

12 September 2023		ITEM: 6
Children's Services Overview & Scrutiny Committee		
2022/23 Annual Complaints and Representations Report – Children's Social Care		
Wards and communities affected: All	Key Decision: Not Applicable	
Report of: Lee Henley, Strategic Lead, Information Management		
Accountable Assistant Director: Janet Simon - Assistant Director CSC and Early Help		
Accountable Director: Sheila Murphy - Director Children's and Families		
This report is Public		

Executive Summary

It is a statutory requirement to produce an annual complaints report on Children Social Care complaints.

The annual report covering the period 1 April 2022 – 31 March 2023 is attached as an appendix. The report sets out the number of representations received in the year including the number of complaints, key issues arising from complaints and learning from complaints.

1. Recommendation(s)

1.1 That Children's Overview and Scrutiny Committee consider and note the report.

2. Introduction and Background

2.1 This is the annual report on the operation of the Children Social Care Complaints Procedure covering the period 1 April 2022 – 31 March 2023.

2.2 Summary of representations received for the reporting period

2.2.1 The following representations were received during 2022/23:

- 24 x Compliments
- 14 x Complaints
- 6 x MP Enquiries

- 21 x Members Enquiries
- 2 x Ombudsman Enquires

2.2.2 The details for this report are included within the appendix and a high-level summary is provided below:

- Complaint volumes are low
- The performance in responding to complaints within timeframe has improved and is strong at 93%
- There have been no complaint escalations onto stage 2
- There are no negative Ombudsman findings within the reporting period
- 47% of complaints were upheld

2.3 Learning from Complaints

Complaints and feedback provide the service with an opportunity to identify areas that can be improved and provide a vital source of insight about people's experience of social care services.

Upheld complaints are routinely analysed to determine themes and trends and services are responsible for implementing learning swiftly.

Learning and/or outcomes from complaints are detailed within the appendix.

3. Issues, Options and Analysis of Options

3.1 This is a monitoring report for noting, therefore there are no options analysis. The annual report is attached as an appendix and includes consideration of reasons for complaints, issues arising from complaints and service learning.

4. Reasons for Recommendation

4.1 It is a statutory requirement to produce an annual complaints report on Children's Social Care complaints. It is best practice for this to be considered by Overview and Scrutiny. This report is for monitoring and noting.

5. Consultation (including Overview and Scrutiny, if applicable)

5.1 This report has been agreed with the Children Social Care senior management team. The report also went via Senior Leadership Team.

6. Impact on corporate policies, priorities, performance and community impact

6.1 All learning and key trends identified in the complaints and compliments reporting have a direct impact on the quality of service delivery and performance. The reporting ensures that valuable feedback received from service users and carers is captured effectively and regularly monitored, with

the primary focus on putting things right or highlighting and promoting where services are working well.

7. Implications

7.1 Financial

Implications verified by: Jonathan Wilson
Assistant Director Finance

There are no direct financial implications arising from the report. Any wider financial implications arising from the follow up of complaints will be assessed by the service and will form part of the wider service budget monitoring as appropriate.

7.2 Legal

Implications verified by: Judith Knight
Strategic Lead Legal Services

The complaints and representations process is governed by The Children Act 1989 Representations Procedure (England) Regulations 2006. Regulation 13 requires the Council to produce an annual report as soon as possible after the end of each financial year on the operation of the process.

The report must be prepared in light of the statutory guidance 'Getting the Best from Complaints: Social Care Complaints and Representations for Children, Young People and Others'.

7.3 Diversity and Equality

Implications verified by: Natalie Smith
Strategic Lead Community Development and Equalities

There are no direct equality and diversity implications arising from this report. Individual complaints that include an equality related expression of dissatisfaction are considered by the service alongside all complaints.

7.4 Other implications (where significant) – i.e. Staff, Health Inequalities, Sustainability, Crime and Disorder or Impact on Looked After Children

- None

8. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- None

9. Appendices to the report

- Appendix – Children Social Care Complaints and Representations Annual Report 2022/23

Report Author:

Lee Henley

Strategic Lead, Information Management

HR, OD & Transformation