

**TITLE OF REPORT:** Children and Families Service - Annual Report on Services Complaints, Compliments and Representations - April 2017 to March 2018

**REPORT OF:** Caroline O'Neil, Strategic Director, Care, Wellbeing & Learning

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### **Purpose of the Report**

1. To present the Annual Report for 2017 - 2018 for the Children's Social Care Service Statutory Complaints Procedure and propose it be referred to the Families Overview and Scrutiny Committee.

### **Background**

2. The Health & Social Care (Community Health and Standards) Act 2003 requires that Councils with Social Services responsibilities produce an Annual Report of their Statutory Children's Services Complaints Procedure. This annual report sets out details of the complaints and representations made during the period 1 April 2017 – 31 March 2018.
3. Information contained in the report provides a summary of the statistical information together with a review of the effectiveness of the procedure. Some examples of service improvement are also included.

### **Proposal**

4. The Cabinet is requested to endorse the annual report and to refer the report to a meeting of the Families Overview and Scrutiny Committee for their consideration.

### **Recommendations**

5. It is requested that Cabinet:
  - (i) Endorses the Annual Report on Children's Services Complaints and Representations
  - (ii) Agrees to refer the report to the Families Overview and Scrutiny Committee for further consideration

For the following reasons:

- (i) It is a statutory requirement that the report is considered by a formal committee
- (ii) To improve practice and the offer to children and families

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## **Policy Context**

1. The Statutory Social Care Complaints Procedures supports the Council's objective of delivering services that continually improve and ensuring that customers are satisfied with the services they receive.

## **Background**

2. The Annual Report focuses specifically on Children Act Statutory Complaints and Representations and covers the period from 1 April 2017 – 31 March 2018. The complaints procedure derives from Children (Leaving Care) Act 2000, The Adoption and Children Act 2002, The Health and Social Care (Community Health & Standards Act) 2003 and The Children Act 1989 Representations Procedure (England) Regulations 2006. These acts set down the procedures that Councils and Social Services have a responsibility to follow when a complaint is made

The report focuses primarily on Children Act Statutory Complaints for Children's Social Care Services, with information on complaint related queries and compliments that are received about staff or services.

## **Consultation**

3. The Cabinet Member for Children and Young People have been consulted.

## **Alternative Options**

4. The report is a legislative requirement.

## **Implications of Recommended Option**

### **5. Resources**

- a) **Financial Implications** – The Strategic Director, Corporate Resources confirms that there are no significant financial implications resulting from this report.
  - b) **Human Resources Implications** - It is possible that complaints made against social care employees could lead to disciplinary action in a small number of cases.
  - c) **Property Implications** - There are no property implications arising directly from this report.
6. **Risk Management Implication** - An effective complaints process can identify and minimise risks through seeking resolution.

7. **Equality and Diversity Implications** - The Social Services Complaints Procedure contributes to the implementation of the Council's Equal Opportunities Policy through identified service improvements. All Complaints literature is available in different languages and formats.
8. **Crime and Disorder Implications** - There are no crime and disorder implications arising from this report.
9. **Health Implications** - There are no health implications arising from this report.
10. **Sustainability Implications** - There are no sustainability implications arising from this report.
11. **Human Rights Implications** - There may be human rights implications in a number of complaints made to the Council. Having a Social Care Complaints Procedure will assist the Council in carrying out its duties under the Human Rights Act, 1998.
12. **Area and Ward Implications** - The Annual Report is applicable to all wards.
13. **Background Information**  
Quarterly Complaints Monitoring Reports.