

**Corporate Overview and Scrutiny
Management Board**

23 June 2017



**Customer Feedback Report for the year
end 2016/17**

Report of John Hewitt, Corporate Director of Resources; Jane Robinson, Corporate Director of Adult and Health Services and Margaret Whellans, Corporate Director of Children and Young People's Services

Purpose of the Report

- 1 To present to Members the Customer Feedback: Complaints, Compliments and Suggestions report for 2016/17 Year End; the Annual Representations report for Adults and Health Services 2016/17 and the Annual Representations report for Children's and Young Peoples Services 2016/17. (Full reports attached at Appendices 2, 3 and 4 respectively).

Background

- 2 The report in relation to the Council's performance and key issues regarding corporate and statutory complaints, compliments and suggestions provides invaluable insight into customer feedback on service delivery; their perception of how the Council is dealing with issues important to them locally and also how we apply our policies and procedures. It is used, alongside performance data, to identify key areas for improvement and is used to track trends and highlight areas which need further consideration or which are emerging as key issues.
- 3 There are two main areas of complaints; those which are classed as "statutory" complaints which arise from our duties as a local social services authority and "corporate" complaints which cover all other areas. As both aspects are essentially customer feedback on delivery of services, albeit there are different processes supporting resolution, they are all reported quarterly in a combined report which is considered by Corporate Overview and Scrutiny Management Board. In terms of the annual/year end reporting, they are presented as three separate reports reflecting the requirement for annual reports on statutory representations in relation to local social services. It is considered, though, that there is opportunity to integrate these reports into one to provide a rounded view of feedback, trends and learning outcomes. This will be the intention moving forwards.

Year End 2016/17

- 4 The report at Appendix 2 provides a breakdown of all Customer Feedback received by the Council during 2016/17. It summarises the Council's performance in dealing with corporate and statutory complaints, explores the themes and identifies the action we will take to not only put things right for an individual but to improve wider service provision. The report also provides positive feedback in the form of compliments across services and also suggestions from customers as to what they think we should consider to improve service provision.
- 5 Detail in terms of all statutory complaints for Adult Social Care Services received in 2016/17 is provided in Appendix 3 as the Annual Statutory Representations Report and the detail of all statutory complaints for Children's Social Care Services received in 2016/17 is provided in Appendix 4 as the Annual Representations Report for that service area.

Recommendations

- 6 Members are asked to note the information in the reports.

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Appendix 1: Implications

Finance – Information on financial remedies in relation to the Local Government Ombudsman is included within the report

Staffing – None.

Risk – None.

Equality and Diversity / Public Sector Equality Duty – Complaints regarding any equality and diversity aspect are handled in consultation with the Council's Equality Team.

Accommodation – None.

Crime and Disorder – None.

Human Rights – None.

Consultation – None.

Procurement – None.

Disability Issues – Complaints and suggestions in relation to disability will be considered in line with the Council's Equality approach and Corporate Team.

Legal Implications – None.

