
Children's Social Care Complaints Annual Report 2023/24

Committee considering report:	Scrutiny Commission
Date of Committee:	24 September 2024
Portfolio Member:	Councillor Heather Codling
Date Portfolio Member agreed report:	
Report Author:	Rachel Brickman

1 Purpose of the Report

- 1.1 To provide an overview of the management of and performance in responding to complaints in children's social care.
- 1.2 To request the Children Social Care Complaints Annual Report be reviewed and approval given for publication.

2 Recommendation(s)

That Scrutiny Commission notes the Annual Complaints report for 2023/24 and approve publication.

3 Implications and Impact Assessment

Implication	Commentary
Financial:	There are no financial implication relative to this request.
Human Resource:	There are no HR implication relative to this request.
Legal:	We are required by law to public an annual report of Children's Social Care complaint activity.
Risk Management:	There is no risk identified relative to this request.

Property:	N/A.			
Policy:	There are no policy implication relative this request.			
	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		X		
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		X		
Environmental Impact:		X		
Health Impact:		X		
ICT Impact:		X		
Digital Services Impact:		X		
Council Strategy Priorities:		X		
Core Business:		X		

Data Impact:		X		
Consultation and Engagement:	N/A			

4 Executive Summary

- 4.1 The Council is required to write and publish an annual report of Children’s Social Care complaint activity.
- 4.2 This report outlines complaints received, and themes to enable any learning to be considered for the service.
- 4.3 Please note that future annual report will include SEND and Education as a Children’s Services Complaints Annual Report.

5 Supporting Information

Introduction

- 5.1 Appended is the 2023/24 Children’s Social Care Annual Report.

Background

- 5.2 Publication of an annual report into Children’s Social Care complaint activity is a statutory requirement.
- 5.3 This report was previously approved by the Customer First Programme Board, which no longer exists. Therefore, it has been requested that Scrutiny Committee approve along with Adult Social Care Annual Report.

Proposals

- 5.4 To approve the Children Social Care Annual Report for publication.

6 Other options considered

No alternative options.

7 Conclusion

It is proposed the Children’s Social Care Complaints Annual Report 2023/24 be approved for publication.

8 Appendices

Appendix A – Children’s Social Care Annual Report 2023/24

Background Papers:

None

Subject to Call-In:

Yes: No:

- The item is due to be referred to Council for final approval
- Delays in implementation could have serious financial implications for the Council
- Delays in implementation could compromise the Council's position
- Considered or reviewed by Scrutiny Commission or associated Committees, Task Groups within preceding six months
- Item is Urgent Key Decision
- Report is to note only

Wards affected: N/A

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