



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

RECORD OF DECISIONS OF THE EXECUTIVE

DECISION MADE BY: Cabinet DATE DECISION MADE: 19th September 2017

Agenda Item: 8

**SUBJECT: REPRESENTATIONS AND COMPLAINTS PROCEDURES
ANNUAL REPORT**

**Cabinet Members Present
County Borough Councillors:**

A.Morgan (Chairman), M. Webber, R.Bevan, A.Crimmings,
G.Hopkins, M.Norris, R.Lewis & C.Leyshon.

**Apology for Absence
County Borough Councillor:**

J.Rosser

Other Councillor(s) in Attendance:-

G Davies, P Jarman, E Stephens, E Webster, M Weaver &
J Williams.

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.

N.B With the permission of the Chairman, County Borough Councillor P Jarman spoke on this item.

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 1st 2016 and March 31st 2017.

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

As outlined in section 10 of the report, the function of the Complaints and Representations Team and the collation of service user feedback through both complaints and compliments provide a quality assurance mechanism by which Adults and Children's Services can measure their performance against the corporate priorities to:

- Provide essential services well, and;
- Ensuring increased levels of satisfaction with people who have contact with Council Services.

4. CONSULTATION UNDERTAKEN PRIOR TO DECISION BEING MADE:

None

5. PREVIOUS CONSIDERATION BY A COMMITTEE OF THE COUNCIL

- Quarterly updates are presented to the Corporate Parenting Board
- Children & Young People Scrutiny Committee on the 6th September

6. PERSONAL INTERESTS DECLARED:

Councillor R Bevan declared the following personal and non pecuniary interest and remained within the meeting when the item was discussed:-
"My daughter works within the Social Services Sector of the Council"

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. **27th September, 2017** 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)

19th September, 2017
(Dated)