



RHONDDA CYNON TAF COUNCIL

RECORD OF DECISIONS OF THE EXECUTIVE

DECISION MADE BY: Cabinet DATE DECISION MADE: 23 October, 2023

Cabinet Members Present:

Councillor A Morgan (Chair), Councillor G Caple, Councillor A Crimmings,
Councillor R Lewis, Councillor C Leyshon, Councillor M Norris and
Councillor B Harris

Apologies for Absence:

Councillor M Webber

Agenda Item : 7

**SUBJECT: Social Services Representations, Compliments and Complaints
Procedures Annual Report 2022/23**

1. DECISION MADE:

Agreed –

1. To note the content of this report and the Social Services Annual Representations and Complaints report for 2022/23; and
2. To note the work undertaken by the Customer Feedback, Engagement and 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 2022 and 31st March 2023.

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

The function of the Customer Feedback, Engagement and Complaints 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:

The report includes feedback from service users directly in the form of compliments, complaints and contacts to the Customer Feedback, Engagement and Complaints Team.

5. PREVIOUS CONSIDERATION BY A COMMITTEE OF THE COUNCIL:

[Community Services Scrutiny Committee – 25th September 2023](#)

[Governance and Audit Committee on 12th October 2023.](#)

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 26 October 2023

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)

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(Dated)

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PUBLICATION

Publication on the Council's Website:- **Monday, 23 October 2023**

APPROVED FOR PUBLICATION: ✓