Appendix A
Learning from Complaints
Annual Report on Complaints Activity
Children & Young People (social care)

For period 1st April 2009 – 31 March 2010

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Foreword by the Complaints Manager for Children and Young People service

The complaints process for social care services is very different to the complaints process used corporately, or processes used by business or other local partners. The biggest difference is that the Children Act complaints process is set out in detailed form in legislation. This requires every authority to have a Complaints Manager at a specific level of responsibility, and processes that meet the requirements, along with high profile information and easy access to the process.

The legislation sets out who can use the complaints process, and this includes children and young people, their parents and carers, foster carers, and a few others. These are known as 'eligible people'. If we receive a complaint from someone who is not 'eligible' we still deal with the complaint, but use the briefer corporate process instead.

The legislation also sets strict timescales, with allowances for extension due to complexity or the need to put advocacy support in place for a young person complaining. Complainants are advised at the beginning of any enquiry whenever it seems likely that timescales may be exceeded. In response complainants almost always indicate that they prefer to have thorough and complete enquiries carried out, rather than a quick investigation simply to meet the required timescales.

We always keep complainants informed of the progress of the enquiries, and consult with them over any delays.

Some people prefer to make a Representation, rather than a Complaint. A Representation is simply a written communication which requires a response, and may be a query, a comment on service, or something which meets the criteria for a complaint, but the writer does not wish to formally complain. They also include written compliments, but these are all reported collectively as compliments in West Berkshire – see appendix 1.

Complaints and Representation should not be seen as a negative thing for an organisation, as they have great benefit for the service. They provide us with feedback from our customers about how it feels to use our services, thus offering opportunity to shape services to meet the public need, and to make improvements.

This reporting year saw a continuation of a lot of national adverse publicity about social care services for children and their families, creating tension for workers and clients alike across the country. Referrals for Child Protection consideration have also increased since the 'Baby P' case, which has had a significant impact on the workload of the service.

Reporting to staff and Members

The Complaints Manager works closely with Service Managers to ensure that they are kept aware of complaints arising in their area of responsibility, and how these are progressing.

The Complaints Manager also attends Children's Services Management Team (CSMT) and in this forum advises colleagues where complaints and representations reveal any trends of service difficulties, and raises any issues around delay to timescales, use of advocacy support, learning points, information about any changes to process and management of the more complex complaints. This ensures managers are kept up to date with current events across the service, and that complaints remain in the forefront of team business and the shaping of services. Bulletins identifying any learning issues are also disseminated via CSMT to Team meetings.

The annual report is presented to CSMT, and then on to Corporate Board and to Members, as required by legislation.

Brief outline of the process and timescales

Representations = a written query, or raising of matters that need a response – but not a complaint as such. Process and timescales similar to Stage 1.

Stage 1 = looking into issues/providing a response at the front line – usually by Team Manager.

- Children must be offered advocacy support
- 10 working days deadline
- Up to 10 extra working days may be agreed with the complainant if advocacy support is required, or if matters are complex.

Stage 2 = formal investigation, usually by an external person, with the provision of a written report.

- Must include use of an Independent Person to oversee the process,
- Both provide reports to the Head of Service
- Head of Service then formally responds to the complainant enclosing the reports – known as the Adjudication response.
- 25 working days from the date matters for investigation are agreed to the sending of the adjudication response, with a maximum of 65 working days by agreement.

Stage 3 = Appeal to a Panel of 3 Independent People, providing a report to the Director, who then responds to the complainant enclosing the panel report. There are defined timescales for all steps of this part of the process, which are not detailed here as we have had no Stage 3's for over six years.

Total complaints

NB: Throughout this report data reporting is by financial year, not by calendar year, and includes previous year's data for comparison.

In 2007-8 complaints and representations had doubled on the previous year, with a minor increase in 2008-9. This year there has been a drop in numbers. One Stage 2 complaint was launched in the previous reporting year, but it completed in this one - so is included here. Similarly, two (concurrent) Stage 2's launched in early 2010 – but will be included in next year's report.

Total number of complaints considered - statutory social care procedure

Year	Stage 1	Stage 2	Stage 3
2007 – 2008	78 (14 by children)	5 (2 by young people)	0
2008 - 2009	86 (14 by children)	1(by a parent)	0
2009 – 2010	45 (9 by children)	1 (by a parent)	0

Note – Representations are included in Stage 1 figures – 14 by adults, and 0 by young people.

Total number of complaints considered - corporate procedure

Year	Stage 1	Stage 2
2007 – 2008	5	0
2008 – 2009	3	0
2009 – 2010	3	0

NB: Stage 1 figures of 45 and 3 are amalgamated for data breakdown in this report – making a total of 48.

One additional complaint was dealt with under the Youth Offending Team multi-agency protocol and is counted in the first table above.

The Local Government Ombudsman (LGO) considers complaints once they have progressed through the three stages of the Council's statutory process. The legislation also permits early referral to the LGO of a complaint that has completed Stage 2, where it is clear that Stage 3 will have no demonstrably different outcome. No complaints necessitated LGO investigation during this reporting period.

Timescales – Acknowledgement

We are required to acknowledge receipt of complaints and representations within 3 working days. This year 96.4% of complaints were acknowledged within 3 days, a slight drop from last year's figure of 98.8%.

Timescales - Time taken to respond

We are expected to respond to complaints and representations within 10 working days, although we can allow up to 10 more working days to embed advocacy or if the matter is complex. Performance has dropped in this year, which is inevitable given the concurrent significant increase in referrals to the service and resultant pressures on staff – as staff need to prioritise delivery of service which is often in response to family crisis over the requirement to respond to complaints.

Some complaints, even at Stage 1, can be complex, and set amongst family crisis, ever changing and difficult to resolve straight away, but we still resolve most within the 10 working day timescale. The drop in performance this reporting year is already improving in the current data collection for the next reporting year.

Complaints at Stage 2 can take longer than the required 25 working days, and often take between six weeks and three months to investigate fully, depending on their complexity. This also seems to be the case in many other local authorities, and perhaps reflects the complainants need to raise all matters and have them adequately investigated. The law permits extension by agreement to a maximum of 65 working days.

	2006/7	2007/8	2008/9	2009/10
Met ideal of 10 working days	60%	84%	85%	69%
Exceeded 10 working days but met 20 working days **	26%	15%	10%	14%
Exceeded 20 working days ***	14%	1%	5%	17%

**Most of these were delayed either because of a need for a meeting or service input, and includes 4 where some of the delay was client related.

***10 complaints took between 27 and 49 working days to complete, but in each case the client was kept informed of progress.
Two of the longest delayed were complaints by young people, with delay caused by the complexities of combining client availability with that of staff, advocates and translators. 4 complaints were delayed due to legal input being required. A further complaint had to wait for approval of extra funding, and 3 were delayed whilst the service moved buildings. Finally one was delayed due to the need for alterations to a document being negotiated with the complainant.

Stage 1 – nature of complaint

People complain about various issues, and sometimes complain about several issues at the same time, so there are more issues listed here than the total number of complaints. The table below sets out the key issues, and details which of the complaints in each category were upheld (U), not upheld (N), or partly upheld (P). Previous data is shown for comparison.

Nature of complaint	2008/9	U	N	P	2009/10	U	N	P
Attitude/conduct of staff	**3**	2	1		**12**	1	10	1
Cancelled reviews	**1**			1	**0**			
Cancelled visits/meetings	**1**		1		**3**		3	
Care proceedings	**3**		2	1	**2**	1	1	
Communication	**11**	1	9	1	**8**	2	3	3
Confidentiality	**6**	1	4	1	**4**	1	3	
Contact problems	**9**		7	2	**10**		8	2
Delay – service provision	**4**	1	2	1	**0**			
Disagree – assessment	**4**		4		**2**		1	1
Disagree - planned service	**4**	1	3		**2**		2	
Disagree – procedure	**2**		2		**0**			
Dispute over CP actions	**8**		6	2	**6**	1	5	
Dispute over info on file	**4**	1	3		**2**		1	1
Finance related issues	**5**		4	1	**4**		3	1
Lack of input/review	**1**		1		**1**		1	
Needs no longer met	**2**		1	1	**0**			
Non-participation	**2**		2		**0**			
Property	**4**	1	1	2	**0**			
Quality of service	**5**	1	2	2	**5**		4	1
Transition issues	**1**		1		**0**			
Totals	**80**	**9**	**56**	**15**	**61**	**6**	**45**	**10**

Stage 1 complaints by adults

The most obvious increase in the table is the number of complaints about attitude/conduct of staff, which had been reducing over previous years. Looking in detail at these – it is clear that the majority relate to situations where clients disliked staff being firm or insistent on progressing matters where children were perceived to be at risk. 10 out of the 12 sets of complaints about staff were not upheld because staff were only progressing matters in accordance with policy and procedure. One complaint (upheld) later fed into a disciplinary.

Last year saw a significant increase in complaints relating to our actions in investigating and dealing with child protection matters, and this has remained static this year. The national pressure to be even more diligent when there are concerns about the welfare of a child inevitably led to more situations where families felt the investigation of concerns was unwarranted or in too much depth, and in 5 cases the finding was that actions were warranted and appropriate.

Complaints about contact problems have increased slightly, with the majority not being upheld. Parents often find it difficult to have their contact controlled or reduced, but this is usually due to requirements of a Child Protection Plan or court decisions, and is always in the best interests of the child.

Communication problems have reduced a little, but there are still times when clients find it difficult to get the immediate response to their calls that they expect. Staff have to balance the need to get back to people alongside competing priorities, but there have been times where communication has been less than satisfactory. 3 of the cases where the complaint was upheld or partially upheld were identified as cases where staff were mindful of the need to maintain confidentiality, and thus could not give the level of information/updates sought by various family members.

Complaints about perceived breach of confidentiality is also a recurrent issue, which continues to decrease. Analysis shows that in 3 of the 4 cases no breach of confidentiality occurred. When someone reports a concern about a child's welfare, the nature of the information itself, and the nature of family dynamics often leads people to guess who made the contact with the service. Great care is taken not to divulge informant's details wherever possible, and given the high number of concerns we deal with, the complaints in this category are few.

Cancellation of reviews had been a problem in previous years, but this year there were no complaints about this, due to proactive management to avoid all but absolutely unavoidable cancellations.

Delay in service provision has also reduced to nil this year, along with no complaints about other delays, which is notable given the pressure on services.

Issues relating to finance or funding remain static.

Stage 1 complaints by children and young people

Please see next page for table. Figures are not high enough to warrant detailed analysis, but it is worth making comment on a few of the figures.

There have been five Complaints and Representations raised by young people which related to placement issues, ranging from feeling unsupported during a change of placement (Not upheld), wanting to change placement (two not upheld, one resulted in a move), one about cultural differences (partly justified).
Both of the contact issues related to cases where children wanted to avoid contact with a parent, and in one of these something from an estranged parent was forwarded to a young person without a covering note, which worried her (upheld).

The most obvious shift this year has been the number of complaints from young people relating to either their placement, or difficulties in getting re-housed. Two of the issues about placements were from young men who felt unnecessarily restricted about going off to stay elsewhere when they wished. These were not upheld as the restrictions were for their own safety and very reasonable in the

circumstances. The other placement issue related to the placement (a shared tenancy) having been set up without enough planning, and was upheld.

Housing related issues are those which pertain to provision of Housing through the Housing section of the council. Of the housing related issues, one complaint passed to Housing to formally consider, and the other two were about how the client felt the SW was not doing enough to help them obtain housing – neither was justified as workers encourage and support young people to do certain of the tasks to move on to independent living for themselves.

The issue about funding was a young person whose placement in a joint tenancy failed, in part due to incomplete planning. He had to wait for approval of a further grant to help him settle again.

It is noted that this year a number of issues which have been problems in previous years have not recurred this year – namely lost property, information on files, wanting to come into care, communication and age assessments. Certainly some of these reductions are because learning was put in place to avoid repetition.

Nature of complaint	**2008-2009**	**Upheld**	**Not upheld**	**Partly Upheld**	**2009-2010**	**Upheld**	**Not upheld**	**Partly upheld**
Staff attitude or conduct	1		1		2		2	
Delay in service provision	1	1						
Missing items at move	0							
Finance issues	1			1	1			1
Felt treated differently	1		1					
Housing related	-	-	-	-	3		2	1
Information on files								
Communication	2	1		1				
Contact issues	2	1	1					
Court matters	1			1				
Placement issues	5		2	3	4	1	3	
Age Assessment	2		2					

Stage 1 - outcomes

When people complete Stage 1 of the complaints process, they do have the right to request escalation to Stage 2 of the process if they remain dissatisfied, and are advised how to do this. Some people chose to do so, whilst others do not. Occasionally a complaint may leave the process to take another route such as court proceedings.

We count those that do not come back as satisfied, and this assumption is also confirmed by a degree of checking back with staff working with the family - but this is not formally confirmed by follow up contact at present. A customer satisfaction survey of those who use the complaints process has been developed, and was planned for the year 2009-10, but has not yet been implemented due to time constraints on the service.

The issues in Stage 2 complaints

This year there has only been one Stage 2, with two others launched concurrently within the reporting period, but completing in the following year. (and so will be included in next year's figures.)

This single Stage 2 complaint, by parents, related to the way that an allegation of abuse made by a young person was dealt with. The parents raised a total of 15 issues; four aspects were not upheld, 4 were issues that needed to be addressed by the police and not us, and a further 4 could not be determined. Three aspects were upheld, and these related to unclear recording about the outcome of the enquiries, delay in the process of assessment, and delay being offered a course on parenting skills (which was not taken up).

Time taken to complete Stage 2

The timescale begins once the issues to be investigated have been fully clarified and agreed with the complainant. We usually appoint an Investigating Officer and an Independent Person within two or three days of accepting the need for a Stage 2. The Stage 2 complaint this year took 2 working days to identify an investigation team.

We also monitor the time it takes for a complainant to meet with the investigation team, and agree the statement of complaint – which is the point at which the investigation timescale itself formally begins. This was always a significant delaying factor in the old process when complaints timescales were counted from the date the investigation team was appointed. In this Stage 2 the complainant took 45 calendar days to agree the statement of complaint due to delays by the complainant.

Once the statement was agreed, the investigation itself, and provision of the written adjudication response and reports, took 77 calendar days. This was due to the need for the investigators to liaise with Police and legal. The time taken did fall just outside of the upper limit of 65 days but the complainants were kept informed of progress and reasons for delay.

It is worth commenting here on the very small number of complaints that go on to Stage 2 investigation. This is attributable to a number of things, including concerted efforts by staff to provide effective written responses, and to a degree of mediation and follow up in those cases with the potential to escalate, to sort things out locally. Without this effort there would be a much higher number of Stage 2 complaints, with all the attendant stress for the family and the staff involved, and of course significant costs to the authority.

Stage 3 – Review Panel – and beyond

If a complainant remains dissatisfied after Stage 2 – they have a right to a Review Panel. In West Berkshire we have a shared pool of external people from across Berkshire, and provide three external independent people to sit on a Review Panel. These people are fully trained by us to undertake the task. Portfolio Members are kept informed of Review Panels when they are occurring, and if the complainant agrees, may be invited to observe the process.

There have been no Stage 3 Panels since 2005 in Children's Services. I believe this is due to excellent quality work in the initial Stage 1 of the process, thorough and effective investigation at Stage 2, combined with efforts to follow up after each stage to ensure appropriate change and learning is recognised and progressed.

Since the new guidance was put in place in September 2006, the Ombudsman's office is now willing to look at complaints following the Stage 2 investigation if a Stage 3 Panel is deemed unlikely to move matters forward in any productive way.

No complainants approached the Ombudsman in this year.

Mechanisms used to complain

There are two complaints leaflets, one written for adults, and another more suitable to young people. A version is also available in Makaton for young people with communication difficulties. People may complete a reply slip in the complaints leaflet, or use e mail, a letter or phone call to the Complaints Manager to lodge a complaint or representation, or they may raise matters using any of these tools direct with their worker or team manager.

Eight out of nine of the young people who complained raised their issues direct with the Complaints Manager, using e mail (2), letter (3), reply slip (2) and texting

(1). The remaining complaint came in via a case worker in a secure unit, and was a complaint about the young person's previous placement in a children's home.

Adults tend to write in (15) or use e mail (11) – addressing these variously to the Complaints Manager, their case worker, or occasionally a senior manager. Seven of them telephoned or texted the Complaints Manager, and only 3 used the reply slip in the complaints leaflet. The remainder (3) made their complaint face-to-face to their social worker.

Advocacy support to children and young people

The authority is required to offer independent advocacy support to any child indicating a wish to complain or make a representation as soon as possible.

We have a contract with Action for Children "Here4me" service to provide advocacy support for young people wishing to make complaints and representations, as well as advocacy for other aspects of service. Every young person under 18, and those still receiving support under the Children Leaving Care Act, are offered this support. If a translator is required, advocacy support is still offered, as a translator is not there to advocate under the rules.

Whenever the young person has indicated a desire for advocacy support, Here4me has been able to respond immediately to every request. Some young people choose not to take it up, or to use a friend or person they already know. Such people are provided with written advice about the role – to ensure they are a voice for the child. Some young people have chosen to use their foster carer as their advocate.

Advocacy support has the potential to delay progression of a complaint whilst a rapport is established, and extra time can be permitted for this if needed. Addition of an advocate has not added to timescales in any of the cases this reporting period.

The advocacy service also reports that advocates continue to support young people to raise a number of issues, which are resolved without formal recourse to the complaints process, and are thus not included in this data. Feedback indicates that young people really appreciate this support, and it is admirable that our young people have such ready access to this support to resolve issues early on.

All children and young people entitled to advocacy support were offered it, and all but one took it up, with the final client using the advocacy service provided in a secure unit. Two advocates supported the young person alongside the services of a translator. Advocacy input really helps the young person understand the process and the findings, and often contributes to the resolution at this stage.

Ethnicity of complainants

This information is requested from complainants, but some decline to give the information or leave the section blank. Sometimes the data is collected from other sources – if the complainant is also a client it is recorded in the client system for example. As planned, a concerted effort was made this year to collect this information, making contact with complainants where necessary.

Of the total complaints and representations this year, there were six complaints from people from ethnic minority backgrounds (10%) – which is appropriate given the current ethnicity profile of our community (4.13%), and indicates that the process is accessible to those from minority ethnic backgrounds.

Ethnicity code/detail	No of complainants 2008 – 2009	No of complainants 2009 – 2010
A1 White British	69	33
A3 any other white background	2	1
B1 White/black Caribbean	1	0
B4 Any other mixed race	5	3
C4 Any other Asian background	0	1
D3 Any other black background	1	1
NG Not given	8	9

The complaints leaflet for young people is translated into the most common languages amongst unaccompanied children, and information about the Here4me and Independent Visitors services are available in the two most common languages spoken in the district. Correspondence and responses can also be provided translated into a complainant's first language where required.

Age range of complainants

We only actively collect data about the ages of children and young people complaining at present, as this data is recorded on the electronic client file. These ranged from age 14 through to 19 years old. No adult completed the age range fields on the complaints reply slip, but looking through a sample of complaints it is clear there were complaints from grandparents and older relatives as well as from parents of all ages.

Gender of complainants

Five of the children and young people were male, and four were female. The split in adults complaining showed that the trend that females complain more than males continues – probably because a high proportion of our clients are from single parent families, with children predominantly remaining with their

mothers. 62.5% of these being female, 23% being male, and the remaining 14.5% being couples.

Disciplinary interface

No complaints in this year led directly to disciplinary, although one raised issues which did feed into this later in the year, and a few required specific advice or training input to individuals.

Learning from complaints

Complaints provide an essential mechanism for shaping services to meet the needs of our customers. Much of the learning is by individuals – learning how to better their individual practice, communications skills, and build on the experience of complaints. This is usually covered in supervision with staff, and is also shared in wider terms within teams at team meetings and development/training days.

Sometimes a complaint may identify specific service development needs – and examples of learning and service shaping to date are listed below:

- Use of an electronic diary to note complaints and when they are due for a response has been put in place, along with regular checking of this and e mailing out reminders, to improve adherence to statutory timescales.
- A process was developed to ensure that a client's contact details that were to be withheld from others receiving Review documentation were suitably redacted before the paperwork was shared.
- Some complaints related to standard letters being sent out to follow up after an initial Section 47 referral via other partners – these were adjusted to make the referral issues clearer and less worrying for recipients.
- A few complaints revealed that clearer back up public information would have assisted, and work has progressed on developing a family of handouts for the public to meet this need.
- Audits and reviews of case recording continue, with findings feeding into training, system development and individual development.
- Staff continue to be reminded about evidencing their professional opinions in assessments and reports.
- Staff have been reminded to ensure that assessments are formally shared with parents as appropriate, and that this is recorded on RAISE.
- Staff have been reminded that openness about what they are recording about clients/family etc will reassure people and avoid them feeling they need to formally access the case file.
- Where a client has disputed the information recorded, or the content of an assessment, their view has been placed on file or incorporated into assessment paperwork.

- Closer liaison with Reviewing Officers has ensured that young people are reminded and encouraged to raise issues identified during Review.
- Reviewing Officers are now notified of complaints from young people to meet new requirements and to provide opportunity for them to assist and support during consideration and resolution where appropriate.
- New information packs for children Looked After, which include updated information about complaints and representations, and accessing advocacy and other sources of help and support are now in routine use.

Recommendations /Areas for improvement and development

Key areas for continued improvement and development over the next year include:

1. 2010 - 2011 will see further training for staff to continue to raise awareness of the complaints process, as well as briefing sessions at Team Meetings.
2. Key Members will be invited to staff training to help them understand the process and how we deal with issues being raised.
3. Work on additional guidance sheets for staff being interviewed during Stage 2 investigations, which was not completed in this reporting year, will be completed.
4. Guidance on the process continues to be available on the intranet for staff, and will continue to be reviewed and updated in line with learning.
5. Staff will continue to be encouraged to utilise the handout on response writing to improve resolution at the earliest stage of the process.
6. Reporting at CSMT will occur as required, as this does maintain adherence to timescales, and learning across the various service areas.
7. Surveying of people using the process will take place in 2011.
8. Written procedures for the Complaints Manager function will be updated and consolidated this year, to ensure the work can be covered by another in the event of the absence from work of the current Complaints Manager.

Data from complaints management will be increasingly used by the regulators to measure client satisfaction and the authority's ability to listen to and respond to clients, and will feed into the rating of the authority. Thus proactive complaints management and development will continue to be a high priority as a performance management function.

Appendix B – Compliments 1 April 2009 – 31 March 2010

Each year we collate and report on compliments paid to the service, as this does give us a good indication of the qualities and services that are most appreciated by our clients and partner agencies.

A collation of the range of these comments and compliments for the year 2009 – 2010 appears in the table below. It is not an exhaustive list of all compliments received.

Team/service area	Compliment
West/Central	Barrister in court praised the quality of written evidence given and the presentation of the SW in a difficult case.
	Worker positively interacted with this very anxious family….. explaining was excellent…… really helped family…..very high quality of work.
	He is doing so well now thanks to you …. Going to college… enjoying life… I am so very proud of him… especially liked the way you wrote to him to tell him how well he was doing… it meant so much to him.
	Really efficient and professional group of workers…. Sound working relationships
	Continued good reports from this team to adoption panel – good strong knowledge
East	A young person wrote in to say thanks for all you have done for me – really appreciated
	Thanks a lot – you made a big difference
R & A	Praise for the standard of work and commitment of staff from another professional on a shadowing day
	I know it's hard work with me – but you do a good job.
	Very glad you got involved – never thought I'd say that!
FRS	I know I wouldn't have got through all the hard times without your fantastic support…. Have come a long way from the nervous wreck I was … now a fully fledged parent to be proud of.
	Thank you for all you have done for me and my mummy (child)
	You have been so important in my life – thanks (YP)
	Made me really confident… get involved with my children….proud of myself… proud of my children.
	Incredibly supportive …. Enabled parent to get involved in things re her child… best possible provision for child. (SENCO)
	So much help, advice and support … made the difference.
	You have guided me on the right path and given me

(FRS continued)	strength to keep believing in myself and not to give up.
	You have been an inspiration to us all.
	For a family to be rock bottom and get the encouragement you gave really helped us get on with things.
	You cannot possible realise the difference this worker has made to my life… life-saver literally…. Couldn't believe a total stranger could understand in the way she did… my sense of relief and achievement grew. (Post natal depression support group member)
	PND is the most isolating desperate condition…. Taboo….support was crucial… probably prevented hospitalisation or worse….became a refuge and lifeline…fitted my needs better than medical input did… did a fantastic job and feel very lucky to have been helped through my illness by her.
	She has never judged or pointed the finger….
YOT	You helped turn me from someone with no ambition or direction into the hardworking ambitious person I am today … currently looking at Universities! (yp)
	Really going to miss your support – all your nagging at me has paid off. (yp)
	Where do I start – I no longer take drugs or want to. I have started an apprenticeship you sorted for me – I feel my life is now worth living.
	I've been made aware of what I put my family through – now think first
	You brought in CAMHs and it was such a lot of help
	YOT have listened well and acted very appropriately – I have been very impressed
	At every stage I have been kept in touch – supported very well – delighted – Salute the team – really good work
FPT	Many thanks for a thoroughly enjoyable event at Xmas. Really organised well… felt really appreciated.
	It's a clear well written report … and we really appreciate all your hard work
	Foster carers have really treated me with respect, have listened to me, and don't forget that I am their mum. Touched at the way they encourage the children to remember her and make things for her…. Demonstrated their care for my children in a 100 ways.
Access to Records	Thanks for all your help to find out what happened to me all those years ago …. Put my mind at rest…brought in flowers and a card.
Access to Records (continued)	I am so glad they kept all this information about my life as a child in care – it means so much to be able to read it now and understand my past.

	I'm sorry I had so many files – you have done a good job in working out my life story and sharing the information with me – thank you.
Castlegate Outreach	A very positive experience all round – many thanks from us all
Conference & Review (includes Child Protection conferencing)	Many thanks for your valued input to help us improve our procedures for children – a Secure Unit. There have been many compliments provided through the feedback forms for these services – too many to detail here this year.
Ed Psych	A very efficient and balanced service

Further advice and guidance about handling representations and complaints can be sought from the Complaints and Access to Records Manager – the author of this report – using the contact details on the front page, or via the West Berkshire Council website.