



**RHONDDA CYNON TAF COUNCIL**

**RECORD OF DECISIONS OF THE EXECUTIVE**

**DECISION MADE BY: Cabinet    DATE DECISION MADE: 03 October, 2018**

**Cabinet Members Present:**

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

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

Councillor Steve Bradwick  
Councillor Graham Thomas

***Agenda Item : 6***

**SUBJECT: Representations and Complaints Procedures Annual Report.**

**1. DECISION MADE:**

**Agreed –**

1. To note 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 April 1st 2017 and March 31st 2018.

**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:

- 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:**

[Health & Well Being Scrutiny Committee](#) – 25.09.18

[Children & Young People Scrutiny Committee](#) - 12.09.18

**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. **9 October 2018** 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 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:**

.....  
**(Mayor)**

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

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**PUBLICATION**

Publication on the Councils Website:- **Wednesday, 3 October 2018**

**APPROVED FOR PUBLICATION: ✓**