

**TO: CHILDREN, YOUNG PEOPLE AND LEARNING OVERVIEW AND SCRUTINY
PANEL
4 JULY 2012**

**2011-2012 ANNUAL REPORT – CHILDREN’S SOCIAL CARE STATUTORY
COMPLAINTS**

Director of Children, Young People and Learning

1 PURPOSE OF REPORT

- 1.1 This report presents the attached 2011-2012 Annual Report in respect of Children’s Social Care Statutory Complaints.

2 RECOMMENDATION(S)

- 2.1 **That the Panel considers the attached 2011-2012 Annual Report in respect of Children’s Social Care Statutory Complaints.**

3 REASONS FOR RECOMMENDATION(S)

- 3.1 To invite the Panel to consider the 2011-2012 Annual Report of Children’s Social Care Statutory Complaints.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

**5 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS / EQUALITIES
IMPACT ASSESSMENT / STRATEGIC RISK MANAGEMENT ISSUES /
CONSULTATION**

- 5.1 Not applicable.

Background Papers

None.

Contact for further information

David Watkins – 01344 354061
Chief Officer: Performance and Resources
e-mail: david.watkins@bracknell-forest.gov.uk

Susan Horton – 01344 351737
Complaints Manager – Adults’ and Children’s Social Care
e-mail: susan.horton@bracknell-forest.gov.uk

Unrestricted

Andrea Carr – 01344 352122
Policy Officer (Scrutiny)
e-mail: andrea.carr@bracknell-forest.gov.uk