

Report to:

SCRUTINY LEADERSHIP BOARD

Relevant Officer:

Mark Towers, Director of Governance and Partnerships

Date of Meeting

17 October 2023

ANNUAL CUSTOMER FEEDBACK REPORT

1.0 Purpose of the report:

1.1 For Scrutiny to consider the Annual Customer Feedback Report covering the period 1 April 2022 – 31 March 2023.

2.0 Recommendation(s):

2.1 Scrutinise the content of the report and highlight any areas for further consideration.

To consider the performance of the Council in dealing with customer feedback and suggest areas for further discussion or scrutiny.

3.0 Reasons for recommendation(s):

3.1 To ensure constructive and robust scrutiny of the report.

3.2 Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.3 Is the recommendation in accordance with the Council's approved budget? No

4.0 Other alternative options to be considered:

4.1 N/A

5.0 Council priority:

5.1 The relevant Council priority is

- "The economy: Maximising growth and opportunity across Blackpool"
- "Communities: Creating stronger communities and increasing resilience"

6.0 Background information

6.1 Information on recorded customer feedback received by the Council is reported to CLT and the Scrutiny Leadership Board on an annual basis.

6.2 The report includes a breakdown of the comments, compliments and complaints received by the Council between 1 April 2022 and 31 March 2023. It summarises the Council's performance in dealing with complaints, explores the themes within customer feedback, and includes an overview of complaints made to the Local Government and Social Care Ombudsman.

6.3 Does the information submitted include any exempt information? No

7.0 List of Appendices:

7.1 Appendix 4(a): Annual Customer Feedback Report 2022/23

8.0 Financial considerations:

8.1 None

9.0 Legal considerations:

9.1 None

10.0 Risk management considerations:

10.1 None

11.0 Equalities and Children and Young People's considerations:

11.1 None

12.0 Sustainability, climate change and environmental considerations:

12.1 None

13.0 Internal/external consultation undertaken:

13.1 N/A

14.0 Background papers:

14.1 None

