

5th September, 2018

**To the Chair and Members of the
CHILDREN AND YOUNG PEOPLE SCRUTINY PANEL**

**COMPLAINTS AND COMPLIMENTS – ANNUAL REPORT FOR 2017/18 –
DONCASTER CHILDREN'S SERVICES TRUST LIMITED**

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Councillor Nuala Fennelly Cabinet Member for Education and Skills and Lead Member for Children's Services	ALL	No

EXECUTIVE SUMMARY

1. This statutory report sets out details of complaints and compliments received during the reporting period. The report also details the actions taken by The Trust to improve the effectiveness and efficiency of services provided as a result of the feedback received.

EXEMPT REPORT

2. This is not an exempt report

RECOMMENDATIONS

3. That the Complaints and Compliments – Annual Report for 2017/18 – Doncaster Children's Services Trust Limited be noted.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

4. The report demonstrates The Trust's on-going commitment to recognise the importance of the continuous development of the complaints and compliments function. Citizens of Doncaster can note that the Trust is continuing to take measures to maximise the potential learning from complaints in order to drive further service improvements as well as working in close partnership with the council to ensure that complainants are responded to fairly and effectively and in line with statutory guidelines.

BACKGROUND

5. The responsibility for the provision of Children’s Social Care Services transferred to the Doncaster Children’s Services Trust Limited on 1 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 Limited and it covers the period 1 April 2017 to 31 March 2018.

During this reporting period there has been a permanent Customer Experience Manager in the role which has provided consistency and continuity to the management of the statutory complaints function. This is also the first year that it has been possible to provide comparable data and this is reflected within the report.

The re-inspection of services for children in need of help and protection, children looked after and care leaves in November 2017 reported that:

“46. The quality of responses to complaints is excellent. Managers responding to complaints are provided with support to ensure that they get the response ‘right first time’. Increasingly, complaints are resolved quickly. Learning from complaints, and the many compliments received, is now routinely shared with staff across Doncaster Children’s Services Trust to reduce the repetition of complaints and to share good practice.”

OPTIONS CONSIDERED

6. Not applicable.

REASONS FOR RECOMMENDED OPTION

7. Not applicable.

IMPACT ON THE COUNCIL’S KEY OUTCOMES

- 8.

Outcomes	Implications
<p>Doncaster Working: Our vision is for more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future;</p> <ul style="list-style-type: none">• Better access to good fulfilling work• Doncaster businesses are supported to flourish• Inward Investment	<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>The Trust has achieved these</p>
<p>Doncaster Living: Our vision is for Doncaster’s people to live in a borough that is vibrant and full of opportunity, where people enjoy spending time;</p>	

<ul style="list-style-type: none"> • The town centres are the beating heart of Doncaster • More people can live in a good quality, affordable home • Healthy and Vibrant Communities through Physical Activity and Sport • Everyone takes responsibility for keeping Doncaster Clean • Building on our cultural, artistic and sporting heritage 	<p>targets to date.</p> <p>Through an established robust complaints management approach the Trust is better able to understand current service performance. The Trust has evidenced that it has implemented change to continuously improve service quality.</p>
<p>Doncaster Learning: Our vision is for learning that prepares all children, young people and adults for a life that is fulfilling;</p> <ul style="list-style-type: none"> • Every child has life-changing learning experiences within and beyond school • Many more great teachers work in Doncaster Schools that are good or better • Learning in Doncaster prepares young people for the world of work 	
<p>Doncaster Caring: Our vision is for a borough that cares together for its most vulnerable residents;</p> <ul style="list-style-type: none"> • Children have the best start in life • Vulnerable families and individuals have support from someone they trust • Older people can live well and independently in their own homes 	
<p>Connected Council:</p> <ul style="list-style-type: none"> • A modern, efficient and flexible workforce • Modern, accessible customer interactions • Operating within our resources and delivering value for money • A co-ordinated, whole person, whole life focus on the needs and aspirations of residents • Building community resilience and self-reliance by connecting community assets and strengths • Working with our partners and residents to provide effective leadership and governance 	

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 [KM Date 14/08/2018 and KDW 20.08.18)

10. Complaints about the provision of Trust services must be managed in line with:

- The Children Act (1989)
- Representations Procedure (England) Regulations (2006)
- The Children and Adoption Act (2002)
- Children (Leaving Care) Act (2000)
- Getting the Best from Complaints (DfES, 2006)

There is a statutory duty to produce an annual report which outlines the complaints activity for this service.

FINANCIAL IMPLICATIONS (RM Date 8/08/2018 and AB 16/08/2018)

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

HUMAN RESOURCES IMPLICATIONS (PT 14.08.2018 and MLV Date 16/08/18)

12. There are no specific HR implications related to the contents of this report. There may be HR implications resulting from specific complaints but these should be highlighted and dealt with at the appropriate time.

TECHNOLOGY IMPLICATIONS (PT 14.08.2018 and KF 15.08.18)

13. There are no anticipated technology implications in relation to this report.

HEALTH IMPLICATIONS (VJ Date 20.08.2018 and PT Date 14.08.2018)

14. Complaints and complements are means to improve service quality for children. High quality children's services can impact positively on improving the health of Doncaster's children. It is pleasing to note progress in performance of Doncaster Children Service, based on the Ofsted inspection. The current system of ongoing monitoring of complaints and complements needs to be maintained and it should include an element of audit of the agreed actions.

EQUALITY IMPLICATIONS (PT Date 14.08.2018)

15. None

CONSULTATION

16. None

BACKGROUND PAPERS

17. Complaints and Compliments – Annual Report for 2017/18 – Doncaster Children’s Services Trust Limited – attached

REPORT AUTHOR & CONTRIBUTORS

Dawn Jones, Customer Experience Manager
01302 862845 dawn.jones@dcstrust.co.uk

**Paul Moffat, Chief Executive
Doncaster Children’s Services Trust**