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15 October 2013

**Name of Cabinet Member:**

Cabinet Member (Children and Young People) - Councillor Duggins

**Director Approving Submission of the report:**

Executive Director, People

**Ward(s) affected:**

All

**Title:**

Comments, Compliments and Complaints 2012/13 – Children's Social Care Services

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**Is this a key decision?**

No

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**Executive Summary:**

The report provides details of the comments, compliments and complaints received during 2012/13, the themes that arise from them and the learning and service improvements that have resulted from the feedback received.

**Recommendations:**

The Cabinet Member is asked to endorse and approve the publishing of this report on the Council's website

**List of Appendices included:**

Appendix 1 - Children's Social Care Services Comments, Compliments and Complaints Annual Report 2012/13.

**Other useful background papers:**

None

**Has it been or will it be considered by Scrutiny?**

No

**Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?**

No

**Will this report go to Council?**

No

**Report title:**

Comments, Compliments and Complaints 2012/13 – Children's Social Care Services

**1. Context (or background)**

1.1 Local Authorities have a statutory duty, arising from the Children Act 1989, to have a system for receiving representations by, or on behalf of, children who use the social care services they provide or commission and to produce an Annual Report about the operation of the complaints procedure. The procedure used for receiving representations under the statutory procedure is linked to the corporate complaints process. The report covers representations dealt with under both procedures.

**2. Options considered and recommended proposal**

2.1 The Cabinet Member is asked to endorse and approve the publishing of this report.

**3. Results of consultation undertaken**

3.1 No consultation was undertaken specifically about this report.

**4. Timetable for implementing this decision**

4.1 If approved, the report will be published on the City Council's internet site on 25 October 2013.

**5. Comments from Director of Finance and Legal Services**

5.1 Financial implications

There are no financial implications associated with this report.

5.2 Legal implications

There are three different complaints procedures relating to local authority decisions:

- Complaint to the local authority under Children Act 1989, s26 (3) (support for families and children)
- Complaint in relation to children's homes or voluntary organisations within their procedure, or
- Complaint to the local authority under LASSA 1970 (matters not falling under Children Act s26).

In practice the procedures are likely to be administratively similar and merge.

The procedure for the local authority to deal with representations and complaints is contained within the Children Act 1989 Representations Procedure (England) Regulations 2006.

The local authority must monitor arrangements made in accordance with the regulations by keeping a record of each representation received, and compiling a report every 12 months on the operation of its procedure.

**6. Other implications**

None

**6.1 How will this contribute to achievement of the Council's key objectives / corporate priorities (corporate plan/scorecard) / organisational blueprint / Local Area Agreement (or Coventry Sustainable Community Strategy)?**

Ensuring that children and young people are safe, achieve and make a positive contribution

Children, young people and others acting on their behalf, are encouraged to report any concerns about the care and services they are receiving so that these can be addressed quickly.

The feedback that is received from complaints and other representations is reported to managers on a regular basis to inform service planning and improvements.

**6.2 How is risk being managed?**

No risk has been identified.

**6.3 What is the impact on the organisation?**

None.

**6.4 Equalities / EIA**

Local Authorities are required to monitor equalities information with regard to representations received. This is intended to provide an accurate picture of the use of the procedure by minority groups and to ensure that it is accessible to them and does not inadvertently discriminate against them.

The complaints service for Children's Social Care Services was the subject of an Equalities Impact Assessment during 2010/11. This concluded that the service was having a positive equalities impact.

**6.5 Implications for (or impact on) the environment**

None.

**6.6 Implications for partner organisations?**

None.

**Report author(s):**

**Name and job title:**

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**Directorate:**

People

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Susan Johnson	Business and Performance Manager	People	26.09.2013	27.09.2013
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<b>Names of approvers for submission: (officers and members)</b>				
Finance: Paul Whitmore	Lead Accountant	Resources	26.09.2013	01.10.2013
Legal: Julie Newman	Children and Adults Legal Services Manager	Resources	02.10.2013	02.10.2013
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Director: Brian Walsh	Director	People	26.09.2013	02.10.2013
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Members: Councillor Duggins	Cabinet Member (Children and Young People)			

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## Appendices