

Somerset County Council
Cabinet – 17th October 2018

Formal sign-off of 2017/18 Annual Customer Feedback Report

Cabinet Member(s): Cllr David Fothergill

Division and Local Member(s): N/A

Lead Officer: Simon Clifford – Director, Corporate Affairs

Author: Rebecca Martin, Service Manager – Customer Experience and Information Governance

Contact Details: 01823 356257

	Seen by:	Name	Date
	County Solicitor	Honor Clarke	1/10/18
	Monitoring Officer	Scott Wooldridge	1/10/18
	Corporate Finance	Peter Lewis	1/10/18
	Human Resources	Chris Squire	1/10/18
	Property	Paula Hewitt / Claire Lovett	N/A
	Procurement / ICT	Simon Clifford	1/10/18
	Senior Manager	Simon Clifford	1/10/18
	Commissioning Development Team		N/A
	Local Member(s)		N/A
	Cabinet Member		N/A
	Opposition Spokesperson		N/A
	Relevant Scrutiny Chairman	Cllr Leigh Redman for Scrutiny Children & Families, Cllr Hazel Prior-Sankey for Scrutiny Adults and Health or Cllr Tony Lock for Scrutiny Place	C&F Scrutiny – 14 th September 2018 A&H Scrutiny – 3 rd October 2018 Place Scrutiny – deferred (now 24/10/2018)
Forward Plan Reference:	FP/17/11/05		
Summary:	The recommendation is that the 2017/18 Annual Customer Feedback report is accepted, signed-off and published in accordance with our statutory obligations.		
Recommendations:	Cabinet to : 1. Approve the 2017/18 Annual Customer Feedback report as set out in Appendix 1 2. Authorise the Director of Corporate Affairs to publish the report on the Council's website		

Reasons for Recommendations:	To meet statutory requirements of the Children Act 1989 Representations Procedure (England) Regulations 2006 and the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.						
Links to County Vision, Business Plan and Medium Term Financial Strategy:	The reports support the objective of placing the customer at the centre of what we do.						
Consultations and co-production undertaken:	<i>This report has been shared with Directors of Children's Services, Adults and Health, ECI and Corporate Affairs. The content has been presented at Scrutiny committees (ECI deferred). A one to one overview of the report has been provided by the author to the Leader.</i>						
Financial Implications:	None						
Legal Implications:	None						
HR Implications:	None						
Risk Implications:	None						
	<table border="1"> <thead> <tr> <th>Likelihood</th> <th>Impact</th> <th>Risk Score</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Likelihood	Impact	Risk Score			
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Other Implications (including due regard implications):	<p><u>Equalities Implications</u></p> <p>N/A</p> <p><u>Community Safety Implications</u></p> <p>N/A</p> <p><u>Sustainability Implications</u></p> <p>N/A</p> <p><u>Health and Safety Implications</u></p> <p><u>Privacy Implications</u></p> <p>N/A</p> <p><u>Health and Wellbeing Implications</u></p> <p>N/A</p>						
Scrutiny comments / recommendation	<i>None</i>						

(if any):	
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1. Background

- 1.1. Somerset County Council [SCC] has a statutory obligation to report on the operation of its complaints procedure in relation to Children's Social Care Services but extends the scope of that report to cover all customer facing services. The report contains an executive summary followed by 3 separate detailed sections, one each for Children's Services, Adult Services and Economy and Community Infrastructure (ECI). The executive summary along with the relevant detailed section has each be considered at the appropriate Scrutiny Committee (Place deferred) and required formal sign-off by Cabinet in order that it can be published on the Council website.
- 1.2. The annual report includes; the number of complaints at each stage of the process, a summary of the annual review data provided to the Council by the Local Government Ombudsman, timescale and outcomes of complaints; which customer groups made complaints; learning and service improvements and a summary equality monitoring data. In addition to this, the annual report contains a summary of the compliments and comments received by the service.

2. Options considered and reasons for rejecting them

- 2.1. N/A

3. Background Papers

- 3.1. The annual report for the previous financial year and our current Customer Feedback Handling Guidance is available here:
<http://www.somerset.gov.uk/have-your-say/complaints-comments-and-compliments/complaints-comments-compliments/>