



RHONDDA CYNON TAF

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

RECORD OF DECISIONS OF THE EXECUTIVE

DECISION MADE BY: Cabinet DATE DECISION MADE: 30th October, 2014

Agenda Item 5

SUBJECT:

Social Services Annual Complaints Report 2013/14

Cabinet Members Present County Borough Councillors:

A.Morgan (Chairman), P.Cannon, R.Bevan, A.Crimmings,
E.Hanagan, G.Hopkins, K.Montague and M.Webber

Apology for Absence County Borough Councillor:

M.Forey

Other Members in Attendance County Borough Councillors:

S.Bradwick and P.Wasley

1. DECISION MADE:

Agreed –

- To approve the contents of the Social Services Annual Complaints Report as shown at Appendix 1 to the report.
- To note the changes to Guidance and Regulations in relation to Social Care Representations and Complaints.
- To note the work undertaken by the Social Services Complaints unit.

2. REASON FOR THE DECISION BEING MADE:

- In accordance with the statutory requirement to operate a Social Services complaints procedure which follows the Wales Government's "Listening and Learning" guidance.

3. CONSULTATION UNDERTAKEN PRIOR TO DECISION BEING MADE:

N/A

4. PERSONAL INTERESTS DECLARED:

None

5. DISPENSATION TO SPEAK (AS GRANTED BY STANDARDS COMMITTEE):

N/A

6. (a) IS THE DECISION URGENT AND NOT TO BE THE SUBJECT OF ANY CALL-IN BY THE OVERVIEW AND SCRUTINY COMMITTEE:

YES NO ✓

Note: This decision will not come into force and may not be implemented until the expiry of 5 clear working days after its publication i.e. **Monday, 10th November, 2014** to enable it to be the subject to the Call-In Procedure in Rule 17.1 of the Overview and Scrutiny Procedure Rules.

6. (b) IF YES, REASONS WHY IN THE OPINION OF THE DECISION-MAKER THE DECISION IS URGENT:

N/A

6. (c) SIGNATURE OF MAYOR OR DEPUTY MAYOR OR HEAD OF PAID SERVICE CONFIRMING AGREEMENT THAT THE PROPOSED DECISION IS REASONABLE IN ALL THE CIRCUMSTANCES FOR IT BEING TREATED AS A MATTER OF URGENCY, IN ACCORDANCE WITH THE OVERVIEW AND SCRUTINY PROCEDURE RULE 17.2:

N/A

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(Mayor)

.....
(Dated)



.....
(Proper Officer)

31st October, 2014

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(Dated)