children's Services from LGSCO

Local Government and Social Care Ombudsman (LGSCO) complaints					
LGSCO Referrals Received	2024/25	2023/24	2022/23	2021/22	2020/21
Number of referrals received by CSCT from LGSCO in period	87	65	62	52	24
Number of final decisions received from LGSCO in period	107	74	47	23	35
Type of LGSCO referral					
Education / Non Social Care (LGSCO Complaint)	71	39	39	37	12
Social Care (LGSCO Complaint)	35	26	23	14	6
Not Known	1	0	0	0	7
Outcome					
Not Upheld - No Evidence of Maladministration	4	5	0	0	1
Upheld – Maladministration – actions in progress	0	16	14	2	16
Upheld – Maladministration - no further action organisation already remedied	0	1	-	-	-
Upheld – Maladministration – no injustice	1	0	0	0	3
Upheld – Maladministration - remedy complete and satisfactory	17	19	-	-	-
Upheld - Injustice remedied during LGO consideration	1	3	1	6	1
Closed after initial enquiries	41	30	32	18	11
Awaiting outcome	0	10	16	10	0
Advice given	2	-	-	-	-
Incomplete/invalid	5	-	-	-	-
Assessment (referred back for local resolution)	36	-	-	-	-

Profile of complainants (collected via the e-form)

Table 13 – all complaints – disability

Disability	Number of representations				
	2024/25	2023/24	2022/23	2021/22	2020/21
Not Stated	85	82	529	447	267
No	366	333	204	196	108
Yes	92	76	32	25	9
Total	543	491	765	668	384

Table 18 – all complaints – gender

Gender	Number of representations				
	2024/25	2023/24	2022/23	2021/22	2020/21
Not Stated	41	34	563	482	266
Male	110	124	54	43	34
Female	385	331	146	141	84
Male & Female	1	0	0	2	0
Other	0	1	2	0	0
Total	539	490	765	668	384

Table 19 – all complaints – age

Age	Number of representations				
	2024/25	2023/24	2022/23	2021/22	2020/21
0 - 16	2	5	3	5	4
16 - 19	13	5	6	6	0
20 - 24	14	14	8	3	3
25 - 59	450	404	172	168	101
60 - 64	8	13	7	2	3
65 and over	7	12	4	4	1
Not Stated	47	36	565	480	272
Total	541	489	765	668	384

Table 20 – all complaints – ethnicity

Ethnicity	Number of representations				
	2024/25	2023/24	2022/23	2021/22	2020/21
Any other Asian background	0	0	1	1	1
Any other Mixed background	0	0	0	1	1
Any other White background	0	0	11	5	5
Asian/Asian British	18	7	1	1	1
Black/Black British	8	4	1	0	0
Chinese	0	0	0	0	1
Mixed - White and Asian	0	0	1	0	1
Mixed - White and Black Caribbean	0	0	0	0	1
Mixed	13	6	0	0	0
Not Asked	0	0	0	0	0
Not Stated	57	41	566	478	277
Other Ethnic Group	0	2	2	1	2
White British	442	426	181	180	92
White Irish	0	0	1	1	2
Total	540	486	765	668	384