

**ECONOMY AND RESOURCES SCRUTINY COMMITTEE
2 SEPTEMBER 2021**

COMPLAINTS, COMPLIMENTS AND COMMENTS ANNUAL REPORTS 2020/21

SUMMARY REPORT

Purpose of the Report

1. To consider the 2020/21 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 2020/21 Complaints, Compliments and Comments Annual Report which is due to be considered by Cabinet at its meeting on 7 September, 2021.
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 2020/21 Complaints, Compliments and Comments Annual Reports and forward any views to Cabinet for consideration

**Elizabeth Davison
Group Director of Operations**

Background Papers

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

S17 Crime and Disorder	There is no specific impact on Crime and Disorder.
Health and Well Being	The purpose of the Adult Social Care Complaints, Compliments and Comments Annual Report is to improve the service we provide to service users and their carers.
Carbon Impact and Climate Change	There are no specific recommendations contained within the attached reports concerning Carbon Reduction.
Diversity	Complaint investigations have led to service improvements for people with protected characteristics.
Wards Affected	All.
Groups Affected	All.
Budget and Policy Framework	This report does not have a direct impact on the Budget and Policy Framework.
Key Decision	This report does not constitute a Key Decision.
Urgent Decision	This report does not require an Urgent Decision.
Council Plan	Learning from complaints contributes towards the delivery of the priorities in the Plan.
Efficiency	The revised procedures aim to improve the efficiency with which complaints are handled. The recommendations contained within the appended reports aim to reduce risk and improve efficiency in the way we interact with our customers.
Impact on Looked After Children and Care Leavers	The purpose of the Children's Social Care Complaints, Compliments and Comments Annual Report is, in part, to improve the service we provide to Looked After Children and Care Leavers.