

APPENDIX 2

WIRRAL COUNCIL

CHILDREN'S SERVICES AND LIFELONG LEARNING OVERVIEW AND SCRUTINY COMMITTEE – 2ND JUNE 2008

REPORT OF THE DIRECTOR OF CHILDREN' S SERVICES

COMPLAINT MONITORING

EXECUTIVE SUMMARY

This report provides members with an analysis of complaints registered under The Children Act 1989 Representations Procedure (England) Regulations 2006 from 1st September 2007 to 31st March 2008.

1. BACKGROUND

- 1.1 This report has been compiled following members consideration of the Children's Services Annual Complaints Report (see minute 61 Children's Services and Lifelong Learning Overview and Scrutiny Committee 18.03.2008).
- 1.2 Ongoing quarterly reports will be submitted for members' consideration following a recommendation made by the Local Government Ombudsman (see minute 60 18.03.2008).

2. REGISTERED COMPLAINTS

- 2.1 During the six month reporting period the following complaints were registered:

33 Stage 1 complaints *[compared to 109 complaints for previous 12 months]*

4 Stage 2 complaints *[compared to 12 complaints for previous 12 months]*

0 Stage 3 complaints

3. STAGE ONE COMPLAINTS (LOCAL RESOLUTION)

- 3.1 The 33 Stage 1 complaints registered in the reporting period were registered by:



- 3.2 Stage One Complaints Made by Children

The average time taken to complete/resolve the 11 complaints made by a child/young person was 22 working days – compared to 58 days in the last reporting period.

The reduction in the number of working days to resolve complaints made by children and young people has been brought about by:

- Access to the 'Respond' database in order that the Children's Complaints Officer can directly input information.
- Children and young people's complaints process and the need for timely resolution is embedding into practice. In the previous reporting period one particular case skewed the average response time.

83.3% of the complaints made by a child/young person were completed within the maximum timescale of 20 working days.

3.3 Stage One Complaints Made by Adults

The average time taken to complete/resolve the 22 complaints made by adults with parental responsibility or day to day care was 12.3 days.

81.8% of these complaints were completed within the maximum timescale of 20 working days.

4. **STAGE TWO COMPLAINTS (FORMAL INVESTIGATION)**

4.1 The average time taken to complete the Stage 2 investigations was 33 working days.

4.2 The average time taken to produce a Departmental response following investigation was 28.6 working days.

4.3 75% of Stage 2 complaints were completed within the maximum timescale of 65 working days.

6. **STAGE 3 COMPLAINTS (INDEPENDENT REVIEW PANEL)**

6.1 One Independent Review Panel has been held during the reporting period relating to a complaint registered and investigated prior to 1st September 2006. Recommendations from Panel have been actioned and the Director's response to Panel was made within the regulatory timescale.

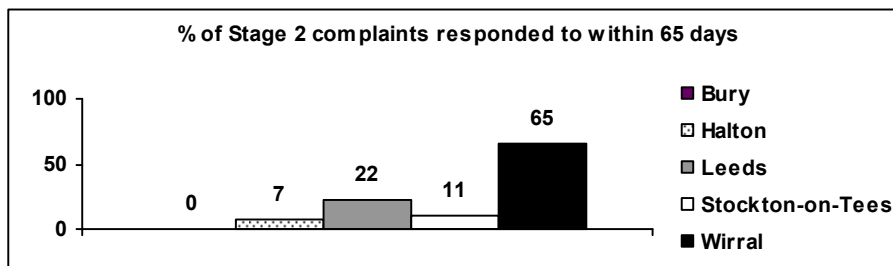
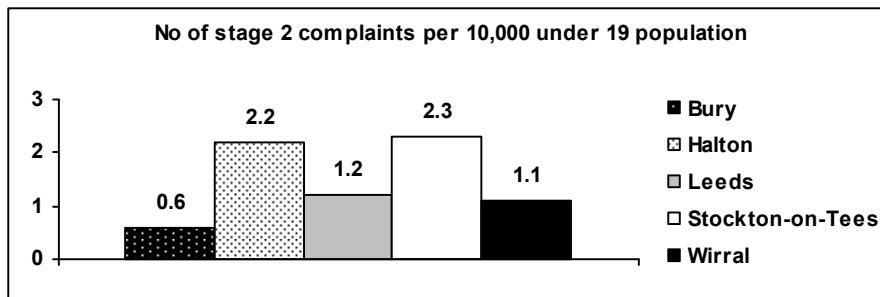
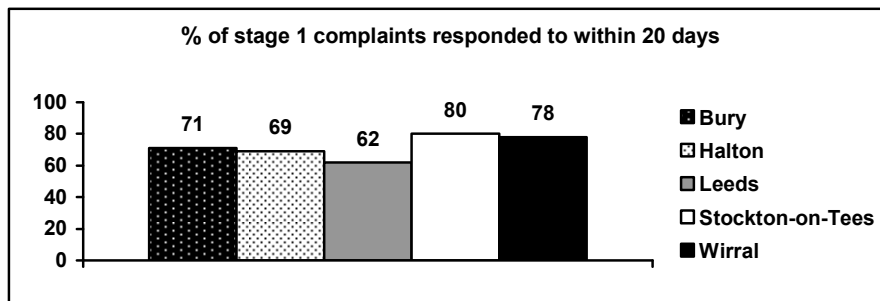
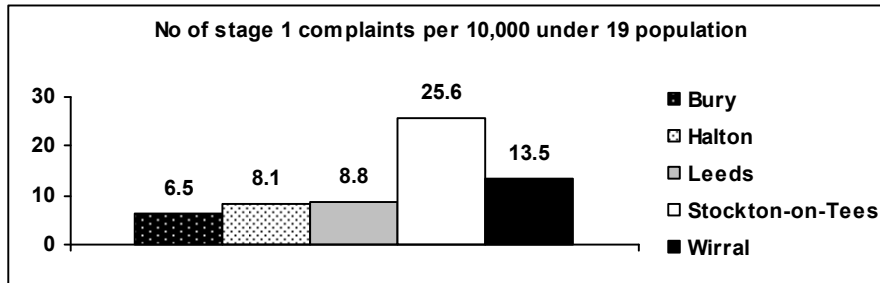
6.2 There are no outstanding Stage 3 complaints.

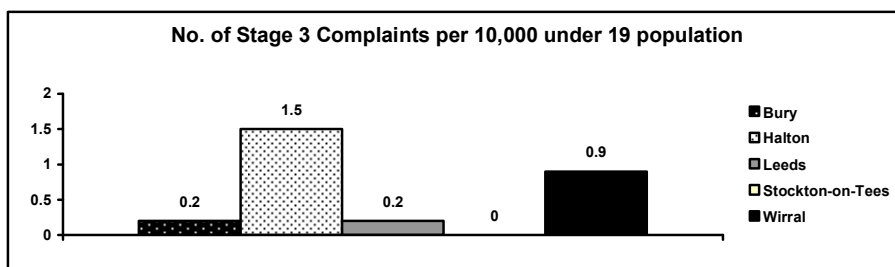
7. **BENCHMARKING**

In order to benchmark Wirral's performance in handling complaints about Children's Services statistics from Wirral's Statistical Neighbours were requested.

Four authorities shared their last annual report and some comparisons are shown below.

Comparisons with Statistical Neighbours for the reporting period 2006 - 2007





8. FINANCIAL AND STAFFING IMPLICATIONS

There are no direct financial and staffing implications arising from this report.

9. EQUAL OPPORTUNITIES IMPLICATIONS

None arising directly from this report.

10. HUMAN RIGHTS IMPLICATIONS

None arising directly from this report.

11. LOCAL AGENDA 21 IMPLICATIONS

None arising directly from this report.

12. COMMUNITY SAFETY IMPLICATIONS

None arising directly from this report.

13. PLANNING IMPLICATIONS

None arising directly from this report.

14. LOCAL MEMBER SUPPORT IMPLICATIONS

None arising directly from this report.

15. BACKGROUND PAPERS

The Children Act 1989 Representations Procedure (England) Regulations 2006
Getting the Best from Complaints 2006

16. RECOMMENDATIONS

Members are asked to note this report.

Howard Cooper
Director of Children's Services