

Bath & North East Somerset Council		
MEETING/ DECISION MAKER:	Children, Adults, Health and Wellbeing Policy Development and Scrutiny Panel	
MEETING/ DECISION DATE:	01 October 2019	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	Annual Report on Children’s Services Complaints and Representations Procedure 2018 - 19	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
Children’s Services Complaints and Representations Procedure Annual Report 2018 – 19		

1 THE ISSUE

- 1.1 This report informs the Panel about the number of complaints and representations including compliments received during 2018 and 2019 and demonstrates how they have been managed and how they have been used to contribute to service improvement.

2 RECOMMENDATION

The content of this report is noted.

3 THE REPORT

- 3.1 The attached report covers compliments, complaints and representations received between April 2018 and March 2019.
- 3.2 During the year a total of 102 complaints concerning Children's Services were registered at Stages 1, 2 or 3 of the statutory Complaints Procedure or under the Council's Corporate Complaints Procedure. Four complaints were referred to the Local Government and Social Care Ombudsman.
- 3.3 The report details the outcomes of the complaints and the actions the Service is taking to ensure it learns from the complaints.

4 STATUTORY CONSIDERATIONS

- 4.1 Provides assurance that the Council is meeting the regulatory standards and time frame for Children's Services Complaints and is proactive where it is judged we could have done better.

5 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 5.1 N/A

6 RISK MANAGEMENT

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

7 CLIMATE CHANGE

- 7.1 There are no direct impacts on climate change linked to the subject of this report. Wherever possible we signpost potential complainants to on-line resources and where acceptable to them we will communicate electronically but this is not always possible or appropriate. We hold face-to-face meetings as part of the resolution process, we aim to use a convenient Council venue with good public transport links.

8 OTHER OPTIONS CONSIDERED

- 8.1 None

9 CONSULTATION

- 9.1 None

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