

Name of meeting: Corporate Governance and Audit Committee

Date: 16 November 2018

Title of report: Corporate Customer Standards Annual Report 2017-18

Purpose of report:

To update Corporate Governance and Audit on three matters raised following the presentation of the Annual Report at the previous meeting.

The report discusses the number of complaints received by individual services during 2016-17, provides an update on the formal report issued by the Local Government Ombudsman, and discusses the proposed addition to the information provided to residents about complaint matters on the council's website.

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	No
Key Decision - Is it in the Council's Forward Plan (key decisions and private reports?)	No
The Decision - Is it eligible for call in by Scrutiny?	Yes
Date signed off by <u>Strategic Director</u> & name	Julie Muscroft 25.10.2018
Is it also signed off by the Service Director for Finance IT and Transactional Services?	
Is it also signed off by the Service Director for Legal Governance and Commissioning Support?	
Cabinet member portfolio	Graham Turner

Electoral wards affected: all

Ward councillors consulted: none

Public or private: Public

1. **Summary**

For Corporate Governance and Audit Committee to consider the content of the report and to approve the updated wording for the advice to residents on complaint matters. A further update on the Ombudsman formal report will be provided for the next meeting of CGAC.

2. **Information required to take a decision**

Contained within report

3. **Implications for the Council**

3.1 **Early Intervention and Prevention (EIP)**

3.2 **Economic Resilience (ER)**

3.3 **Improving Outcomes for Children**

3.4 **Reducing demand of services**

Advice to residents may clarify their complaints. Learning from complaints will help ensure that errors are not repeated and processes are more efficient and effective.

3.5 **Other (eg Legal/Financial or Human Resources)**

Complaint handling investigation can help reduce risk of services not adhering to legal processes.

4. **Consultees and their opinions**

None

5. **Next steps**

N/A

6. **Officer recommendations and reasons**

To accept the report.

7. **Cabinet portfolio holder's recommendations**

8. **Contact officer**

Chris Read, Corporate Customer Standards 01484 221000

9. **Background Papers and History of Decisions**

None

10. **Service Director responsible**

Eamonn Croston