

REPORT TITLE	Annual Complaint Report
REPORT OF	Director of Children's Services

REPORT SUMMARY

This report provides information on representations and complaints received by children's social care services within the Children and Young People's Department for the year 1 April 2015 to 31 March 2016.

The report gives an overview of complaint trends, performance and areas for development.

RECOMMENDATION/S

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

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

Regulatory requirement.

2.0 OTHER OPTIONS CONSIDERED

Not applicable

3.0 BACKGROUND INFORMATION

Please see Appendix 1.

4.0 FINANCIAL IMPLICATIONS

None

5.0 LEGAL IMPLICATIONS

Statutory regulation stipulates that an annual complaint report be made available to the public and the regulator (Local Government Ombudsman).

6.0 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS

None

7.0 RELEVANT RISKS

Risk of reputational damage if an annual complaint report is not published in line with regulations.

8.0 ENGAGEMENT/CONSULTATION

None

9.0 EQUALITY IMPLICATIONS

No because there is no relevance to equality.

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APPENDICES

Appendix 1 – Annual Complaint Report for statutory Children’s complaints 2015/16

REFERENCE MATERIAL

None

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
None	