

GWYNEDD COUNCIL CABINET



Report to a meeting of Gwynedd Council's Cabinet

Date of meeting: 4 October 2016

Cabinet Member: Councillors Ioan Thomas, W Gareth Roberts, Mair Rowlands

Contact Officer: Iwan Evans, Swyddog Monitro
Geraint Owen Pennaeth Cefnogaeth Gorfforaethol
Morwena Edwards, Cyfarwyddwr Gwasanaethau
Cymdeithasol

Title: The Council's Complaints and Service Improvement Reports

1 DECISION SOUGHT

To accept the reports.

2 BACKGROUND

The Corporate Complaints Procedure

2.1 The Council's new Corporate Complaints Procedure requires an annual report to be presented to the Cabinet, which will crystallize the lessons learned over this period and showing how they have contributed to improving the way services are delivered.

The Social Services Complaints Procedure

2.2 The Council also has a specific complaints procedure to deal with complaints relating to Social Services. Under this procedure the Director of Social Services is reequired to produce an annual report on how complaints are handled and investigated within the service. It also includes a summary of lessons learned and actions taken in respect of the complaints received.

The Ombudsman

2.3 If the complainant remains dissatisfied, having followed the Council's complaints procedures may refer the matter to the Public Services Ombudsman for Wales can investigate the complaint if it is felt appropriate. In addition to publishing the Annual Report of the Ombudsman will send an annual letter to every authority individually.

2.4 By looking at these three elements together, it is possible to offer a picture to members of the situation across the Council of the manner complaints are handled and how lessons can be learnt from them so as to improve services. It was therefore decided that it was appropriate to submit these documents together to the Cabinet.

Three documents are submitted to the Cabinet's attention:

- The Annual Report on the Corporate Complaints Procedure 2015/16
- The Annual Report of the Director of Social Services 2015/16
- The Ombudsman's Annual Letter 2015/16

Views of the local member:

Not a local issue.

Views the statutory officers

Chief Executive:

There are several important aspects to any complaints arrangements. Firstly, it is necessary for the process of receiving feedback and listening to complaints to be easy, but the emphasis should also be on trying to resolve issues and learning lessons by, among other things, looking for significant patterns in complaints. The reports before us offer a picture of how the Council does this.

Although there is room for improvement in some areas, such as, perhaps, slowness of response in some cases as the Ombudsman's letter states, in general, I believe that the reports show that we are an open council that is keen to respond to concerns and seeks to respond positively to improve services. "

The Monitoring Officer:

The reports provide an opportunity for the Cabinet to take an overview of the performance and to be assured in relation to the arrangements for responding to complaints

The Head of Finance:

Nothing to add from a financial propriety perspective.

Appendicies

Appendix 1 - The Annual Report on the Corporate Complaints Procedure 2015/16

Appendix 2 - The Annual Report of the Director of Social Services 2015/16

Appendix 3 - The Ombudsman's Annual Letter 2015/16