

Health & Social Care Scrutiny Committee

16th December 2021

Report Title:	Annual Report 2020/21 Social Services Complaints, Compliments And Representations Report
Lead Officer:	Daniel Harper – Customer Care Officer – Daniel.harper@powys.gov.uk
Key Issues in the report highlighted by Lead Officer	<ul style="list-style-type: none"> - Annual Complaints report for consideration by Scrutiny Committee as per the Social Services Complaints Procedure (Wales) Regulations 2014. - The portion of complaints resolved as enquiries has risen, whilst the overall number of complaints remains consistent to the previous year. - Complaints dealt with under the formal procedure are growing in complexity. - Communication remains a key theme at the heart of almost every complaint and has been more evident throughout the pandemic.

Key Feeders (tick all that apply)	Strategic Risk		Cabinet Work Plan		Corporate Plan	
	Director / HoS Key Issue		External / Internal Inspection		Service Business Plan	
	Existing Commitment / Annual Report	X	Performance / Finance Issue	X	Suggestion from Members	
	Suggestion from Public		Referral from Council / Committee		Partnerships	
	Impacting Public / other services					

Scrutiny Impact (tick all that apply)	Policy Review		Performance		Pre-Decision Scrutiny	
	Informing Policy Development		Evidence Gathering		Strategic Issue	
	Risk		Corporate Improvement Plan / Strategic Equality Plan		Finance	
	Service Plan		Partnerships			
	Other (please specify)	For Information and discussion under the Social Services Complaints Procedure (Wales) Regulations 2014 and Section 81.1.d of the Local Government (Wales) Measure 2011 (as amended 2021)				

Suggested scrutiny activity	Committee's Role: To note the contents of the Annual Social Services Complaints, Comments and Compliments Report.
On what specific elements of the report would scrutiny comment add value	To Scrutinise section 7 and 8 of the report covering the ambitious work plan for 2020/21 and the work plan for 2021/22.