

6 October 2020		ITEM: 8
Children's Services Overview and Scrutiny Committee		
2019/20 Annual Complaints and Representations Report – Children's Social Care		
Wards and communities affected: All	Key Decision: Non Key	
Report of: Lee Henley, Strategic Lead, Information Management		
Accountable Assistant Director: Joe Tynan, Interim Assistant Director, Children's Services		
Accountable Director: Sheila Murphy, Corporate Director, Children's Services		
This report is public		

Executive Summary

The annual report on the operation of the Children Social Care Complaints Procedure covering the period 1 April 2019 – 31 March 2020 is attached as an appendix.

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

1. Recommendation(s)

1.1 That 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 Social Care Complaints Procedure covering the period 1 April 2019 – 31 March 2020. It is a statutory requirement to produce an annual complaints report on Children Social Care complaints.

3. Issues, Options and Analysis of Options

3.1 This is a monitoring report for noting, therefore there is no options analysis. The annual report is attached as an appendix and includes consideration of reasons for complaints, issues arising from complaints and service learning.

3.2 Summary of representations received 2019/20

3.2.1 The following representations were received during 2019-2020:

- 30 Compliments
- 65 Initial feedback
- 17 Complaints
- 3 LGO
- 15 MP Enquiries
- 22 Members Enquiries

Further details are summarised within the Appendix.

3.3 **Local Government & Social Care Ombudsman**

There were 3 LGO complaints/enquiries received during the reporting period. Further details are summarised within the Appendix.

3.4 **Learning from Complaints**

Complaints and feedback provide the service with an opportunity to identify things that can be improved; they provide a vital source of insight about people's experience of social care services.

Upheld complaints are routinely analysed to determine themes and trends and services are responsible for implementing learning swiftly. Further details are outlined in the appendix.

4. **Reasons for Recommendation**

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

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

- 5.1 This report has been agreed with the Children Social Care senior management team. Consideration of complaints issues and learning and improvement arising from them are identified as an ongoing priority in the report.

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

- 6.1 All learning and key trends identified in the complaints and compliments reporting have a direct impact on the quality of service delivery and performance. The reporting ensures that valuable feedback received from service users and carers is captured effectively and regularly monitored with the primary focus on putting things right or highlighting and promoting where services are working well.

7. **Implications**

7.1 Financial

Implications verified by: **Jonathan Wilson**
Assistant Director Finance

There are no specific financial implications arising from the report.

7.2 Legal

Implications verified by: **Tim Hallam**
Deputy Head of Law and Deputy Monitoring Officer

There are no legal implications as the report is being compiled in accordance with regulation 18 of the Complaint Regulations.

7.3 Diversity and Equality

Implications verified by: **Natalie Smith**
Strategic Lead Community Development and Equalities

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 – 2019/20 - Children's Social Care – Complaints & Representations

Report Author:

Lee Henley
Strategic Lead, Information Management
HR, OD & Transformation