



Agenda Item Introduction

Committee	POLICY AND SCRUTINY COMMITTEE FOR CHILDREN'S SERVICES, EDUCATION AND SKILLS
Date	7 SEPTEMBER 2023
Topic	ANNUAL COMPLAINTS REPORT 2022-23

BACKGROUND

The Policy and Scrutiny Committee for Children's Services, Education and Skills receives the Children's Services Complaints Report on an annual basis to ensure that service improvement is being driven through lessons learnt.

FOCUS FOR SCRUTINY

- How does the Isle of Wight Council compare against the national averages for Children's complaint statistics?
- Is the way that the Council handles Children's complaints leading to improvements in service delivery? Are there any examples?
- What progress has been made with the five recommendations put forward in the 2021-22 annual report?
- What learning outcomes and actions have come out of the 2022-23 year?

APPROACH

A committee report to be received.

DOCUMENTS ATTACHED

Appendix 1 - Annual Report on Compliments, Complaints and Representations
2022/23

Contact Point: Melanie White, Statutory Scrutiny Officer
☎ 821000 ext 8876, e-mail melanie.white@iow.gov.uk