

REPORT TO THE CABINET

Date : 7 JUNE 2005

Title : COMPLAINTS ANNUAL REPORT

REPORT OF THE CABINET MEMBER RESOURCES, AUDIT, AN EFFICIENT COUNCIL AND CUSTOMER CHAMPION

IMPLEMENTATION DATE : 20 June 2005

SUMMARY/PURPOSE

1. To bring to the attention of the cabinet the information contained within feedback from service users in the form of complaints.

BACKGROUND

2. We are moving towards a corporate and integrated approach across public service areas, to ensure that we all become 'learning organizations'.

STRATEGIC CONTEXT

3. Our Corporate Plan emphasises continuous service improvement. The learning from our complaints experience is one source of information for improvement activities.

CONSULTATION

4. As a summary of complaints received, no consultation is required prior to the presentation of this report.

FINANCIAL/BUDGET IMPLICATIONS

5. The annual report has no financial implications.

LEGAL IMPLICATIONS

6. The Council has a duty to deliver continually improve its services; learning from our service users' experience is a vital part of delivering improvement.

OPTIONS

7. None relevant to this report.

EVALUATION/RISK MANAGEMENT

8. Any poor service can result in financial, reputational and business risk for the Council, in addition to the poor experience for the service user.
9. The information contained in this Annual Report is one source of knowledge about risk, and the challenge now is to use that knowledge to change approaches to service delivery and re-prioritise resources to ensure that bad service experiences are prevented.
10. A significant success to note is not only the absence of maladministration findings by the Local Government Ombudsman (LGO), but the significantly improved turnaround times which puts us amongst the top 11% of unitary local authorities.

RECOMMENDATIONS

11. That the report be received.

BACKGROUND PAPERS

12. Attached [Annual Report](#) and separate Appendix from Social Services Complaints and User Rights team.

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