

**To the Chair and Members of the
CHILDREN AND YOUNG PEOPLE'S OVERVIEW & SCRUTINY PLAN**

**ANNUAL COMPLAINTS REPORT – DONCASTER CHILDREN'S SERVICES
TRUST**

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Councillor Nuala Fennelly - Portfolio Holder for Children, Young People and Schools	All	No

EXECUTIVE SUMMARY

1. This is the Doncaster Children's Services Trust's (DCST) annual report with respect to the complaints activity for the period 1 April 2016 to 31 March 2017.

EXEMPT REPORT

2. This is not an Exempt Report.

RECOMMENDATIONS

3. That the Complaints and Compliments – Annual Report for 2016/17 - Doncaster Children's Services Trust's be noted.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

4. The report demonstrates the Trust's commitment to the on-going development of the complaints and compliments function. Citizens of Doncaster can note that The Trust has continued to take steps to maximize the potential learning from complaints to continually drive service improvements. The Trust ensures that the complaints functions sits central to the Trust's ambitions to be a reflective, learning and developing service.

BACKGROUND

5. The responsibility for the provision of Children's Social Care Services transferred to the Doncaster Children's Services Trust on 1st October 2014. There is a statutory requirement for an annual report to be produced which outlines the complaints activity for this service.

This is the third annual report produced by Doncaster Children’s Services Trust and it covers the period 1 April 2016 to 31 March 2017. A permanent Customer Experience Manager was appointed in January 2016 who brought continuity to the management of the statutory complaints function. This annual report reflects a more accurate picture of complaints received during the reporting period.

OPTIONS CONSIDERED

6. Not applicable.

REASONS FOR RECOMMENDED OPTION

7. Not applicable.

IMPACT ON THE COUNCIL’S KEY OUTCOMES

8.

	Outcomes	Implications
	<p>All people in Doncaster benefit from a thriving and resilient economy.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Creating Jobs and Housing</i> • <i>Mayoral Priority: Be a strong voice for our veterans</i> • <i>Mayoral Priority: Protecting Doncaster’s vital services</i> 	<p>The Trust has been established with a mandate to continue delivering improvements in children’s social care. The formal contract with DMBC details a requirement for future Ofsted inspection judgements to be:</p> <ul style="list-style-type: none"> - ‘Requires improvement’ or better by April 2016 - Good or better by October 2017 - And that overall the service should be Outstanding by October 2019. <p>Through robust complaints management the Trust will continually improve the quality and consistency of service provision.</p>
	<p>People live safe, healthy, active and independent lives.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Safeguarding our Communities</i> • <i>Mayoral Priority: Bringing down the cost of living</i> 	
	<p>People in Doncaster benefit from a high quality built and natural environment.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Creating Jobs and Housing</i> • <i>Mayoral Priority: Safeguarding our Communities</i> • <i>Mayoral Priority: Bringing down the cost of living</i> 	
	<p>All families thrive.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Protecting Doncaster’s vital services</i> 	
	<p>Council services are modern and value for money.</p>	
	<p>Working with our partners we will provide strong leadership and governance.</p>	

RISKS AND ASSUMPTIONS

9. Should complaints not be managed in line with statutory requirements there are both financial and reputational risks to the council as well as the risk that opportunities to improve practice are missed.

LEGAL IMPLICATIONS

10. The statutory requirements for dealing with children's complaints and representations are determined by the following legislation: The Children Act 1989, Representations Procedure (England) Regulations 2006. The Children & Adoption Act 2002 and Children (Leaving Care) Act 2000 and the accompanying guidance 'Getting the Best from Complaints' (DfES July 2006)
11. The Council was directed by the Secretary of State for Education to transfer the provision of Children's Social Care Services to a new company called Doncaster Children's Services Trust Limited ("the Trust").

FINANCIAL IMPLICATIONS

11. There are no specific financial implications arising from the recommendations of this report.

HUMAN RESOURCES IMPLICATIONS

12. Not applicable

TECHNOLOGY IMPLICATIONS

13. Not applicable.

EQUALITY IMPLICATIONS

14. There are no Equalities Implications arising from this report, however it is essential that the Trust operates the complaints procedure in accordance with the provisions of the Equality Act 2010.

CONSULTATION

15. This report has significant implications in terms of the following:

Procurement		Crime & Disorder	
Human Resources		Human Rights & Equalities	
Buildings, Land and Occupiers		Environment & Sustainability	
ICT		Capital Programme	

BACKGROUND PAPERS

16. Service Delivery contract between Doncaster Council and Doncaster Children's Services Trust.

The Children and Young People's Service – Complaints and Compliments
Annual Report 2014-15 and 2015-16.

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