

Select Committee on Children's Services – 15-September 2008

Report of the Director of Children's Services

Annual Report 2007/08 on Children's Statutory Social Care Complaints and Compliments

Purpose of Report

1. This report meets the statutory requirement to provide an annual report on the workings of the Representations and Complaints procedures.
2. This report provides the Select Committee with information about the performance of the Directorate of Children's Services in receiving, monitoring and responding to Children's Social Care complaints and compliments.
3. This report seeks the Select Committee's approval to present the attached Annual Report, once approved, to Ofsted and for this to be published as a public document.

Background

4. There is a statutory responsibility placed upon Local Authorities to produce an Annual Report to senior managers and subsequently to elected members on the workings of the Social Care Services complaints and representations procedures.
5. The Annual Report for the period 1 April 2007 – 31 March 2008 is attached. It contains detailed information about children's 'Social Care' complaints and compliments received by the Directorate of Children's Services.
6. This report has been compiled by the Policy, Performance and Resources Unit, within the Directorate of Adult Community and Housing. The Quality and Complaints Team is responsible for the management and administration of the statutory social care complaints procedure.

Finance

7. There are no extra financial demands placed upon the Directorate from this report.

Law

8. The requirement to provide an annual complaint monitoring report is contained in the Local Authorities Social Services Complaints (England) Regulations, 2006.

Equality Impact

9. All service users who believe that they have a complaint are entitled to access to the Quality and Complaint Service. The Quality and Complaints Team offers a service to all members of the community who are requesting or receiving a social care service from Dudley MBC. All service users receive a complaints leaflet, explaining the role of the Team, at the point of initial contact with the Directorate and these are also readily available at District Offices and elsewhere. The information obtained from complaints activity assists in the development of high quality services.

Recommendations

10. It is recommended that:
 - the Select Committee note and comment on the information contained in the Annual Report 2007/08.
 - the Select Committee agree that the report, subject to any amendments requested, be presented to Ofsted.
 - that the Select Committee agrees, subject to any amendments, to the Annual Report being made a public document as required by legislation and guidance; this would lead to the report being made available on the Dudley website.



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