

Local Members Interest
If report is relevant to ALL Members, type 'N/A' into table OR Insert Members Name and Electoral Division

Overview and Scrutiny Committee -Tuesday 19 July 2022

Customer Feedback and Complaints Service Children's Social Care Annual Report 2021/22

Recommendation(s)

I recommend that the Committee:

considers the Annual Report of the Customer Feedback and Complaints Service, Children Social Services 2020/21, taking the opportunity for any comments on the content of the report.

Report of Cabinet Member for Children and Young People.

Summary

What is the Overview and Scrutiny Committee being asked to do and why?

That the Committee considers the Annual Report of the Customer Feedback and Complaints Service, Children's Social Services 2021/22 taking the opportunity for any comments on the content of the report

Report

Background

1. 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.
2. The Annual Report, Customer Feedback and Complaints Service, Children's Social Services 2021/22 is being submitted for scrutiny and endorsement.

3. The report contains information about the nature of complaints received, together with responses provided and their handling by the Council.
4. 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.

Contact Details

Assistant Director: **Tracy Thorley, Assistant Director for Corporate Operations.**

Report Author: Kate Bullivant
Job Title: Complaints, Access to Information & School Appeals Manager

Telephone No.: 01785277407
E-Mail Address: kate.bullivant@staffordshire.gov.uk

