

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 17th NOVEMBER 2016

Half-Yearly Complaints and Compliments Report – 1st April to 30th September 2016

To consider and comment on the following issues:

- That the Committee scrutinises the half-yearly position in relation to complaints and compliments for the 2016/17 financial year.

Reasons:

- To enable members to exercise their scrutiny role in relation to performance monitoring.
- To ensure that any areas of concern are identified and the relevant action taken.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holder: Cllr. Jane Tremlett (Social Care & Health)

Directorate: Chief Executive's	Designations:	Tel Nos./ E-Mail Addresses:
Name of Head of Service: Wendy Walters	Assistant Chief Executive (Regeneration & Policy)	01267 224112 wswalters@carmarthenshire.gov.uk
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EXECUTIVE SUMMARY

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 17th NOVEMBER 2016

Half-Yearly Complaints and Compliments Report – 1st April to 30th September 2016

This report provides members with statistics and analysis on complaints, compliments and enquiries received and dealt with during Quarters 1 and 2 of the 2016/17 financial year.

The following sections of the report are specifically relevant for the members of the Social Care & Health Scrutiny Committee:

- 9.4 – Adult Safeguarding & Improvement, Primary, Community & Social Care and Mental Health & Learning Disabilities

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: **Wendy Walters** Assistant Chief Executive (Regeneration & Policy)

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: **Wendy Walters** Assistant Chief Executive (Regeneration & Policy)

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Information@work complaints data	Not applicable.