

Please provide data confirming - SCS children's Services Complaints

	Request	Response
1	All CS Complaints SLA and OLA reports for 2016 - 2018, as reported to Council Leaders/Council/Others.(SCS complaints only)	<p>There is a statutory requirement for councils in England to produce an annual report on the handling of children's social care complaints.</p> <p>Annual Reports for each period requested can be found on the KCC website by using the following links:</p> <p><u>2016-17</u> https://democracy.kent.gov.uk/ieListDocuments.aspx?Cld=894&MId=7726&Ver=4</p> <p><u>2017-18</u> https://democracy.kent.gov.uk/ieListDocuments.aspx?Cld=894&MId=7949&Ver=4</p>
2	ALL KPI's deliverable as set by Heads of KCC	These can be found in the Annual Reports available on KCC website – links provided above.
3	Number of staff , and their positions (full-time/part-time etc..)	<p>The Children's Complaints Team consists of 5.5 full time equivalent members of staff.</p> <p>1 x Admin Officer 6 x Complaints Advisers 1 x Complaints Officer</p>
4	How many Stage 3 Investigations are concluded to the satisfaction of the Complainant	<p>Between the period of 1/4/12 and 31/12/18 KCC has facilitated 15 Stage 3 Review Panels. Of these, 10 were either partly or fully upheld by the Independent Review Panel.</p> <p>It is not always clear whether a complainant is satisfied with the outcome of a Stage 3 Review Panel. If they remain dissatisfied, they can request further consideration by the Local Government and Social Care Ombudsman (LGSCO).</p>
5	How much does KCC Spend on Stage 2 'independent' investigation services - 2014 - Date with 'YLF'.	KCC spend £55,650k per annum on stage two investigations (Independent Person Services). This funding level has been in place since 1 st April 2014, and the service is delivered by The Young Lives Foundation.
6	How many	There is a statutory requirement for councils in England to

	<p>investigations in Stage 2 were assigned the same persons (Investigator KCC and Independent Investigator YLF (consultant freelance)).</p>	<p>appoint an 'Independent Person' to oversee Stage 2 investigations considered under <i>The Children Act 1989 Representations Procedure (England) Regulations 2006</i>.</p> <p>None of the KCC Investigating Officers and YLF Independent Persons have been assigned to more than one case together between 1/1/16 and 31/12/18.</p>
7	<p>How many LGSO complaints raised were successful 2012 - Date.</p>	<p>There were 6 Stage 3 complaints which then progressed to the LGSCO.</p> <p>The outcome from 4 of these was 'Not Upheld – No Maladministration'; one was upheld and KCC was found to be at fault causing an injustice to the complainant; the sixth complaint is still being considered by the LGSCO.</p>