

# SCRUTINY REPORT

**MEETING:** Children's and Young People's Scrutiny Committee

**DATE:** November 2025

**SUBJECT:** Children's Social Care Complaints for years 22/23, 23/24 & 24/25

**REPORT FROM:** Rachel Everitt, Elections Manager

**CONTACT OFFICER:** Claire Holt, Information Governance Manager

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## **1.0 BACKGROUND**

- 1.1 The Annual Complaints Reports for have been produced in accordance with 24(D) & 26 of the Children Act 1989 Representation Procedure (England) Regulations 2006 and statutory guidance for the Department for Education, Getting the best from complaints to update Members in respect of complaints to Childrens Social Care Services.
- 1.2 The reports look at the period March 2022 – March 2023 and March 2023 – March 2024 and will allow Members to see the extent and complexity of Children's Social Care Service's span of activity and to receive information relating to the quality of the services delivered

## **2.0 MARCH 2022 – MARCH 2023**

- 2.1 Children's Social Care Teams received a total of **118** total complaints during the 2022/23 financial year. Of these complaints, **42** (35.5%) were resolved at the informal stage. **66** (56%) were investigated as Stage 1 formal complaints.
- 2.2 Within these complaints, **10** (8.4%) were received via MPs/Councillors which is a significant reduction on the previous year (20 in 2021/22). There were **2** complaints which were escalated to the LGO this year (not included in total).
- 2.3 Performance Indicators show that there was a small downward turn in the compliance of timescales for responding to complaints within ten working days. This is further reflected by the decrease in responses within 20 working days and increase in late responses.

## **3.0 MARCH 2023 – MARCH 2024**

- 3.1 Social Care Teams received a total of **117** total complaints during the 2023/24 financial year. Of these complaints, **11** were resolved at the informal stage. **106** were investigated as Stage 1 formal complaints.
- 3.2 Within these complaints, **9** (7.7%) were received via MPs/Councillors which is a slight reduction on the previous year (10 in 2022/23).

- 3.3 Performance indicators show that compliance for responding to complaints within ten working days is met less than 50% of the time with around a quarter of responses provided after the deadline.

#### 4.0 **MARCH 2024 – MARCH 2025**

- 4.1 Children's Social Care Teams received a total of **135** total complaints during the 2024/25 financial year, **7** were still open at the end of the year. Of these complaints, **111** were investigated as Stage 1 formal complaints. **19** complaints were dealt with at Stage 2.
- 4.2 **5** complaints were escalated to Stage 3 with **2** being upheld and **3** partially upheld.
- 4.3 Performance Indicators show that there was a small downward turn in the compliance of timescales for responding to complaints within ten working days. This is further reflected by the decrease in responses within 20 working days and increase in late responses.

#### 5.0 **CONCLUSION**

- 5.1 Members are asked to note the reports in respect of complaints to Childrens Social Care Services.

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#### **List of Background Papers:-**

#### **Contact Details:-**

*Rachel Everitt, Elections Manager*

Executive Director sign off Date:

Meeting Date: