

## Scrutiny Report

Committee: Scrutiny Communities  
Meeting Date – 22 January 2025  
Key Decision – No

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### Annual Customer Feedback Report

Chair of Committee: Cllr Gwil Wren  
Executive Member(s): Cllr Liz Leyshon  
Local Member(s) and Division(s) affected: All  
Executive Director: Alyn Jones - Executive Director Resources, Strategy & Transformation

#### Executive Summary

Scrutiny of the 2023/24 annual feedback report ahead of adoption and publication via Executive Committee.

#### Recommendations

Scrutiny Committee is asked to comment upon the contents of the annual report prior to publication via the council's website.

#### Reasons for Proposals

The council is required to publish an annual report in relation to complaints falling within the scope of the statutory Children's complaints process (though Somerset Council takes a broader approach, covering annual feedback across all services). The requirement mandates that the report is scrutinised and signed-off by appropriate council committee(s).

#### Report Author:

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### Main report and supporting information

#### Background and purpose of report

1. The annual feedback report is a legislative requirement for complaints falling under the statutory children's process but the council compiles one to cover all

services in order to better understand how customer needs are being met, to inform improvement activity and to foster a culture of transparency. The report must be presented to Scrutiny and signed-off by Executive prior to publishing on the council's website.

### **Links to Council Plan and Medium-Term Financial Plan**

2. The feedback report helps ensure that the council operates in a customer centric manner and that we learn from mistakes. There is no measurable financial impacts associated.

### **Other options considered**

3. N/A.

### **Key considerations for the Council**

#### **Scrutiny comments / recommendations:**

4. TBC

### **Consultation and feedback**

5. None

### **Financial and Risk Implications**

6. None

### **Legal and Procurement Implications**

7. None

### **HR / Workforce Implications**

8. None

### **Equalities Implications**

9. None

### **Community Safety Implications**

10. None

### **Climate Change and Sustainability Implications**

11. None

**Health and Safety Implications**

12. None

**Health and Wellbeing Implications**

13. None

**Social Value**

14. None

**Background Papers**

15. None

**Appendices**

- None