

# CHILDREN'S SERVICES OVERVIEW AND SCRUTINY COMMITTEE



Report subject	<b>Complaints and Compliments Annual Report</b>
Meeting date	19 March 2024
Status	Public Report
Executive summary	To provide an update on the compliments, complaints and representations made to BCP Council about Children's Services in 2022/23.
<b>Recommendations</b>	<b>It is RECOMMENDED that:</b>  <b>Members consider the report and make recommendations for further scrutiny, if deemed appropriate</b>
Reason for recommendations	Local authorities must publish an annual report of its consideration of representations under their statutory responsibilities The Local Authority Social Services Act (1970), The Children Act (1989).
Portfolio Holder(s):	Councillor Richard Burton, Portfolio Holder for Children and Young People
Corporate Director	Cathi Hadley, Director for Children's Services
Report Authors	Teresa Salmon, Children's Complaints Team Manager
Wards	Council-wide
Classification	For Information

## Background

1. Local authorities must publish an annual report of its consideration of representations under their statutory responsibilities The Local Authority Social Services Act (1970), The Children Act (1989).
2. The report is available in Appendix 1.

## Summary of financial implications

3. Financial payments can be made as a result of a complaint if this redress is considered appropriate. Any costs in this respect are accepted as the responsibility

of the relevant service against which the complaint is made. Financial redress can be offered at any point within the process if identified or can be recommended by the Ombudsman.

### **Summary of legal implications**

4. The Statutory foundation for the Children's Social Care Services Complaints Procedures are The Local Authority Social Services Act (1970), The Children Act (1989), The Children Act (2004), The Human Rights Act (1998), The Adoption and Children Act (2002) and The Children Act 1989 Representations Procedure (2006). Local authorities must publish an annual report of its consideration of representations under that framework.
5. Alongside this, government guidance is also relevant including Getting the Best from Complaints (DfES 2006), Get It Sorted (DfES 2004) and the Children Act 1989 Guidance and Page 2 of 26 Regulations Vol 2: Care Planning, Placement and Case Review (2010).

### **Summary of human resources implications**

6. N/A

### **Summary of sustainability impact**

7. N/A

### **Summary of public health implications**

8. N/A

### **Summary of equality implications**

9. No equalities implications, as the processes followed by the Complaints Team ensure that service users are treated equally. Many of the service users of children's services will be vulnerable, or from potentially disadvantaged groups. The complaints process is a vital part of the council's quality assurance function to ensure all service users receive fair treatment and reasonable adjustments. The Complaints Service ensures complainant's individual requirements are supported, for example through interpreting services or by appointing an independent investigator with a specialist background or knowledge

### **Summary of risk assessment**

10. N/A

### **Background papers**

[Children's social care: getting the best from complaints - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/childrens-social-care-getting-the-best-from-complaints)

### **Appendices**

1. Annual Report on Complaints, Comments, Compliments and Representations 2022-2023