

**Meeting date:** 26<sup>th</sup> September 2018  
**Report to:** Cabinet Portfolio Holder for Children,  
Education & Skills



**Subject/report title:** Annual Complaints & Compliments Report (Children's Services) 2017-18

**Report from:** Director of Children's Services and Skills

**Report author/lead contact officer:** Karen Millard – Customer Relations Manager

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**Wards affected:**

- All Wards |  Bickenhill |  Blythe |  Castle Bromwich |  Chelmsley Wood |  
 Dorridge/Hockley Heath |  Elmdon |  Kingshurst/Fordbridge |  Knowle |  
 Lyndon |  Meriden |  Olton |  Shirley East |  Shirley South |  
 Shirley West |  Silhill |  Smith's Wood |  St Alphege

**Public/private report:** Public

**Exempt by virtue of paragraph:** N/A

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**1. Purpose of Report**

1.1 To meet the requirements of The Children Act 1989 Representations Procedure (England) – Regulations 2006 and provide information and analysis of 2017-2018 complaint & compliments activity and related performance data for Solihull's Children's Services

1.2

**2. Decision(s) recommended**

2.1 For Cabinet Member to review and endorse the content of the Annual Complaints & Compliments Report - 2017/18 for the Children's & Skills Directorate.

**3. What is the issue?**

3.1 N/A

**4. What options have been considered and what is the evidence telling us about them?**

4.1 N/A

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## 5. Reasons for recommending preferred option

5.1 N/A

## 6. Implications and Considerations

6.1 Delivery of the Council's priorities:

How will the options/proposals in this report contribute to the delivery of Council Priorities (*select which priority/priorities and also specify which key programme/s*):

- Improve Health and Wellbeing -
- Managed Growth -
- Build Stronger Communities – Managing demand and expectation for public services
- Deliver Value -

6.2 Implications for children and young people, vulnerable groups and particular communities:

6.2.1 Meeting the requirement of the Statutory Complaints Process, through complaints and representations, involves service users in service improvement

6.3 Consultation and Scrutiny:

6.3.1 N/A

6.4 Financial implications:

6.4.1 N/A

6.5 Legal implications:

6.5.1 N/A

6.6 Risk implications:

6.6.1 All risk has been managed in line with the Corporate Risk Policy

6.7 Statutory Equality Duty:

6.7.1 The Children's Complaints Procedure fulfils this duty

## 7. List of appendices referred to

7.1 Please see attached report and executive summary.

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**8. Background papers used to compile this report**

8.1 Complaints and representations data for 2017 -2018.

**9. List of other relevant documents**

9.1 N/A

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