



Name of meeting: Corporate Parenting Board

Date: 5th December

Title of report: Compliments & Complaints Service Annual Summary 2022-23

Purpose of report: To inform the Board of compliments and complaints in relation to children looked after during the period of 1st April 2022 to 31st March 2023.

Key Decision - Is it likely to result in spending or saving £500k or more, or to have a significant effect on two or more electoral wards? Decisions having a particularly significant effect on a single ward may also be treated as if they were key decisions.	No
Key Decision - Is it in the <u>Council's Forward Plan (key decisions and private reports)?</u>	Key Decision – No Private Report/Private Appendix – No
The Decision - Is it eligible for call in by Scrutiny?	Yes
Date signed off by <u>Strategic Director</u> & name	Kieran Lord, 27.11.23
Is it also signed off by the Service Director for Finance?	No
Is it also signed off by the Service Director for Legal Governance and Commissioning?	No
Cabinet member <u>portfolio</u>	Cllr Kendrick

Electoral wards affected: None

Ward councillors consulted: None

Public or private: Public

Has GDPR been considered? Yes

1. Summary

This is the April 2022-March 2023 Annual Summary Compliments, Representations and Complaints report for Kirklees Children's Social Care. Under the Children's Act 1989, the provision of an annual Complaints report is a statutory requirement.

366 compliments and complaints were registered during this financial year. 52 of these were compliments. 158 were enquiries and 85 complaints were able to be remedied via the local resolution procedure. 23 complaints were responded to via the statutory Stage 1 process (an increase from 15 the previous year). There were 4 Stage 2 investigations, 2 Stage 3 investigations and 4 cases were referred to the Local Government Ombudsman.

Some of the key themes or reasons for complaints were Failure to Consult /communicate, Delay in Service Provision/ Failure to provide a service/ standard /quality of service provided, and inaccurate decision making.

Specifically in relation to children looked after and care leavers, there were 10 Stage 1 investigations during the 22/23 year out of a total of 23 such Stage 1s.

2. Information required to take a decision

For information only, no decision required.

3. Implications for the Council

3.1 Working with People

The Service works with children and young people, families, and carers, and across the council and wider partnership.

3.2 Working with Partners

The Service works with partners to investigate all complaints thoroughly and deliver outcomes for children and young people Looked After by Kirklees Council.

3.3 Place Based Working

Not applicable.

3.4 Climate Change and Air Quality

Not applicable.

3.5 Improving outcomes for children

At all stages, any lessons / findings identified from complaints are expected to be followed up by managers with the relevant staff to inform individual learning and development; whilst themes and patterns for learning identified from complaints

are shared with the Learning and Development Service. To strengthen embedding learning across the service, the Complaints team and Learning and Development team have strengthened pathways to review complaints and compliments to ensure that key messages influence practice.

3.6 Financial Implications for the people living or working in Kirklees

None.

3.7 Other (eg Integrated Impact Assessment (IIA)/Legal/Financial or Human Resources) Consultees and their opinions

None.

4 Consultation

Not applicable.

5 Engagement

Not applicable.

6 Next steps and timelines

- Production of the full and formal annual report for 2022/23- by end of December 2023.
- Training opportunities provided to responding managers- throughout 2024.
- Further work to embed thematic learning from the service within our Quality Assurance framework.

7. Officer recommendations and reasons

That the report be noted.

8. Cabinet Portfolio Holder's recommendations

Not applicable.

9. Contact officer

Nick Libell, Service Manager- 01484 221000; nick.libell@kirklees.gov.uk

10. Background Papers and History of Decisions

Not applicable.

11. Service Director responsible

Kieran Lord, Service Director for Resources, Improvements and Partnerships