

Name of meeting: Corporate Parenting Board

Date: 24th October 2019

Title of report: Annual Report for Compliments and Complaints

Purpose of report: To inform the Board of services delivered by the Compliments and Complaints Unit during the period of 01 April 2019 to 30September 2019

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 <u>Council's Forward Plan (key decisions and private reports)</u> ?	Not Applicable
The Decision - Is it eligible for call in by Scrutiny?	Not Applicable
Date signed off by <u>Strategic Director</u> & name	Elaine McShane (for Mel Meggs) – 14.10.19
Is it also signed off by the Service Director for Finance IT and Transactional Services?	Not applicable
Is it also signed off by the Service Director for Legal Governance and Commissioning Support?	Not applicable
Cabinet member portfolio	Cllr Viv Kendrick (Children's)

Electoral wards affected: None

Ward councillors consulted: None

Public or private: Public

Has GDPR been considered? Yes

1. Summary

This is the 2018/2019 Statutory 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. Each financial year, the Local Authority must publish the Childrens Act Complaints Annual Report (under regulation 13(3) of the Childrens Act.

The report has been shared with management of Children's Social Care 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

- **Working with People**

Not applicable

- **Working with Partners**

Not applicable

- **Place Based Working**

Not applicable

- **Improving outcomes for children**

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

- **Other (eg Legal/Financial or Human Resources)**

Not applicable

4. Consultees and their opinions

Not applicable

5. Next steps and timelines

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

Yasmin Mughal Complements and Complaints Manager

Yasmin.Mughal@Kirklees.gov.uk

Childrens.Complaint@Kirklees.gov.uk

9. Background Papers and History of Decisions

Not applicable

10. Service Director responsible

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