

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

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

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Councillor Nuala Fennelly, Cabinet Member for Children, Young People and Schools.	All	N/A

EXECUTIVE SUMMARY

1. This is the Doncaster Children's Services Trust's first annual report with respect to the complaints activity for the period 1 April 2014 to 31 March 2015.

EXEMPT REPORT

2. This is not an Exempt Report.

RECOMMENDATIONS

3. That the Doncaster Children's Services Trust's Annual Complaints report be noted.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

4. The report demonstrates the Trust's recognition of the importance of developing the Complaints function, from its current position to developing into a service that drives change, recognising when things have not gone as well as we would have liked and implement changes to the existing services. Ensure 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. At this time the Council continued to co-ordinate the complaints function until the 31st January 2015. After this period the Trust took responsibility for the day to day management of the process. However the Council is still working with the Trust as its 'front door' in respect to gathering customer feedback via the Council's website and the Council's contact centre. Details of this arrangement can be found in the SLA and Contract between the Council and the Trust. Review of these arrangements will formally take

place at the end of September 2015.

This report provides information about complaints made during the twelve-month period between 1 April 2014 and 31 March 2015. It should be noted that the complaints function was in transition within the period.

OPTIONS CONSIDERED

6. Not applicable.

REASONS FOR RECOMMENDED OPTION

7. Not applicable.

IMPACT ON THE COUNCIL'S KEY PRIORITIES

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>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> 	To improve the quality and consistency of service provision
	<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> 	

	Council services are modern and value for money.	
	Working with our partners we will provide strong leadership and governance.	

RISKS AND ASSUMPTIONS

9. Not applicable.

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)

The Council were directed by the Secretary of State for Education to transfer the provision of Childrens Social Care Services to a new company called Doncaster Childrens 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. The Children and Young People's Service – Complaints and Compliments Annual Report 2014-15 (attached).

REPORT AUTHOR & CONTRIBUTORS

Sam Jones, Interim Complaints Manager.

Telephone: 01302 862845

Email: Sam.Jones@dcstrust.co.uk

Damian Allen
Director Learning and Opportunities