

RECORD OF EXECUTIVE DECISION

Tuesday, 17 September 2024

Decision No: (CAB 24/25 45792)

DECISION-MAKER:	CABINET
PORTFOLIO AREA:	Finance and Resources
SUBJECT:	Annual Complaints Report 2024
AUTHOR:	Sarita Riley

THE DECISION

- (i) To consider the complaints outcomes for 2023/24 and to instruct officers to consider these findings when reviewing service delivery and improvement plans for 2024 onwards.
- (ii) To re-confirm Housing Services as the service area designated under the complaints policy for which stage 2 complaints are considered by the Council's independent complaints team within Enabling Services and offered additional advice, training and assistance for the period 2024-26 in order to assist the service area on its improvement journey.

REASONS FOR THE DECISION

1. While Councils aspire to get things right first time, every time, we recognise that mistakes can happen. It is important that mistakes (faults) are recognised and used to improve our services and to identify and resolve performance issues wherever possible to drive up service improvement and customer satisfaction. The overall percentage of complaints that are not resolved on initial contact with the Council is low. Complaints that progress through the Council's complaints processes and result in investigation by the LGSCO and HO remain a very small proportion of the complaints received demonstrating a good service improvement and learning from complaints ethos within the Council. It is nonetheless important for senior leaders within the Council to understand where failures have resulted in Ombudsman referrals and findings and to ensure that the Council uses complaints data to understand where services can be improved.
2. The Council's Complaints Policy allows for one additional service area (in addition to Children's Services statutory complaints) to be designated as needing more intensive support from the Council's independent complaints team in Enabling Services. Since April 2024, that Service area has been Housing and it is recommended that continues for at least a further 18 months as this remains the area with the highest number of unresolved

complaints at Ombudsman stage and reflects the Council's commitment to addressing the significant impact housing services has on the Council's values and priorities.

DETAILS OF ANY ALTERNATIVE OPTIONS

Not applicable.

OTHER RELEVANT MATTERS CONCERNING THE DECISION

None.

CONFLICTS OF INTEREST

None.

CONFIRMED AS A TRUE RECORD

We certify that the decision this document records was made in accordance with the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000 and is a true and accurate record of that decision.

Date: 17 September 2024

Decision Maker:
The Cabinet

Proper Officer:
Judy Cordell

SCRUTINY

Note: This decision will come in to force at the expiry of 5 working days from the date of publication subject to any review under the Council's Scrutiny "Call-In" provisions.

Call-In Period expires on

Date of Call-in (if applicable) (this suspends implementation)

Call-in Procedure completed (if applicable)

Call-in heard by <i>(if applicable)</i>
Results of Call-in <i>(if applicable)</i>