

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	1087692
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1. **TITLE:** Compliments and Complaints Annual Report 2018/19 for Children's Social Care, Adults' Social Care and Housing & Benefits

2. **SERVICE AREA:** People

3. **PURPOSE OF DECISION**

For the Executive Members to note the Annual Report covering Children's Social Care, Adults' Social Care and Housing & Benefits, compliments and complaints received for 2018/19, and endorse the recommendations

4 **IS KEY DECISION** No

5. **DECISION MADE BY:** Executive Member for Adult Services, Health and Housing, Executive Member for Children, Young People & Learning

6. **DECISION:**

The Executive Member notes the report and endorses any recommendations.

7. **REASON FOR DECISION**

- i) The Representations Procedure Regulations 2006 state that Complaints Services should produce an annual report for consideration.
- ii) The Complaints Service performs an important role in assuring the quality of response to children and young people or parents and carers, vulnerable adults and families and Bracknell residents who make complaints. The annual report supports the continuing development and review of the service and learning from complaints.
- iii) 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

8. **ALTERNATIVE OPTIONS CONSIDERED**

None considered

9. **PRINCIPAL GROUPS CONSULTED:** Not applicable

10. **DOCUMENT CONSIDERED:** Report of the Executive Director: People

11. **DECLARED CONFLICTS OF INTEREST:** None

Date Decision Made	Final Day of Call-in Period
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7 November 2019

14 November 2019