

Bath & North East Somerset Council

MEETING/ DECISION MAKER:	Children, Adults, Health and Wellbeing Policy Development & Scrutiny Panel	
MEETING/ DECISION DATE:	14th September 2021	EXECUTIVE FORWARD PLAN REFERENCE:
		10
TITLE:	Complaints and Feedback Annual Report for Children's Services and Education 2020 - 2021	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report: Children's Services and Education Annual Report 2020 - 21		

1 THE ISSUE

- 1.1 This report informs the Panel about the number and type of complaints and representations, including compliments, received between April 2020 and March 2021 by Children's Services and Education. 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 representations received between April 2020 and March 2021.
- 3.2 A total of 106 complaints about Children's Services were recorded under the Children's Social Care statutory complaints procedure or the Council's Corporate Complaints Procedure and 3 complaints were referred to the Local Government and Social Care Ombudsman. 51 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 set out in the Children Act 1989 Representations Procedure (England) Regulations 2006 for handling complaints, compliments and representations about Children's Services and Education 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 EQUALITIES

- 7.1 An EIA has not been completed for this report as the report is to provide information only. However, the annual report identifies the need for improved monitoring and the Complaints and Data Protection Manager will work with the Council's Equalities Team to develop the improved monitoring that is needed.

8 CLIMATE CHANGE

- 8.1 There are no direct impacts on climate change linked to the subject of this report. Wherever possible potential complainants are sign posted to on-line resources and where acceptable to them communication is via email rather than letter, but this is not always possible or appropriate.
- 8.2 During the past year the Team has embraced remote working and will continue to conduct virtual meetings wherever possible to avoid the need for travel.

9 OTHER OPTIONS CONSIDERED

- 9.1 None

10 CONSULTATION

- 10.1 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	