

Cabinet Member for Children and Young People

9 October 2017

Name of Cabinet Member:

Cabinet Member for Children and Young People – Councillor Ruane

Director approving submission of the report:

Deputy Chief Executive (People)

Ward(s) affected:

All

Title:

Children's Social Care Comments, Compliments and Complaints Annual Report 2016/17

Is this a key decision?

No

Executive summary:

There is a statutory duty for the Council to have a system for receiving representations by, or on behalf of, children who use the social care services they provide or commission; and for the Council to produce an annual report about the operation of the complaints procedure.

This report sets out the details of the comments, compliments and complaints across Coventry's children's social care services in 2016/17. It highlights the themes that arise from them and the learning and service improvements that have resulted from the feedback received.

Recommendations:

The Cabinet Member is recommended to:

- (1) Consider the Council's performance in relation to complaints and representations in children social care in 2016/17.

List of appendices included:

Appendix I – Children's social care comments, compliments and complaints annual report 2016/17

Appendix II – Coventry City Council People Directorate and Social Care Complaints Handling Guidance

Background papers:

None

Other useful documents

Young people's guide to making a social care complaint

http://www.coventry.gov.uk/info/37/childrens_social_care/625/

Complaints Managers' Group (May 2016) Good Practice guidance for handling complaints concerning adults and children social care services <https://www.adass.org.uk/media/5360/good-practice-guidance-final-09062016.pdf>

Department for Education (September 2006) statutory guidance for local authority children's services on representations and complaints procedures <https://www.gov.uk/government/publications/childrens-social-care-getting-the-best-from-complaints>

Has it been or will it be considered by Scrutiny?

No

Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

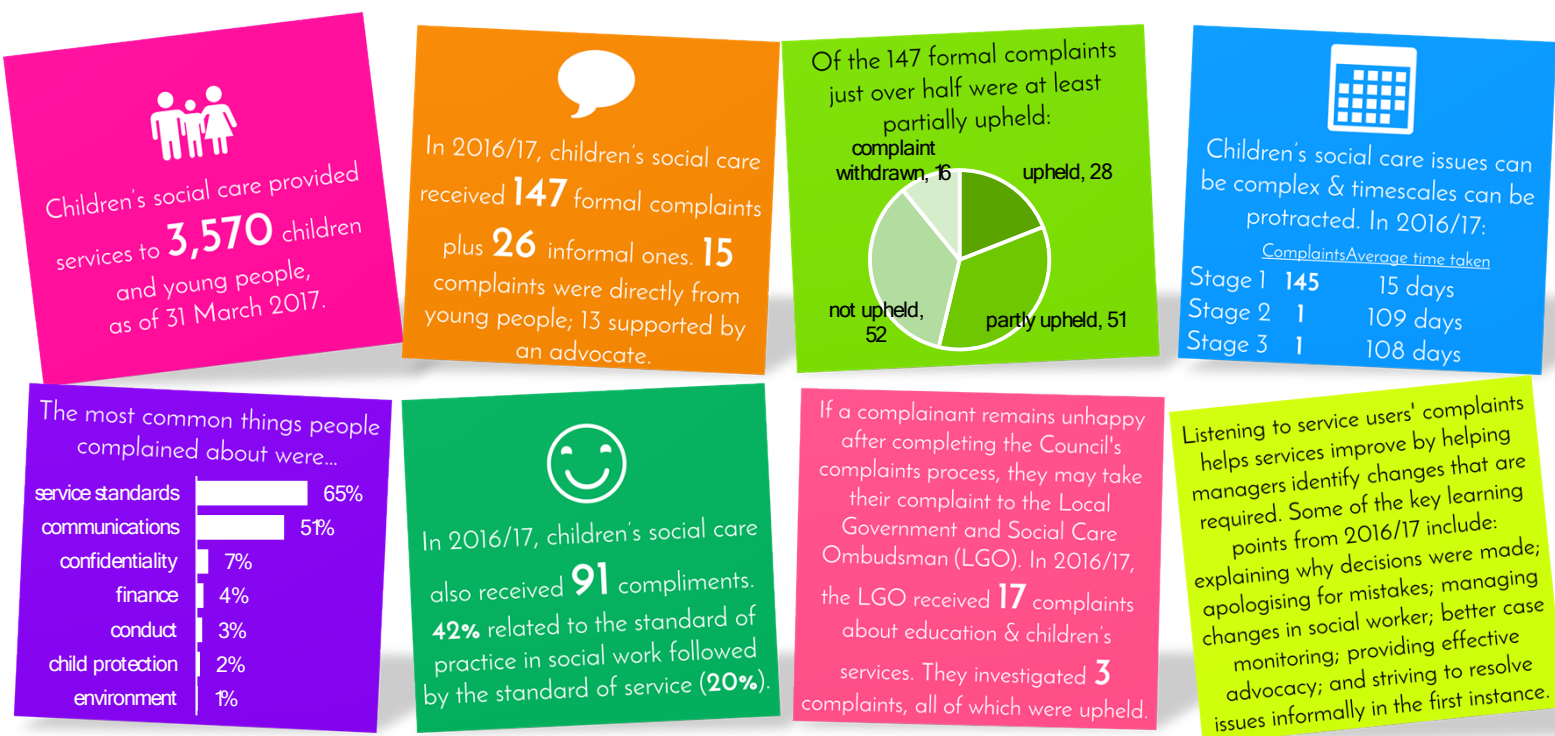
No

**Report title:
Children's social care comments, compliments and complaints annual report 2016/17**

1 Context (or background)

- 1.1 There is a statutory duty for the Council to have a system for receiving representations by, or on behalf of, children who use the social care services they provide or commission; and for the Council to produce an annual report about the operation of the complaints procedure.
- 1.2 This report sets out the details of the comments, compliments and complaints across Coventry's children's social care services in 2016/17. It highlights the themes that arise from them and the learning and service improvements that have resulted from the feedback received.

2 Options considered and recommended proposal



Having your say about children's social care

*If you have a problem with children's social care services or if you are unhappy about something that is happening to you, this can usually be sorted out by speaking to someone you trust like your social worker, keyworker or foster carer. But if they can't put things right for you, then you can make a complaint. You can do so by asking to speak to your **children's rights officer**. The children's rights officer makes regular visits to children's homes in Coventry or you can ring them on **0800 0272 18**.*

- 2.1 Between 1 April 2016 and 31 March 2017, there were 173 statutory and informal complaints received about children's social care services. That is, 147 statutory complaints and 26 informal complaints; an increase from 133 statutory complaints in 2015/16.
- 2.2 91 compliments were received in the year compared with 68 in 2015/16.

- 2.3 A small number of complaints (15) were from children and young people themselves or from an advocate, the remainder were from adults. There has been a decrease of children and young people using an advocate compared to 17 in 2015/16.
- 2.4 Two main themes could be identified as arising from the complaints by and on behalf of users in 2016/17: issues regarding poor communication with users; and concerns about the standards of service provided.
- 2.5 Themes from compliments were predominantly around the good standard of practice received from individual social workers and the overall standard of service received from teams
- 2.6 Appendix I sets out the children's social care comments, compliments and complaints annual report for 2016/17, highlighting trends and the themes that has arisen from complaints and the learning and service improvements that have resulted from the feedback received.
- 2.7 Appendix II sets out the Council's internal guidance for handling People Directorate and social care complaints.

3 Results of consultation undertaken

- 3.1 None identified or undertaken.

4 Timetable for implementing this decision

- 4.1 Areas for development and improvement will be included within the divisional and relevant team plans.

5 Comments from Director of Finance and Corporate Services

5.1 Financial implications

There are no direct financial implications associated with this report. Financial remedies resulting from any complaints are typically paid out of service budgets.

5.2 Legal implications

This report meets the legal requirement for the Council to monitor arrangements made in accordance with regulations by keeping a record of each representation received, and compiling a report every 12 months on the operation of the procedure.

6 Other implications

6.1 How will this contribute to achievement of the Council Plan?

This annual report sets out the progress made by the service towards the Council Plan vision to be locally committed, by improving the quality of life for Coventry people, by contributing to the priority to protect our most vulnerable people.

It also works towards the Children and Young People Plan priorities to ensure that children and young people are safe, achieve and make a positive contribution. Children, young people and others acting on their behalf are encouraged to report any concerns about the care and services they are receiving so that these can be addressed quickly.

6.2 How is risk being managed?

There are reputational as well as financial risks when things go wrong. It is, therefore, important that the Council takes action and learns from the outcome of complaints.

6.3 What is the impact on the organisation?

The co-ordination and management of complaints involves considerable officer time. Therefore, where things have gone wrong, it is important for the Council to put things right, learn from the experience and make the necessary improvements. The feedback that is received from complaints and other representations is reported to managers on a regular basis to inform service planning and improvements.

6.4 Equalities and equality and consultation analyses (ECA)

ECAs have been built into the delivery of work within children's social care services. As part of continuous improvement, the service will continue to review the integration of equality and diversity into operational practice and performance monitoring.

6.5 Implications for (or impact on) the environment

None

6.6 Implications for partner organisations?

Children's social care may be delivered in-house, or by external agencies for instance partner organisations commissioned by the local authority. The responsibility remains with the Council even when services are delivered by external agencies or partner organisations. Therefore, it is important for the Council and partner organisations to learn from the experience when things go wrong, and work together to make the necessary improvements.

Report author(s):**Name and job title:**

Ilius Ahmed
Interim Complaints Officer

Si Chun Lam
Interim Insight Manager (Intelligence)

Directorate:

People

Contact:

CLYPCustomerRelations@coventry.gov.uk

Enquiries should be directed to the above person.

28/09/2017 11:55:09

Contributor/ approver name	Title	Directorate or organisation	Date doc sent out	Date response received or approved
Contributors:				
Amrit Bilkhu	Integrated Services Manager, Looked After Children and All-Age Disability Team (0 to 14)	People	17/08/2017	31/08/2017
Stella Botchway	Consultant in Public Health Intelligence	People	08/09/2017	12/09/2017
Jane Brooks	Strategic Lead for Early Help and Protection	People	23/08/2017	14/09/2017
Matt Clayton	Temporary Service Manager to Route 21, EDT, CIS, The Grange & Gravel Hill	People	17/08/2017	06/09/2017
Iqbal Ghag	Service Manager, Referral and Assessment Service	People	23/08/2017	25/08/2017
Shirley Gounder	Adoption Service Manager	People	17/08/2017	14/09/2017
Sandra Kerr	Service Manager, North West Neighbourhood Team	People	23/08/2017	23/08/2017
Jaspal Mann	Equality and Diversity Officer	People	18/09/2017	20/09/2017
Wendy Ohandjanian	Equality and Diversity Officer	People	18/09/2017	18/09/2017
Karen Ogle	Service Manager, North East and South Neighbourhood Teams	People	23/08/2017	31/08/2017
Nigel Patterson	Neighbourhood Services Manager (Integrated Youth Support)	People	23/08/2017	11/09/2017
Katherine Robinson	Service Manager, Family Placement Service	People	17/08/2017	25/08/2017
Paul Smith	Strategic Lead for Looked After Children	People	17/08/2017	14/09/2017
Usha Patel	Governance Services Officer	Place	08/09/2017	11/09/2017
Names of approvers for submission: (officers and members)				
Finance: Rachel Sugars	Finance Manager	Place	08/09/2017	26/09/2017
Legal: Julie Newman	People Team Manager	Place	08/09/2017	11/09/2017
Gail Quinton	Deputy Chief Executive (People)	People	20/09/2017	26/09/2017
John Gregg	Director Children's Services	People	08/09/2017	26/09/2017
Members: Councillor Ed Ruane	Cabinet Member (Children and Young People)		14/09/2017	19/09/2017

This report is published on the Council's website: www.coventry.gov.uk/councilmeetings/