

**REPORT TO: OSC**

**DATE:** 23 July 2019

**REPORT TITLE:** Complaints and Information team annual update

**REPORT AUTHOR/S:**

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**PURPOSE OF REPORT:** To present 2018/19 annual complaints and information reports and update on future changes

**SUMMARY:** There are 3 documents attached setting out the Council's performance in handling its casework (Complaints, FOIs and SARs) and action plan for lessons learnt and service improvements

## **1. BACKGROUND**

The following 3 documents are attached to this report for Cabinet's attention before they are made available to the public:

- Adults Statutory Complaints Annual Report 2018-19
- Children's Statutory Complaints Annual Report 2018-19
- Corporate Annual Complaints & Information Report 2018-19

## **2. ISSUES AND CHALLENGES**

The centralised team has been through restructure and implemented new processes and procedures for improving case handling across the Council. There are now two separate team structures (one dealing specifically with complaints and information requests namely FOIs, EIRs, SARs; whilst the other details with all Member Enquiries). The complaints policy has also been revised as from 1 July 2019 whereby the final review stage now involves greater focus to ensure providing more detailed and quality assured response.

## **3. RECOMMENDATIONS**

The following recommendations and action is required by the Committee:

- Note/receive the report for information

## **4. NEXT STEPS**

These reports will now be made available for public access.