

RECORD OF INDIVIDUAL EXECUTIVE DECISION MADE BY AN OFFICER

Decision Maker	Decision Type	Date
Steve Hughes	Administrative Decision	2 April 2025

Additional resource to manage Children's Social Care Complaints

Exempt/Confidential Report		No
Key Decision		No

Decision (s)

To approve the recommended option to appointment a temporary Senior Complaints Officer, on a part-time (18.32), six-month temporary contract, to assist with Children's Social Care, complex cases, and school contract SLA-related complaints.

Reasons for the decision(s)

The purpose of this report is to seek approval to recruit a temporary, fixed-term Senior Complaints Officer via the Council's agency staffing contract (Reed) for a six-month period. The role will be contracted for 2.5 days per week (18.32 hours) to provide additional capacity in response to increasing demand within the Complaints Team in Children's Social Care and school contract SLA delivery. Details on how this time will be managed are outlined within the report.

Options/Alternatives considered

Option 1: Approve the appointment of a temporary Senior Complaints Officer, on a part-time (18.32), six-month temporary contract, to assist with Children's Social Care, complex cases, and school contract SLA-related complaints

Conflict of Interest declared

None

Signature of Steve Hughes, Assistant Director Strategy and Transformation



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In consultation with Cllr Peter Dean, Cabinet Member for Thriving Communities & Culture



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Decision made pursuant to:

- a) General delegation under the Council's officer scheme of delegation.
Non-contract decisions up to £250k.**