Children, Families & Education Services

Complaints report April 2023 – March 2024

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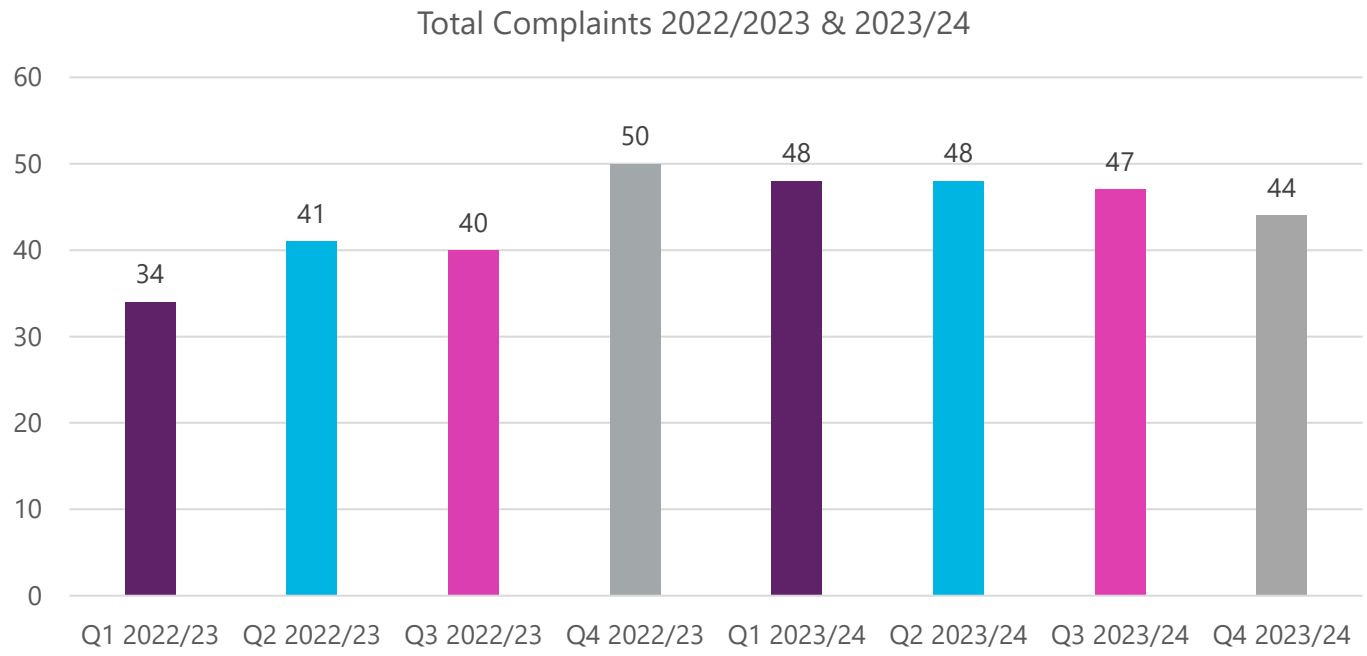
Contents

Complaints report April 2023 – March 2024
Overview of 2023 - 2024 2
Total Number of Complaints 3
Complaints Completed Timescale 4
Complaints by Theme 5
MP Enquiries 6
MP Enquiries Completed Timescale 6
MP Enquiries by Theme 7
Compliments 8
Ombudsman 9

Brief Overview of 2023 - 2024

	Children's Family & Education & Services	Luton Council - Corporate
Total complaints	191	1740
% Complaints completed by deadline	49.74%	68.45%
Total MP Enquiries	50	911
% of MP enquiries completed by deadline	48%	51.26%

Total Number of Complaints



Of the total Complaints received in 23/24

4 were investigated under the Children's Statutory complaints procedure.

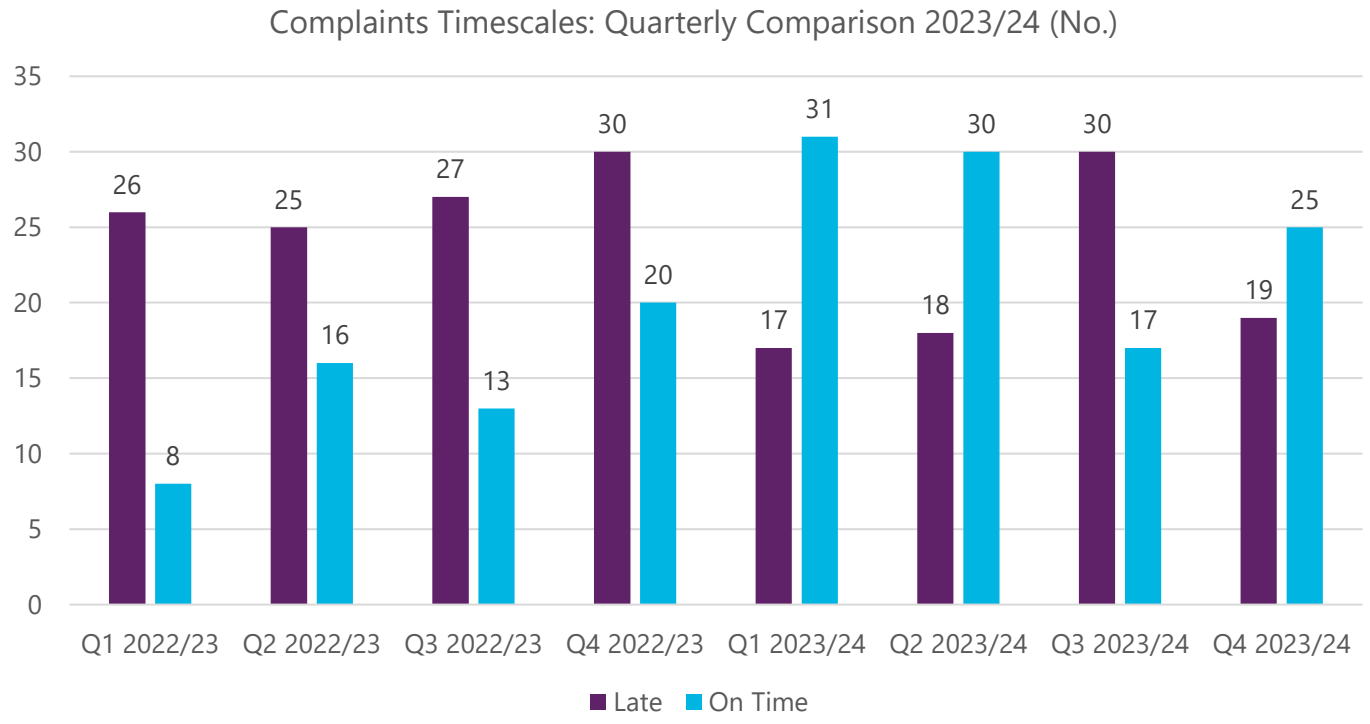
1 Case is still being investigated at Stage 2

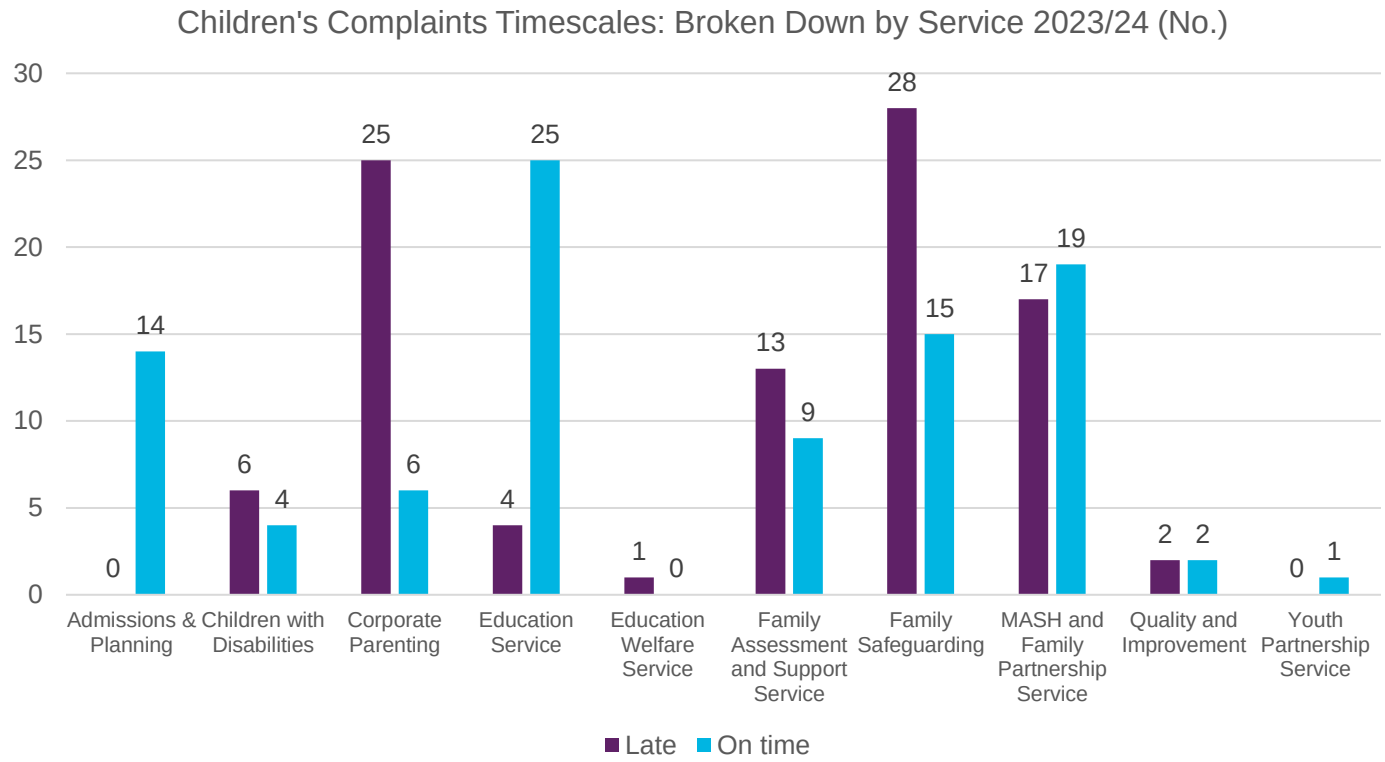
1 case was reviewed and not upheld.

1 case was partially upheld and £300 was paid as redress for delays caused.

1 case was reviewed at Stage 3 by an independent panel, and it was recommended it was investigated again at Stage 2 which is still ongoing.

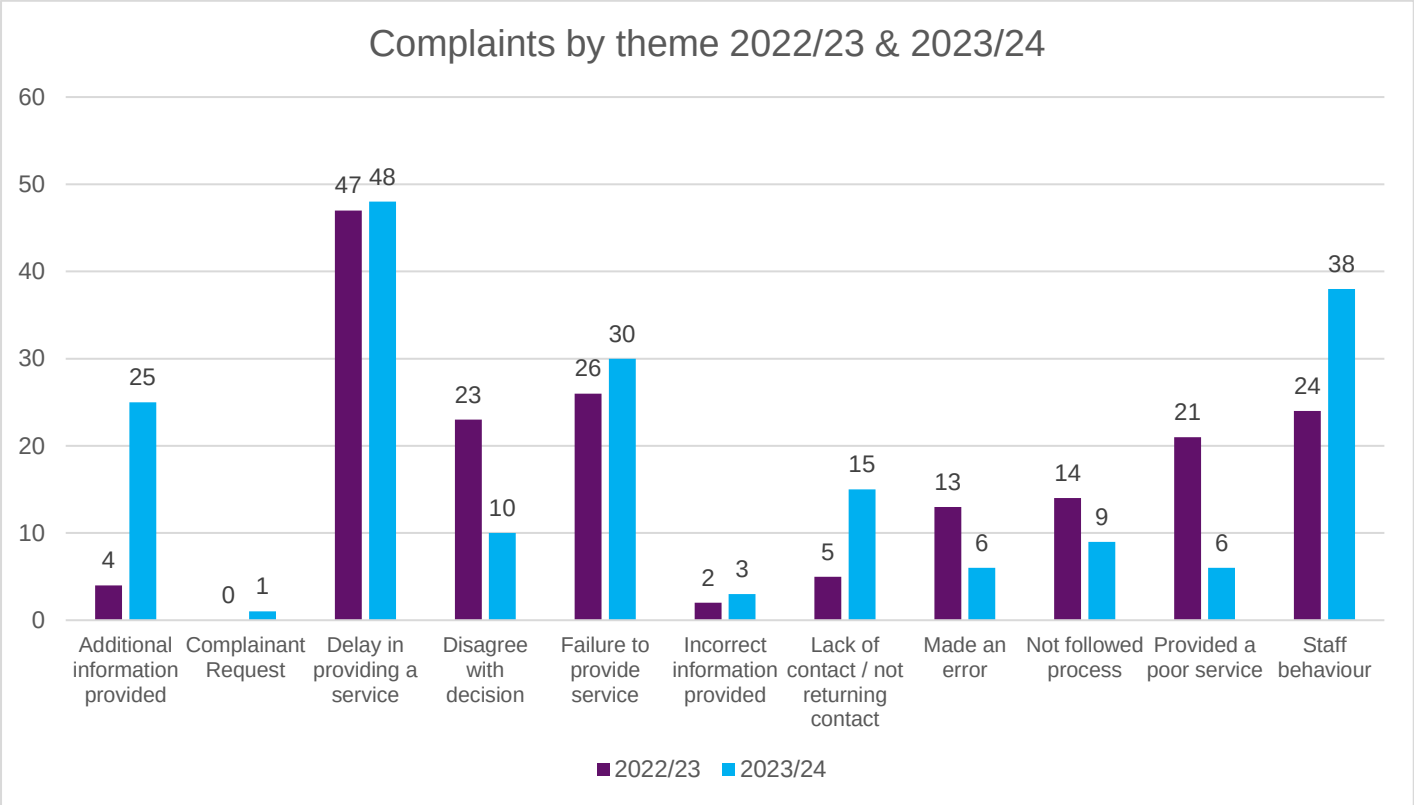
Complaints Completed Timescale





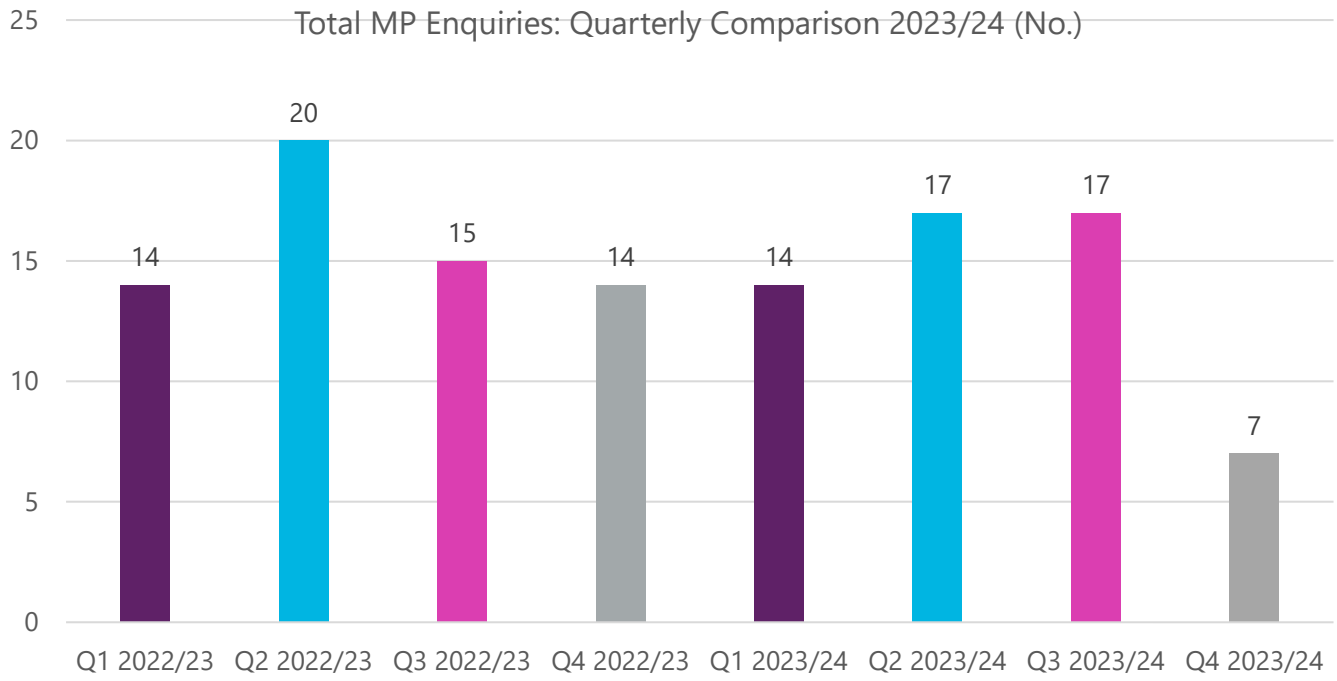
In some areas the response to complaints is dealt within the timescales stated in the Complaints policy. With the introduction of the new Ombudsman Complaint Handling code, work needs to be undertaken to ensure that complaints are responded to in a more timeous manner. Areas such as Family Safeguarding and Corporate Parenting, need to review their response time, to meet the Policy timeframes.

Complaints by Theme

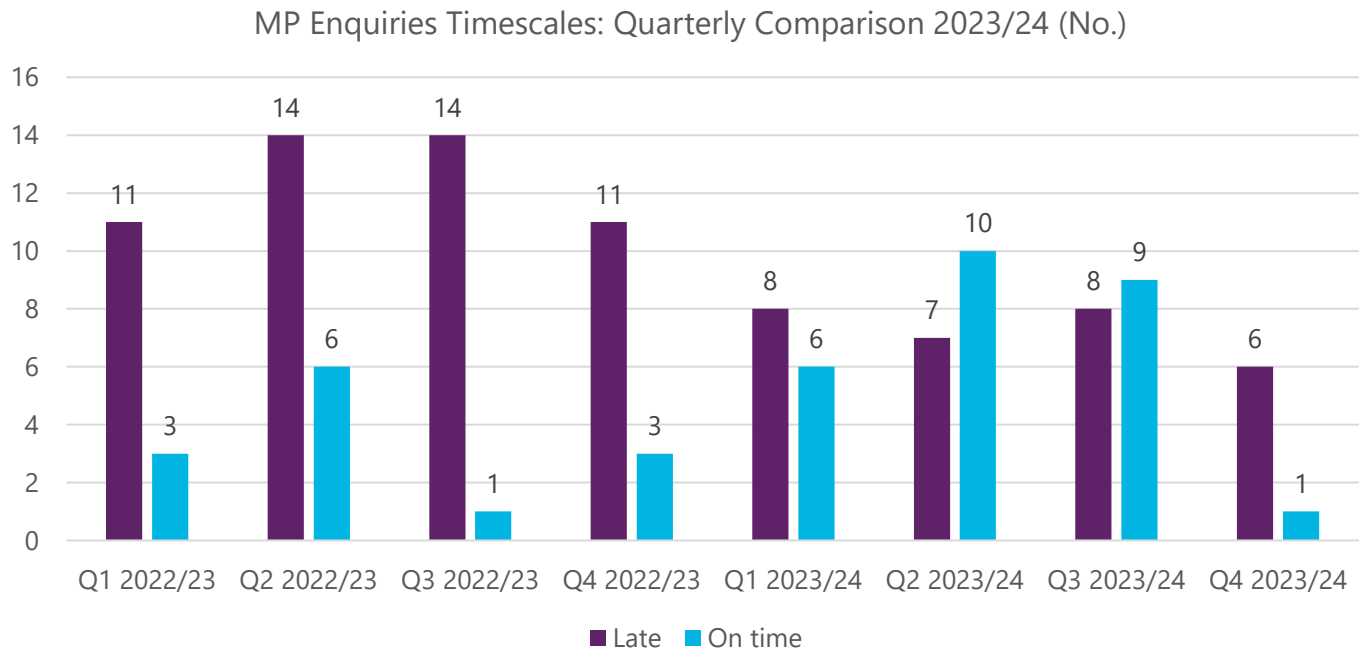


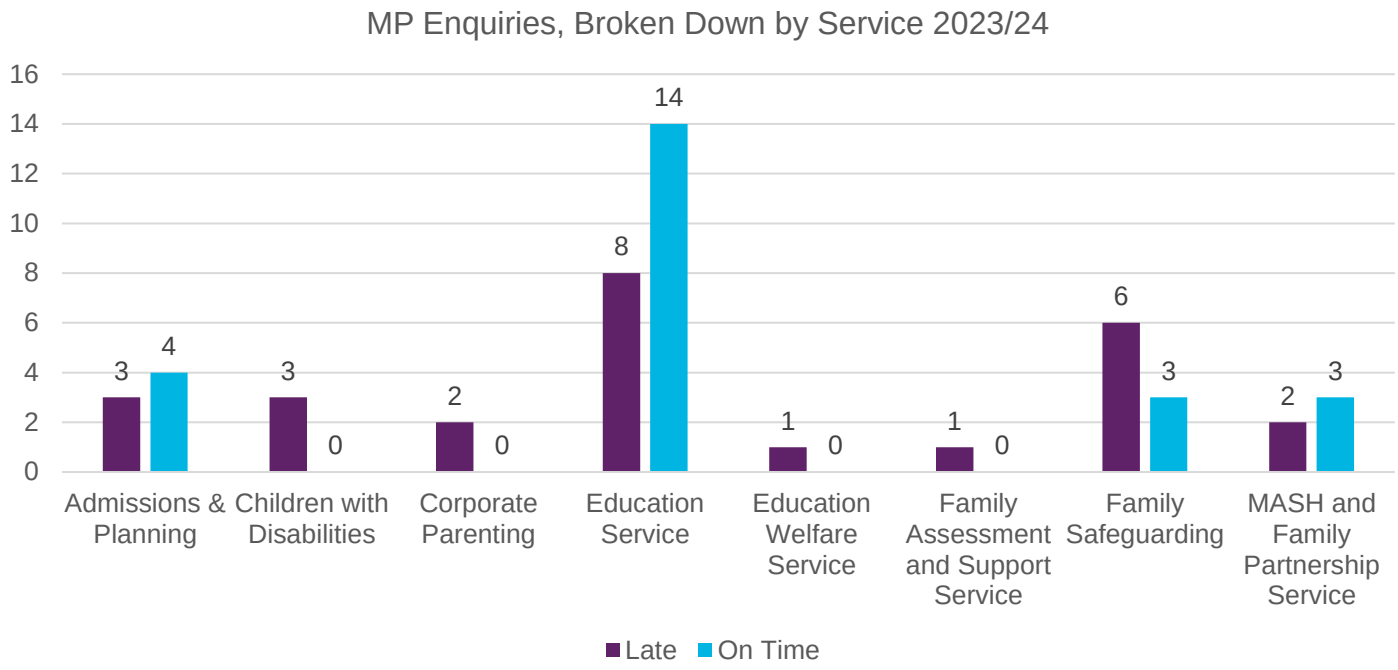
The highest numbers of complaints by theme are regarding delays in providing a service and staff behaviour. Improvements have been made in categories such as ‘providing a poor service and customers not agreeing with a decision’.

MP Enquiries

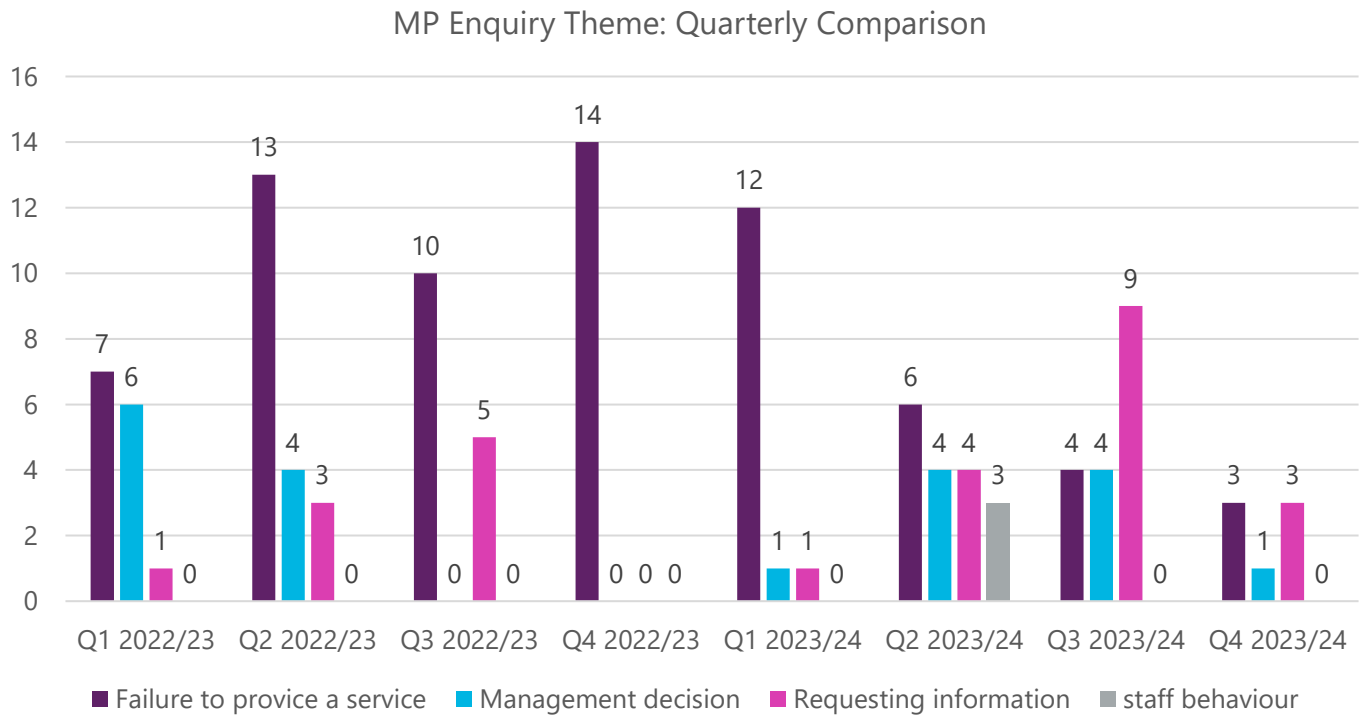


MP Enquiries Completed Timescale





MP Enquiries by Theme



Compliments

"*Good Morning EY team!*

We at Clever Munchkins nursery would like to express our sincere gratitude and appreciation for your invaluable efforts and dedication in helping our nursery successfully obtain a "Good" rating from the recent inspection.
The journey from an Inadequate rating to a Good rating has been a challenging one. From panels reviews , funding and more importantly staff morale. Everyone involved played a pivotal role in this achievement. We are still awaiting the draft report from Ofsted and I'm sure it reflects the positive work our staff have been doing.
I'm exceptionally proud of our team who demonstrated determination , professionalism and passion which truly made the difference.
Moving forward , we will continue to build upon this success and strive for excellence in everything we do. We can ensure that our nursery remains a place of growth, happiness and learning for every child in our care.
Once again, a massive thank you to xxxxx , xxx, xxxxxx, xxx for your unwavering commitment and exceptional work. We are all truly grateful to have such a talented and dedicated early years team!!
Many Thanks"

"Youth Services - Two members of your Youth Services team, operate a brilliant Holiday Club for children aged 8-13 from Raynham Way Community Centre. My three children attend this club during school half term and longer breaks. It is run extremely professionally by Jackie and Charley who create a stimulating and safe environment that all the children enjoy. Jackie Moore and Charley Courtney are stars of the community that should be acknowledged. I ask respectfully that LBC do this, as it is very well deserved."

*"I would just like to take this time to highly praise xxxxx for her work and understanding yesterday 04.12.23 dealing with the referral that had come through to your office regarding my daughter *** ***. . I have never had to deal with social care , or anyone from a safeguarding team and I need to say I was totally blown away with xxxxx work skills.*

Xxxxx'x understanding , compassion , thoroughness and ' does what she says she will do ' actually astounded me.

What an incredible member of staff you have at Luton Borough council."

Ombudsman

	Number of cases
Received by the Ombudsman	**11**
Investigated	**5**
Still open / ongoing	**2**
No fault was found	**1**
Fault was found	**2**

Future Consideration

The Local Government and Social Care Ombudsman launched the Complaint Handling Code in April 2024. It is anticipated that the new Code will provide a nationwide approach to complaint handling when it becomes enforceable in 2026-27. During 2024, the Ombudsman will work with pilot authorities to test the new Code and prepare supporting guidance, clarifying its expectations, and applying the Code on the premise of 'comply or explain.

The Ombudsman states that a positive handling culture is important for the effectiveness with which Organisation resolves disputes. Organisations should use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.

Looking forward to the next financial year, the Council will be focusing on learning and continuous improvement on delivery.