

ECONOMY AND RESOURCES SCRUTINY COMMITTEE

10 September 2020

COMPLAINTS, COMPLIMENTS AND COMMENTS ANNUAL REPORTS 2019/20

SUMMARY REPORT

Purpose of the Report

1. To consider the 2019/20 Complaints, Compliments and Comments Annual Reports for :-
 - Adult Social Care;
 - Children's Social Care;
 - Corporate;
 - Housing;and
 - Public Health

Summary

2. Attached at **Annex 1** is the 2019/20 Complaints, Compliments and Comments Annual Report which is due to be considered by Cabinet at its meeting on 15 September, 2020.
3. The Council constantly strives to ensure an organisational culture in which complaints are accepted, owned and resolved as quickly as possible and one in which learning from complaints is used to improve services.
4. It is a statutory requirement for the Council to produce annual reports in respect of representations received under the Adult Social Care, the Children's Social Care and the Public Health Complaints, Compliments and Comments Procedures.

Recommendation

5. It is recommended that Members consider the 2019/20 Complaints, Compliments and Comments Annual Reports and forward any views to Cabinet for consideration

Paul Wildsmith
Managing Director

Background Papers

No background papers were used in the preparation of this report.

S17 Crime and Disorder	There are no specific crime and disorder implications in this report.
Health and Well Being	There are no issues relating to health and well being which this report needs to address.
Carbon Impact and Climate Change	There are no specific carbon impact issues in this report.
Diversity	The report does not contain any proposals that impact on diversity issues.
Wards Affected	All wards are affected.
Groups Affected	No specific groups are particularly affected.
Budget and Policy Framework	This decision does not represent a change to the budget and policy framework.
Key Decision	The report does not require a key decision.
Urgent Decision	The report does not require an urgent decision.
One Darlington: Perfectly Placed	The subject matter of the report, the Councils financial standing and financial management, is critical to delivery of the SCS, but this report does not contain new proposals.
Efficiency	The report contains updated information regarding efficiency savings contained in the MTFP.
Impact of Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers