

Bath & North East Somerset Council

MEETING/ DECISION MAKER:	Children, Adults, Health and Wellbeing Policy Development & Scrutiny Panel	
MEETING/ DECISION DATE:	13th November 2023	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	Children's Services Complaints and Representations Annual Report 2022 - 2023	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
Children's Services Complaints and Representations Annual Report 2022 - 2023		

1 THE ISSUE

- 1.1 This report provides the Panel with an overview of the operation of the statutory Complaints and Representations Procedure and the Corporate Complaints Procedure within Children's Services.
- 1.2 It provides an analysis of all complaints received by the Service during 2022 – 2023.
- 1.3 The report also demonstrates how the management of the complaints and representations has provided the Service with learning which can be used to inform service improvement.

2 RECOMMENDATION

The Panel is asked to note the content of the report.

3 THE REPORT

- 3.1 Children's Services received 134 complaints and 15 compliments between April 2022 and March 2023. Two complaints were referred to the Local Government and Social Care Ombudsman.
- 3.2 The report explains the type of complaint received, the response to the complaints and the actions taken by the Services to resolve the issue for the complainant and ensure learning is derived from the complaints and related feedback.

4 STATUTORY CONSIDERATIONS

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 demonstrates that the Service is being proactive where failings are identified.

5 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

N/A

6 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.

7 EQUALITIES

An EIA has not been completed for this report as the report is to provide information only. However, the annual report notes that there is a need for improved monitoring, and this is identified as an area for service development in the coming year.

8 CLIMATE CHANGE

There are no direct impacts on climate change linked to the subject of this report. However, where appropriate complainants are signposted to on-line resources and if acceptable to the complainant communication is via email rather than letter, but this is not always possible or appropriate.

Complainants are always offered a virtual meeting as a first option in order to avoid unnecessary car journeys during complaint investigations.

9 OTHER OPTIONS CONSIDERED

None

10 CONSULTATION

None

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

