

**CHILDREN'S SERVICES AND LEARNING OVERVIEW & SCRUTINY PANEL**  
**10 JUNE 2009**

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**COMPLAINTS MANAGER FOR CHILDREN'S SOCIAL CARE: ANNUAL REPORT 2008/9**  
**(ANNEX 1)**  
**(The Director of Social Care & Learning)**

**1 PURPOSE OF DECISION**

- 1.1 The purpose of this report is to present the annual report of the Complaints Manager Children's Social Care to the Panel.

**2 SUGGESTED ACTION**

- 2.1 **That the report set out in Annex 1 is received by the Panel and consideration is given to any actions that should be taken arising from the reports.**

**3 REASONS FOR SUGGESTED ACTION**

- 3.1 **The Children's Social Care Complaints function performs a statutory role in assuring the quality of response to children and young people (and their representatives) who make complaints. The annual report which is also statutory supports the continuing development and review of the service and learning from complaints.**

**4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None considered.

**5 SUPPORTING INFORMATION**

- 5.1 The attached report sets out the work of the Complaints function for Children's Social Care over the period, 1 April 2008 – 31 March 2009.
- 5.2 The purpose of the report is to inform the Panel of the number and nature of complaints received by the department and the learning from those complaints.
- 5.3 Procedures state that Complaints Service should produce an annual report for consideration by the Panel for Children's Social Care.

**6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

Borough Solicitor

- 6.1 The relevant legal provisions are contained within the main body of the report

### Borough Treasurer

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

### Equality Impact Assessment

- 6.3 Available upon request

### Strategic Risk Management Issues

- 6.4 Efforts are continually made to deal with concerns before they become complaints. Bracknell also has an active policy of learning from complaints which minimises risk of re-occurrence. Compliance with the Council's statutory requirements also minimises risk.

### Other Officers

- 6.5 Complaints Manager, Children's Social Care  
Head of Performance and Information, Social Care and Learning

## **7 CONSULTATION**

### Principal Groups to be Consulted

Children's Services Management Team, Social Care and Learning

### Method of Consultation

Draft report presented

### Representations Received

Not applicable

### Background Papers

The Children Act 1989 Representations Procedure (England) Regulations 2006 (Statutory Instrument 2006 No 1738)

### Contacts for further information

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