



**RHONDDA CYNON TAF COUNCIL**

**RECORD OF DECISIONS OF THE EXECUTIVE**

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

**Cabinet Members Present:**

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

**Apologies for Absence:**

Councillor R Lewis

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

Councillor Pauline 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 1<sup>st</sup> 2019 and March 31<sup>st</sup> 2020.

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

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

collation  
provide  
Services

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

**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:**

.....  
**(PRESIDING MEMBER)**

.....  
**(Dated)**

**FOR OFFICE USE ONLY**

**PUBLICATION**

Publication on the Councils Website:- **Tuesday, 13 October 2020**

**APPROVED FOR PUBLICATION: ✓**