



**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**RECORD OF DECISIONS OF THE EXECUTIVE**

**DECISION MADE BY: Cabinet    DATE DECISION MADE: 22<sup>nd</sup> September 2016**

***Agenda Item : 7***

**SUBJECT:** Representations and Complaints Procedures Annual Report

**Cabinet Members Present  
County Borough Councillors:**

M.Webber (Chair), R.Bevan, A.Crimmings, M.Forey,  
G. Hopkins, E. Hanagan,  
J.Rosser & M.Norris.

**Apology for Absence  
County Borough Councillor:**

A.Morgan

**Other Councillor(s) in Attendance:-**

L.Walker, E.Webster, P.Wasley

**1. DECISION MADE:**

**Agreed –**

1. The contents of the Social Services Annual Complaints report
2. To note the work undertaken by the Social Services Complaints Team

**2. REASON FOR THE DECISION BEING MADE:**

- The need to provide Cabinet with an overview of the operation and effectiveness of the Council's statutory Social Services complaints procedure between April 2015 and March 2016.
- The need to provide Cabinet with information on the background of the Social Services statutory complaints procedure, information on lessons learnt from complaints and performance data for Adults and Children's Social Services, together with achievements for 2015/16 and future developments.

**3. LINKS TO CORPORATE PRIORITIES / FUTURE GENERATIONS – SUSTAINABLE DEVELOPMENT.**

- Better coordination
- Redesigned local services

**4. CONSULTATION UNDERTAKEN PRIOR TO DECISION BEING MADE:**

- None

**5. PREVIOUS CONSIDERATION BY A COMMITTEE OF THE COUNCIL**

- Corporate Parenting Board – 20<sup>th</sup> July 2016

**6. PERSONAL INTERESTS DECLARED:**

- None

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

N/A

**8. (a) IS THE DECISION SUBJECT TO 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. **30<sup>th</sup> September, 2016** to enable it to be the subject to the Call-In Procedure in Rule 17.1 of the Overview and Scrutiny Procedure Rules.

**8. (b) IF NO, REASONS WHY IN THE OPINION OF THE DECISION-MAKER THE DECISION IS DEEMED EXEMPT OR NON APPLICABLE:**

- I. COUNCIL FUNCTION (CALL IN IS THEREFORE NON APPLICABLE):-  
Reason:.....**N/A**.....
- II. URGENT DECISION:-  
Reason:.....**N/A**.....

**8. (c) IF DEEMED URGENT - 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

.....  
(Mayor)

.....  
(Dated)



.....  
(Proper Officer)

22<sup>nd</sup> September, 2016  
(Dated)