



RHONDDA CYNON TAF COUNCIL

RECORD OF DECISIONS OF THE EXECUTIVE

DECISION MADE BY: Cabinet DATE DECISION MADE: 13 October, 2020

Cabinet Members Present:

Councillor M Webber (Chair), Councillor R Bevan, Councillor A Crimmings,
Councillor M Norris, Councillor J Rosser, Councillor C Leyshon and
Councillor G Hopkins

Apologies for Absence:

Councillor A Morgan and Councillor R Lewis

Other Councillor(s) in Attendance:-

Councillor P Jarman

Agenda Item : 5

SUBJECT: Representations, Compliments and Complaints Annual Report

1. DECISION MADE:

Agreed –

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

2. REASON FOR THE DECISION BEING MADE:

The need to provide the Cabinet with an overview of the operation and effectiveness of the Council's statutory Social Services complaints procedure between April 1st 2019 and March 31st 2020.

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

The function of the Complaints and Representations Team and the service user feedback through both complaints and compliments quality assurance mechanism by which Adults and Children's measure their performance against the corporate priorities to:

- Improve the experience of those using health and social care services;
- Engage with and use Customer Feedback to redesign our services.

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4. CONSULTATION UNDERTAKEN PRIOR TO DECISION BEING MADE:

None

5. PREVIOUS CONSIDERATION BY A COMMITTEE OF THE COUNCIL:

None

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:

No

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

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

Reason:

The report will be presented to the Health and Wellbeing Scrutiny Committee.

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:

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(PRESIDING MEMBER)

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(Dated)

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APPROVED FOR PUBLICATION: ✓