

**TO: EXECUTIVE MEMBERS FOR CHILDREN, YOUNG PEOPLE AND LEARNING
AND ADULTS SOCIAL CARE, HEALTH AND HOUSING**
DATE: 25TH FEBRUARY 2021

**PEOPLES COMPLIMENTS AND COMPLAINTS ANNUAL REPORT
(APRIL 2019 – MARCH 2020)
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 2019/20. 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 169 complaints received during the period of 1 April 2019 to 31 March 2020, this compares to 203 across all departments in 2018/19.

- 5.5 Overall cost for investigations within Children's complaints has reduced slightly from an average of £2.8k to £1.9k.
- 5.6 During 2019/20 there has been a total of 3 complaints from young people, all involving the use of an Advocate with successful local resolution obtained for 2 of them with 1 escalating to a Stage 2 investigation.
- 5.7 There were 393 compliments recorded during the year which is an increase to 170 in the previous year. ForestCare compliments have been included this year and new feedback forms have been created to encourage feedback from parents and children.

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

8.4 Peoples Compliments and Complaints Annual Report 2019/20

Contact for further information

Kogie Perumall

Head of Quality Assurance

Alison Keeling

Complaints Manager

Childrens.complaints@bracknell-forest.gov.uk

Asc.complaints@bracknell-forest.gov.uk