

WIRRAL COUNCIL

Children's Sub Committee

16 December 2015

SUBJECT:	Annual Complaint Report
WARD/S AFFECTED:	All
REPORT OF:	Director of Children's Services
RESPONSIBLE PORTFOLIO HOLDER:	Councillor Tony Smith
KEY DECISION?	No

1.0 EXECUTIVE SUMMARY

- 1.1 This report provides information on representations and complaints received by children's specialist services within the Children and Young People's Department for the year 1st April 2014 to 31st March 2015.
- 1.2 The report gives an overview of complaint trends, performance and areas for development.

2.0 BACKGROUND AND KEY ISSUES

- 2.1 The Children Act 1989 Representations Procedure (England) Regulations 2006 and associated guidance "Getting the Best from Complaints" came into force on 1st September 2006 and underpins the Branch's Complaints Procedure.
- 2.2 The Regulations provide a statutory framework for dealing with representations relating to statutory social services functions under Part 3 of the Children Act 1989; and certain functions under the Adoption Support Regulations 2005 and Special Guardianship Support Regulations 2005.
- 2.3 The Regulations stipulate that an Annual Report is produced and presented to staff and appropriate Local Authority Committees. The report should also be available to the Regulator and the general public.

3.0 RELEVANT RISKS

- 3.1 Risk of reputational damage if an Annual Complaint Report is not published in line with regulations.

4.0 OTHER OPTIONS CONSIDERED

4.1 N/A

5.0 CONSULTATION

5.1 N/A

6.0 OUTSTANDING PREVIOUSLY APPROVED ACTIONS

6.1 None

7.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS

7.1 None

8.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS

8.1 None

9.0 LEGAL IMPLICATIONS

9.1 Statutory regulations stipulate that an annual complaint report must be made available to the public and the regulator (Local Government Ombudsman).

10.0 EQUALITIES IMPLICATIONS

10.1 Has the potential impact of your proposal(s) been reviewed with regard to equality?

No because there is no relevance to equality.

11.0 CARBON REDUCTION AND ENVIRONMENTAL IMPLICATIONS

11.1 None

12.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

12.1 None

13.0 RECOMMENDATION/S

13.1 That the committee note the report which will be made available on the Council website.

14.0 REASON/S FOR RECOMMENDATION/S

14.1 Regulatory requirement.

**REPORT
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APPENDICES

Appendix 1 – Annual Complaint Report for statutory children’s complaints 2014/15

BACKGROUND PAPERS/REFERENCE MATERIAL

None

BRIEFING NOTES HISTORY

Briefing Note	Date
None	

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
None	