



RHONDDA CYNON TAF COUNCIL

RECORD OF DECISIONS OF THE EXECUTIVE

DECISION MADE BY: Cabinet DATE DECISION MADE: 04 October, 2021

Cabinet Members Present:

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

Other Councillor(s) in Attendance:-

Councillor G Caple
Councillor P Jarman

Agenda Item : 6

SUBJECT: Representations, Compliments and Complaints Procedures Annual Report

1. DECISION MADE:

Agreed –

1. The contents of the Social Services Annual Complaints report, attached as Appendix 1 of the 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 1st April 2020 and 31st March 2021.

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

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:

- 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:

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 to enable it to be the subject to the Call-In

Procedure in Rule 17.1 of the Overview and Scrutiny Procedure Rules.

The closing date for Call-In is 5pm on the 7 October 2021

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 OFFICER OR DEPUTY PRESIDING OFFICER 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 OFFICER)

.....
(Dated)

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PUBLICATION

Publication on the Councils Website:- **Monday, 4 October 2021**

APPROVED FOR PUBLICATION: ✓