

Local Members' Interest
N/A

## **Safe and Strong Communities Select Committee - 9<sup>th</sup> November 2016**

### **Customer Feedback and Complaints – Children's Social Care Annual Report 2015/16**

#### **Recommendation**

1. That the Committee considers the Annual Report of the Customer Feedback and Complaints Service, Children Social Services 2015/16, taking the opportunity to comment on the content of the report.

#### **Report of the Cabinet Member for Children and Young People**

#### **Summary**

##### **What is the select Committee being asked to do and why?**

2. That the Committee considers the Annual Report of the Customer Feedback and Complaints Service, Children's Social Services 2015/16 taking the opportunity to comment on the content of the report.

#### **Report**

##### **Background**

3. In line with The Children Act 1989 Representations 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 Representations Procedure together with information on the outcome of each representation and whether statutory timescales were adhered to.
4. The Annual Report, Customer Feedback and Complaints Services, Children's Social Services 2015/2016 is being submitted for scrutiny and endorsement.
5. The report contains information about the nature of complaints received, together with responses provided and their handling by the Council.
6. 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 Officer**

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## **Appendices/Background papers**

**Appendix A:** - Customer Feedback and Complaints Service, Children's Social Services,  
Annual Report 2015/16