

TITLE OF REPORT: **Children and Families Service - Annual Reports on Services Complaints, Compliments and Representations - April 2019 to March 2020 and April 2020 to March 2021**

REPORT OF: **Caroline O'Neill, Strategic Director, Children, Adults & Families**

Purpose of the Report

1. To present the Annual Reports for 2019 – 2020 and for April 2020 - 2021 for the Children's Social Care Service Statutory Complaints Procedure 2006.

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. The annual reports referred to set out details of the complaints and representations made during the period 1 April 2019 – 31 March 2020 and for April 2020 – March 2021.
3. Information contained in the reports 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 reports.

Recommendations

5. It is requested that Cabinet:
 - (i) Endorses the Annual Reports on Children's Services Complaints and Representations for 2019/20 and 2020/21 as set out in the attached appendices.
 - (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.

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 complaints procedure is a statutory responsibility under the "The Children Act 1989 Representations Procedure (England) Regulations 2006". The procedures are derived from The Children Act 1989, The Children (Leaving Care) Act 2000, The Adoption and Children Act 2002, The Health and Social Care (Community Health & Standards Act) 2003. 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 Portfolio Holders 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, Resources and Digital confirms there are no financial implications arising 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. Climate Emergency and Sustainability Implications

There are no climate and 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. Ward Implications

There are no ward implications.

Background Information

Quarterly Complaints Monitoring Reports.