

# Minutes of a meeting of the Corporate Parenting Panel held on Wednesday, 7 September 2016 in Committee Room 3 - City Hall, Bradford

Commenced 4.35 pm  
Concluded 5.15 pm

## Present – Councillors

CONSERVATIVE	LABOUR	LIBERAL DEMOCRAT
D Smith	Engel Tait	N Pollard

## NON VOTING CO-OPTED MEMBERS

Inspector Kevin Taylor  
Yasmin Umarji

West Yorkshire Police  
Bradford Education

Observer: Councillor Val Slater (Royds)

Apologies: Ali Jan Haider

## Councillor Thirkill in the Chair

### 7. INTRODUCTORY COMMENTS

The Chair welcomed the new Co-opted Members to the meeting.

### 8. INSPECTION OF REPORTS AND BACKGROUND PAPERS

There were no appeals submitted by the public to review decisions to restrict documents.

### 9. DISCLOSURES OF INTEREST

There were no disclosures of interest in matters under consideration.

### 10. COMPLAINTS RAISED BY LOOKED AFTER CHILDREN AND YOUNG PEOPLE

A report was submitted by the Deputy Director (Children's Social Care)



(**Document “C”**) which summarised the issues raised by looked after children who had used the statutory complaints procedures to seek redress for their concerns. The report related to the period 1 April 2015 to 31 March 2016.

In presenting the report the following issues were highlighted:

- Four (current and formerly) looked after young people had made five complaints which had covered eight issues in total. This was a similar figure to the previous year.
- The complaints had related to service provision and staff and had been made via various methods.
- All the complaints except one had been acknowledged within the two day deadline.
- 67% had received a response within the required timescale of ten working days. This represented a decrease in performance compared with the previous year and was thought to be due to the increasing pressure on staff.
- Six complaints were closed at Stage 1 during the period. Three had been partially upheld, two withdrawn and one resolved. One complaint had been escalated through Stages 2 and 3 and details of this would be included within the next annual report as it had been completed outside the current period.
- Learning points had been noted in relation to the need for a clear time frame and parameters to be provided in respect of the support offered by the Adoption and Fostering Service and for clarity on both these issues for service users.
- 12 compliments had been received from young people in the same period. These had all come via the Exit Interview process for young people leaving care.

The Deputy Director responded to questions from Members as follows:

- Managers did get feedback forms further to the completion of the complaints process which asked them what they had learnt as a result of it, but very few were then returned to the Complaints Unit. It was accepted that lessons could be learned from those complaints that were even partially upheld. It was noted that Ofsted always asked the Authority what lessons had been learnt from complaints.
- Note was also taken of the things that could be learned from the compliments made.
- If complainants were not happy further to the completion of the complaints process the Complaints Unit would usually be aware of this. In the past complainants had been asked to complete a survey but the outcome of the survey had generally been dependent on the outcome of the complaint and it was considered that direct feedback was more honest.
- All young people leaving care were offered an exit interview. The numbers of such interviews undertaken in a year could be provided after the meeting. They were not done for those leaving foster care.
- The compliments about members of staff had included people from different teams.



**Resolved –**

- (1) That the contents of Document “C” be noted**
- (2) That the Deputy Director – Children’s Social Care be requested to provide the following additional information in future reports:**
  - (a) More detail on the substance of the complaints made, any learning points from the complaints and how the learning points are disseminated within the Service.**
  - (b) The numbers of exit interviews undertaken; in order to provide some context in terms of the number of compliments received.**

***ACTION: Deputy Director – Children’s Social Care***

**11. WORK PLAN 2016/17**

The Panel’s Work Plan for 2016/17 was submitted (**Document “D”**) for Members’ consideration.

The Portfolio Holder was present at the meeting and said that it would be helpful for a note to be sent to all Councillors to remind them of their responsibility in terms of being a Corporate Parent.

Members and Co-opted Members were reminded that if they wished to undertake visits to the Authority’s Residential Homes they could contact the Regulation 33 Manager. These visits were considered very valuable in a number of respects.

It was also noted that the members of the Children in Care Council would be consulted about potential items that they might wish the Panel to discuss at future meetings.

**No resolution was passed on this item.**

Chair

**Note: These minutes are subject to approval as a correct record at the next meeting of the Corporate Parenting Panel.**

THESE MINUTES HAVE BEEN PRODUCED, WHEREVER POSSIBLE, ON RECYCLED PAPER

