



Derby City Council

**Children and Young People Board  
13 November 2013**

**ITEM 7**

Report of the Strategic Director of Children and Young People

**Children and Young People's Services Complaints Annual Report 2012-13**

**SUMMARY**

- 1.1 Attached is the Annual Report for Children and Young People's Services, including Social Care Complaints, for the year 2012-13.

**RECOMMENDATION**

- 2.1 To note and comment on the complaints annual report

**REASONS FOR RECOMMENDATION**

- 3.1 Councillors need to have an understanding of the complaints received by the Council and to understand any themes or trends.

**SUPPORTING INFORMATION**

- 4.1 The annual report is attached.

**OTHER OPTIONS CONSIDERED**

- 5.1 None

**This report has been approved by the following officers:**

<b>Legal officer</b>	N/A
<b>Financial officer</b>	N/A
<b>Human Resources officer</b>	N/A
<b>Estates/Property officer</b>	N/A
<b>Service Director(s)</b>	Jane Parfremment – Service Director, Early Intervention and Integrated Safeguarding
<b>Other(s)</b>	N/A

<b>For more information contact:</b>	Christine Gibbs 01332 643789 christine.gibbs@derby.gov.uk
<b>Background papers:</b>	None
<b>List of appendices:</b>	Appendix 1 – Implications Appendix 2 – complaints annual report

<b>IMPLICATIONS</b>
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**Financial and Value for Money**

1.1 None

**Legal**

2.1 None

**Personnel**

3.1 None

**Equalities Impact**

4.1 None

**Health and Safety**

5.1 None

**Environmental Sustainability**

6.1 None

**Property and Asset Management**

7.1 None

**Risk Management**

8.1 None

**Corporate objectives and priorities for change**

9.1 -

