

# Individual Executive Member Decision

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## West Berkshire Council Children and Family Services Annual Complaints Report 2016/17

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**Committee considering report:** Individual Executive Member Decision

**Date ID to be signed:** 30 October 2017

**Portfolio Member:** Councillor Lynne Doherty

**Forward Plan Ref:** ID3363

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### 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 2016 to March 2017.
- 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 2016/17.

### 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 Graham Jones

**Overview & Scrutiny Management Commission Chairman:** Councillor Emma Webster

**Ward Members:** All  
**Opposition**  
**Spokesperson:** Councillor Mollie Lock

## 5. Introduction/Background

- 5.1 This report contains a summary of the data produced by the Children's complaints procedure between 1 April 2016 and 31 March 2017. 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.

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### 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"/>

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### 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**

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### Officer details:

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## 9. Appendices

- 9.1 Appendix A – West Berkshire Children and Family Services Annual Complaints Report 2016/17