

# **CHILDREN'S SERVICES PORTFOLIO DECISION RECORD**

19<sup>th</sup> December 2005

**Present:**

Councillor The Mayor, Stuart Drummond (Regeneration and Liveability Portfolio Holder)

Officers: Adrienne Simcock, Director of Children's Services  
Sue Johnson, Assistant Director, Children's Services  
Anne Smith, Acting Assistant Director, Children's Services  
Becky Thomas, Commissioning and Review Manager, Children's Services  
Angela Hunter, Principal Democratic Services Officer

## **30. Apologies for absence**

Apologies for absence were received from Councillor Cath Hill, Children's Services Portfolio Holder. In accordance with Section 4C of Part 3 of the Council's Constitution The Mayor, Stuart Drummond, considered the items detailed on the agenda.

## **31. Learning from Complaints – 1<sup>st</sup> April – 30<sup>th</sup> September 2005** *(Director of Children's Services)*

### **Type of decision**

Non Key.

### **Purpose of report**

To provide an overview of the operation of the complaints and representations procedure for Safeguarding and Specialist Services.

### **Issue(s) for consideration by Portfolio Holder**

This report provided information on representations for the first period of 2005/2006. Fourteen complaints were active during the reporting period, a brief overview of which was provided by way of an appendix. Of the fourteen complaints received, 12 were responded to within that reporting

period and 2 were withdrawn from the framework. There were no complaints to continue into the next monitoring period.

A summary of the learning issues raised by each complaint was provided by stage of complaint in an appendix.

In conclusion, it was reported that a way towards identifying an integrated approach across the whole department had begun with the transfer of the management of complaints from the Adult and Community Services Department now almost complete.

The Mayor indicated that he was pleased to see an integrated approach being followed by the departments involved.

### **Decision**

The report was noted.

## **32. Local Government (Access to Information) Act 1985**

Under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in the paragraphs referred to below of Part 1 of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) Act 1985

**Minute 32 – Children's Homes: Regulations 33/34 Reports** (Para 6 – This item contains exempt information under Schedule 12A Local Government Act 1972, namely information relating to the adoption, care, fostering or education of a particular child.)

## **33. Children's Homes: Regulations 33/34 Reports – Para 6** (*Director of Children's Services*)

### **Type of decision**

Non Key.

### **Purpose of report**

To present the Regulation 33/34 report of a visit to Exmoor Grove Children's Home covering the month of October 2005.

**Issue(s) for consideration by Portfolio Holder**

Appended to the report was a pro-forma in respect of a visit to Children's Home for Exmoor Grove in October 2005.

**Decision**

The report was received and noted.

**J A BROWN**

**CHIEF SOLICITOR**

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