

Individual Executive Member Decision

West Berkshire Council Children and Family Services Annual Complaints Report 2015/16

Committee considering report: Individual Executive Member Decision

Date ID to be signed: 28 July 2016

Portfolio Member: Councillor Lynne Doherty

Forward Plan Ref: ID3152

1. Purpose of the Report

- 1.1 To provide statutory information about the number and type of complaints.
- 1.2 To highlight the number and nature of compliments received from April 2015 to March 2016.
- 1.3 To illustrate how complaints and compliments are logged and monitored, and review the actions taken as a result of the lessons learned.

2. Recommendation

- 2.1 To note the analysis of the Children's Services Complaints function for the financial year 2015/16.

3. Implications

- 3.1 **Financial:** None
- 3.2 **Policy:** The Children Act 1989
- 3.3 **Personnel:** None
- 3.4 **Legal:** None
- 3.5 **Risk Management:** None
- 3.6 **Property:** None

4. Consultation Responses

Members:

Leader of Council: Councillor Roger Croft

Overview & Scrutiny Management Councillor Emma Webster

Commission Chairman:

Ward Members: All
Opposition Spokesperson: Councillor Mollie Lock

Local Stakeholders:

Officers Consulted:

Trade Union:

5. Introduction/Background

5.1 This report contains a summary of the data produced by the Children's complaints procedure between 1 April 2015 and 31 March 2016. It highlights how the service has performed in relation to statutory timescales as well as in respect of learning and service improvements identified through the analysis of the complaints process in previous years.

6. Supporting Information

6.1 Children Act Complaints process.

7. Options for Consideration

None

8. Proposals

8.1 For Members to accept and sign off the report.

Subject to Call-In:

Yes: No:

The item is due to be referred to Council for final approval	<input type="checkbox"/>
Delays in implementation could have serious financial implications for the Council	<input type="checkbox"/>
Delays in implementation could compromise the Council's position	<input type="checkbox"/>
Considered or reviewed by Overview and Scrutiny Management Commission or associated Task Groups within preceding six months	<input type="checkbox"/>
Item is Urgent Key Decision	<input type="checkbox"/>
Report is to note only	<input checked="" type="checkbox"/>

Strategic Aims and Priorities Supported:

The proposals will help achieve the following Council Strategy aim:

P&S – Protect and support those who need it

The proposals contained in this report will help to achieve the following Council Strategy priority:

P&S1 – Good at safeguarding children and vulnerable adults

Officer details:

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9. Appendices

- 9.1 Appendix A – West Berkshire Children and Family Services Annual Complaints Report 2015/16