

Bath & North East Somerset Council

MEETING/ DECISION MAKER:	Children & Young People Policy Development & Scrutiny Panel	
MEETING/ DECISION DATE:	17th November 2015	EXECUTIVE FORWARD PLAN REFERENCE: N/A
TITLE:	Annual Report on Children's Services Complaints and Representations Procedure 2014 - 15	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report: Children's Service Complaints and Representations Procedure Annual Report 2014- 2015		

THE ISSUE

This report informs the Panel about the number of compliments and complaints over the period and demonstrates how they have been managed and how they have been used to contribute to service improvement.

RECOMMENDATION

The content of the report is noted

RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

Budget pressure on the team will be managed from within Children's Services resources

STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

Quality assurance that the council is meeting the regulatory standards and time frame for Children's Service Complaints

Provides a quality assurance that we are meeting equality expectations and anti-discriminatory practice, proactive where it is judged we could have done better.

THE REPORT

The attached report covers compliments and complaints managed between April 2014 and 2015.

During the year a total of 87 complaints were registered at Stages 1, 2 or 3 of the procedure. Three complaints were received from the Local Government Ombudsman.

36 compliments or letters of thanks were recorded.

RATIONALE

N/A

OTHER OPTIONS CONSIDERED

CONSULTATION

N/A

RISK MANAGEMENT

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	