

14 January 2021

Children and Young People - Annual Complaints Report

Ward(s) All

Portfolios: Councillor Wilson – Children Services
Councillor Towe – Education and Skills

Executive Summary:

This annual report (**Appendix One**), covers the period of 1 April 2019 through to 31 March 2020 and reports on complaints made by, or on behalf of children and young people who receive services from Children's Social Care in Walsall. It is a statutory requirement to produce an annual report and make it available to the public, staff and elected members. The arrangements for the statutory procedure and management of complaints from children and young people (or their representatives) are set out in *The Children's Act 1989 Representation Procedure (England) Regulations 2006*.

The purpose of this report is to provide an overview and analysis of all compliments and complaints received and to summarise the issues that have arisen. This provides a mechanism for the directorate to monitor the quality and effectiveness of services and of its complaints procedure.

Reason for scrutiny:

It is a statutory requirement to produce an annual report and make it available to the public, staff and elected members.

Members are asked to review the findings in the report and to challenge, scrutinise and hold the Directorate to account for the outcomes and implications.

Recommendations:

That:

1. The Annual Complaints Report is noted and used to monitor, challenge and scrutinise performance.

Background papers:

N/A

Resource and legal considerations:

The arrangements for the statutory procedure and management of complaints from children and young people (or their representatives) are set out in *The Children's Act 1989 Representation Procedure (England) Regulations 2006*. This requires the

publication of an annual report to be made available to the relevant committee of the council.

Council Corporate Plan Priorities: Enabling children and their representatives to make a Complaint, and the learning from complaints which contributes to service delivery and Improvement, impacts on the Council Corporate Plan priority -: 'Children have the best possible start, are safe from harm, happy, healthy and learning well.'

Citizen impact:

An effective complaints procedure provides a mechanism through which the Council can listen and learn from our service users and improve the service we deliver to them. This report provides an overview of performance against the procedure and also proposes improvements to that procedure going forward.

Environmental impact:

None directly

Performance management:

Complaints provide an important mechanism through which we can learn about the performance of services and, when aligned with other forms of intelligence, can be used to inform and drive improvements.

Reducing Inequalities:


The complaint procedure ensures that there is fair and equitable access to the procedure for all our service users.

Consultation:

The report was shared with the Executive Director and Assistant Directors in Children's Services.

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