

CHILDREN AND EDUCATION SCRUTINY COMMITTEE	AGENDA ITEM No. 6
18 NOVEMBER 2021	PUBLIC REPORT

Report of:	Service Director of Children's Services and Safeguarding	
Cabinet Member(s) responsible:	Cabinet Member for Children's Services and Education, Skills and University	
Contact Officer(s):	Belinda Evans, Customer Service Manager	Tel. 01733 296331

ANNUAL CHILDRENS SOCIAL CARE COMPLAINTS REPORT 2020/21

RECOMMENDATIONS	
FROM: Customer Service Manager	Deadline date: N/A
It is recommended that the Children and Education Scrutiny Committee consider the report and make recommendations for further scrutiny if deemed appropriate	

1. ORIGIN OF REPORT

1.1 This report has been requested as a recurring annual item for scrutiny.

2. PURPOSE AND REASON FOR REPORT

2.1 This report is brought to this committee on an annual basis to allow the Committee to scrutinise complaints received under the Children's (Social Care) Services statutory complaints process.

2.2 This report is for the Children and Education Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview and Scrutiny Functions, paragraph No. 2.1 Functions determined by Council :

Children's Services including

- a) Social Care of Children;
- b) Safeguarding; and
- c) Children's Health.

2.3 This report links to the Corporate Priority: Safeguard Vulnerable Children and Adults

2.4 The Children in Care Pledge includes a promise to give children in care information on how to make a complaint or to give a compliment. This report provides evidence that children in care are being given the required information as complaints are being received from children in care and are being satisfactorily resolved.

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
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4. BACKGROUND AND KEY ISSUES

4.1 Please refer to the Annual CSC Statutory Complaint Report 2020 - 21 Included as Appendix A.

5. CONSULTATION

5.1 *N/A*

6. ANTICIPATED OUTCOMES OR IMPACT

6.1 That the report will highlight areas for service review.

7. REASON FOR THE RECOMMENDATION

7.1 It is a requirement under the Statutory complaints process for an Annual report to be produced each year to enable the relevant Scrutiny Committee to consider the report and make recommendations for further scrutiny if deemed appropriate.

8. ALTERNATIVE OPTIONS CONSIDERED

8.1 Not Applicable

9. IMPLICATIONS

Financial Implications

9.1 Complaint investigations require the commissioning of Independent Investigators and there is an annual budget maintained for this purpose by the Finance Manager. This budget is also utilised for the payment of compensation to complainants. The level of investigation costs and compensation payments can fluctuate dependent on the number of complaints and their outcomes and at times the budget may need to be adjusted accordingly.

Legal Implications

9.2 The processes used by the Complaints Team when investigating complaints fully comply with the Children Act 1989 Representations Procedure (England) Regulations 2006 and the statutory guidance (link below) which has been issued by the DfE under the Local Authority Social Services Act 1970.

Equalities Implications

9.3 Processes used by the complaints service ensures that the service is accessible to all persons. The team make reasonable adjustments to ensure that all complainants can submit complaints via a method that they can access. Children and young people are also able to access Advocacy services to help them through the complaints process.

Rural Implications

9.4 *None*

Carbon Impact Assessment

9.5 I have considered the Carbon Implications in respect of this report and consider there to be a neutral impact.

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

10.1 Children Social Care: getting the best from complaints -

<https://www.gov.uk/government/publications/childrens-social-care-getting-the-best-from-complaints>

11. **APPENDICES**

11.1 Appendix A – Annual CSC Complaint Report 2020 - 21
Appendix B - Service Improvements and Actions CSC 2020 - 21
Appendix C – CSC Compliments 2020 - 21

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