



Title of report: Children and Young People's Quality Assurance Briefing

Meeting: Children and Young People Scrutiny Committee

Meeting date: Tuesday 22nd July 2025

Report by: Complaints Manager Tilly Page and QA Service Manager Suzie Simms

Classification

Open

This report is open but an appendix is exempt by virtue of the paragraph(s) of the Access to Information Procedure Rules set out in the constitution pursuant to Schedule 12A of the Local Government Act 1972, as amended.

Decision type

This is not an executive decision

Wards affected

All Wards

Purpose

To brief the Children and Young People Scrutiny Committee on the development, management and learning arising from complaints and compliments.

Recommendation(s)

That:

- a) That the committee notes the content of the reports.**
- b) For the committee to make any recommendations as to how compliments and complaints management within the council and children's services could be enhanced.**

Alternative options

1. The committee may choose the option not to review the report, however this is not recommended as the report is provided to inform the committee of current quality assurance activity in supporting improvement work within the Children's Services directorate.

Key Considerations

2. The attached report at Appendix A from the councils complaints department provides an overview of the management data and learning and data of complaints received in quarter one of 25/26 with relative comparisons to the prior year where appropriate.
3. The attached report at Appendix 2 from the Children Services Quality Assurance manager provides an overview of the service development in the management and analysis of learning from compliments and complaints.
4. the combined reports provide assurance that the two services are working closely to ensure there is a proactive and joint approach to the management and learning of compliments and complaints within children's services

Community impact

5. A robust and reliable process for the management of complaints for Children's Services will support the improvement in the practice of the department. Ensuring children, young people and their families feel able to raise concerns and be listened to with resolution to their concerns at the earliest stage is an important part of our engagement and restorative practice approach.

Environmental Impact

6. Work detailed in this report will have minimal environmental impact.

Equality duty

7. Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:

A public authority must, in the exercise of its functions, have due regard to the need to

- a. eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- b. advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- c. foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

8. The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations and demonstrate that we are paying 'due regard' in our decision making in the design of policies and in the delivery of services. As this is a decision on back office functions, we do not believe that it will have an impact on our equality duty.
9. The Children's Services and Council Complaints services pay full regard to the council's responsibilities as set out in the public sector equality duty and ensures all persons are able to use the complaints process being provided with the necessary support as required to address any individual needs identified.

Resource implications

10. There are no direct resource implications arising from this report.

Legal implications

11. There are no direct legal implications arising from this report.

Risk management

12. There are no specific risks arising from this report.

Consultees

Not applicable

Appendices

- Appendix A : Children's Complaints and Compliments Statutory Quarterly Report, Q1
- Appendix B: Children's Services report on development, management and learning from complaints

Background papers

None identified

Report Reviewers Used for appraising this report:

Please note this section must be completed before the report can be published		
Governance	Danial Webb	Date 14/07/2025
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