

POLICY AND RESOURCES SCRUTINY COMMITTEE

10 OCTOBER 2019

COMPLIMENTS & COMPLAINTS ANNUAL REPORT 2018/19

To consider and comment on the following issues:

1. The report provides a summary and baseline analysis of the Compliments & Complaints received by the Council in the 2018/19 financial year.
2. To note the content of the report.

Reasons:

To formulate views for submission to the Executive Board for consideration

(Scrutiny Committees form an integral part of the Executive Board / Council consultation process in policy development and review. Scrutiny Committees also assist in identifying improvements in service delivery which will be supported by evidence based reports.)

To be referred to the Executive Board for decision: Yes

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Cllr. Mair Stephens

Directorate: Chief Executive's

Name of Head of Service:

Noelwyn Daniel

Report Author:

John Tillman

Designations:

Head of ICT & Corporate Policy

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EXECUTIVE SUMMARY

POLICY AND RESOURCES SCRUTINY COMMITTEE

10TH OCTOBER 2019

COMPLIMENTS & COMPLAINTS ANNUAL REPORT 2018/19

The report sets out:

- The numbers of complaints investigated and responded to between April 2018 – March 2019 by department.
- Statistics on communications received by the Complaints Team and redirected. These are enquiries and requests for assistance which once presented offered the team the opportunity to try and rectify difficulties before complaints arise.
- Complaints determined by the Ombudsman.
- Analysis of complaints and compliments by department.
- Summary of councillor enquiries.

The complaints referred to within this report are those where the investigation has been completed during the review period.

As of 2017/18, all complaints relating to Adult Social Care matters have been managed separately by the Performance, Analyst & Systems Team within the Communities Department, as part of a re-structure of the service. A full end of year report has been presented to the Social Care & Health Scrutiny Committee on 20th May 2019, however, figures and analysis are also included within this report.

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: Noelwyn Daniel, Head of ICT & Corporate Policy

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

1. Policy, Crime & Disorder and Equalities

Carmarthenshire County Council's Complaints Procedure was first adopted in May 2011 and a revised version was approved by the Executive Board in October 2017.

CONSULTATIONS

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

Signed: Noelwyn Daniel, Head of ICT & Corporate 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
Complaints and compliments data held on Information@work	Not applicable	Not applicable
Records of Councillor enquiries maintained by DSU	Not applicable	Not applicable
Adult Social Care Complaints End of Year Report 2018/19	Not applicable	Not applicable