

WIRRAL COUNCIL

**CHILDREN'S SERVICES AND LIFELONG LEARNING OVERVIEW AND SCRUTINY COMMITTEE
-2 JUNE 2009**

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 1 January 2009 to 31 March 2009.

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).

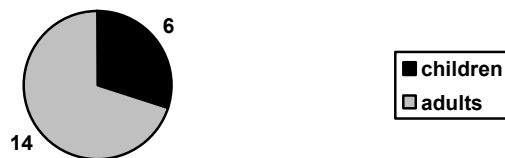
2. REGISTERED COMPLAINTS

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

20 Stage 1 complaints *[compared to 17 complaints the previous quarter]*
4 Stage 2 complaints *[compared to 4 complaints in the previous quarter]*
0 Stage 3 complaints

3. STAGE ONE COMPLAINTS (LOCAL RESOLUTION)

- 3.1 The 20 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 6 complaints made by a child/young person was 10 working days – compared to 19 days in the last reporting period.

83.3% of the complaints made by a child/young person were completed within the maximum timescale of 20 working days - compared to 66.6% in the last reporting period.

3.3 Stage One Complaints Made by Adults

The average time taken to complete/resolve the 14 complaints made by adults with parental responsibility or day to day care was 12.5 days – compared to 12.6 days in the last reporting period.

83.3 % of these complaints were completed within the maximum timescale of 20 working days – compared to 85.7% in the last reporting period.

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

4.1 Two Stage 2 investigations, registered toward the end of the quarter, are ongoing.

4.2 One Stage 2 investigation has been completed and the complainant is awaiting a Departmental Response. (The investigation was completed in 36 working days)

4.3 One Stage 2 investigation has been suspended at the request of the complainant.

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

6.1 There are no outstanding Stage 3 complaints.

7. **OMBUDSMAN**

7.1 There are no Ombudsman's investigations currently being undertaken.

7.2 There have been no Ombudsman's enquiries during the reporting period.

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