

London Borough of Camden Children's Statutory Services Annual Complaints Report 2021/22

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Supporting People
Date:

1. Introduction and Background

Purpose of the report

- 1.1 This is the London Borough of Camden's Children's statutory services annual complaints report for the period 1st April 2021 to 31st March 2022.

Scope of the report

- 1.2 Many representations, comments and complaints are dealt with informally by officers and managers every day without the need for the formal complaints process to be followed. Officers are encouraged to try to resolve - children's and families' dissatisfaction as part of their normal business. These are not formally logged or reported on though services are encouraged to use this to continually improve the way they provide their services.
- 1.3 Our complaints procedure is for those complaints that require a formal documented response.
- 1.4 The report focuses not only on volumes and timeliness of responses but also identifies themes and lessons learnt that result in service improvements.
- 1.5 Complaints provide an important source of feedback to the council that informs us when things have gone wrong. If we do not learn from this, the council is missing an opportunity to improve services.
- 1.6 Learning from complaints contributes to the ambitions in **We Make Camden:**
- Camden is a borough where every child has the best start in life.
 - Camden's local economy should be strong, sustainable, and inclusive – everyone should have a secure livelihood to support them to live a prosperous life.
 - Camden actively tackles injustice and inequality, creating safe, strong and open communities where everyone can contribute.
 - Camden communities support good health, wellbeing and connection for everyone so that they can start well, live well, and age well.
 - Everyone in Camden should have a place they call home Camden should be a green, clean, vibrant, accessible, and sustainable place with everyone empowered to contribute to tackling the climate emergency

2 The Complaints Procedure

- 2.1 Our complaints procedure is for those complaints that require a formal documented response and is activated when officers are unable to resolve the issue promptly, or the parent, young person or child is not willing to engage with the officers to try to resolve it informally and outside of the formal procedure.
- 2.2 The Council has a single policy and procedure for managing complaints which includes the statutory Social Services complaints process.

- 2.3 Children's services aim to resolve complaints for parents, young people, children and families as quickly and simply as possible.
- 2.4 Stage 1 (local resolution) is dealt with by the officers and managers responsible for the service. The emphasis is on trying to reach a resolution. If a resolution is not reached, the complainant has the right to escalate matters to stage 2 (review).
- 2.5 Stage 2 complaints for children's statutory social care services are handled by an independent investigator. The whole process is overseen and monitored by the complaints service.
- 2.6 Stage 3 is an independent review conducted, in the case of statutory children's services, by a panel of professionals.

3. Context - Services users and provision in 2021/2022

- 3.1 The Children's Safeguarding and Social Work division (CSSW) provides a statutory social work service to support families, protect children and care for looked after children. We know that bringing up children can be a demanding job, and sometimes parents may need extra help or advice. We believe that children usually do better when they live at home or within their extended family and we aim to work with parents to help them care for their children so that families can stay together where this is in the best interests of the child.
- 3.2 We have a duty to help any child under the age of 18 years who lives in the borough and who is considered to be 'in need' as defined by the Children Act (1989). This means:
- children who need extra help or services to achieve good levels of health and development
 - disabled children
 - children who are at risk of harm
 - children who, for whatever reason, are unable to live at home.

[The figures in brackets are for the previous year 2020/2021 for comparison purposes]

- 3.3 In 2021/22 there were a total of **1,844** (1,514) referrals received by the children's social work service.
- 3.4 On 31 March 2022 there were **1,376** (1,678) children and young people allocated to named workers within CSSW.
- 3.5 Children and Young People's Disability Service also had a further **258** (241) cases who were solely allocated to the Short Breaks co-ordinator and **102** (104) cases aged over 18 who were allocated to the Transition Manager. These cases are not included in the 1376 cases specified above.
- 3.6 Over the 2021/22 financial year there were a total of **3,510** (3,136) children and young people open to the children's social work service.

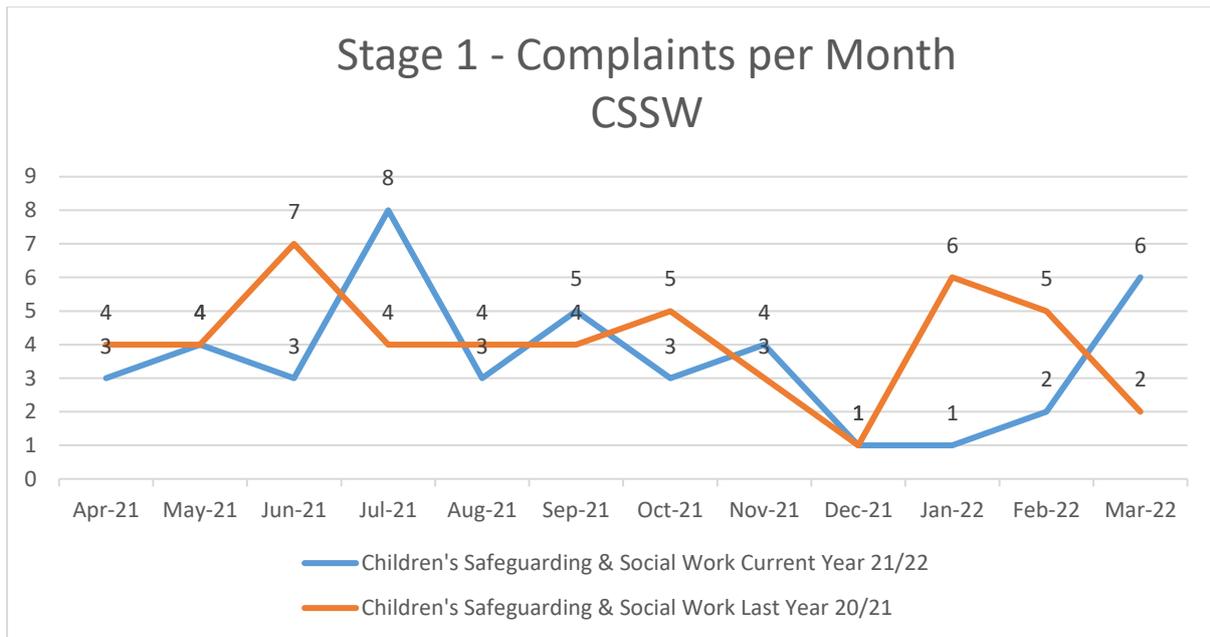
Service Comments 2021/22

- 3.7 In the second year impacted by the pandemic, 2021-22 has seen continuity in the pressure and challenge faced by CSSW when keeping our most vulnerable children safe in very challenging circumstances.
- 3.8 We have built on what we learnt in the first year of the pandemic to refine and refresh our safeguarding arrangements. We have returned to business as usual with all visits and meetings for families taking place face to face and taking what we have learnt about hybrid working to be used where appropriate.
- 3.9 However, during 2021/22 there has been a stark contrast in numbers of children subject to child protection which may have impacted on the slight decline in complaints. 145 seen at the end of 2021-22 whereas during the height of the pandemic, we had highest number of children subject to CP plans (in the last five years) at the end of 2020-21 (339).
- 3.10 The anticipated increase in complaints as COVID restrictions eased has not taken place which reflects the focus and commitment of CSSW services to children and families.

4 Overview - Complaints Data 2021-2022

Stage 1 complaints

- 4.1 There were a total of **43** complaints related to children's statutory social work services that went through the formal stage 1 process. This means that **2.5%** of children and young people receiving services, or their parents or carers within CSSW (including CYPDS) made a formal complaint. This is a similar number of complaints as in the previous year (49 complaints). In Quarters 1 and 2 (April 21 to September 21) although the impact of the pandemic was still being felt, the number of complaints logged in this period (26) was higher than the previous year. When restrictions started to be lifted from September onwards, there was not a significant increase in complaints which has been seen in other service areas in the Council as things began to return to more normal pre-pandemic conditions. It might be expected to have seen an increase in complaints this year as the impact of the pandemic lessens but the steady state demonstrates that the service has been resilient and maintained a focus on children and young people during this challenging and unprecedented situation.



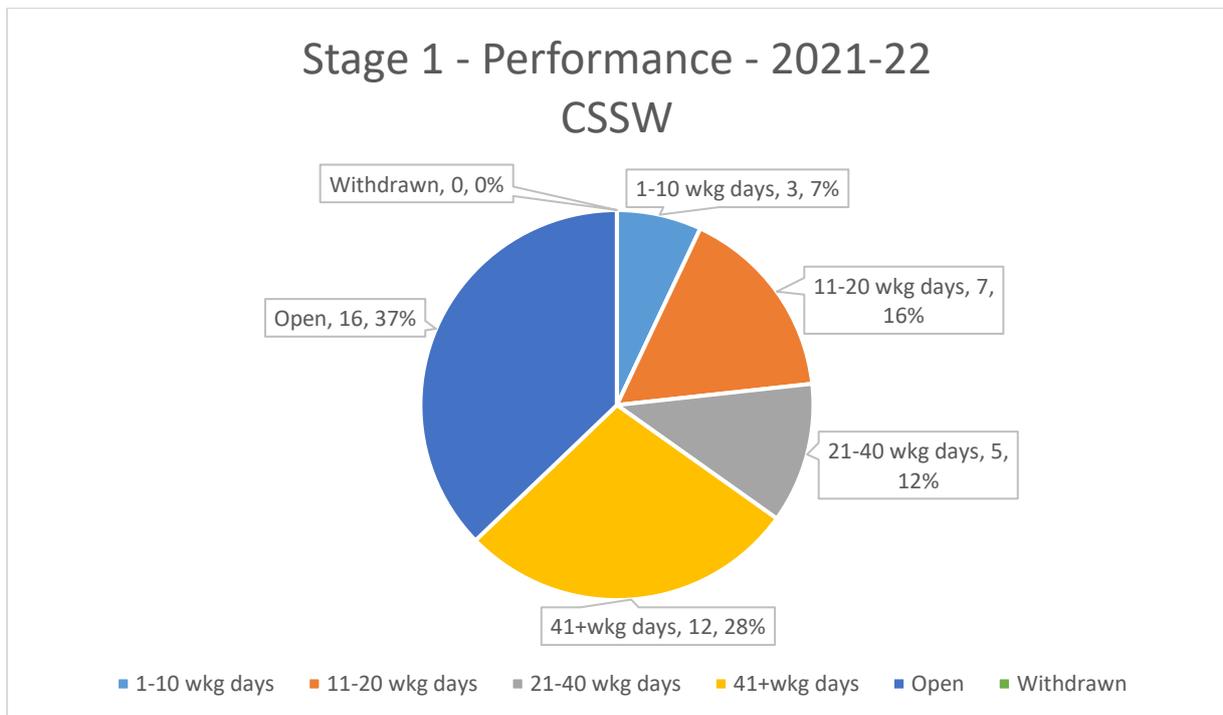
- 4.2 A third of the complaints remained open at the time when data for this report was analysed. Whilst some remain open as they were only received towards the end of the period, there will be a variety of other factors that mean others remain open for a prolonged period:
- 1) The case is complex and involves multiple agencies.
 - 2) The data on the reporting system may not been updated in a timely way
 - 3) Delays due to the pandemic
- 4.3 The Heads of Services have reviewed their complaints data and are confidently able to report that complaints have been responded to but the transfer to the new system has meant that uploading these responses has not been routinely taking place. A new administrator in LAC/CIN and across QA will now be responsible for tracking and ensuring responses are uploaded on the system.
- 4.4 The regulations provide a deadline of 10 working days for the council to respond to complaints.
- 4.5 This may be extended to 20 working days if the complaint is complex and the council requires more time to investigate. This extension is legitimate as long as the young person is kept informed of the extension and communication is maintained until the full response is provided. The service must tell the complaints service of the new deadline.

4.6 The table below compares volume, performance and outcome data over the last four years for children’s statutory services.

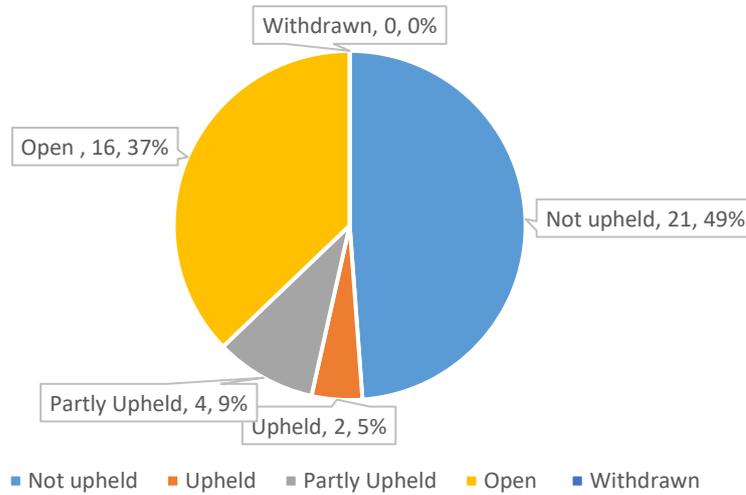
Year	Stage 1	Stage 1 upheld	% upheld	Stage 1 % within 10 days	Stage 1 % within 1-20 days*
2021/2022	43	2	5%	7%	23%
2020/2021	49	1	2%	20%	33%
2019/2020	71	6	8%	25%	44%
2018/2019	68	7	10%	24%	65%
2017/2018	45	5	11%	76%	N/K

* = total cases responded to between 1 day and 20 days (includes 1-10 figures)

Note: the figures above are for statutory Children’s services and so will differ from those in the Council’s Annual Complaints Report 2021/22.



Stage 1 - Outcomes 2020-21 CSSW



4.7 Volume and performance data by service area (2020/2021) figures in brackets

Service	1-10 wkg days	11-20 wkg days	21-40 wkg days	41+ wkg days	With drawn	Open	Total 21/22	Avg wkg days *
LAC & Care Leavers	2 (3)	1 (5)	2 (5)	4 (0)	0 (0)	11 (4)	20 (17)	40
Children in Need	1 (5)	3 (1)	2 (6)	6 (5)	0 (1)	4 (9)	16 (27)	43
Children & Young People Disability	0 (2)	3 (0)	1 (0)	1 (0)	0 (1)	0 (0)	5 (3)	25
Children's Quality Assurance	0 (0)	0 (0)	0 (0)	1 (0)	0 (0)	1 (2)	2 (2)	70
Total	3 (10)	7 (6)	5 (11)	12 (5)	0 (2)	16 (15)	43 (49)	44
Percentage	7% (20%)	16% (12%)	12% (22%)	28% (10%)	0% (2%)	37% (33%)		

* This is the average number of working days to respond. It discounts those cases still open and those that were responded to in 100+ working days

Looked After Children & Care Leavers (LAC)

- 4.8 Two complaints were responded to within 10 working days and 1 complaint was responded to within 20 working days. Where responses have been sent, the average time to provide a response is 40 working days. Just over a half of complaints are showing as 'open' – a response has not been recorded on the system.
- 4.9 The previous system for handling complaints was limited and this meant that the only people who understood the detail were those who the complaints were sent to from the complaints service. In quarter 3 of 2021/2022 one service manager went on short term sick leave which then became more long term. The Head of Service also passed away suddenly. Any complaints addressed to them may have been addressed but we cannot categorically say as the various record management systems are not linked. None of these complaints went to stage 2 from which we have assumed the complainants were satisfied.
- 4.10 The new system of complaints management seeks to address these issues. This was implemented in January 2022 and this allowed all cases to be tracked and monitored during the whole for Quarter 4. The new lead person for complaints identified in the CSSW Quality Assurance team was unfortunately off sick and has now moved on so a replacement lead administrator in LAC/CIN and QA has now been appointed to ensure complaints are handled more effectively.

Children In Need (CIN)

- 4.11 CIN has seen a decrease of 40% (11 complaints) in the number of complaints compared to last year. One complaint was responded to within 10 working days. CIN have seen an increase in the number of complaints dealt with within extended timescale of 20 working days – 19% compared to 4% last year. Complaints to this service are often complex involving many other services and require the extended period to provide a full response so the improvement in this area is positive. Overall, the number of complaints responded to within 1 to 20 working days has increased – 25% compared to 22% last year. Where responses have been sent the average time to provide a response is 43 working days. A quarter of complaints are showing as 'open' where a response has not been recorded on the system.

Children & Young People with Disability (CYPD)

- 4.12 No complaints were responded to within 10 working days and 3 complaints were responded to within 20 working days with two more complex cases requiring more than 20 working days to provide a full response. The average

time to provide a response is 25 working days. There are no complaints showing as 'open'.

CSSW Summary

- 4.13 Overall, CSSW is below the target of responding to 90% of complaints with 7% responded to within 10 working days and 23% within 1-20 working days. In the Council overall, 44% of complaints were responded to within 10 working days and 65% responded to within 20 working days.
- 4.14 The new case management system for complaints handling was rolled out across the council in January 2022. The aim of this system is to allow complaints to be logged and sent to the relevant services much quicker and these could then be fully tracked during their progress through the complaints process. Service managers are still learning to use this new system to deliver responses in a timely way. The new administrator will now be responsible for checking and informing the Head of Service when the timescales are approaching. Service managers will be able to generate specific reports on learning outcomes, themes and response times which will be useful going forward in 2022-23 to make service improvements to ensure performance is improved and that the service is learning from complaints.
- 4.15 Children's services continue to focus on working with the complainant to ensure a satisfactory resolution and this can take longer especially when cases are complex and involve multiple agencies

4.16 Outcomes by service area

(2020/2021 figures in brackets)

Service	Upheld	Partly Upheld	Not Upheld	With drawn	Open	Total
LAC & Care Leavers	1 (0)	2 (0)	6 (13)	0 (0)	11 (4)	20 (17)
Children in Need	0 (1)	1 (2)	11 (14)	0 (1)	4 (9)	16 (27)
Children & Young People Disability	1 (0)	1 (0)	3 (2)	0 (1)	0 (0)	5 (3)
Children's Quality Assurance	0 (0)	0 (0)	1 (0)	0 (0)	1 (2)	2 (2)
Total	2	4	21	0	16	43 (49)
Percentage	5% (2%)	9% (4%)	49% (59%)	0% (4%)	37% (31%)	

- 4.17 Looked After Children & Care Leavers (LAC)
One complaint was upheld and 2 partly upheld which is 15% compared to 24% last year. 30% of cases were not upheld (67% of closed cases compared to 100% last year).
- 4.18 Children In Need
One complaint was partly upheld/upheld with two thirds not upheld (92% of closed cases compared to 82% last year).
- 4.19 Children & Young People Disability
Two complaints were upheld or partly upheld and three not upheld which is 60% of closed cases.
- 4.20 Quality Assurance
One complaint was not upheld and one showing as 'open' where a response has not been recorded on the system.
- 4.21 CSSW Summary
When dealing with complaints from young people and families who are facing challenges and often don't agree with decisions or actions carried out, it is not helpful sometimes to define outcomes purely as upheld or not upheld. However, there remains the highest proportion of cases which are not upheld across the service areas – this could be for several reasons:
- 1) the ways we had to engage during the pandemic meant that there were fewer opportunities to discuss concerns at an informal stage and a greater willingness to go to the formal complaint system. The point of early engagement is to resolve issues and move on in a positive way and this may not have been as easy to do during the pandemic.
 - 2) When dealing with complaints from young people and families who are facing challenges and often don't agree with decisions or actions carried out, it is not helpful sometimes to define outcomes purely as upheld or not upheld. Complaints to the service are mainly about disagreements with difficult decisions made or perceived staff behaviour. So the response is not about upholding or not upholding the complaint but acknowledging the perspective of the complainant and working with them to get the support they need and move on positively. Consequently, the complaints outcomes definitions can seem artificial.

4.22 Complaint Source

Complaint source	Number
Parent/Guardian	22 (31)
Advocate	10 (9)
Child/Young Person	7 (7)
Family Member	0 (1)
Friend	0 (1)
Unknown	4 (0)
TOTAL	43 (49)

Types of complaint

- 4.23 The types of complaint have been broken down by service area. The complaint types have been standardised and follow those used by the Local Government and Social Care Ombudsman. It should be noted that many complaints are about multiple issues and cross over more than one of these types. The primary reason as described by the complainant is logged here.

Service	Quality of Service	Staff behaviour / poor customer service	Delay in providing a service	Disagree with a decision/ action	Lack of Communication	Lack of info/ access to service	Not recorded	TOTAL
Looked After Children	7 (6)	5 (4)	2 (2)	3 (2)	3 (1)	0 (2)	0 (0)	20 (17)
Children In Need	8 (6)	1 (16)	2 (0)	4 (4)	1 (0)	0 (0)	0 (1)	16 (27)
CYPDS	2 (0)	1 (3)	2 (0)	0 (0)	0 (0)	0 (0)	0 (0)	5 (3)
Quality Assurance	0 (0)	2 (1)	0 (0)	0 (0)	0 (0)	0 (0)	0 (1)	2 (2)
TOTAL	17	9	6	7	4	0	0	43
2020/2021	12	24	2	6	1	2	2	49

4.24 Case studies

4.25 Case study 1

Issue: Lack of Communication
A mother whose child is in foster care complained that there was poor communication from the social worker (SW) and independent reviewing officer (IRO) with them not sending her reports and minutes or allowing contact with the Young Person (YP). She requested a change of SW and IRO.

Outcome: Partly Upheld

Response: A commitment to improved communication from SW and IRO and that the mother's views will be heard as part of this. Mother will be invited to meet with the IRO prior to every review and minutes will be sent afterwards. All outstanding documents will be sent to mother. Explanation/reminder of reasons for foster care. Offer of a face-to-face meeting.

Learning

Outcomes: Improve communication and consult fully with the parent to ensure that they feel heard and are receiving promptly all necessary information about the child. Any challenges presented when working with the parent should not get in the way of our duty to ensure that they are kept fully informed.

4.26 Case Study 2

Issue: Delay in providing a service and quality of service
Concerns and delays in receiving direct payments. Expected outcome is for the process to be accurate and recorded, to ensure that it does not happen again and for the direct payment to not be stopped

Outcome: Not Upheld

Response: Reassurance that due process was followed and there was never a decision to suspend direct payments. The direct payments have continued to be made. Acknowledgement that most direct payments to carers are made at the end of the month, and not prior to the care taking place.

Learning Outcomes

4.27 As part of the CSSW Quality Assurance framework, we will be focused in 22-23 on taking the learning from complaints and compliments and using it for improvements to the service and good practice. To date we know that the key themes from complaints and we will be ensuring good practice continues in the following areas:

- Clear explanations of why decisions are made
- Clear and accurate records shared with the customer
- Manage customer expectations from the outset
- Transparency over what services are available
- Maintain regular communication to check understanding and build relationships
- Respond in a timely manner

5. Stage 2 Complaints

5.1 If a complainant remains dissatisfied with the outcome of their complaint, the complainant can request a full investigation, leading to a report. An external Investigating Officer is commissioned and an Independent person is appointed to observe and ensure the investigation is carried out fairly and impartially.

5.2 Both the Investigating Officer and Independent Person will submit reports to the Council, making recommendations. A senior officer will then act as Adjudicating Officer and approve a response to the report, either accepting or disputing the findings. These adjudications are prepared by the complaints team with input from the relevant service areas.

5.3 There were **5** (9) Stage 2 Investigations that were started in 2021/2022 with one completed in the same period and four completed in the first quarter of 2022/23. This represents **12%** of Stage 1 complaints that are escalated to stage 2.

5.4 Stage 2 cases detail

Ref	Team	Recd	End date	Complaint Type	Outcome	Action
0610201CS	CIN	22/06/21	21/06/22	Staff behaviour	Not Upheld	Delay to access statutory process
120124CS	CIN	27/08/21	12/07/22	Staff behaviour/ Disagree decision	Not Upheld	Delay to access Stg2
1510214CS	CIN	12/11/21	07/04/22	Staff behaviour/ Disagree decision	Not Upheld	Delay to access Stg2
2204211CS	LAC	09/08/21	11/01/22	Quality of Service	Upheld	Payment for therapy
0410211CS	LAC	09/01/22	15/08/22	Quality of Service	Upheld	Delay to access Stg2

5.5 Outcomes at Stage 2

(2020/2021 figures in brackets)

Service	Upheld	Partly Upheld	Not Upheld	With drawn	Open	Total
LAC & Care Leavers	2 (0)	0 (2)	0 (1)	0 (0)	0 (2)	2 (5)
Children in Need	0 (0)	0 (1)	3 (2)	0 (0)	0 (1)	3 (4)

Learning Outcomes from Stage 2

5.6 In many cases, the reason for escalation to Stage 2 was due to failure by the Council to progress and follow up in a timely manner the Stage One complaint.

A key learning is to develop and embed the system that allows CSSW to respond in a timely way to first stage complaints to prevent escalation, which in turn will alleviate any distress for families caused by feeling unheard.

5.7 Improvements made to processes and practices arising from individual cases

- Reviewed how we support young people with managing rent and arrears in the pathway
- Refresh of the Local Offer to incorporate more detailed guidance
- Producing a Pathways handbook which will be available to providers, Social Work staff and young people as an App
- The learning has been shared with Social Workers and Personal Advisors

6. Local Government and Social Care Ombudsman (LGSCO)

6.1 Residents may complain to the LGSCO at any stage of the complaints process. However, the Ombudsman expects the resident to utilise the Council's procedures before they begin their investigation.

6.2 LGSCO Cases Reviewed for 2021/2022.

The LGSCO made decisions on **11** (13) cases under its category: 'Education and Children's Services'

Decision	Total
Upheld – maladministration & injustice	3 (4)
Upheld – maladministration no injustice	0 (1)
Not Upheld	1 (0)
Incomplete/Invalid	1 (2)
Closed after initial enquiries	5 (0)
Closed (Sch 5.1 Court proceedings)	0 (2)
Premature (referred back for local resolution)	1 (4)
TOTAL	11 (13)

From LGSCO Annual Review Letter 2021~2022

Click on link: [London Borough of Camden - Local Government and Social Care Ombudsman](#)

6.3 LGSCO cases detail – Upheld

No.	Service	Summary of case	Remedies	Service Improvements Recommendations
1	Education & Children's Services Camden MOSAIC	Complaint about the way an integrated service assessed whether her child had autism. Delays in the process and a failure to make reasonable adjustments. No fault in assessment. Failure to follow up on a referral made for a second opinion. Failure to make reasonable adjustments by an NHS Trust when accessing the service.	<ul style="list-style-type: none"> Procedure or policy change/review 	<p>Within four weeks of the final decision the Council should remind its officers of the importance of following up on referrals after they are made to ensure good practice. Review processes to ensure referrals can be tracked and monitored where necessary.</p> <p>All recommendations and remedies complied with within timeframes.</p>
2	Education & Children's Services SEN – non-statutory	Complaint about Council's handling of a child's Education, Health and Care Plan and failure to comply with a decision by the court. Council at fault and has provided a suitable remedy.	<ul style="list-style-type: none"> No further Action (already remedied) 	N/A

3	Education & Children's Services Children In Need	Public Interest' / Non-compliance -The LGSCO issued this notice in July 2021 as this case had been re-opened under Public Interest' / Non-compliance due to the timescale in which the LB Camden took to remedy this case (13 months)	•	This Public Interest was presented last year in the Children's Statutory Services Annual Complaints Report 20/21. All recommendations were complied with within timeframes.
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7. Compliments

7.1 The service receives compliments from young people and families through our auditing programme, and service user feedback forms and from other professionals working with the services. Here are some examples of those compliments.

7.2 From other professionals

During the Camden Safeguarding Children Partnership multi-agency audit: neglect and the impact of the pandemic 2021 the following compliments were noted:

- *It was evident from the audits that a practice model based on the development of purposeful relationships to bring about change is embedded within Children's social care.*
- *Discussion with partners at the moderation meeting confirmed that trauma informed practice has been rolled out to SEND, schools and early help services and is integral to the social work practice model. The audits evidenced considerable thought being given to children and their experiences.*

7.3 From young people and families

During CSSW Practice week in November 2021 we focused on receiving feedback from families which gave some compliments. For example:

'she will listen when I have issues and talk with me. When I first didn't trust her, and I told her, she took time to listen to how I was feeling angry about the issues from my past. When I first met her, I felt like she was talking at me rather than listening, but I told her this and she really listens to me now and helps me. [the social worker] has said that she believes in me and I have never had a social worker say that before. With her support so many things are different'

Mother – child on

'My experience of [the social worker] has been good because she is actually taking issues into account and sorting things out she listens and does what she says she will. Before her everything was all negative - all Social Workers have done is to bring stress and trouble in my family life. I have had a social worker since before I was born, they have always been in my life and have not been helpful at all. [This social worker] is very helpful but is the first social worker in my entire life that has been good'

'[The social worker] is the exception she is the first decent social worker we've had; she finds the positives and works on them... she does not write about us differently to how she speaks with us. Quite impressed things are more positive now, [my son] is more positive, I am less stressed so I can cope with more things, much more able to deal with looking after [my daughter] and keeping [my son] on track if I'm not stressed

8. Comments from the Service

8.1 The CSSW service continues to be committed to seeking feedback from our children, young people and families and from the professionals we work with and have built this into our audit programme. This helps ensure we are not only learning from formal complaints but actively seeking feedback so we can continually improve our service.

8.2 We are re-focusing on a new process for managing these complaints and compliments so we ensure timeliness of response and that we learn from the themes identified in the complaints in an ongoing way rather than just annually. The new Quality Assurance, Performance and Practice Board launched in September 2022 meets monthly and complaints is now scheduled as a quarterly item so we can scrutinise this data and the outcomes more routinely.

9. Coram Voice Advocacy Service Annual Report 2021/22

9.1 Coram Voice advocates aim to empower Camden young people by giving them information on their rights and entitlements to make informed decisions, also about ways in which they can engage with Children's Services and speak out about their wishes and feelings.

Period 2021/2022 (2020/2021 shown in brackets)	Q1	Q2	Q3	Q4	Year to date totals
Number of new cases regarding a complaint where an advocate has been allocated	0 (0)	3 (4)	2 (1)	1 (3)	6 (8)

[Note: In addition, there were 39 cases where **representation** has been allocated but not related to a complaint so these are not detailed in this report but can be found in the Coram Voice Advocacy report 2021/2022].

9.2 Based on the reports of young people and advocates, over the reporting period the main issues identified were:

- *Concerns about social workers/ personal advisors:* this has been a theme throughout the year with several young people experiencing relationship difficulties, sharing that they didn't feel listened to and wanted to have a more active role in the decision-making process about their lives.

- *Housing* has been an ongoing issue care leavers sharing dissatisfaction about living in shared accommodation. Young people's expectations around housing are not met by the local authorities housing provision, specifically around securing tenancies in independent housing.
- *Age disputes*: In the last two quarters there has been an increase in the number of young people newly arrived in the country seeking advocacy support to ensure they were accommodated under section 20 and their rights and entitlements were upheld whilst undergoing age assessments.
- *Complaints*: Over the year some young people and advocates reported delays in the local authority's response to complaints which can damage the working relationship between young people and the local authority.

9.3 These mirror the types of the complaint found in Children's services generally i.e. not feeling heard and wanting more control over decision, expectations and quality of service provided.

10. Legal Implications (comments from the Borough Solicitor)

10.1 Under Regulation 13(3) the Children Act 1989 Representations Procedure (England) Regulations 2006, the Local Authority must each financial year publish an Annual Report. The Annual Report is a means by which the Local Authority can be kept informed about the effectiveness of its complaints' procedure. The report is required to be presented to the relevant Local Authority committees, the Regulator and the public. The contents of this annual report are in accord with the recommended contents as outlined in the Getting the Best from Complaints Guidance.

11. Resource Implications (Finance comments from Director of Finance)

11.1 The budget for the complaints service sits within Business Support Service and consists of staffing budgets (ERB) and complaints investigations. The complaints advocacy services funding is located within Children's Care Provision budgets.
Any compensation payments are paid from Directorate services' budgets. There are no financial implications to add to this report.

12. Environmental Implications

12.1 The Information and data presented in this report have no environmental implications.

13. Appendices

Appendix 1 ~ Coram Voice – Advocacy Services Report 2021/2022