

Bath & North East Somerset Council

MEETING/ DECISION MAKER:	Early Years, Children & Youth Policy Development & Scrutiny Panel	
MEETING/ DECISION DATE:	27th January 2014	EXECUTIVE FORWARD PLAN REFERENCE: N/A
TITLE:	Annual Report on Children's services Compliments and Complaints 2013-14	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
Children's Service Social Care Complaints and Representations Procedure Annual Report 2012 - 2013		

1 THE ISSUE

- 1.1 This is to inform and reassure the panel about the number of compliments and complaints over the period and to demonstrate the appropriate management of them along with the learning and service improvement from them.

2 RECOMMENDATION

- 2.1 The content of the report is noted
- 2.2 The team are acknowledged for the effective and efficient customer care in the management of the complaints within timescales.

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 3.1 Budget pressure on the team will be managed from within children's services resources

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

- 4.1 Quality assurance that the council is meeting the regulatory standards and time frame for Children's Social Care Complaints
- 4.2 Provides a quality assurance that we are meeting equality expectations and anti-discriminatory practice, proactive where it is judged we could have done better.

5 THE REPORT

- 5.1 The attached report covers compliments and complaints managed between April 2012 to 2014
- 5.2 During the year a total of 60 complaints were registered at Stages 1, 2 or 3 of the procedure. Two complaints were received from the Local Government Ombudsman. 31 compliments or letters of thanks were recorded.

6 RATIONALE

- 6.1 N/A

OTHER OPTIONS CONSIDERED

7 CONSULTATION

- 7.1 N/A

8 RISK MANAGEMENT

- 8.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

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Background papers	<i>None</i>
Please contact the report author if you need to access this report in an alternative format	