



**RHONDDA CYNON TAF COUNCIL**

**RECORD OF DECISIONS OF THE EXECUTIVE**

**DECISION MADE BY: Cabinet DATE DECISION MADE: 24 September, 2019**

**Cabinet Members Present:**

Councillor A Morgan (Chair), Councillor M Webber (Vice-Chair),  
Councillor R Bevan, Councillor G Hopkins, Councillor M Norris,  
Councillor J Rosser, Councillor R Lewis and Councillor C Leyshon

**Apologies for Absence:**

Councillor A Crimmings

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

Councillor E Webster

***Agenda Item : 8***

**SUBJECT: CUSTOMER FEEDBACK SCHEME - COMMENTS, COMPLIMENTS AND  
COMPLAINTS ANNUAL REPORT 2018/19**

**1. DECISION MADE:**

**Agreed –**

1. The inaugural Annual Report relating to the operation and effectiveness of the Council's Customer Feedback Scheme (Comments, Compliments and Complaints) ('CFS') between April 1<sup>st</sup> 2018 and March 31<sup>st</sup> 2019, annexed at Appendix 1 to the report;
2. To note the work being undertaken by the Customer Feedback and Engagement Team and recent improvements made to the management and operation of the CFS scheme; and
3. That following consideration of the feedback from the Overview & Scrutiny Committee meeting held on the 3<sup>rd</sup> September 2019 that the following suggested areas for improvements in respect of the contents and publication of future CFS Annual Reports, together with CFS reporting mechanisms more generally are taken forward:
  - i. Incorporation of reporting of the customer feedback scheme within the quarterly performance and resources reports.
  - ii. That progress reports are presented to the Overview & Scrutiny Committee on a biannual basis (to include the CFS Annual report)

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

The need to appraise Cabinet of the nature of feedback received by the Council's customers, how that feedback has been used and, where appropriate, utilised to ensure service improvement across the Council.

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

The function of the Customer Feedback and Engagement Team and the collation of service user feedback through both complaints and compliments provides a quality assurance mechanism by which the Council can measure its performance against the corporate priorities to:

- Deliver essential services well;
- Engage with customers and use feedback to redesign and/or improve our services.
- Ensure local people get good outcomes from their services

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

None

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

[Overview & Scrutiny Committee](#) – 3<sup>rd</sup> September 2019.

**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

**Note:** This decision will not come into force and may not be implemented until the expiry of 3 clear working days after its publication i.e. **30 September 2019** 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 EXEMPT OR NON APPLICABLE:**

**I. COUNCIL / SCRUTINY FUNCTION (CALL IN IS THEREFORE NON APPLICABLE):-**

Reason: N/A

**II. URGENT DECISION:-**

Reason N/A

**8.(c) IF DEEMED URGENT - SIGNATURE OF PRESIDING MEMBER OR DEPUTY PRESIDING MEMBER 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:**

.....  
(PRESIDING MEMBER)

.....  
(Dated)

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**PUBLICATION**

Publication on the Councils Website:- **Tuesday, 24 September 2019**

**APPROVED FOR PUBLICATION: ✓**