

**Children's Service
Complaints and Representations Procedure**

Annual Report 2014 - 2015

1. Summary

- 1.1 The following report provides Councillors, service users, parents and carers, managers and staff, with information about the handling of complaints and compliments in Bath and North East Somerset Children's Services. The report considers complaints and compliments received between 1st April 2014 and 31st March 2015 and provides an analysis of outcomes, trends and learning from complaints.
- 1.2 Complaints against schools are dealt with by the school under the school's own complaints procedure and are not included in this report.
- 1.3 During the year a total of **86** complaints were received and recorded under the Children's Service statutory complaints procedure or the Council's Corporate Complaints Procedure. The report explains how these were resolved under the procedures. Three complaints were referred to the Local Government Ombudsman. **39** compliments or letters of thanks were recorded.

2. The Procedure

- 2.1 The report will consider feedback received about Children's Social Care Services under the statutory procedure which is set out in the Children Act 1989 Representations Procedure (England) Regulations 2006 and accompanying statutory guidance 'Getting the Best from Complaints'. It also considers feedback received about all other services provided by Children's Services under the Council's Corporate Complaints Procedure.
- 2.2 A description of the statutory procedure can be found at Appendix 2 and further information about the Corporate Complaints Procedure can be found at www.bathnes.gov.uk
- 2.3 The feedback considered in this report is categorised as a complaint, a representation or a compliment:
 - A complaint can be generally defined as an expression of dissatisfaction or disquiet, which requires a response.
 - A representation can be positive feedback and will be recorded as a compliment or it can be an enquiry or comment that is not a criticism, which requires a response. The reason for recording a representation is that it provides valuable feedback on the delivery of services. It has also been found that this is often the way that children and young people chose to give feedback rather than entering the formal complaints procedure.
 - A compliment is positive feedback about the service or an individual member of staff.
- 2.4 The key principles of the Complaints Procedure are that:

- People who use services are able to tell the local authority about their good and bad experiences of the service.
- People who complain have their concerns resolved swiftly and, wherever possible, by the people who provide the service locally.
- The procedure is a positive aid to inform and influence service improvements, not a negative process to apportion blame.
- The Service has a 'listening and learning culture' where learning is fed back to people who use services – and fed into internal systems for driving improvement.

2.5 The Children's Service commitment to responding to the concerns of children and young people who are in care is set out in the 'Pledge to Children and Young People in Care'. The Pledge has been endorsed by the Council's Corporate Parenting Group. [See Appendix 3]

3. Complaints and Compliments data

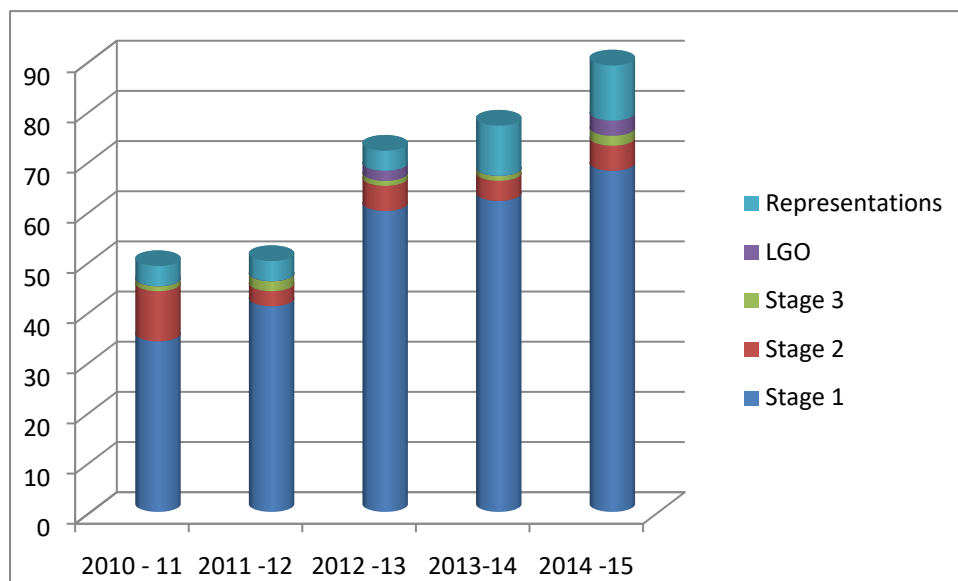
3.1 Representations, complaints and compliments are received by the service team, Chief Executive, Strategic Director or the Complaints Procedure Manager. Details of the complaint are passed to the Complaints Procedure Manager to be recorded and monitored using the Respond3 database.

3.2 Table 1: Numbers of complaints received and resolved

	Carried over from 2013 – 14	Received	Resolved
Representation	0	11	11
Stage 1 (Children's Statutory Procedure)	2	57	48
Stage 1 (Corporate Procedure)	0	11	11
Stage 2 (Children's Statutory or Corporate Procedure)	4	2	5
Stage 3 (Children's Statutory Procedure only)	0	2	1
Referral to Ombudsman (regarding outcome of Children's Statutory or Corporate Procedure)	0	3	2
Outside the scope of the Procedure	0	4	4
Total	6	90	76

3.4 In the past five years there has been a significant increase in the number of complaints and representations received. However, despite the increase in complaints received at Stage 1 this has not resulted in a significant increase in the number of complaints escalated to Stage 2. This number of investigations remains relatively stable which it is hoped is an indication that complaints are resolved successfully at Stage 1.

3.5 Table 2: Comparison with previous years



3.6 Table 3: Complaints by Service Area

	Rep	Stage 1	Stage 2	Stage 3	LGO
Children & Families Assessment and Intervention - Child in Need					
Children & Families Assessment and Intervention - Court & Child Protection	1	23	1	1	1
Children & Families Assessment and Intervention - Duty	3	23	1		
Children in Care & Moving on Team	2	7		1	1
Children Missing Education		3			
Connecting Families Service		1			
Child Protection Chairs and Safeguarding Administration Team		1			
Disabled Children's Team	1	2			
Early Years and Children's Centre Services	2	6			
Educational Psychology					
Family Placement Team		1			
Hospital Education					

Independent Reviewing Service					
Other					1
Principal Children & Families Social Worker					
School Improvement	1				
Schools Admissions and Transport		1			
SEN Team					
Virtual school					
Youth Offending Team					
Youth Service	1				
Service Area Total	11	68	2	2	3

NB:

- Some team names have changed during the year. These will be adjusted for the next year.
- Three complaints were 'outside the scope' of either the Children's Service Complaints Procedure or the Corporate Procedure. These are not counted for monitoring purposes.

3.7 Issues complained about

3.8 Summarising the issues complained about and identifying trends can be difficult with such a diverse service. Complaints will often concern more than one issue.

Table 5 (below) illustrates some of the broader themes drawn from the complaints and gives the number of complaints that were upheld or partially upheld in each category.

Category	Number of complaints	% of Stage 1 complaints	Upheld or Partially Upheld	% of complaints upheld/partially upheld
Attitude or behaviour of staff <i>includes issues with poor communication</i>	22	33%	12	55%%
Assessment, Care Management or Review <i>includes delays in completing an assessment and perceived bias in assessments</i>	26	39%	11	42%
Quality of the service <i>Where the service did not</i>	11	16%	6	55%

<i>meet service user expectations</i>				
Delay in making a decision or providing a service	3	5%	2	66%
Unwelcome or disputed decision	1	1%	0	0
Appropriateness of Service <i>Includes disagreement with the service being involved or failed to be involved with a family.</i>	4	6%	1	25%

NB:

- The total number of complaints includes Stage 1 complaints which were carried over from the previous year but excludes complaints which were outside the scope of the complaints procedure.

3.9 The two areas which attracted the most complaints were ‘Attitude or behaviour of staff’ and ‘Assessment, Care Management and Review’. In both categories a high percentage of complaints were upheld or partially upheld (55%). Examples of complaints in these categories include:

Attitude and Behaviour of Staff

The parent felt threatened by the social worker when she made a pre-arranged visit to the home to see two children who were on a Child Protection Plan. The children were not there but the parent felt that the social worker demanded to enter the home any way.

The complaint was not upheld.

The parents felt that the communication with the social worker had been poor. Telephone calls were not returned, minutes of a Child in Need meeting were not circulated for 7 weeks and the social worker gave in appropriate advice on a matter which was to be decided by the family.

The complaint was partially upheld.

The parents complained that the social worker was not promoting their relationship with their daughter and text messages that she sent to their daughter were inappropriate.

The complaint was partially upheld.

Assessment, Care Management and Review

A father felt that an assessment of his son left out some important information and as a result the assessment was biased towards his ex-partner.

The complaint was partially upheld.

A parent complained about the quality of a report provided by social care for her son's Education, Health and Social Care Plan. She felt the information contained in the report was completely false and untrue. She was concerned that the report was to be shared with others and it gave an inaccurate impression of the home situation.

The complaint was partially upheld.

A father reported concerns about his sons who were living with their mother. He was told that his sons are alright but he felt this response was inadequate.

This complaint was not upheld.

4. Learning from complaints

Stage 1 complaints

4.1 The complaints procedure has two primary functions: it enables the service to put things right for the individual complainant when they have gone wrong; and it provides a tool to improve and develop services and practice.

4.2 Table 5 above indicates that 31 of 70 (44%) Stage 1 complaints were either upheld or partially upheld. Where a complaint is upheld or partially upheld it is expected that the service will send a letter of apology for the error and an explanation of the action that will be taken to correct the error or fault.

4.3 To assist with service planning the actions taken in response to the complaint are recorded under one of six categories. Examples of actions taken are shown in Table 6 below under these categories:

Change in procedure	The procedure for sending invitations to a Child Protection Case Conference was amended to ensure that the address of service users and family members is not shared with others attending the conference.
Provision of service	An urgent referral was made to provide a service when it was found actions following a case conference had not been taken.
Change of decision	
Change of service	
Change of worker	The social worker working with a young person was changed as he had not been given appropriate advice when he became homeless.
Staff training	A member of staff was given customer care training in response to concerns about her interactions with families.

Stage 2 complaint investigations

4.4 Between April 2014 and March 2015, four Stage 2 complaint investigations were concluded. Elements of all four completed investigations were 'upheld' and actions were recommended to address the faults identified.

4.5 The complainant receives feedback about the findings of the investigation through the adjudication process. In a similar way to Stage 1 complaints the recommended action will either be specific to the individual complainant or relate to wider service delivery. An action plan is drawn up for each complaint and the relevant service manager works with the team manager and staff members to address each of the recommendations. The Complaints Team monitors the actions taken against the action plan.

4.6 The list below gives examples of actions recommended following the investigation. This is not an exhaustive list but an illustration of the range of issues considered at Stage 2 and the recommendations made to the service. The investigating officer will also comment on the good practice and this will be included in the feedback given to the teams.

Procedural issues:

- Improved record keeping on the child/young person's record e.g. copies of all direct work undertaken with the young person to be scanned and held on the electronic record.
- Where a member of staff is unable to speak to someone directly to make an appointment they should confirm arrangements by letter or email.
- The service should be clear with families where there are two social workers involved and what their respective roles are.
- The Service should clarify arrangements for sharing information between foster carers when a child moves to live with a new foster carer.
- The Independent Reviewing Officer will be asked to contribute to the annual review of the foster carer.

Compliance issues:

- Staff to be reminded of the number of visits required to children living in foster care.

Stage 3 Complaints

4.7 One Stage 3 Review Panel was held during the year. A second was requested but was not held within the reporting period. The Panel resulted in two recommendations in addition to those already made at Stage 2 of the Procedure.

- The Department should have a system to ensure that in future all potential carers of children in a similar situation are properly checked and the number of carers plays no part in any decision not to carry out those checks.
- The Panel recommended that one element of the complaint was reinvestigated as the investigation had not considered information from all possible sources and in particular the school.

Complaints to the Local Government Ombudsman (LGO)

4.8 Three complaints were referred to the Local Government Ombudsman during the year. The Local Authority received the outcome to two of these complaints. Both complaints were upheld by the LGO.

Complaint 1 – the LGO concluded that the Council had remedied faults identified during the complaint process about the way children’s services dealt with the family of a looked after child by making a payment of £250 and apologising.

Final decision: Upheld: maladministration and injustice.

Complaint 2 - the Council failed to comply with its long term fostering agreement with Mrs Z. It did not take appropriate steps when it ended Y’s placement with Mrs Z or have a plan to enable their relationship to continue in future. The Council agreed to remedy Mrs Z’s injustice, her uncertainty that but for the Council’s faults the result could have been different for herself and Y.

Final decision: Upheld: maladministration and injustice.

Complaint 3 – ongoing and response expected in the spring.

Compliments

4.9 Compliments about the service or individual staff members also provide valuable information about service delivery and what service users consider to be a positive experience. Managers are encouraged to pass these on to the Complaints Team to be recorded and considered alongside complaints.

4.10 A total of 36 compliments were recorded in 2014/2015.

Compliments were recorded against the following teams:

0 – 11 Preventative Services	13
Children and Family Assessment and Intervention Teams	13
Children in Need Team	1
Educational Psychology	1
School Improvement	1
Family Placement Team	5
Children in Care/Moving on Team	2
Complaints and Data Protection Team	3

4.11 Extracts below give some indication of the feedback that is received. Extracts have been selected which give a clear indication of how the member of staff has made a difference.

From a Nursery following an OFSTED inspection	<i>Your continual support and encouragement has been invaluable and we are now very proud to hold an OFSTED grade of 'Good'.</i>
From a Barrister to social worker's manager following court hearing	It was clear that although she had only had the case a short time she had really got to grips with it and fully understood the issues.
From a service user requesting access to records from Data Protection Officer	<i>I have received your email and am amazed how much work you have done on my behalf.</i>
From a parent to a social worker when the case was being closed.	<i>I can't believe how much things have changed. I have had you and other social workers in my life for a while and its shocking how you are leaving so soon and that's a very positive thing for me and I'm sure for you too and I have to say this but it has made me so much stronger.</i>
From a parent to the Children In Need Team	<i>It was indeed a pleasure to have your help and we are still following through with most of the techniques we worked out with you.</i>
From a parent to the Contact Officer	<i>I would also like to thank you for helping me and my boys at contact you and your colleague never looked down on me and both gave me good advice and most of all you helped my boys cope with all the changes.</i>
From parent about the Area SENCO Support Teacher	'Amazing, transforming care and support, positive attitude of staff have helped my child become positive. He is treated like every other child and self-esteem has grown.
From foster carer about social worker at young person's review	<i>J is excellent – and we'd like this passed on to her manager. Especially the support J offered T in preparation for college and contact with her family.</i>
From parents of child who had been removed from a Child Protection Plan	Things have gone better because they now know that social care can be trusted. They had a social worker who listened and challenged and was honest with them. Because of this experience they would be able to work with other social workers if needed
From foster carers about child's social worker	We felt we were very well supported by M, Y's social worker. We felt listened to and that our views mattered. We felt especially well supported from M throughout the family finding and adoption process.BANES offers a particularly good service to its children and foster families.

5. Complaint handling and Monitoring

Response to Stage 1 complaints

5.1 Compliance with timescales is monitored very carefully in recognition of the need to deal with complaints as swiftly as possible.

5.2 An acknowledgement of a Stage 1 complaint should be sent in 2 working days and a full response within 10 working days. This can be extended by a further 10 working days (w/days) when an advocate is requested or the complaint is particularly complex. This should be in agreement with the complainant.

5.3 In 2014/15, 94% of complainants were sent an acknowledgment within 2 working days. Late notification of some complaints resulted in failure to meet the target of 95% acknowledgments sent within 2 days.

5.4 Table 7 – Response to Stage 1 complaints

	Response in 10 w/days	Response in 20 w/days	Response in excess of 20 w/days
2010 - 2011	32%	11%	57%
2011 - 2012	35%	17%	48%
2012 - 2013	16%	31%	53%
2013 - 2014	32%	15%	53%
2014 - 2015	30%	16%	54%

5.5 The time taken to respond to Stage 1 complaints remains broadly similar to previous years. The number of complaints receiving a response outside the agreed standards response time remains very high and need focussed attention from the Department.

5.6 In the main the reason for the delay is recorded as the 'other commitments of the team manager'. Wherever possible, the complainant is informed in advance and is given a revised timescale. It is hoped this has helped to prevent some complaints unnecessarily escalating to Stage 2.

Response to Stage 2 complaints

5.7 Four stage 2 complaint investigations were completed during the year.

5.8 A stage 2 investigation followed by the adjudication should take 25 working days from the date the complaint is agreed with the complainant. This can be extended up to a maximum of 65 working days with the agreement of the complainant if the investigator requires more time.

5.9 The timescale of 25 working days is very challenging for the investigating officer and independent person as most investigations require a significant amount of reading and time spent interviewing staff and other agencies.

5.10. The average time taken to complete an investigation was 144 working days which is not within the timescale of 65 working days. The complaint investigations carried out during 2014 -15 were particularly complex and one investigation had to be halted as the investigating officer was unable to complete the investigation due to personal circumstances. This does not, however, account for all the delays and it is acknowledged that failing to meet the agreed timescales will increase the chances of the complaint being escalated to the next stage of the procedure.

Response to Stage 3 complaint

5.11 A Stage 3 Review Panel should be held within 30 working days of the request being received. The Stage 3 Review Panel was not held within this time scale. It was held in 55 working days, however, the complainant accepted there would be a delay because of the Christmas/New Year holiday period.

6. Accessing the procedure

6.1 Information for the public

6.1.1 Information about the Complaints Procedure should be given to all children and young people, their parents and carers at the initial contact. Workers are encouraged to check that the child/young person is aware of the complaints procedure when a case is transferred to them and throughout their time working with them.

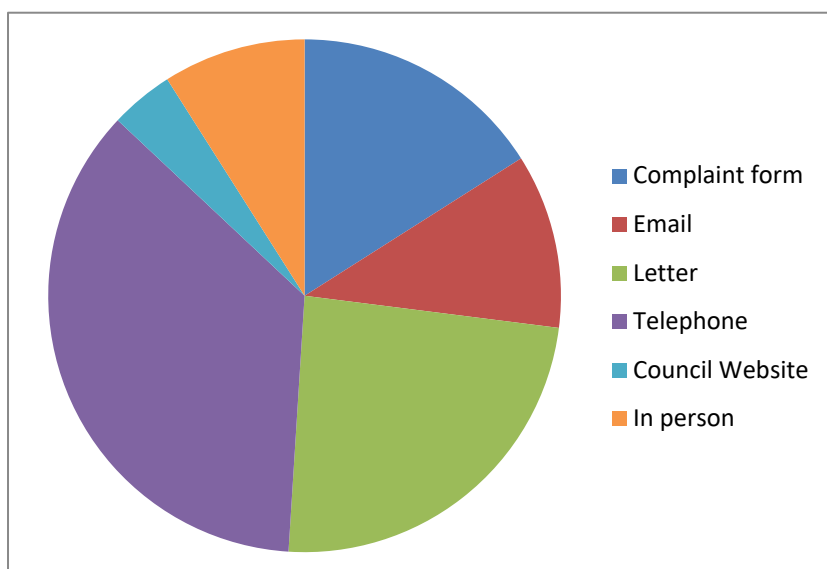
6.1.2 The Independent Reviewing Officer will also ensure that any young person who is looked after is aware of their right to make a complaint at each review.

6.1.3 An information sheet is available on the Local Authority's website. The information can also be provided in large print and Braille and can be translated into other languages.

6.1.4 A complaint leaflet has been designed specifically for children and young people and is available on the website. It is also included in the Child in Care Pack which is given to each young person when they become 'looked after'.

6.1.5 A complaint can be made in a number of different ways e.g. by telephone, in person, by email, which ensures that the complaints procedure is as accessible as possible. During the year complaints were made in the following ways:

Table 8 – Methods used to make a complaint



6.1.6 Making a complaint by telephone has become the most used method to make a complaint. It has taken over from making the complaint by letter although many people still use this method.

6.2 Complaints made by children and young people

6.2.1 The Complaints Procedure was written and developed to enable children and young people to tell the Local Authority when they are unhappy about something that is affecting their life. It is important, therefore, that the Service finds every means possible to enable children and young people to tell the Service when they are unhappy.

6.2.2. Of the 75 Stage 1 complaints, five complaints were made by a young person. The remainder of the complaints were made by adults complaining about their own contact with the service or on behalf of children. The majority of complainants were parents, but eight were from grandparents, one was from a sibling, one was from an aunt and two complaints were received from other professions (teachers).

6.2.3. Only one of the five young people who made a complaint pursued it as a Stage 1 complaint. The remainder were recorded as representations or not pursued and no formal response was given. Enabling young people to make a complaint remains a challenge.

6.3 Advocacy

6.3.1 Section 26A of the Children Act, 1989 requires the local authority to 'make arrangements for the provision of advocacy services to children or young people making or intending to make complaints under the Act'. The advocacy service commissioned by Bath and North East Somerset is 'Shout Out!' which is part of 'Off

the Record’.

6.3.2 Information about the support provided by Shout Out! is available to children and young people through their social worker, Independent Reviewing Officer and is in The Children in Care Pack. Children and Young People who become looked after are automatically referred to Shout Out and an advocate will contact the young person before their review to ask if they want any support. . Advocacy support is also offered to children/young people to support them to attend a Child Protection Case Conference.

6.3.3 Shout Out has produced a wallet sized card on ‘the Pledge’ and this includes information about the Complaints Procedure Manager with contact details.

6.3.5 None of the young people who made a complaint in 2014/15 accessed the advocacy service at Off the Record.

6.3.6 Parents and carers who want to make a complaint do not have the same automatic right to an advocate as children and young people but they can receive support from Complaints Procedure Advocacy at the Care Forum in Bristol if they meet certain criteria.

6.3.7 Between April 2014 and March 2015 one complainant used the advocacy service to support her at Stage 2 of the procedure.

6.3.8 Surveys carried out by the advocacy service indicate that parents and carers who receive advocacy support with their complaint feel that they achieve a better outcome than they would if they had pursued the complaint on their own.

6.3 Gender, ethnicity and disability

6.3.1 Complainants are invited to provide information about their ethnicity, gender and disability if they make a complaint using the complaint form (on line or paper format). If the complaint is made by any other method the complainant is not asked for this information.

6.3.2 This data about the complainant can be a helpful indicator of who is accessing the complaints procedure. The figures show that 63% of complainants were women and 37% were men. No complainants identified themselves as having a disability and none gave their ethnicity as anything other than White British.

7. An overview of the Complaints Procedure during 2014 /15

7.1 The Complaints Team has three members of staff. All are part-time and work in the following roles:

- The Complaints Procedure Manager manages the complaints service and data protection service for People and Communities.

- The Complaints Officer is the first point of contact for complainants and works with them to ensure their complaint is understood before it is passed to the relevant manager. She also works with managers to assist them to respond to complaints in accordance with the procedures. The Complaints Officer also provides the administrative support for Stage 2 independent investigations and Stage 3 Review Panels.
- The Data Protection Officer deals with Subject Access Requests under the Data Protection Act 1998 and with requests from the Police under the 2013 Protocol for Disclosure of Information and from other Local Authorities (see 7.7 below).

7.2 During the year the Complaints Team has continued to liaise between complainants and managers to try to assist the managers to respond to complaints in a timely way. It also has a quality assurance role to help managers and investigating officers to provide clear and comprehensive responses to complaints to prevent them from escalating unnecessarily.

7.3 The Complaints Procedure Manager continues to provide statistical data on the complaints procedure to many areas of the service. A detailed quarterly report is produced on complaints to social care and Corporate Complaints.

7.5 The Complaints Procedure Manager delivers targeted induction for new staff in social care. 15 new members of staff attended during the year. The majority of those attending are social workers or students new to Bath and North East Somerset. A training session on effective complaint responses is planned for 2015/16 and will be targeted at managers who respond to Stage 1 complaints.

7.6 The Complaints Procedure Manager is currently the Chair of the South West Regional Complaints Managers Group and a member of the National Complaints Managers Group representing the South West Region at meetings and events. She also links with complaints managers in 7 neighbouring authorities to operate a Register of Independent Investigators and Stage 3 Panel Members.

7.7 In addition to the complaints work, the team also deals with Subject Access Requests (SARS) under the Data Protection Act 1998. The numbers of contacts has remained very similar to the previous year with 119 pieces of work completed compared with 113 the previous year.

	Completed	On-going
Subject Access request	44	7
Advice and signposting	5	0
Information sharing (requests from police and other agencies)	64	0
Court Order	5	0
Response to Internal Review	1	0

7.8 There has been a decrease in the category of 'Advice and Signposting' and an increase in the number of SARS. The average time taken to respond to a SAR is 38 (calendar) days. The requirement under the Data Protection Act is that the response is provided within 40 days. Some responses take longer than 40 days but the Data Protection Officer advises the requestor where this is likely to happen.

8. Areas for development in 2015 - 16

8.1 To continue to work with managers with the support of the Divisional Director to improve the response times for complaints at Stage 1.

8.2 To continue to provide bespoke training as required.

8.3 To review the internal procedures for managers and staff.

8.4 To ensure that the outcome of individual complaints is captured and shared with the service in a format that can be incorporated into service planning and delivery.

8.5 To review the information on the website to ensure it is accurate and accessible for children, young people and their parents and carers.

8.6 To explore the possibility of introducing customer satisfaction surveys.

Sarah Watts
Complaints Procedure Manager
October 2015

Appendix 1

Summary of the Complaints Procedure

Stage One – Local Resolution

The majority of complaints should be considered and resolved at Stage 1. Staff at the point of service delivery and the complainant should discuss and attempt to resolve the complaint as quickly as possible.

Complaints at Stage 1 should be concluded within 10 working days. This can be extended by a further 10 days where the complaint is complex or the complainant has requested an advocate.

If the complaint is resolved at Stage 1 the manager must write to the complainant confirming what has been agreed. Where the complaint cannot be resolved locally or the complainant is not satisfied with the response, the complainant has 20 working days in which to request a Stage 2 investigation.

There are some complaints that are not appropriate to be considered at Stage 1 and these can progress directly to Stage 2.

Stage Two - Investigation

Once the complainant has decided to progress to a Stage 2, the Complaints Manager arranges for a full investigation of the complaint to take place. The investigation is carried out by someone who is not in direct line management of the service or person about whom the complaint is made.

The complainant should receive a response to their complaint in the form of a report and adjudication letter within 25 days of making the complaint. This can be extended up to a maximum of 65 working days where the complaint is particularly complex or where a key witness is unavailable for part of the time.

The Adjudicating Officer should ensure that any recommendations contained in the response are implemented. This should be monitored by the Complaints Manager.

Stage Three - Review Panel

Where Stage 2 of the procedure has been completed and the complainant remains dissatisfied, he can ask for a Review Panel. The purpose of the Panel is to consider whether the Local Authority adequately dealt with the complaint in the Stage 2 investigation. The Panel will be made up of three people who are independent of the local authority.

The Panel should focus on achieving resolution for the complainant and making recommendations to provide practical remedies and solutions.

The complainant has 20 working days in which to request a Review Panel from receipt of the Stage 2 report and adjudication letter and the Panel must be held within 30 days of receiving the request.

If the complainant remains dissatisfied he can refer his complaint to the Local Government Ombudsman.

Extract from the **Pledge to Children and Young People in Care**

We promise we will work hard to sort out any problems or worries you have.

We can't always promise to do what you ask, but we will explain the reasons why.

We will make sure you know how to get an independent advocate. That's someone who will listen to you and work with you to get things stopped, started or changed.

We will make sure you have all the information you need to make a complaint, including the name and contact details of the complaints procedure manager.

We promise to take all complaints seriously and deal with them fairly and as quickly as possible.

Are we keeping our promises?

You can let us know how well we are doing by sending your comments to:

Charlie Moat, Care and Young People Service Manager

Email charlie_moat@bathnes.gov.uk or phone 01225 477914

Or to Sarah Watts, Complaints Procedure Manager

Email sarah_watts@bathnes.gov.uk or phone 01225 477931

Write to one or both of us at PO Box 25, Riverside, Keynsham, Bristol BS31 1DN

You can also contact Shout Out! Children's Rights and Advocacy Service. Shout Out! is Free, Independent and Confidential and can help you have your voice heard to STOP, START or CHANGE something. Shout Out! Off the Record, Milward House, 1 Bristol Road, Keynsham BS31 2BA. Phone: 0117 986 5604/Freefone; 0800 389 5551 (free from landlines), email advocacy@offtherecord-banes.co.uk or text 07753 891 745 www.offtherecord-banes.co.uk/advocacy.aspx

We promise to use your feedback to improve our services for children and young people in care.