

Local Members Interest
N/A

Safe and Strong Communities Select Committee - Wednesday 06 January 2021

Customer Feedback and Complaints Service – Children’s Social Services Annual Report 2019/20

Recommendation

I recommend that the Committee:

- a. Consider the Annual Report of the Customer Feedback and Complaints Service, Children’s Social Services 2019/20, taking the opportunity for any comments on the content of the report.

Report of Cllr Mark Sutton, Cabinet Member for Children and Young People

Summary

What is the Select Committee being asked to do and why?

1. The Committee is being asked to consider the Annual Report of the Customer Feedback and Complaints Service, Children’s Social Services 2019/20, taking the opportunity for any comments on the content of the report.

Report

Background

2. In line with The Children Act 1989 Representation Procedure (England) Regulations 2006, the Local Authority is required to produce an Annual Report. This report must include the number of complaints recorded under the Representation Procedure together with information on the outcome of each representation and whether statutory timescales were adhered to.
3. The Annual Report, Customer Feedback and Complaints Services, Children’s Social Services 2019/2020 is being submitted for scrutiny and endorsement.
4. The report contains information about the nature of complaints received, together with responses provided and their handling by the Council.
5. It is important that the Local Authority uses the evidence available from Complaints and Representations to inform service improvements. The report provides information about how complaints investigations are used to identify specific themes, where service improvement can be addressed and highlights where the County Council is providing quality services to customers which may be identified

from compliments received. This is in line with the Council's Strategic Plan, to use Customer Insight to develop high quality services which meet customer needs.

List of Background Documents/Appendices:

Appendix 1 – Customer Feedback and Complaints Service, Children's Social Services, Annual Report 2019/20

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