

Bath & North East Somerset Council

MEETING:	Early Years, Children and Youth Policy Development & Scrutiny Panel	
MEETING DATE:	18 th July 2011	AGENDA ITEM NUMBER
TITLE:	Children's Service Social Care Complaints and Representations Annual Report	
WARD:	ALL	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
Please list the appendices here, clearly indicating any which are exempt and the reasons for exemption		
Appendix 1		
Children's Service Social Care Complaints and Representations Procedure Annual Report 2010 – 2011		

1 THE ISSUE

- 1.1 A report detailing the operation of the statutory complaints procedure for social care in Children's Service for the period April 2010 to March 2011.

2 RECOMMENDATION

The Early Years, Children and Youth Policy Development & Scrutiny Panel are asked to agree that:

- 2.1 The contents of the report are noted.

3 FINANCIAL IMPLICATIONS

- 3.1 None

4 THE REPORT

- 4.1 The objective of the Complaints Procedure is to address individual concerns about the delivery, quality and appropriateness of services provided by Children's Services in relation to its statutory functions. Complaints provide a valuable source of information to assist in our aim to improve the quality of our overall performance and services.

5 RISK MANAGEMENT

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

6 EQUALITIES

- 6.1 The opportunity for all service users to raise concerns and address complaints is fundamental to the successful operation of the complaints procedure. Assistance is provided to those who might find it difficult to access a formal procedure.

7 CONSULTATION

- 7.1 The report has been considered by the Children's Service Leadership Team and colleagues across Children's Social Care.
- 7.2 The report is being submitted to the Early Years, Children and Youth Policy Development & Scrutiny Panel for consideration. It will subsequently be published on the Council's public website for all customers to access and view.

8 ISSUES TO CONSIDER IN REACHING THE DECISION

- 8.1 *Customer Focus; Young People; Human Rights;*

9 ADVICE SOUGHT

- 9.1 The Council's Monitoring Officer (Council Solicitor) and Section 151 Officer (Divisional Director - Finance) have had the opportunity to input to this report and have cleared it for publication.

Contact person	<i>Sarah Watts, Complaints Procedure Manager</i> <i>01225 477931</i> <i>Jo Gray, Divisional Director,</i> <i>01225 396089</i>
Background papers	
Please contact the report author if you need to access this report in an alternative format	