

Bath & North East Somerset Council

MEETING/ DECISION MAKER:	Children, Adults, Health & Wellbeing Policy Development and Scrutiny Panel	
MEETING/ DECISION DATE:	23rd October 2020	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	Complaints and Feedback Annual Report for Children's Services 2019 - 20	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report: Children's Services Complaints and Feedback Annual Report 2019 - 20		

1 THE ISSUE

- 1.1 This report informs the Panel about the number and type of complaints and representations, including compliments, received between April 2019 and March 2020 by Children's Services. It demonstrates how they have been managed and how the Service has used the learning from the complaints and representations to inform service improvement.

2 RECOMMENDATION

The Panel is asked to note the contents of the report

3 THE REPORT

- 3.1 The attached report sets out the number of complaints, compliments and concerns received between April 2019 and March 2020.
- 3.2 A total of 92 complaints about Children's Services were recorded under the Children's Social Care statutory complaints procedure or the Council's Corporate Complaints Procedure and 6 enquiries were received from the Local Government and Social Care Ombudsman. 53 compliments about the service were received.
- 3.3 The report details the type of complaint received, the response to these complaints and the actions taken by the Services to ensure learning is derived from the complaints and related feedback.

4 STATUTORY CONSIDERATIONS

4.1 The report provides assurance that the Council is meeting the regulatory standards for handling complaints and feedback about Children’s Services and demonstrates that the Service is being proactive where failings are identified.

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. Where 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

Contact person	Sarah Watts, Complaints and Data Protection Team Manager Sarah_watts@bathnes.gov.uk 01225 477931
Background papers	None
Please contact the report author if you need to access this report in an alternative format	