

**TO: EXECUTIVE MEMBER CHILDREN, YOUNG PEOPLE AND LEARNING**  
**DATE: 20 SEPTEMBER 2018**

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**ANNUAL REPORT – CHILDREN, YOUNG PEOPLE AND LEARNING STATUTORY  
ANNUAL COMPLAINTS, CONCERNS AND COMPLIMENTS  
(APRIL 2017 – MARCH 2018)  
Director Children, Young People and Learning**

**1 PURPOSE OF REPORT**

- 1.1 The purpose of this paper is to present the Annual report of the Statutory Complaints function for Children Young People and Learning, for approval by the Executive Member for Children Young People and Learning.

**2 RECOMMENDATION**

- 2.1 **That the Executive Member notes the report and endorses any recommendations**

**3 REASONS FOR RECOMMENDATION**

- 3.1 The Representations Procedure Regulations 2006 state that Complaints Services should produce an annual report for consideration.
- 3.2 The Complaints Service performs an important role in assuring the quality of response to children and young people or parents and carers who make complaints. The annual report supports the continuing development and review of the service and learning from complaints.
- 3.3 The Annual Report will be submitted to the Overview and Scrutiny Panel for Children, Young People and Learning and the Local Safeguarding Children Board following the approval of the Executive Member

**4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None considered

**5 SUPPORTING INFORMATION**

- 5.1 The report provides an overview of the work of the Complaints Manager and identifies some of the key issues arising in terms of complaints during 2017/18. In addition to complaints, the report outlines compliments that have been received.
- 5.2 The Complaints Manager works closely with individual Teams to ensure any complaints are resolved in a timely and satisfactory manner and that sufficient management oversight of all complaints is in place with timely dissemination of learning across departments.
- 5.4 Overall, there were 77 complaints received during the period of 1 April 2017 to 31 March 2018 which is an increase in the total statutory complaints from the previous year (47 in 2016/17), this increase may be due to the number of Children Looked

After which increased from 116 in March 2017 to 138 in March 2018. Of the total 77 complaints received 26 were from parents of Children Looked After which appears to be one reason for the increase. This year, four complaints were still being investigated from 2016/17 and there were 8 new Stage 2 complaints.

5.5 The nature of the complaints that were upheld/partially upheld included the following:

- Communication
- Attitude and conduct of the worker
- Decision and outcomes/Overall quality of the service

5.6 During 2017/18 there has been a total of 4 complaints from children and young people, all involving the use of an Advocate with successful local resolution obtained.

5.7 There were 58 compliments recorded during the year which is a decrease on the previous year.

## **7 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

### Borough Solicitor

7.1 The relevant legal requirements are contained within the report

### Borough Treasurer

7.2 The Borough Treasurer is satisfied that no significant financial implications arise from this report.

### Equalities Impact Assessment

7.3 The Complaints Procedure is available to all those who meet the specified criteria for making a complaint using either the Statutory or the Local Authority Procedure.

### Strategic Risk Management Issues

7.4 None identified in connection with the annual report. It should be noted that complex complaints are carefully managed with support from the Borough Solicitor where relevant to address and minimise risks with individual cases.

### Other Officers

7.5 None identified

## **8 CONSULTATION**

### Principal Groups Consulted

8.1 Children's Social Care Management

### Method of Consultation

8.2 In writing

Representations Received

8.3 Not applicable

Background Papers

Contact for further information

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