

<b>13 October 2016</b>		<b>ITEM 6</b>
<b>Children's Services Overview and Scrutiny Committee</b>		
<b>Children's Social Care Complaints and Representations Annual Report 2015/16</b>		
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> No	
<b>Report of:</b> Anas Matin, Statutory Complaints and Engagement Manager		
<b>Accountable Head of Service:</b> Andrew Carter, Head of Children's Social Care		
<b>Accountable Director:</b> Rory Patterson, Corporate Director of Children's Services		
<b>This report is Public</b>		

### **Executive Summary**

The Annual Report for Thurrock Council on the operation of the Children's Social Care Complaints Procedure covering the period 1 April 2015 – 31 March 2016 is attached as Appendix 1. It is a statutory requirement to produce an annual complaints report on children's social care complaints.

The report sets out the number of representations received in the year including the number of complaints, key issues arising from complaints and overall learning and improvement activity for the department.

A total of 289 representations were received during 2015-16 as detailed below:

- 117 Compliments
- 81 Stage 1 complaints
- 2 Stage 2 complaints
- 1 Stage 3 complaint
- 48 Concerns and issues
- 17 MP enquiries
- 12 Member enquiries
- 4 Ombudsman enquiries
- 7 MEP

#### **1. Recommendation(s)**

##### **1.1 That the Scrutiny Committee consider and note the report.**

## **2. Introduction and Background**

- 2.1 This is the Annual Report for Thurrock Council on the operation of the Children's Social Care Complaints Procedure covering the period 1 April 2015 – 31 March 2016. It is a statutory requirement to produce an annual complaints report on Children's Social Care Complaints and Representations.
- 2.2 The Children's social care complaints procedure is operated in accordance with the Council's policy on Complaints and Representations, the Children Act 1989 Regulations and 'Getting the Best from Complaints' guidance 2006 and the Council.

## **3. Issues, Options and Analysis of Options**

- 3.1 This is a monitoring report for noting, therefore there is no options of analysis.
- 3.2 **Summary of representations received in 2015/16**

- 117 Compliments
- 81 Stage 1 Complaints
- 2 Stage 2 Complaints
- 1 Stage 3 Reviews
- 48 Concerns and issues
- 17 MP enquiries
- 12 Member enquiries
- 4 Ombudsman enquiries
- 7 MEP

Appendix 1 provides a detailed summary regarding the above.

## **4. Reasons for Recommendation**

- 4.1 It is a statutory requirement to produce an annual complaints report on children's social care complaints. It is best practice for this to be considered by Overview and Scrutiny. This report is for the purpose of monitoring and noting.

## **5. Consultation (including Overview and Scrutiny, if applicable)**

- 5.1 This report has been agreed with the Children's social care senior management team.

## **6. Impact on corporate policies, priorities, performance and community impact**

- 6.1 Thurrock's Children and Young People's Plan 2013-2016 sets out a vision for ensuring that 'every child has the best start in life'. Safeguarding and protecting the well-being of vulnerable child and young people is one of the priorities in the plan. This is reflected in the 'protection when needed' priority.

6.2 Feedback from children and young people is an important part of the service performance and quality framework. It enables the service to identify areas for improvement, to recognize the things that are done well and to help assess progress in meeting our priorities for children and young people.

## 7. Implications

### 7.1 Financial

Implications verified by: **Kay Goodacre**  
**Finance Manager, Corporate Finance –  
Children and Adult's**

There are no specific financial implications arising from this report which the committee should note. However, any compensation payments agreed represent a financial cost to the service.

### 7.2 Legal

Implications verified by: **Lindsey Marks**  
**Principal Solicitor Children's Safeguarding**

There are no specific legal issues arising from the report as this is just for members' information.

### 7.3 Diversity and Equality

Implications verified by: **Rebecca Price**  
**Community Development Officer**

The Council's complaints system has been designed to provide an effective means for service users or their representatives to complain about the quality or nature of services and to satisfy those who complain or comment that they have been dealt with promptly, fairly, openly and honestly. The Council is committed to promoting equality of opportunity for all. We will always take into consideration issues of age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex, and sexual orientation during the complaints process to ensure that an equitable service is available to all. There are no specific diversity issues arising from this report.

### 7.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

None

- 8. Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

None

- 9. Appendices to the report**

Appendix 1 – Children's Social Care Complaints and Representations Annual Report 2015/16.

**Report Author:**

Anas Matin

Statutory Complaints & Engagement Manager

HR, OD & Transformation