

**CHILDREN, YOUNG PEOPLE AND LEARNING
OVERVIEW AND SCRUTINY PANEL
30 JUNE 2010**

**ANNUAL REPORT – CHILDREN’S SOCIAL CARE STATUTORY COMPLAINTS
(Chief Officer: Performance and Resources)**

1 PURPOSE OF DECISION

- 1.1 The purpose of this report is to present the annual report of the statutory Complaints function for Children’s Social Care – attached as Annex 1, following approval by the Executive Member for Children Young People and Learning.

2 RECOMMENDATION(S)

- 2.1 **That the Children’s Services and Learning Overview and Scrutiny Panel note the Annual Report.**

3 REASONS FOR RECOMMENDATION(S)

- 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 has been endorsed by the Executive Members and consideration is now reported to the next meeting of the Children’s Services and Learning Overview and Scrutiny Panel.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None considered

5 SUPPORTING INFORMATION

- 5.1 The report informs the number and nature of complaints received by the department. The learning from those complaints is also taken forward to improve practice where appropriate.
- 5.2 Overall, there were 27 complaints received within Children’s Social Care during the period of which 5 were upheld. Of these, one was in respect of the youth offending team, two were in respect of the Learning Difficulties and Disability Service, 13 were in respect of the Safeguarding Service, seven were in respect of the Looked After Children’s service, two were in respect of the Under 11s Service and two were in respect of the Duty Team.

- 5.3 A total of 27 compliments were received by the Complaints Manager in the same period.
- 5.4 On the subject of the nature of complaints, four were in respect of access to services, 13 were in respect of service procedures, six were in respect of service standards, three were in respect of staff attitude/conduct and one was in respect of cost and efficiency.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The Guidance is issued under Section 7 of the Local Authority Social Services Act 1970 which requires local authorities in their social services functions to act under the general guidance of the Secretary of State. As such the Guidance does not have statutory force but the authority should comply with it unless local circumstances indicate exceptional reasons which justify a variation.

Borough Treasurer

- 6.2 The Borough Treasurer is satisfied that there are no significant financial implications arising from this report.

Equalities Impact Assessment

- 6.3 Available upon request

Strategic Risk Management Issues

- 6.4 None identified

Other Officers

- 6.5 None identified

7 CONSULTATION

Principal Groups Consulted

- 7.1 None

Method of Consultation

- 7.2 Not applicable

Representations Received

- 7.3 Not applicable

Background Papers

The Statutory Complaint Procedure for Children's Social Care: 30 October 2007.

Contacts for further information

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