

**Name of meeting:** Corporate Parenting Board  
**Date:** 19th November 2018  
**Title of report:** Statutory Complaints, Compliments & Representations Annual Report 2017/2018

**Purpose of report:** The Annual Compliments, Representations and Complaints report for Kirklees Children and Young People Service provides an analysis of the complaints received from customers. It is being presented to the Board for noting as required under Section 13 of The Children Act 1989 Representations Procedure (England) Regulations 2006.

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	Not applicable
Key Decision - Is it in the <a href="#">Council's Forward Plan (key decisions and private reports?)</a>	Not applicable
The Decision - Is it eligible for call in by Scrutiny?	Not applicable
Date signed off by <u>Strategic Director</u> & name  Is it also signed off by the Service Director for Finance IT and Transactional Services?  Is it also signed off by the Service Director for Legal Governance and Commissioning Support?	Elaine McShane (for Sal Tariq) – 24.10.18
Cabinet member <a href="#">portfolio</a>	Cllr Viv Kendrick (Children's)

**Electoral wards affected:** None

**Ward councillors consulted:** None

**Public or private:** Public

## 1. **Summary**

This is the 2017/2018 Annual Compliments, Representations and Complaints report for Kirklees Children and Young People Service. Under the Children's Act 1989, the provision of an annual complaints report is a statutory requirement.

Local authorities must each financial year publish the Childrens Act Complaints Annual Report (regulation 13(3) of the Childrens Act).

The report has been shared with management of Childrens Safeguarding Service and is required to be shared with the Corporate Parenting Board. It will be published on the intranet and is available to the general public under Freedom of Information.

## 2. **Information required to take a decision**

No decision is required.

## 3. **Implications for the Council**

### 3.1 **Early Intervention and Prevention (EIP)**

Not applicable

### 3.2 **Economic Resilience (ER)**

Not applicable

### 3.3 **Improving Outcomes for Children:**

The Complaints Procedure informs learning from responses to complaints; service developments and ensures that the voice of the child is heard and the child's right to complain is adhered to.

### 3.4 **Reducing demand of services**

Not applicable

### 3.5 **Other (eg Legal/Financial or Human Resources)**

Not applicable

## 4. **Consultees and their opinions**

Not applicable

## 5. **Next steps**

The Annual report will be posted on the intranet.

## 6. **Officer recommendations and reasons**

That the report be received and noted by the Corporate Parenting Board as per Section 13 of The Children Act 1989 Representations Procedure (England) Regulations 2006.

## 7. **Cabinet portfolio holder's recommendations**

Not applicable

8. **Contact officer**

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Complaints and Represent Manager  
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9. **Background Papers and History of Decisions**

Report to Corporate Parenting Board on the 17<sup>th</sup> July 2017

10. **Service Director responsible**

Elaine McShane, Service Director (Family Support and Child Protection)