



DERBY CITY COUNCIL

SOCIAL CARE & HEALTH COMMISSION
25 JULY 2005

Report of the Director of Social Services

Social Services Complaints & Representations Procedure Annual Report

RECOMMENDATION

1. To note the Social Services complaints and representations procedure annual report.

SUPPORTING INFORMATION

- 2.1 The Social Services Complaints Procedure is prescribed by the Children Act 1989 and the NHS and Community Care Act 1990
- 2.2 The Social Services Complaints Procedure is separate from, but complementary to, the Council's Complaints Procedures.
- 2.3 All local authority social services departments are required to send an annual report to the Commission for Social Care Inspection (CSCI).

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Background papers:	None
List of appendices:	Appendix 1 : Implications Appendix 2: Social Services Annual Complaints Report

IMPLICATIONS

Financial

1. The Department's actions will be contained within approved budgets.

Legal

2. It is a requirement of the Children Act 1989 and the NHS and Community Care Act 1990 that every Social Services Department has complaints procedures as prescribed in the Acts.

Personnel

3. None

Equalities impact

4. Effective complaints procedures assist in ensuring equality of access to services across communities and for individuals.

Corporate objectives and priorities for change

5. This accords with the Council's objective of **healthy, safe and independent communities** and furthers the priority of **modernising social care, including adult home care and the fostering service.**