

Name of meeting: Corporate Parenting Board

Date: 3rd November

Title of report: Children's Services Annual Complaints Report

Purpose of report: To inform the Board of compliments and complaints regarding Children's Social Care during the period of 01 April 2019 to 31 March 2020 (annual report)

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?	<p>“ Not applicable”</p> <p>If yes give the reason why</p> <p>.</p>
Key Decision - Is it in the Council's Forward Plan (key decisions and private reports?)	<p>“Not applicable”</p> <p>If yes also give date it was registered</p>
The Decision - Is it eligible for call in by Scrutiny?	<p>“Not applicable”</p> <p>If no give the reason why not</p>
<p>Date signed off by <u>Strategic Director</u> & name</p> <p>Is it also signed off by the Service Director for Finance IT and Transactional Services?</p> <p>Is it also signed off by the Service Director for Legal Governance and Commissioning Support?</p>	<p>23/10/2020: Tom Brailsford</p> <p>Not applicable</p> <p>Not applicable</p>
Cabinet member portfolio	Cllr. Viv Kendrick

Electoral wards affected: Not applicable

Ward councillors consulted: Not applicable

Public or private: Public

Has GDPR been considered? Yes

1. Summary

This is the 2019/2020 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 Children's Act Complaints Annual Report (under regulation 13(3) of the Children's Act).

The report has been shared with Senior Leaders in Children's Services 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

For information only, no decision required

3. Implications for the Council

a. Working with People

The Children's Complaints team works with adults and children who receive a service from Children's Social Care

b. Working with Partners

The Service works with partners within the Council and across the wider partnership, and national Bodies such as the Local Government Ombudsman.

c. Place Based Working

Not applicable

d. Climate Change and Air Quality

Not applicable

e. Improving outcomes for children

Improving Outcomes for Children

The Complaints Procedure informs learning from complaints, and the Complaints team, works with partners to help ensure learning extracted from Complaints informs practice improvement, service development, that the voice of the child is heard and the child's right to complain is adhered to.

3.4 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

Helen Sanderson, Complaints and Compliments Manager,
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Yasmin.Mughal@Kirklees.gov.uk

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9. Background Papers and History of Decisions

Not applicable

10. Service Director responsible

Tom Brailsford, Service Director, Resources, Improvement, Partnerships.