

**TO: EXECUTIVE MEMBERS FOR CHILDREN, YOUNG PEOPLE AND LEARNING
AND ADULTS SOCIAL CARE, HEALTH AND HOUSING
DATE: 22ND OCTOBER 2019**

**ANNUAL REPORT – CHILDREN’S SOCIAL CARE, ADULT’S SOCIAL CARE, HOUSING
AND BENEFITS STATUTORY ANNUAL COMPLIMENTS AND COMPLAINTS
(APRIL 2018 – MARCH 2019)
EXECUTIVE DIRECTOR: PEOPLE**

1 PURPOSE OF REPORT

- 1.1 The purpose of this paper is to present the Annual report of the Statutory Complaints function for Children’s Social Care, Adult’s Social Care, Housing & Benefits for approval by the Executive Member.

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, 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.
- 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 2018/19. 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 203 complaints received during the period of 1 April 2018 to 31 March 2019, this compares to 100 across all departments in 2017/18.
- 5.5 Overall cost for investigations within Children's complaints has reduced from an average of £9.6k to £2.8k a reduction of 71%.
- 5.6 During 2018/19 there has been a total of 10 complaints from children and young people, all involving the use of an Advocate with successful local resolution obtained.
- 5.7 There were 169 compliments recorded during the year which is an increase to 154 in the previous year.

7 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 7.1 The relevant legal requirements are contained within the report

Director of Finance

- 7.2 The Director of Finance 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, Adult's Social Care Management, Housing & Benefits Management

Method of Consultation

- 8.2 In writing

Representations Received

- 8.3 Not applicable

Background Papers

Contact for further information

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